Oxford Health Libraries

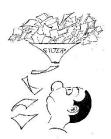**ANNUAL REPORT   APRIL 2018 - MARCH 2019 AND
SERVICE OBJECTIVES APRIL 2019 - MARCH 2020
Summary**

- **Library membership. 3763 (+3%) *(991 new members +17%).***
- **Library members studying/taking courses. 571 (new courses through Apprenticeships)**
- **NHS Libraries Quality Assurance Framework compliance. 97% (2*% increase)***
- **Literature Searches provided by librarians. 214 searches 2018-19 (5% increase)** *demonstrates value of librarian's information skills, saving time for OHFT staff and stakeholders* **(estimated at 150 days)** *whilst enabling them to deliver high quality evidence-based practice/service improvements for patients.*
- **SLAs.** We continued to maintain 6 external SLAs, providing library services to:
  The South Central and West Commissioning Support Unit; NHS England, South central Medical Directorate; Oxfordshire Clinical Commissioning Group. Public Health Staff in Aylesbury. Public Health staff in Oxford. Primary Care staff in HETV (the CPD Zone).
- **OpenAthens registrations. Increased to 1782 (+11%);**
- **Usage of online resources: 16248 (+23%)**
- **Current Awareness Services.** *"In the Information Age, the first step to sanity is FILTERING. Filter the information: extract for knowledge". Marc Stiegler*
  In April 2018 we undertook a survey of all users of our bespoke current awareness services to ensure compliancy with GDPR regulatory changes and to ensure services are relevant and appropriate. Many users wished to continue to receive alerts and during this process we were able to create a system which will allow regular monitoring and evaluation in future.
- **KnowledgeShare. 1898 members (+23%)** were signed up to receive targeted alerts and/or literature searching services
- **405 Customers received 105 bulletins** **compiled by librarians** including 57 Tables of Contents alerts, 2 fortnightly Primary Care Bulletins, 38 highly specialist Learning Disabilities alerts, and 8 bulletins supplied through collaboration with other libraries: Public Health Bulletin, Knowledge Alerts for Commissioners and CCG's, and Bulletins covering Education, Forensic Mental Health; Health Awards, Health management and Infection Control, Informing Transformation, Sepsis.

Collection management.

- Purchased new print and e books and other materials in Trust priority areas.
- Continued to focus on e resources; working in collaboration with other libraries to improve provision of resources. We also subscribed to the Emerald Health and Social Care Collection (32 titles), **Stahl online**, providing online access to the full collection of neuropsychopharmacology books by Dr Stahl and the **PepWeb** online psychoanalytic library of e books and journals. From January 2018 we subscribed to the Wiley Medical and Nursing Collection (400 titles) and Clinical Key Psychiatric and Infectious Diseases Collection (62 titles & 36 e books).
- Developed resource guides for **Apprentices, Nursing Associates,Minor Illness/Injury, Preceptorship, Leadership.**

Increased funding to **22 CPD Online licenses** for OHFT SAS Drs; provided licenses for all Junior Drs for **Medhand,** an App for phones and ipads which allows access to the **Maudsley Prescribing Guidelines.**

Resources supplied.

- **Copies made for own readers & sent to other libraries: 1768 (increase); Loans and copies provided by other libraries: 1043 (increase); Loans from stock to own readers & other libraries: 4415 (decrease)**

Library Training and Team support

- **Increase in training sessions delivered: 126 individual/group sessions/ 705 attendees.** Sessions included Literature searching, Critical Appraisal skills, Citation and referencing (including Endnote), Writing for publication.
- **Trust events/courses/teams supported:** Clinical and non-Clinical Apprentices, , Leadership Course Nursing Associates, Minor Illness/Injuries course; Preceptorship, Mentorship, Frailty Course; NHS South, Central and West Commissioning Support Unit; Oxon and Bucks Public Health Teams, Oxfordshire CCG; Clinical Research Facility, NIHR Clinical Research Network, ODCCP, Junior Doctors (Journal Clubs in Oxford and Aylesbury), Social Work Forum Bucks, MDT Chiltern Assessment Team, Tissue viability study days; HEETV Faculty Day, GP trainees, LD interest group, City Older Adults, LD Speech and Language Therapists.
- **Ward Rounds.** Monthly attendance by Outreach librarians at the Highfield Adolescent Unit. We have provided literature searches to support patient care and other information as required.
- **Reading Groups. Warneford Hospital:** Continuing support for a patient led reading group at Cotswold House and a new group on Allen Ward; **Littlemore:** Phoenix Ward; **Whiteleaf Centre:** Recovery College; **Milton Keynes:** Watling Ward, Marlborough House. *"Being part of a reading group has helped me gained my confidence back through reading aloud and discussing with other group members"- Patient, Bucks Recovery College, Whiteleaf Centre.* We also supply Reminiscence Collections and audio tapes through partnership with Buckinghamshire libraries to dementia patients on Whiteleaf wards.
- We have expanded our stock of titles from the **Reading Well lists of Books on Prescription**. This involves 'prescribing' books from a list of selected titles & is proven to save money on consultations and help patients – staff can borrow them to use with or recommend to patients.
- **World Book Night 2018.** We took part in this for the first time, distributing 80 copies of Dangerous Lady by Martina Cole to Wards and teams across the Trust to use with 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 2019.
- **Educational Board Games.** We purchased 14 games aimed to make team training memorable and effective and stimulate discussion via interactive learning – including sepsis, hydration and nutrition, safeguarding, communication - they have so far been used by 8 teams.
- **Making Every Contact Count (MECC).** Mark Bryant worked with the Health Promotion Unit and Public Health Staff in Oxfordshire to design and deliver a training programme (online module & workshop) for around 70 public library staff, in Oxford/Banbury to introduce MECC. It was designed to support staff teams to embody MECC within the delivery of health promotion campaigns as well as in their

day to day interactions with service users. It has attempted to produce a replicable model for MECC training and quality assurance for front line staff that can be used in other areas.

- **Health Information Week (2-8th July).** OHFT Libraries took part in this annual event which promotes good quality health resources that are available to the public. Health Information Week aims to encourage partnership working across sectors and benefit all staff and the public by raising awareness of the resources that are available to them. We promoted the week through announcements and holding events in our libraries focusing on Reading Well for Mental Health and Mindfulness resources.

- **Trust Repository.**
  Following the launch of ORKA – the Oxford Health Knowledge and Research Archive Repository for Trust publications, librarians have worked hard to develop the structure and have been adding Trust authored publications. The repository is available through the OHFT website, acting as a showcase for Trust research as well as facilitating the sharing of local service improvements.

Staff changes

Sheila Jordan Library Assistant, Aylesbury retired in May 2018 following 10 years' service.
Three new staff joined the library team:

- **Tiziana Fiorito: part time library assistant working in Oxford**
- **Helen Hinchcliffe: part time library assistant working in Aylesbury**
- **Fiona Sutherland: part time Outreach Librarian working in Oxford**

Facilities

- **Warneford library:** updated shelves in main reading room, created a Library Enquiry Desk to improve interaction with library users, increased usage of upper rooms for learning, study and management.
- **Whiteleaf Library**: reorganised the library space to provide a better layout for users and library staff.
- **Littlemore Library:** We have continued to operate in a reduced space which is difficult and often means Trust staff and students are unable to work in the library owing to the reduction in the workstations available as well as study space. We expect this to improve when the HPU moves elsewhere this year.

Looking ahead… Objectives 2019-20

Implement the new Library Strategy by focusing on key objectives:

- Maintain access to the knowledge base of evidence; providing a high-quality library & knowledge service.
- 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.
- Deliver a cost-effective service; collaborating with other providers, improve the patient experience.
- Develop the knowledge and skills of library staff.
- Improve the user experience.

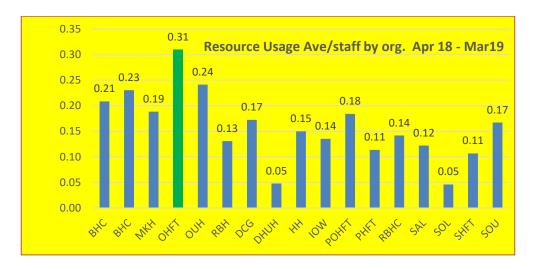**Key Activities will include:**

- Continue to develop *ORKA* https://oxfordhealth-nhs.archive.knowledgearc.net/ to include additional local resources such as Clinical Audits and OHI projects and promote widespread awareness and usage.

- Continue to set up additional Reading Groups, working with public library partners; continue to promote the use of Educational Board Games to support improved well-being and learning for staff and patients.

- Focusing on Health Literacy – evidence shows that this is an important factor affecting health outcomes –and librarians can help by raising awareness, providing support and helping to improve patient information.

  "Levels of health literacy in England are very low: 43% of working age adults cannot understand textual health information, rising to 61% when a numeracy element is added (1); and 43% adults are unable to calculate paracetamol dosage for a child based on age and weight (2). Adults who have low language, literacy and numeracy skills, and their children and families, suffer the worst health outcomes in society."

  Roles for Librarians include raising awareness: of issues, techniques resources; identifying sources for patient information materials; contributing to evidence-based patient information that is widely accessible.

- Supporting L&D to deliver Apprenticeships and other courses of all levels including Masters modules, through provision of appropriate library services and resources, including an outreach librarian to liaise with the L&D team.

- Support Trust teams at all levels including Board level, to manage knowledge, deliver the highest quality of care through evidence-based practice eg. by using the Evidence & Knowledge Assessment Tool which aims to assess opportunities to make better use of knowledge as an asset, facilitating communities of practice, providing literature searches and supporting other knowledge management activities.

- Working to achieve compliance with new Quality Standards.

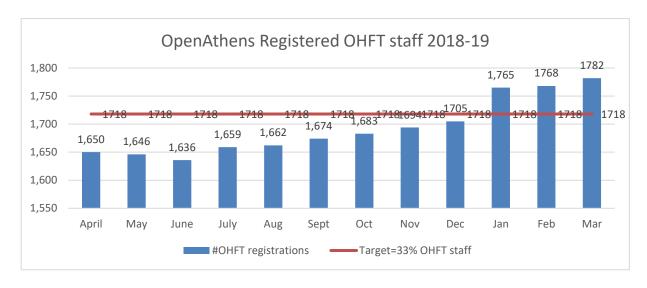- Improving the library space at all locations.

Appendix 1 Library Activity Statistics Highlights 2018-19

Resource Usage Ave/staff by org. Apr 18 - Mar19

1. Average usage of e resources per staff: OHFT top in the South Region.

OpenAthens Registered OHFT staff 2018-19

Legend: #OHFT registrations — Target=33% OHFT staff

2. OpenAthens registrations by OHFT staff: our target: 33% OHFT staff registered (Achieved 34%)

Items Supplied 2017-19

Library Training 2017-19

3. Items supplied: our target 229/month(10%inc). Actual = 233/month(11% inc)
4. Training Sessions: Our target=10%(126) Actual increase= 126

Oxford Health Libraries

Appendix 2 Library Strategy Implementation Plan Progress Report March 2019

Measure	March 17	Objective	March 18	Achieved	Mar-19	Achieved	Target Dec 2020
Increase in E resource usage	13133	Inc. 10% pa	13206 (.5%)	X	16248 (+23%)	√	17873
average usage of e resources per staff: top 3 in South ; 1 usage/OHFT staff.	NA	Inc. to 1/#1	NA	NA	.31 (#1)	√	1 /staff
Increase in sign-up for NHS OpenAthens to 35% of OHFT staff by 2020	29%	Inc 2% pa	31%	√	33%	√	35%
Increase in Twitter (Followers)	230	Inc 10% pa	370	√	416	√	458
Items received and supplied increase	7591	Inc 10% pa	7145 (-6%)	X t=-7971	7226 (+2%)	X t=8130	8293
#OHFT registrations in year increase target = 60% Trust staff by Dec 2020	769 (53%)	Inc 2% pa	792 (3%)	√ (62%)	991 (17%)	√ (62%)	60%
Increase in # Training sessions provided (Group & individual)	137	Inc 5% pa	114	X	126	X	159
Increase in # signed up to current awareness services - Kshare/Other	1096/ 314	Inc 10% pa	1548/ 654	√	1898/ 407*	√	2088/ 418
Increased # of collaborative current awareness services provided	7	Inc 2 pa	8	X	13	√	15
Increase # literature searches provided.	105	Inc 10% pa	204	√	214	X	235
Improvement in lit search turnaround	NA	Ave= 5 days	NA	NA	6	X	5 days
Increase in usage of repository – records added/searches/total views - top 10	Start May 19	Inc 100/100%/ 100%	NA	NA	144/ 4258/ 3131	NA	244/ 11647/ 6262
Increased LKS supporting patients (#reading groups, # of activities/ resources	1 RG	Inc RG by 3 PA	2RG		7RG	√	12 RG
LQAF maintain/increase 96% compliance.	96%	i=1-2%	95%	X	97%	√	100%