Oxford Health Libraries

**ANNUAL REPORT   APRIL 2016 - MARCH 2017 AND
SERVICE OBJECTIVES APRIL 2017 - MARCH 2018**

Summary

Achievements

- **Library membership still high 3831** *(769 new members);* reflects continued presence of the library in Trust and other group induction programmes.
- **Library members studying/on courses: 574 (4% increase)**
- **LQAF = 96% compliance (1% increase and well** *above acceptance threshold of 90%)*
- **Literature Searches provided by librarians = 105 (decrease from 131 in 2016 but includes several multi-part searches)** *demonstrates value of librarian's information skills, saving time for OHFT staff and stakeholders* **(estimated at between 58 – 116 days)** *whilst enabling them to deliver high quality evidence-based practice/service improvements for patients.*
- **SLAs.** Increase to **6 external SLAs for provision of library services**:
    - 1. SCWCSU; 2. NHS England, South central Medical Directorate; 3. Oxfordshire CCGs.
    - 4. Public Health Staff in Aylesbury.5. Public Health staff in Oxford.
    - 6. CPD for Primary Care staff in HETV.
- **Increase in OpenAthens registrations to 1551 (+14%); decrease in** usage of online resources: **13079 15344 accesses (-9% - HDAS changes).**
- **KnowledgeShare: 1096** members (March 2017) were signed up to receive targeted alerts and/or literature searching services. Increase from 544 (March 2016)
- 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 (91subscribers), Knowledge Alerts for Commissioners and CCG's (45 Subscribers). Education bulletin (36 subscribers); Health management bulletin (26 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, Preceptorship, Practice Learning, Critical Appraisal, Nurse Revalidation, Suicide Prevention, Woundcare. Title lists provided for Suicide Prevention, Anger Management, Bullying, Forensic Mental Health.

Mixed picture of borrowing/lending activities:

- **Increase** in items supplied to network libraries– books, copies: **1174 (+5%);**
- **Increase i**n items supplied from external sources to local users **1181(+2%)**
- **Decrease in loans from stock 4408 (-19%)**
- **Increase in e book downloads 578 (+33%)**
- **CPD Online**: increased to 20 licenses available to OHFT clinicians, funded by the library.
- **Medhand App** for ebooks **(929 mobile downloads):** 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.
- **Trust events/teams supported:** Tissue viability study days; Minor Illness/Injuries course; Health and Wellbeing events; Community Therapy Service; Eating Disorder services; IAPT/ Talking Space, ODCCP, Junior Doctors (Journal Clubs in Oxford and Aylesbury), SPRs ,OSCA tean, Oxon and Bucks Public Health Teams, Witney community Bladder and Bowel Team, PEACE, Occupational Therapists, SCWCSU Clinical effectiveness team, Practice staff, Chipping Norton Health Centre.
- **Support for Ward Rounds** – monthly attendance by Outreach librarians, Highfield Adolescent Unit.

- **Support for a patient led reading group, Cotswold House, Warneford Hospital**.
- **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: 282 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 chosen by library staff:

Library services were very supportive when I required help for a systematic review I was conducting. They were helpful both with suggestions in terms of literature search and retrieval of appropriate articles. Their service was very accurate and timely. This allowed me to complete the review within a tight deadline. This work is now part of the evidence-base for a quite challenging topic on the treatment of inappropriate sexual behaviour in dementia, where there is not much published. Since then, I have been contacted several times by other professionals in order to share this knowledge at a number of events in the UK.

- 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 via outreach activities, intranet, twitter, posters, targeted publicity, use responses in presentations to illustrate possible uses.
- 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 including access for service users and OMHP 3rd sector organisations.
- **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**
- **Implement new Library strategy.**
- 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 .
- Ensure current funding meets service objectives.
- Increase use of ICT to improve service performance, maintain/increase availability of electronic resources and equipment.
- Support teams to use the Moodle platform for knowledge management.
- Support setting up of Trust repository.