



ANNUAL REPORT APRIL 2017 - MARCH 2018 AND SERVICE OBJECTIVES APRIL 2018 - MARCH 2019

Summary

-  Library membership. 3669 (792 new members).
-  Library members studying/taking courses. 571 (new courses through Apprenticeships)
-  NHS Libraries Quality Assurance Framework compliance. 95% (*acceptance threshold = 90%*)
-  Literature Searches provided by librarians. 204 searches 2017-18 (100% increase 105 in 2017) demonstrates value of librarian's information skills, saving time for OHFT staff and stakeholders (estimated at 217 days) whilst enabling them to deliver high quality evidence-based practice/service improvements for patients.
-  SLAs. Continued with 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 1616 (+4%); increase in usage of online resources: 13206

Current Awareness Services.

-  KnowledgeShare. 1548 members (March 2018) were signed up to receive targeted alerts and/or literature searching services (1096, March 2017).
-  654 Customers receive 142 bulletins compiled by librarians including 85 Tables of Contents alerts, 2 fortnightly Primary Care Bulletins, 49 highly specialist Learning Disabilities alerts, and 8 bulletins supplied through collaboration with other libraries: Public Health Update, Knowledge Alerts for Commissioners and CCG's, and Bulletins covering Education, Forensic Mental Health; Health Awards, Health management and Infection Control.

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, for example providing access to the **HSJ** for whole Trust through South-wide NHS Library agreement until December 2017. 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).
-  Trialled Dynamed Plus, a point of care tool to support clinical decision making although we decided not to subscribe.
-  Developed new resource guides for **Apprentices, LGBT, Leadership**.
-  Continued to fund **20 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.

 **Books and articles supplied to other libraries - 1116 (-5%)** (increase in items supplied to national network libraries; decrease in supply to local networks– books, copies); **1148** items supplied from external sources to local users (no change); **3662** Loans from stock (no change). **E book downloads 457 (70% increase)**

Library Training and Team support

 **Increase in sessions delivered: 114 individual/group sessions/ 418 attendees.** Sessions included Literature searching, Critical Appraisal skills, Citation and referencing (including Endnote), Writing for publication.

 **Trust events/teams supported:** Tissue viability study days; Minor Illness/Injuries course; Carer's Team; South Oxon AMHT; NHS South, Central and West Commissioning Support Unit; Woodlands House; Occupational Therapists; IAPT team; PIRLS Team Wilkes House, Stoke Mandeville Hospital, Clinical Research Facility, FASS team, Clinical and non-Clinical Apprentices, ODCCP, Junior Doctors (Journal Clubs in Oxford and Aylesbury), Oxon and Bucks Public Health Teams, Leadership Course, Response, OMHP, City, North and South and Intensive Interaction LD Services, Forensic Psychologists.

 **Ward Rounds.** Monthly attendance by Outreach librarians at the Highfield Adolescent Unit.

 **Reading Groups.** Continuing support for a patient led reading group, Cotswold House, Warneford Hospital and started a new reading group at the Whiteleaf Centre, Aylesbury, within the Buckinghamshire Recovery College.

 **Making Every Contact Count (MECC).** Mark Bryant has begun working 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 will support staff teams to work out how MECC can be embodied within the delivery of health promotion campaigns as well as in their day to day interactions with service users. It also aims to produce a replicable model for MECC training and quality assurance for front line staff that can be used in other areas.

 **Library Summer Fete – Health Information Week (3-9th July).** The Library Team held a Summer Fete with events at Littlemore, Warneford and the Whiteleaf Centre. We designed innovative games to convey messages about how library services can improve patients' experience and outcomes. Aware that the LKS offer is not fully understood by either NHS staff and patients, we hoped to improve knowledge by promoting interaction and awareness through fun activities. The games included a treasure hunt for a £25 Amazon voucher (with a bespoke Treasure map, covered in evidence-themed locations), a Lucky Dip (filled with small boxes of chocolates and literature search strategies, with more chocolates for better searches – one for asking Google about SSRIs, up to a “jackpot” of a librarian-run search!), and a multiple-choice quiz for patients or staff, with cakes as prizes! The most successful events were at Whiteleaf and Littlemore, mainly because they were located near cafes and were held at lunchtime. They were enjoyed by at least 70 patients and staff and we received many favourable comments! We met staff and patients who had never used the library service and who hopefully went away with some understanding of what NHS libraries can offer to support health information and knowledge needs. It also allowed us (with the help of the Communications Team) to launch our new Information leaflet “How to find good quality health information on the internet”. (available via the OHFT website - <http://www.oxfordhealth.nhs.uk/support-advice/getting-help>).

Trust Repository.

We are delighted to have procured a Repository for Trust publications. The Library has arranged and funded with the support of the Learning and Development Department external hosting for the Repository through KnowledgeArc. Librarians are working to create the structure of the repository and will be adding Trust authored publications, poster presentations, local projects and other suitable resources. The repository will be available through the OHFT website, acting as a showcase for Trust research as well as facilitating the sharing of local service improvements.

 **Community of Practice for Occupational Therapists.** We have worked with Occupational Therapists and the Learning and Development Department to create an online research area in the Moodle L&D Portal. The purpose of the site is to provide **a community of practice and to open dialogue between practitioners across different sites and settings.** It aims “to provide an opportunity for Occupational therapists to keep up to date with evidence-based practice and discuss it amongst each other; to support the development of a training programme on sensory approaches for Occupational therapists in Oxford Health and to develop a research project on sensory approaches with Occupational therapists, colleagues from Oxford Brookes University, Centre for Movement, Occupational and Rehabilitation Sciences (MORes) and Library services staff”. This online facility is also intended to act as an extension of the weekly journal club held for Occupational Therapists at Warneford Library by making papers discussed at the journal club available to Occupational Therapists across the Trust.

Staff changes

-  **John Trevor Allen**, Outreach/Reader Services Librarian, left in December 2017 to take up a post at Public Health England.
-  **Mark Bryant** transferred back to OHFT Libraries following the transfer of Learning Disability Services from Southern Health to Oxford Health in July 2017.
-  **Mpilo Siwela** joined us as Outreach/Reader Services Librarian, in January 2018.
-  **Maeve Ladbrooke**, Library Assistant in Oxford, reduced her hours to part-time in September 2017.
-  **Katie Treherne**, re-joined the staff as a sessional Outreach Librarian working two half days per week from July 2017.

Facilities

-  **Warneford library:** increased usage of upper rooms for learning, study and management.
-  **Whiteleaf Library:** well used despite ongoing environmental/building issues.
-  **Littlemore Library:** In April/May 2017 we were required to reduce the space occupied by Littlemore Library to accommodate the Health Promotion Unit. This unfortunately disrupted library services for several weeks. In July 2017 further changes were imposed following the Trust’s acquisition of the Learning Disability services from Southern Health. This included the transfer of the Specialist Outreach Librarian, Mark Bryant as well as the book and journal stock of the Dermot Rowe Library. It took several weeks since the stock had to be initially transferred to Warneford Library owing to the lack of space in Littlemore Library following previous reductions. The stock was gradually transferred to Littlemore Library, also accommodating shelving from the Slade site where possible. The resulting library space is far from ideal since

there has been a reduction in the workstations available as well as study space but it is expected that this will improve when the HPU moves elsewhere this year.

General Data Protection Regulation.

- Changes in legal obligations around personal data are being addressed in accordance with Trust requirements and statutory regulation. We have reviewed our systems, developed a [privacy notice](#) and procedures to ensure compliance. As part of this we are carrying out a survey of our current awareness services (June 2018) and a report will be issued when this has concluded.

Looking ahead... Objectives 2018-19

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:

- Implementing the Trust Repository and ensuring widespread awareness and usage.
- Setting up additional Reading Groups, book exchange facilities and creating Health and Wellbeing areas in the Libraries to support improved well-being for staff and patients.
- Supporting the Trust to deliver Apprenticeships through appropriate library services and resources.
- Support Trust teams at all levels to manage knowledge, deliver the highest quality of care through evidence based practice eg. by facilitating communities of practice, providing literature searches and other knowledge management activities.
- Working to achieve full compliance with new Quality Standards.
- Improving the Library Space at all locations.