



## ANNUAL REPORT APRIL 2020 - MARCH 2021 AND SERVICE OBJECTIVES APRIL 2021 - MARCH 2022



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### 1.0 Introduction: the COVID-19 effect on Library Services.

For all NHS Libraries the year has been difficult as we have struggled to provide services during the COVID-19 pandemic. For a large part of the year, OHFT library staff have worked at home with minimum staffing on site, adapting our rota frequently according to changing government guidelines, whilst keeping our users informed via our website, intranet posts and email signatures. The physical libraries at Warneford, Whiteleaf and Littlemore have throughout remained accessible to Trust staff and students working on-site but usage has inevitably reduced considerably in accordance with the government advice for staff to work at home where possible and to minimise travel.

Nevertheless, library staff have worked hard to ensure that our premises offer environments that follow guidelines for social distancing and PPE. After carrying out risk assessments which included consideration of the needs for the library space, library users and library staff we have taken steps to ensure the libraries are as safe as possible.

At Whiteleaf Library we rearranged the entire library space to ensure library staff and users are able to work in a safe environment, moving shelving, desks, pcs and other equipment. We managed to minimise the loss of workspace with the loss of only one desk/pc. We obtained screens for the library staff desks and ensured control of the air conditioning units to maintain adequate ventilation.

At Warneford Library we rearranged desks and furniture to comply with social distancing guidelines. We continued to allow room bookings for the upstairs rooms limiting numbers allowed in accordance with guidance. In summer 2020 we tackled the problem of pigeons entering the library through windows that were opened in the hot summer months. With help from the estates and facilities team we ensured the rooms were cleaned and cleared of pigeons (including one nest) and arranged for restrictors to be added to all the windows which has ultimately solved the problem.

At all sites we arranged for supplies of and provided antibacterial wipes, face masks and hand gel for library users, as well as printing and displaying Trust advice posters on hand washing, mask wearing and social distancing.

We have adapted our procedures and policies to ensure that where possible users can continue to access the latest evidence. This has included sending books to user's home addresses when working at home and providing envelopes for return posting and adjusting loan periods/provided automatic renewals so that our users have been able to keep books out on loan during lockdown periods. We have operated a system for quarantining books for 72 hours in line with current evidence around the survival of COVID virus on materials and provided advice to others on request.

We have opened our literature searching service to busy staff taking courses- providing searches and training online where required.

We have also adapted our induction and training sessions, creating and recording new library inductions for different groups such as Junior Doctors, Medical Students, Nursing Students, Apprenticeships, Nursing Associates and Masters level course students and creating new bespoke training sessions, for different groups, delivering these through Microsoft Teams.

Throughout this challenging year, the library staff have shown their usual commitment to delivering services as effectively and efficiently as possible whilst always supporting and considering each other and the library team.

Although the following report indicates that in some activities there has been a reduction in levels of activity, that we have throughout maintained all our key services is wholly due to the library staff who have taken on board and responded positively to all new challenges.

In some areas we have however, increased levels of activity – most notably in the provision of literature searches, current awareness alerts and OpenAthens registrations. These services have been even more highly valued than ever during this last year with staff taking advantage of the time to reflect and seek evidence to improve services and/or pursue study opportunities.



Improving services for people with Profound and Multiple Learning Disabilities (PMLD).

The outreach librarian provides tailored, highly specialist alerts which are enabling clinicians in the OHFT Learning Disabilities team to improve services for people with PMLD.

“ We have used the literature from PMLD alerts to argue for and set up a proactive project in the Intensive Interaction service which provides ongoing monitoring to check the continuing needs of people with PLMD and allowing faster access to intervention if needed ”

Julie Elsworth, Clinical Psychologist, Learning Disabilities, OHFT  
Working with  
Mark Bryant, Outreach Librarian  
Oxford Health NHS FT



#AMillionDecisions  
<https://www.hee.nhs.uk/lks>

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions



Library.enquiries@oxfordhealth.nhs.uk



Maximizing the impact of young people's advisory groups (YPAGs) in health research.

“ The OHFT Librarian, Julia Hallam, supported our Team to devise a search strategy to provide systematic evidence on the methods and impacts of YPAGs in youth focused health research, needed to increase opportunities afforded by youth involvement. The resulting published research paper, which includes a framework for the consistent reporting of YPAG involvement in empirical studies is being used in practice and has been cited 4 times ”

Elise Sellars, Research Assistant, The Oxford Psychological Interventions for Children and Adolescents Research Group  
Department of Psychiatry, The University of Oxford.

Working with  
Julia Hallam, Outreach Librarian  
Oxford Health NHS FT



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## 2.0 Services provided

### 2.1 Key Areas of activity ( 6 KPIs)

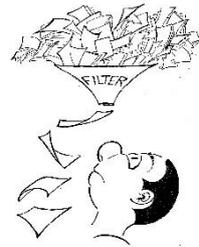
1. **Library membership. 3432(-11% since March 2020).** Sign up to the library was affected by reduced number of inductions and online induction format making it difficult to encourage form completion.
2. **Literature Searches provided by librarians. 246 searches (+ 15% increase since 2019-20)** demonstrates value of librarian's information skills, saving time for OHFT staff and stakeholders (estimated at **262 days – assuming a less experienced searches takes on average 2x as long as a librarian who takes on average, 4 hours to perform an expert search**) whilst enabling them to deliver high quality evidence-based practice/service improvements for patients. \* **COVID pandemic has not affected this service**
3. **OpenAthens registrations. Increased to 2081 (+8% = 35% of OHFT staff/students)**

#### 4. Current Awareness Services

**KnowledgeShare. 2480 members (+6% since 2020; 70% of registered library members)** were signed up to receive targeted alerts and/or literature searching services

**Specialist alerts. 558 (517 at March 2020) Customers received 59 (114 at March 2020) bulletins compiled by librarians** including

61 Tables of Contents alerts, Alerts produced in-house: 2 fortnightly Primary Care Bulletins, a Chronic Fatigue bulletin, 5 KnowledgeShare Specialist newsletters, a Legal, Regulatory, & Policy Bulletin and 30 highly specialist Learning Disabilities alerts; 9 bulletins supplied through collaboration with other libraries: Knowledge Alerts for Commissioners and CCG's, and Bulletins covering Education, Forensic Mental Health; Health Awards, Health management and Infection Control, Informing Transformation, Sepsis.



#### 5. Book and articles supplied.

**Copies and loans to own readers and other libraries: 1944 (-20 %)**

**Loans from stock to own readers & other libraries: 2202 (-40%)**

**E book usage: 346 (-40%)**

The decrease in these activities is reflective of the COVID-19 pandemic with many staff and students working at home or engaged in pandemic related activities. Throughout this time, we have worked hard to continue to offer access to our stock and endeavoured to obtain materials from other libraries to supply requests, receiving many appreciative responses from those we have supported. We have adapted our normal procedures, for

example, sending books to home addresses for those working or studying at home and extended loan periods in accordance with our reduced staffed times, following the guidance to work at home where possible.

## **6. Library Training and Team support**

**Library Inductions: 17 (26 – 2019-20) group inductions – Corporate, Medical students, Junior Doctors, Nursing students, L&D courses, ODCCP with 874 (1136 – 2019-20) attendees.**

**Training sessions delivered: 85 (130 -2019-20) individual/group sessions/413(956 – 2019-20) attendees.**

The decreases in the number of inductions and training sessions since 2019-20 reflects the repeated lockdowns which have both prevented library staff from delivering face to face sessions and served as a barrier to attendees. Nevertheless, the number of sessions and attendees overall is significant and impressive bearing in mind that most of these sessions were delivered via Microsoft Teams, requiring librarians to acquire new presentation skills and create many new teaching/training resources.

## **2.2 Other key library services**

**2.2.1 NHS Libraries Quality Outcomes Framework compliance.** LQIO has been suspended until September 2021.

**2.2.2 SLAs.** We continued to maintain 5 external SLAs, providing library services to:

The South Central and West Commissioning Support Unit; Oxfordshire Clinical Commissioning Group. Public Health Staff in Aylesbury. Public Health staff in Oxford. Primary Care staff in HETV (the CPD Zone).

### **2.2.3 Collection management.**

We purchased print and e books and other materials in Trust priority areas.

**Print: 79 titles (110 items; (£3553): E books: 36 titles; (£2231); (Total stock all sites=7868)**

We continued to focus on e resources, working in collaboration with other libraries to improve provision and taking part in regional and nationally negotiated deals to improve provision and secure best value.

### **National/regional resources**

[National core content resources](#)

e books from [Kortext](#) - a collection of nationally and regionally subscribed e books.

### Local subscriptions

We continued to subscribe to the following electronic resource collections:

1. Emerald Health and Social Care (32 titles).
2. **Stahl online**, the full collection of neuropsychopharmacology books by Dr Stahl.
3. **PepWeb** online psychoanalytic library of e books and journals.
4. Wiley Medical and Nursing Collection (400 titles).
5. Clinical Key Psychiatric and Infectious Diseases Collection (62 titles & 36 e books).
6. Mark Allen Healthcare Complete (26 Health and Social Care titles).
7. **23 CPD Online licenses** for OHFT SAS Drs.
8. **Medhand**. 30 licenses for Junior Drs for this App for phones and ipads which allows access to the **Maudsley Prescribing Guidelines and BNFs**.

#### 2.2.4 ORKA (Oxford Health Knowledge and Research Archive).

We have continued to add publications by Trust authors and Trust funded research to ORKA and were able to provide information to the R&D department to inform a summary for the Trust Board of how many publications have been published by OHFT staff over the last two years, as well as a list of Nurse-led publications. We also worked with a Junior Doctor Trainee to create an area in ORKA for Medical Trainee's publications. This is intended to raise awareness of the medical education trainees research within the BJ Psych Advances journal in order to encourage Trainees to undertake and publish research.

### 2.3 Supporting Patients

- **Reading Groups and support for dementia patients.** Public libraries were closed for most of the year which meant we were unable to provide books to our established reading groups in Cotswold House, Allen and Wintle Wards (Warneford hospital); Ashurst and Phoenix Wards (Littlemore); The Recovery College (Whiteleaf Centre) and Watling Ward, Marlborough House (Milton Keynes). However we remained in contact with activity coordinators for these services and continued to send the Weekly Sparkle reminiscence paper to support dementia patients as well as supporting the teams with Board Games and audio tapes from the Calibre audio library.
- We continued to offer wellbeing and professional resources to staff through our collection of **Reading Well lists of Books on Prescription** at each site which supports social prescribing – staff can borrow these to use with or recommend to patients.
- **Educational Board Games.** Additional purchase increased our stock to 15 board games aimed to make team training memorable and effective and stimulate discussion via interactive learning – including nursing student inductions and study days. They are being used by an increasing number of Trust teams. The growing interest and impact of the Board Games in the Trust as innovative educational tools and we are also aiming to provide online version of the games which can be used via Microsoft Teams.

## 2.4 Promoting our services

Throughout the year we continued to advertise our services as we wanted to ensure that staff and students remain aware of how the library can help them even during these disrupted times.

We created a web page which has been regularly updated and includes COVID-19 evidence resources: <https://www.oxfordhealth.nhs.uk/library/resources/subject-resources/covid-19-resource-guide/>

### 2.4.1 Awareness events

We ran a series of promotions which focused on relevant national campaigns as well as advertising some of our most valued services, for each event we created a book list, intranet and website announcement as well as displaying posters in our libraries:

- **Mental Health Awareness Week, May 2020**
- **Health Information Week (6<sup>th</sup> - 12<sup>th</sup> July 2020).** Health Information Week aims to encourage partnership working across sectors and to benefit all staff and the public by raising awareness of the good quality health resources that are available to them. This year we promoted: Finding Trusted Information and Mental Wellbeing Resources. We were unable to run events on site as usual (although we displayed posters and our book lists on library noticeboards) but used the intranet to post on these themes, including lists of resources and links to relevant websites.
- **World Suicide Prevention Day, September 2020**
- **World Book Night, September 2020.** The event was postponed from April owing to COVID but once again we took part, distributing all 80 copies of The Salt Path, for the first time mainly to community teams including the Wallingford Thames Assessment team, Abingdon Assessment team, Didcot Assessment team, Community Respiratory Nursing, Chiltern Day Hospital and South Parade Summertown for their patients. Our aim was to provide reading opportunities for adults with low literacy levels or who don't read for pleasure, those with mental health needs, and young people who don't read for pleasure already. We received positive feedback from patients and teams who participated and decided to apply to take part again in 2021.
- **World Mental Health Day October 2020**
- **Black History Month, October 2020**
- **LGBT+ History Month, February 2021**
- **Children's Mental Health Week, February 2021**
- **Eating Disorders Awareness Week, March 2021**
- **World Autism Awareness Week, March 2021**

### 2.4.2 Library Services

- **Literature Searching.** In May we publicised our searching service, advertising that since March we had conducted over 60 literature searches supporting Covid-19 care and many other topics.
- **Library Training.** In August we promoted library training delivered via Microsoft Teams
- **Knowvember.** We promoted our knowledge mobilisation services including ORKA, Knowledge Cafes and the Evidence & knowledge assessment tool.
- **Health Literacy:** Highlighting issues around Health Literacy was again a priority but was difficult to progress this year. However, Mpilo Siwela delivered a presentation to the Community Practice Educators via Teams and it was agreed that- students, including all patient facing staff, should be referred to the e learning programme session: <https://www.e-lfh.org.uk/programmes/health-literacy/> – to highlight the issues around health literacy.

### 2.5 Staffing

- **Ayo Onatola**, joined the library team as part-time outreach librarian in a role aimed at supporting apprentices in January but left in September 2020.
- **Tiziana Fiorito** was appointed to the post of Assistant Librarian in January 2021, a fixed term, 12 month post. Tiziana is working for one day a week in the Assistant Librarian whilst receiving training from several librarians in the OHFT library team. She also continues to work as a library assistant for 2.5 days a week.
- **Mpilo Siwela** continued to study through the Learning and Development department for the Academic Teaching Level 7 Apprenticeship throughout the year and hopes to qualify in June 2021.

### 3.0 Objectives 2021-2022

Owing to the pandemic it was decided that we would review and extend the objectives for the existing strategy (2017-2020), updating where necessary and identifying new objectives as indicated by a review of the relevant influencing landscape. As a result of this review, our key objectives continue as before and we plan to meet these as follows.

#### 6.1 Key Activities

##### 6.1.1 Improving performance against 6 KPIs

Performance indicator	Mapped to Objective	Targets from April 2021-March 2022	Notes
<b>Registrations</b>	1	100% new staff registered/informed	Depends on implementation of automatic membership
<b>OpenAthens registrations</b>	1	40% Trust staff registered	If existing trend continues.
<b>Current Awareness signed up</b>	2	75% members receive KShare alerts	If existing trend continues.
<b>Literature Searching</b>	2,3	10 day turnaround (5 day normal working)	May change depending on progress of pandemic
<b>Items supplied</b>	1,2,3	4942 = total items: loans, docs (2021+10%)	May change depending on the progress of the pandemic
<b>Information skills training</b>	1,2	96 Sessions (85 total 2021-2 + 10%)	May change depending on the progress of the pandemic

##### 2.5.1 Improving/developing Library Services

**Objective 1. Maintain access to the knowledge base of evidence; providing a high-quality library & knowledge service.**

✓ **Quality/NHS Libraries Quality Improvement outcomes.**

Work to achieve compliance with new Quality Standards by September 2021.

## **Objective 2: Enable effective use of the knowledge base; mobilise knowledge to deliver on NHS priorities, supporting lifelong learning and wellbeing of NHS staff and facilitating the dissemination of research and innovation**

- ✓ **Support Knowledge Management. Support Trust teams at all levels including Board level, to manage knowledge and deliver the highest quality of care through evidence-based practice.**
  - Use Knowledge Management tools where appropriate, including the Evidence & Knowledge Assessment Tool, facilitating communities of practice, providing literature searches.
  - ORKA: work with: R&D to support Trust research; L&D to include local students work/projects; OHI to support quality improvement initiatives; Medical Education to promote Trainees involvement in published research.
- ✓ **Develop content and increase quality of current awareness Services**
  - Promote in house and shared current awareness alerts, offer additional alerts via KnowledgeShare
  - Transfer TOCs alerts to KnowledgeShare where possible to decrease team workload.
  - Refine Primary Care Bulletin processes
- ✓ **Information skills training: support Trust staff to access high quality current evidence by efficiently offering effective information skills training**
  - Update all training to include training on native interfaces (loss of HDAS, 2022)
  - Improve support for all L&D courses at all levels.
  - Adapt training for delivery via online and face to face formats.

## **Objective 3 Deliver a cost-effective service; collaborating with other providers, improve the patient experience.**

- ✓ **Review library policies and procedures to reflect new ways of working, with focus on:**
  - Collection management:**
    - develop online services and resources with focus on e resources and collaborative procurement where appropriate.
    - support Trust educational initiatives using expertise to manage & procure appropriate resources and ensure supply/access.
    - sourcing, checking/updating reading lists, liaising with course leaders & Trust experts to maintain up to date relevant stock.
  - ✓ **Marketing and promotion:**
    - Identify and support resource provision for key Trust initiatives and national events, working in partnership with appropriate organisations and teams taking advantage of opportunities for promotional activities.
  - ✓ **Support Patients and Staff wellbeing & informal learning, working with public library/other external partners to expand library services for patients.**
    - Reading Groups – support existing and establish new groups.

- Dementia patients – increase awareness and supply of reminiscence collections, audio tapes, the Weekly Sparkle.
- Reading Well lists of Books on Prescription - promote and expand awareness/usage.
- World Book Night – apply to participate and increase books procured to support growing interest from Trust teams to aid mental health recovery.
- Educational Board Games - promote and extend use, supporting improved well-being and learning for staff and patients.
- ✓ **Improve Health Literacy awareness**
- Offer support, raise awareness and highlight the important issues.
- Embed Health Literacy sessions within Trust courses to facilitate knowledge of health literacy issues for patient services.
- ✓ **Maintain existing external SLAs with existing customers and consider opportunities for further partnership working/SLAs where appropriate.**

#### **Objective 4 Develop the knowledge and skills of library staff.**

- ✓ **Library staffing: development, roles & skill mix**
- develop staffing structure/skills plan with consideration for current and future service needs.
- consider a bid for HEE funded Primary Care librarian.
- support staff to take advantage of training opportunities to develop skills and knowledge required for services development.
- **plan current and future library staffing requirements considering on-site, outreach services and home working in light of COVID-19 and Green Trust/NHS strategy.**

#### **Objective 5: Improve the user experience.**

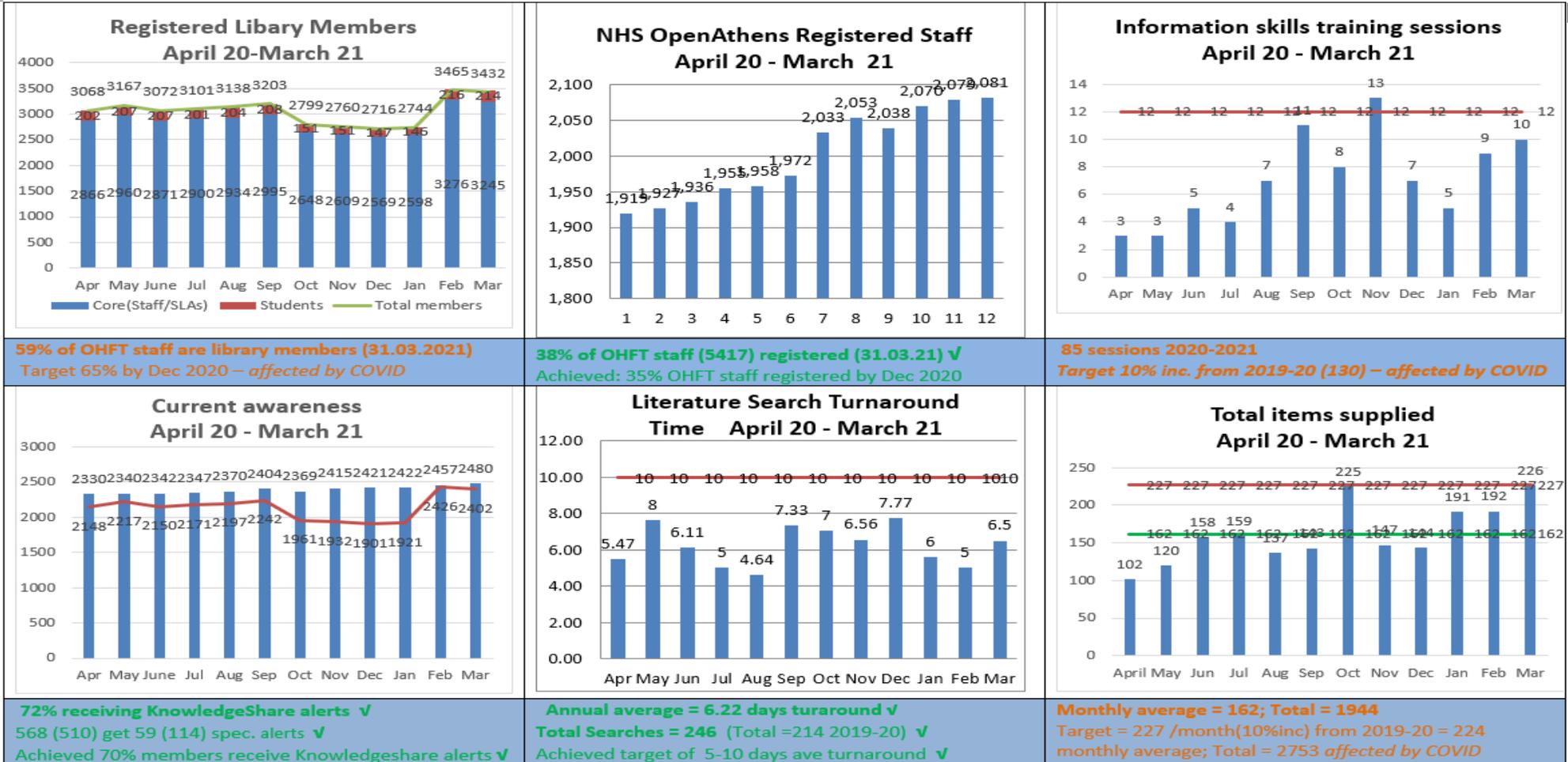
- ✓ **Manage the Library space in line with COVID-19 requirements whilst improving facilities where possible at all locations.**
- Littlemore Library: provide adequate space to support existing and future usage.
- Warneford Library: reduce journal holdings to improve environment in line with archive subscriptions purchased. Pursue any opportunities to improve the library environment.
- Whiteleaf Library. Update all IT equipment.

**We aim to consult on a new Library Strategy in 2022.**

# Appendix 1 Library Activity Statistics Highlights 2020-21



## April 20 - Mar 2021 Performance Dashboard



## Appendix 2 Achievements December 2020: 6 KPIs

Performance indicator	Mapped to Objective	December 2020 compared with Dec 2019 *	Overall strategic target met/not met	Targets from April 2021-March 2022
<b>Registrations</b>	1	Decreased	Not met (inc 60% Trust staff) Actual= 48%	100% new staff registered/informed
<b>OpenAthens registrations</b>	1	Increased	Met (inc to 35% Trust staff) Actual = 38%	40% Trust staff registered
<b>Current Awareness signed up</b>	2	Increased	Met (70% members receive KShare alerts) Actual = 87%	75% members received KShare alerts
<b>Literature Searching</b>	2,3	Met	Met (5/10 day turnaround)	10 day turnaround (5 day normal working)
<b>Items supplied</b>	1,2,3	Decreased	Not met (target 8293 items supplied) Actual=4492	4942 = total items: loans, docs (2021+10%)
<b>Information skills training</b>	1,2	Decreased	Not met (target 108 sessions) Actual = 61	96 Sessions (85 total 2021-2 + 10%)