

OXFORD HEALTH LIBRARY SERVICES
ANNUAL REPORT APRIL 2015 - MARCH 2016 AND
SERVICE OBJECTIVES APRIL 2016 - MARCH 2017



Summary

Achievements

- **Library membership increased to 3880 (8% increase, 769 new members);** reflects continued presence of the library in Trust and other group induction programmes.
- **Library members studying/on courses: 552 (6% increase)**
- **LQAF = 95% compliance (1% increase and well above acceptance threshold of 90%)**
- **Literature Searches provided by librarians = 131 (5% increase) demonstrates value of librarian's information skills, saving time for OHFT staff and stakeholders (estimated at between 44 – 88 days) whilst enabling them to deliver high quality evidence-based practice/service improvements for patients.**
- **SLAs. Continue to provide library services via 4 external SLAs:**
 - 1. SCCSU, TVLAT, Oxford, Aylesbury Vale and Chiltern CCGs.
 - 2. Public Health Staff in Aylesbury. 3. Public Health staff in Oxford.
 - 4. CPD for Primary Care staff in HETV:
- **Increase in OpenAthens registrations to 1544 (+14%) and usage of online resources: 15344 accesses (-9%- explained by end of Finch Pilot?)**
- **KnowledgeShare: 544 members (March 2016)** were signed up to receive targeted alerts and/or literature searching services.
- **51 Customers receive TOCs alerts for 61 journals**
- **Collaborating with other libraries:** e.g. to provide alerting services for our users, including the Public Health Update (66 Subscribers), Knowledge Alerts for Commissioners and CCG's (40 Subscribers).
- **Collection management:** purchased stock in line with customer needs; increasing e book and e journal provision; cancellation of journals titles according to set criteria. Updated resource guides for Dementia, Patient Safety, Reading and Bibliotherapy, Critical Appraisal, Leadership and Management, Wellbeing and Woundcare. New guides planned for Suicide Prevention, Nurse Revalidation, Preceptorship, the Care Certificate, Service User Involvement, Safer Care and Substance Misuse.
- **Mixed picture of borrowing/lending activities:**
- **Increase in items supplied to network libraries– books, copies: 1120 (+10%);**
- **Decrease in items supplied from external sources to local users 1162(-9%)**
- **Decrease in loans from stock 4408 (-19%)**
- **Increase in e book downloads 550 (+60%)**
- **CPD Online:** continued to fund 15 licenses available to OHFT clinicians, funded by the library.
- **Medhand App** for ebooks (mobile downloads): trial and subscription to licenses for ST Drs.
- **Increase in training sessions delivered:** literature searching; assisted literature searching, Critical Appraisal skills, citation and referencing (including Endnote), support for setting up and running journal clubs
- **Support for e learning:** libraries offer facilities/equipment; created Google e learning module.
- **Trust events/teams supported:** Tissue viability study days; Health Visitors conference; Productive Learning and sharing events; Minor Illness course/First Line Management course induction; Health and Wellbeing events; Improvement champions events/Falls Prevention service; MSK Physiotherapy; CAMHS Swindon; Reablement teams, Talking Space, ODCCP, Junior Doctors (Journal Clubs in Oxford and Aylesbury), SPRs ,South Oxon AMHT, Oxon and Bucks Public Health Teams,

Adult Speech and Language Therapists, Children's Services, Occupational Therapists, Safeguarding, Clinical Practice Educators.

- **Staffing:** All library staff have attended professional training and development events, contributed to the Knowledge for HealthCare national NHS Libraries development framework activities and have continued to deliver high quality library services.

Facilities:

- **Warneford library:** increased usage of upper rooms for learning, study and management.
- **Whiteleaf Library:** well used despite ongoing environmental/building issues.
- **Littlemore Library:** Still used frequently by staff and students, despite building use changes.

Library Annual User Survey: 372 responses were received. **Key Findings:**

- Many responses described how OHFT staff and stakeholders are using library services for service improvements to benefit patients. The following entry won a £30 Amazon voucher for the best answer describing change made or expected to be made as chosen by library staff:

The literature search carried out by the library informed our service evaluation, leading us to pursue research into delivering Speech and Language therapy via Skype for a paediatric population. Without your support, this literature search would have taken us much longer and we would not have identified this gap in the research as quickly, which enabled us to progress the research. It also taught us the stages of performing a literature search!

- High level use and value of physical libraries
- Increase in awareness/use of remote library services but still need to further increase awareness of services "as people don't always know how useful you are".
- High level of satisfaction with quality of library resources and services
- Need to address study space/environmental/IT issues in libraries.
- Support for librarians working with teams, particularly supporting journal clubs, providing literature searches for research projects, development of Trust guidelines, clinical audit, attending case presentations.
- Useful suggestions for new services including: **provide input into staff PDRs to support areas of development and development of a reading group for patients and staff.**

Looking ahead... Objectives 2016-17:

- **Wider partnership working: continuing to support implementation of Knowledge for HealthCare, HEE's new strategic development framework for NHS library and knowledge services in England**
- Increase OpenAthens registrations and activity levels of other services where appropriate.
- Continue to practice prudent, efficient and effective collection management; supporting courses by provision of resources where funding allows.
- OH staff /stakeholders can access library services regardless of location – focus on promotion to increase awareness and usage/50% of Trust staff are library members.
- Develop and monitor SLA's.
- Support Trust clinical staff to provide the highest standards of patient care by offering appropriate services including KnowledgeShare, literature searching services, specialist advice including knowledge management/copyright/advise on e-resources including Apps
- Maintain or improve quality standards (aim to improve partially met LQAF criteria to full compliance).
- Maintain and enhance skills of library staff to enable them to continue to deliver high quality, effective information services.
- Ensure current funding meets service objectives.
- Increase use of ICT to improve service performance, maintain/increase availability of electronic resources and equipment.
- Develop further e learning modules and support development of new Moodle platform.