














ANNUAL REPORT APRIL 2019 - MARCH 2020 AND SERVICE OBJECTIVES APRIL 2020 - MARCH 2021

Summary


-  **Library membership. 3872 (+3%) (873 new members) * New LMS – no new members added Feb/March 2020**
-  **NHS Libraries Quality Assurance Framework compliance. LQAF Suspended until 2021.**
-  **Literature Searches provided by librarians. 214 searches 2019-20 (same as 2018-19) 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. * Lockdown has not affected this service!**
-  **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 1917 (+8% = 36% of OHFT staff/students)**
-  **Current Awareness Services:**
-  **KnowledgeShare. 2343 members (+23%)** were signed up to receive targeted alerts and/or literature searching services
-  **517 Customers received 114 bulletins compiled by librarians** including 57 Tables of Contents alerts, Alerts produced in-house: 2 fortnightly Primary Care Bulletins, Chronic Fatigue bulletin, 3 KnowledgeShare Specialist newsletters, the **new Legal, Regulatory, & Policy Bulletin** and 37 highly specialist Learning Disabilities alerts; 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. **Print: 213 titles (316 items; £9,376); E books: 36 titles; (£2190); (Total stock all sites=7868)**
-  Continued to focus on e resources; working in collaboration with other libraries to improve provision of resources. We continued to subscribe 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, the Wiley Medical and Nursing Collection (400 titles) and Clinical Key Psychiatric and Infectious Diseases Collection (62 titles & 36 e books). From January 2020 we additionally subscribed to the [Mark Allen Healthcare Complete](#) collection of 26 Health and Social Care titles taking advantage of the national NHS Libraries collaborative purchasing deal to secure a 50% reduction in costs for OHFT.
-  Increased funding to **23 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 and loans provided to own readers (from stock or other libraries) and sent to other libraries: 2717 (-3%); (limited supply during lockdown); Loans from stock to own readers & other libraries: 3705 (16% decrease); E book usage: 586 (downloaded or read online). Total decrease 6%**


Library Training and Team support

-  **Library Inductions: 26 group inductions – Corporate, Medical students, Junior Doctors, Nursing students, L&D courses, ODCCP, Public Health Oxford, Public Health Aylesbury. 175 individual inductions; 1136 attendees.**
-  **Increase in training sessions delivered: 130 individual/group sessions/ 956 attendees. This is a considerable increase since 2018-19, particularly taking into account lockdown. A growing number of training sessions are being provided to support OHFT courses offered via L&D. We also offered Twitter training for the first time* nb no training from 13.02.20-31.3.20 owing to lockdown**

Trust events/courses/teams supported:

-  **L&D Courses:** Nurse Associate Trainees; Apprenticeships: L3 Senior Healthcare Support Worker; Business Admin; Team Leader, Minor Injury, Minor Illness Masters; Quality Improvement; Frailty, Preceptorship.
-  **Other OHFT courses/teams:** CAMHS Abingdon, ODDCP, R&D, CAMHS SpRs; OTS CDP
-  **External events/teams:** HEE TV Faculty – GP trainees; NHS South, Central and West Commissioning Support Unit; South Locality Older Adult CMHT; Primary Care Fellowships Learning Set, OXCCG.
-  **Ward Rounds.** Monthly attendance by Outreach librarians at the Highfield Adolescent Unit. We attended 8 Ward rounds and provided 10 literature searches to support patient care.
-  **Supporting Patients:**
-  **Reading Groups.** Continuing support for a patient led reading group at Cotswold House worked with the OHFT activity coordinators to set up or maintain groups on Allen and Wintle Wards (Warneford hospital); Ashurst and Phoenix Wards (Littlemore); The Recovery College (Whiteleaf Centre); Watling Ward, Marlborough House (Milton Keynes).
-  **Support for dementia patients.** We supply Reminiscence Collections and audio tapes through partnership with Buckinghamshire libraries to dementia patients on Whiteleaf and Littlemore wards. We purchased an additional audio player to support this. We have also facilitated the distribution of the Weekly Sparkle, a reminiscence newspaper which help activity coordinators plan activities and reminiscence sessions to several OHFT wards to support dementia patients.
-  **We continue to offer wellbeing and professional support to staff through our collection of Reading Well lists of Books on Prescription.** Books may be 'prescribed' & this is proven to save money on consultations – staff can borrow them to use with or recommend to patients.
-  **World Book Night 2019.** We took part in this for the second time, distributing 80 copies of The Rosie Project 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 2020.
-  **Educational Board Games.** We purchased a further 15 games aimed to make team training memorable and effective and stimulate discussion via interactive learning – including 'Dr Jargon' and 'The Leadership Game'. 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 is reflected in the publication of a peer-reviewed article, "Making serious learning easy and fun at OHFT: Educational board games" written by OHFT Outreach/Reader services librarian, Mpilo Siwela in the Library Information and Research Journal, Vol. 43 No. 127 (2020): Special issue: Good practice in NHS-funded library and knowledge services.

 **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 to benefit all staff and the public by raising awareness of the resources that are available to them. This year we ran events at Littlemore, Warneford and Whiteleaf Library to highlight some of the patient information resources available in our libraries and the wider NHS and provided healthy fresh fruit for refreshments! We provided displays on Social Prescribing and patient information, Books on Prescription, Healthy Living information (www.nhs.uk); Mind Booklets and Healthy Living Board Games.

 **Health Literacy:** this year the library service has again been highlighting the issues around Health Literacy and took the opportunity offered by the Oxford Health Charity to provide a stand at the HealthFest event on Saturday 14th September 2019 supporting the theme of “Living Well through Activity”. Several librarians were available on the day to talk to people about the issues around Health Literacy.





Katie Treherne, Outreach Librarian HealthFest 2019

Knowvember




 **ORKA** (Oxford Health Knowledge and Research Archive).

ORKA has further been developed to include ‘closed’ collections and improved retrieval of information requested by R&D. For example to allow retrieval of items receiving OHFT BRC funding and items authored by Nurses. Librarians have continued to develop the structure and add Trust authored publications.

Staff changes






-  Fiona Sutherland, part-time outreach librarian, who joined the library in August 2018, left in October 2019 to take up a Library manager post.
-  **Ayo Onatola**, joined the library team as part-time outreach librarian in a role aimed at supporting apprentices in January 2020.

Facilities









-  **Warneford library:** reorganised layout of shelves, created display area for wellbeing and games; increased usage of upper rooms for learning, study and management.
-  **Whiteleaf Library:**
-  **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 2020-21

Continue to implement the Library Strategy (current strategy ends December 2020) 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.

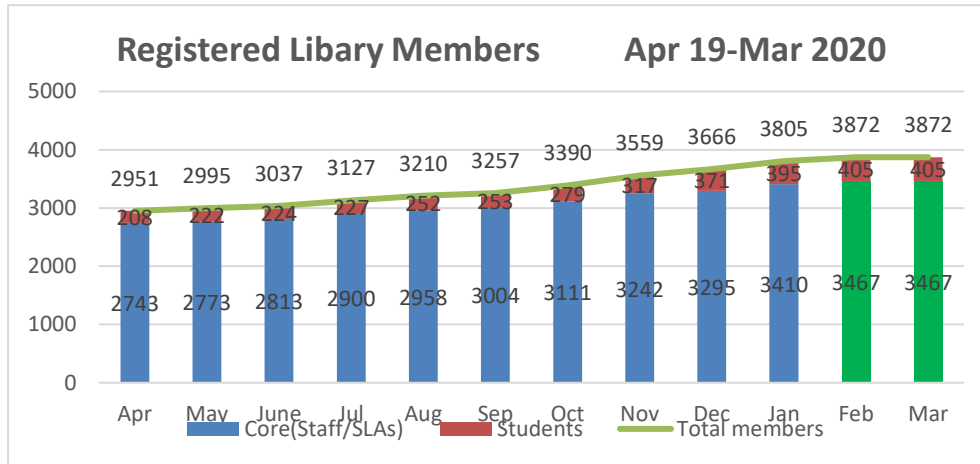
Key Activities will include:

-  Develop online services and online/print resources bearing in mind 'the new normal'.
-  Staffing – consider on-site library staffing requirements and home working; bearing in mind COVID-19 and Green Trust/NHS strategy.
-  Continue to develop ORKA <https://oxfordhealth-nhs.archive.knowledgearc.net/>
-  Continue to increase services for patients - additional Reading Groups, working with public library partners; promoting Educational Board Games to support improved well-being and learning for staff and patients.
-  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. Using appropriate Knowledge Management tools such as 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.

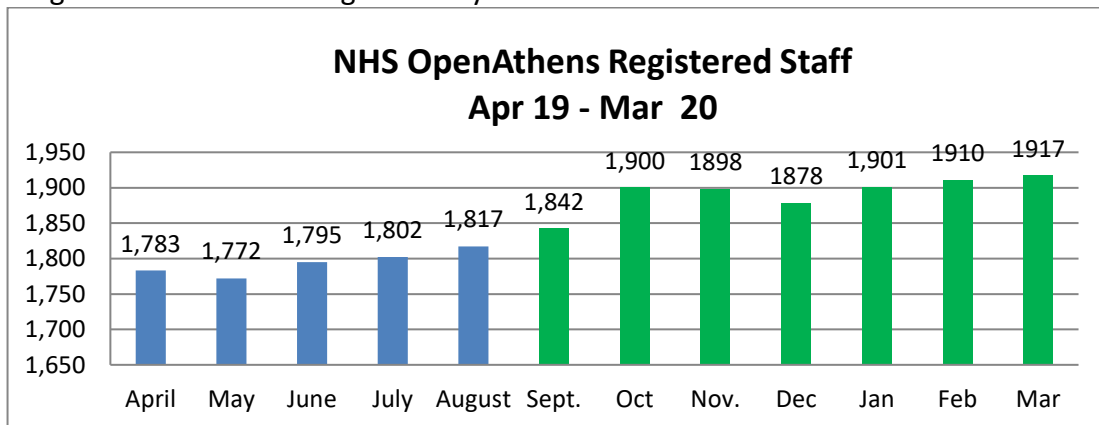
Finally, as this is the last year of the current strategy we will consult on a new Library Strategy for 2021-2025.

Appendix 1 Library Activity Statistics Highlights 2019-20

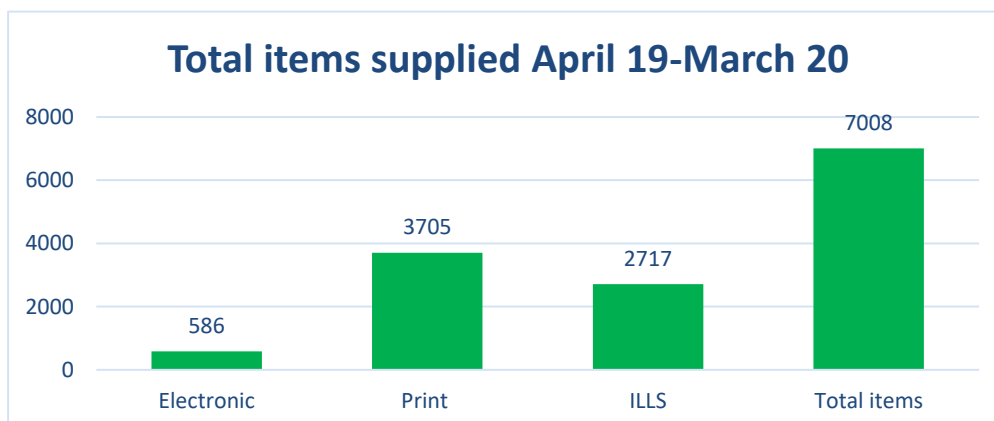
- Library membership.** 65% of OHFT staff are library members at 31.03.2020.
Target: 65% OHFT are library members by Dec 2020. New members 2019-20=873



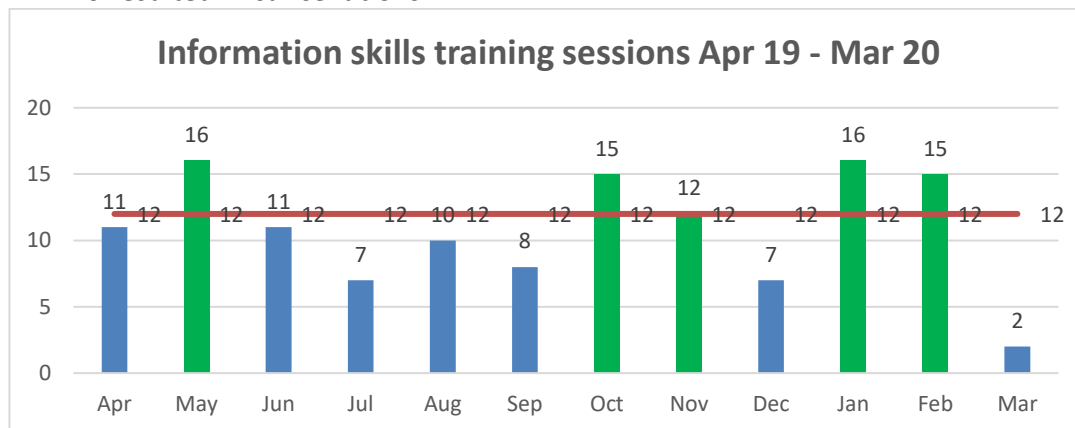
- OpenAthens registrations -OHFT staff .** 36% OHFT staff registered (March 2020)
Target: 35% OHFT staff registered by Dec 2020



- All Items supplied:** ILLs: **2717 (-3%); (limited supply during lockdown);** Loans from stock to own readers & other libraries: **3705 (16% decrease);** E book usage: **586 (downloaded or read online).**
Total = 7008 (decrease 6%)



4 Training Sessions: 2019-20 target=10% increase= 139 (actual = 130) *n.b. lockdown March 20 resulted in cancellations*



Appendix 2 Library Strategy Implementation Plan Progress Report March 2020

Measure	Mar-17	Objective	Mar-18	Achieved	Mar-19	Achieved	Mar-20	Achieved	Target (Dec 2020)
#OHFT registrations in year increase target = 60% Trust staff by Dec 2020	769 (53%)	Inc 2% pa	792 (3%)	✓ (62%)	991 (17%)	✓ (62%)	873 (29%)	✓ (65%)	60%
Increase in sign-up for NHS OpenAthens to 35% of OHFT staff by 2020	29%	Inc 2% pa	31%	✓	33%	✓	36%	✓	35%
Items received and supplied increase (Includes loans provided)	7591	Inc 10% pa	7145 (-6%)	X t=7971	7226 (+2%)	X t=8130	7008 (-6%)	X t=8943** COVID	8293
Increase in # Training sessions provided (Group & individual)	137	Inc 5% pa	114	X	126	X	130	X t=132** COVID	159
Increase in # signed up to current awareness services - Kshare/Other	1096/314	Inc 10% pa	1548/654	✓	1898/407*	✓	2710/510	✓	2088/418
Improvement in lit search turnaround	NA	ave= 5 days	NA	NA	6	X	5.67	X	5 days
Increase in Twitter (Followers)	230	Inc 10% pa	370	✓	416	✓	445	✓	458
Increased # of collaborative current awareness services provided	7	Inc 2 pa	8	X	13	✓	8	X	15
Increase # literature searches provided.	105	Inc 10% pa	204	✓	214	X	214	X	235
Increase in usage of repository – records added/searches/total views - top 10	Start May 19	Inc 10% pa	NA	NA	273 (total records)	✓	374/27,303/6588	✓	244/11647/6262
Increased LKS supporting patients (#reading groups, # of activities/ resources)	1 RG	Inc RG by 3 PA	2RG		7RG	✓	8RG	X	12 RG