



# ANNUAL REPORT APRIL 2023 - MARCH 2024 AND SERVICE OBJECTIVES APRIL 2024 – MARCH 2025



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#### 1.0 Overview 2023-2024

This year OHFT library staff have delivered knowledge and library services to many OHFT staff and students as well as external customers and again we can report further consolidation of positive trends in addition to new initiatives.

**Key highlights** include our continuing success in engaging with users via the Knowledge and Library Hub (**+37%**) (**2.1.1**) and a huge increase in library training sessions delivered (**+88% -sessions; +117% attendees**). Outreach librarians have also provided more sessions on health literacy this year (**2.1.6**). The increase in usage of Ebooks (**+84%**) is very pleasing since we have worked hard on promotion this year (**2.1.5**).

Subscriptions to specialist bulletins and items received and supplied to own readers have also increased. We have maintained a high level of OpenAthens registrations and mediated literature searches.

Library staff have continued with a pattern of hybrid working at home and on site. The physical libraries at Warneford, Whiteleaf and Littlemore remain accessible to Trust staff and students working on-site. It is notable that this year there has been a **57% increase** in room bookings at Warneford Library, demonstrating the continuing value of a quiet learning space (**2.1.7**).

Building on existing successes has led to further book clubs being offered, and additional ward rounds/clinical meetings attended by our library team. We have also managed to achieve full staffing, enabling us to plan and deliver services more effectively and efficiently.

Next year our aim is to focus on meeting the requirements of the revised Library Quality Outcomes Framework and ensure that the service meets the specifications outlines in the new Education Funding Agreement (**Appendix 2**).

## 2.0 Services Delivered

### 2.1 Key Areas of activity (\* indicates KPI)

#### 1. \*Knowledge and Library Hub <https://bit.ly/OHFTHub>

**April 2023 - March 2024: Sessions + Searches + Requests = 188,565 (37% increase) 15,700 uses per month.**

Since its launch on 15th November 2021 the OHFT instance of the Knowledge and Library Hub, the National Discovery System provided by EBSCO and funded from national library funding by Health Education England has become an essential resource for OHFT staff and students which continues to be demonstrated by our annually improving usage figures that place us at the very top level in England. We have been very successful in encouraging and promoting usage of the OHFT instance of the Knowledge and Library Hub. This is undoubtedly due to the hard work and expertise of our library staff who support library users to access and promote the Hub wherever possible, via inductions, training, the library website, intranet and the library newsletter.

#### 2. \* Literature Searches provided by librarians. 205 2023-24 (224: 2022-23)

*demonstrates value of librarian's information skills, saving time for OHFT staff and stakeholders (less than 2022-23 but still saving an estimated at 191 days – assuming a less experienced searcher takes on average 2x as long as a librarian who takes on average, 3.5 hours to perform an expert search) whilst enabling them to deliver high quality evidence-based practice/service improvements for patients.*

*A significant number of literature searches this year have been generated via our outreach librarians who attend a growing number of ward rounds/clinical meetings. This year, meetings at Cotswold House, the Highfield Unit and Vaughan Thomas ward have been regularly attended resulting in requests for literature searches to support patient care.*

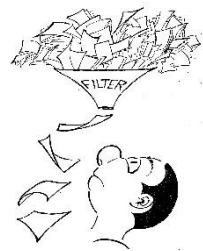
*Very grateful for your team's help, it's such a fab service for busy clinicians.*

#### 3. \* OpenAthens registrations. 2397 (+6%) (2270 - 2022).

#### 4. Current Awareness Services

**\* KnowledgeShare Members 2427 (2759 12% since March 2023; 40% of registered library users) \***

*\*High compared to other libraries using KnowledgeShare but reflects both the increase in the number of library members and the automatic sign up of new starters. Nevertheless, library staff often receive positive feedback about this service which also alerts users to other services available:*



*Many thanks for sending these regularly, Julia. There are often some very interesting articles.*

*Thank you and your team for all your hard work collecting evidence for us*

**Specialist alerts.**

**242 (234: March 2023) Customers received 12 (22 2023) specialist bulletins compiled by librarians.** (subscribers to the Library Newsletter are included here as well as in 2.7.1)

The number of alerts has been reduced further this year as we continue to transfer users to KnowledgeShare which now includes suitable resources covering the subject areas required. This aims to maintain the quality of this service whilst saving time for library staff.

**5. Book and articles supplied.**

**Items received and supplied to own readers: 3192 (3152 -March 2022).**

**Loans from stock to own readers & other libraries: 2253 (3011 -25% March 2023) 5545 (6684 Items supplied -17 %) \***

\*The decrease may reflect further increase in usage of the Hub by OHFT users to access articles i.e. change in service provision rather than reduction in activity.

Our continuing high levels of activity reflects the hard work of library staff who have continued to offer adaptations to former procedures, including, sending books to home addresses for those working or studying at home following continued guidance to work from home.

*Thank you very much indeed your swift reply in time for me to decide how to treat!*

*Previous books really helped and passed assignment with 85% so thank you to you and your colleagues in the library, much appreciated!*

*I cannot thank you enough for finding all of these articles, it has saved me so much time and I really appreciate it as they are all so relevant.*

*Many thanks again for your superb service, I am most grateful.*

*Thank you so much. This has made my day! I was having such a time yesterday trying to access these – in permission loops on the internet!*

*If there is an option to feedback, I want to give you and your team a 5\* review! I think the library service is amazing, whenever I can't find an article I need for my studies you are there. It's so helpful, informative and relieving of stress.*

**E books 596 (324, 2023 = +84%)**

**Usage collated from– OVID, Proquest, EBSCO, Elsevier, Browns, Stahl, Wiley.**

This large increase in usage is in line with the high level of usage of the KLHUB and other online services and also reflects the extensive promotional activities carried out by library staff including 'Ebook of the month' posts on the intranet, in the library newsletter and via the Library Website.

## 6. \* Library Training and Team support

**Library Training Sessions (group and individual): 164 (87 -2023) (+88%) sessions; 1227 (565 - 2023) (+117%) attendees.**

**Library Inductions (group and individual): 29 (56)(-48%) sessions; 1356 (1645) (-17%) attendees**

**Library Training and Inductions: Sessions: 193 (143)(+35%); Attendees: 2583 (2210)(+17%)**

Training sessions have increased, many delivered via Microsoft Teams (although an increasing number are delivered face to face). There were fewer inductions owing mainly to fewer courses offered via L&D requiring inductions.

This year outreach librarians also began attending continued to attend clinical meetings at the Eating Disorders Service at Cotswold House and Vaughan Thomas Ward, and the Highfield Adolescent Unit. These attendances have resulted in additional literature search requests, requests for training and resources.

*Thank you for coming to the team meeting. The feedback I have had is really good, with some of the team not knowing this facility was available and were eager to try and others refreshed their minds. We all felt your presentation was very informative and helpful.*

*The support enabled me to progress my studies for the Masters module and maximise the amount of study time available by ensuring an efficient approach to searching the literature via Ovid and Open Athens.*

## Health Literacy: 7 Sessions with 100 attendees.



Health Literacy sessions are embedded in sessions delivered to Nursing Associate Trainees, Registered Nursing Associates (preceptorship programme) and the International Nurses Bridging Programme. This year sessions have also been delivered to the Buckinghamshire Junior Drs and Physiotherapy Students.

## 7. Further highlights

- **BMJ Best Practice (point of care tool) 1749 (2023:1311) uses**
- **Library members: 6069 (- 6%) (31 March)** This small decrease may be due to expired users being removed from the system at this time.
- **Room Bookings:** increasingly high levels of usage of library rooms at Warneford Library. During this period **1325 (843) room bookings for study/education were made – an increase of 57% since 2023, by 1832 (1164) staff/students an increase of 57%.** This reflects the growing pressure on existing space at Warneford as well as increasing appreciation of the value of the library space. Many positive comments are received for this service.

## 2.2 Quality and impact

### 2.2.1 NHS Libraries Quality and Impact Outcomes Framework (LQIO) /Education Contract update

Since the original LQIO return was submitted to Health Education England (HEE) in September 2021, followed by the submission of our Service Improvement Plan in January 2023, we have not been required to take any further action, being advised that a 'conversation' with NHSE Librarians would be scheduled in 2025. An update to the Education Contract with additional requirement for Library Services and the LQIO v2 have since been published and we will be working on these over the next year. *(See Appendix 2 for outline of requirements)*

## 2.3 Externally Funded Services

**2.3.1 Service Level Agreements.** We continued to maintain 4 external SLAs, providing library services to: The South Central and West Commissioning Support Unit; Public Health Staff in Aylesbury and Public Health staff in Oxford. We also continued to supply Primary Care Bulletins via our SLA with HEE.

### 2.3.2 Primary Care Librarian.

We continued to employ a Primary Care Librarian funded by Health Education England (now NHS England). However, we struggled to appoint the vacant role following Fiona Sutherland's appointment to the permanent post of Outreach Librarian in March 2023. Fiona kindly continued to work for 2 days a week in the Primary Care role and then one day a week while we were waiting to fill the vacant Primary Care librarian post (until March 2024). Fiona has continued to deliver training sessions for primary and community care staff, carried out literatures searches, supported a Critical Appraisal Topic group (CAT) and several Journal Clubs.

Fiona has completed both Mental Health First Aid Training and First Aid Training this year. She has also

- Compiled a monthly bulletin, Future Proofing Primary Care, sent out by HEE to subscribers across England
- Contributed to the national Primary Care Community of Practice.
- Delivered two BOB-wide Knowledge Café's in collaboration with the Buckinghamshire Primary Care Librarian,
- Facilitated use of the Knowledge Management Assessment Tool with several teams.
- Facilitated Journals Clubs for Community Dentists Physiotherapists.
- Provided a Knowledge and Library stand at the Thames Valley and Wessex GP Fellows Training Day.
- Run regular drop-in sessions on BMJ Best Practice, NHS Knowledge and Library HUB and Health Literacy.
- Hosted the first OH Primary Care CAT group at Marcham Road Family Centre.
- Attended the BOB Technology Event at Merton College on behalf of OH Libraries.

From March 2024 we have been fortunate to appoint Kate Jones in the role of Primary Care Librarian. She has the benefit of working in a similar role at Buckinghamshire HealthCare NHS Trust and hopes to make the most of her contacts and experience to deliver high quality Library Services to Oxfordshire Primary Care and Community staff.

## 2.4 Collection management.

We purchased print and e books and other materials in Trust priority areas.

**Print: 496 items (£6778); E books: 82 titles; (£2186); (Total stock all sites=12902)**

We continued to focus on e resources, working in collaboration with other libraries to improve provision and taking part in regional and nationally negotiated deals to improve provision and secure best value.

We raised awareness of the new titles purchased by publishing several lists of New Titles as well as through 'Ebooks of the month' promotions on the intranet and the [Library Website](#). We used additional funding provided by L&D to create additional deposit accounts for e book purchasing with Brown's and Ebsco.

### **E books nationally funded**

- **Kortext collection** 101 ebooks funded by HEE via Kortext. This includes:
  - Diversity collection
  - Primary care collection
  - Resilience and wellbeing collection
  - Sustainability collection
- **Oxford University Press** : 150+ e books including Oxford Handbooks.
- **Wiley: Maudsley Prescribing Guidelines**
- **Royal Marsden Manual of Clinical Nursing Procedures, 10th ed., 2021**  
All are available via the SWIMS Library catalogue and accessible via the OHFT Knowledge and Library Hub.

### **Local subscriptions**

We continued to subscribe to the following electronic resource collections:

1. [Emerald Health and Social Care](#) (32 titles).
2. [Pep Web](#) online psychoanalytic library of e books and journals.
3. [Wiley Medical and Nursing Collection and Archive](#) (300 titles).
4. [Clinical Key Psychiatric and Infectious Diseases Collection](#) (62 titles & 36 e books).
5. [Mark Allen Healthcare Complete](#) (26 Health and Social Care titles).
6. EBSCO (14 online or online and print titles).
7. [STAHL online](#) - access to the current portfolio of books by Dr Stephen M. Stahl.

We ended our subscription for Springer's [Nature Mental Health](#) & [Nature Reviews Psychology](#), as usage was poor and did not provide value.

We have continued to fund 25 [CPD eLearning](#) licenses for OHFT SAS Doctors.

## 2.5 Knowledge Management

### 2.5.1 [ORKA \(Oxford Health Knowledge and Research Archive\)](#).

We have continued to add over 100 publications by Trust authors to ORKA. We have continued to promote ORKA with R&D contacts with the aim of providing a useful showcase for all Trust research projects and research.

## 2.6 Supporting Wellbeing for Patients and Staff

### **Reading Groups and support for dementia patients.**

We continue to support Reading Groups in the Trust providing books in partnership with Oxfordshire Libraries. In the last year we have supplied a Patient's Reading Group in Vaughan Thomas Ward with three titles. The group has expanded from 6 to 10 participants.

We continue to send out the Weekly Sparkle newsletter to subscribers including Phoenix Ward and Marlborough House in Milton Keynes.

This year we have also enabled a patient from Cotswold House to undertake shelf tidying at Warneford Library as part of their rehabilitation, with support from their activity coordinator.

We continue to offer wellbeing and professional resources to staff through our collection of **Reading Well lists of Books on Prescription and the Health Collection from Health Education England** at each site which supports social prescribing – staff can borrow these to use with or recommend to patients.

### **Educational Board Games.**

This year we purchased the Menopause Game, increasing our stock to 34 board games. Intended for use by Trust staff for staff and patients, the games have been issued 30 times this year to a variety of teams located across the Trust.

### [Book Clubs](#)

***Benefits experienced by readers were higher self-esteem and greater self-acceptance. Readers are 10% more likely to report good self-esteem than non readers and those who read for just 30 minutes a week are 18% more likely to report higher self-esteem" (Billington, J. Reading between the lines, 2015).***

Senior Library Assistant Tom Rogers has continued to run Book Clubs for OHFT staff. 6 sessions were held, one facilitated by the author Mark Piesing (N-4 Down) in February 2024. 27 people attended the sessions with positive feedback received including:

*“Safely and openly discussed issues surrounding racism and mental health.”*

*“It was interesting to discuss what you are reading with others rather than just reading a book and moving onto the next. Also to hear other opinions and what other people had picked up being different to you, so showing you more aspects to the book.”*

*“Good to have some questions to structure it but I enjoyed that the discussion flowed a bit more freely as it went on.”*

*“The discussion was good; this was helped by the pre-set good questions.”*

*“It did meet my expectations. It was well-facilitated, and the discussion was very insightful and open.”*

*“I love the interaction between us.”*

These successes have prompted us to support further Book Clubs – initially, a “Women’s Support Group Virtual Book Club” and an “Autistic Voices Book Club”, where books of autistic authors are to be selected and discussed each month. We hope that there will be more to support OHFT staff well-being and learning.

## **2.7 Marketing**

### **2.7.1 Marketing Strategy.**

It has been difficult to progress with our formal marketing strategy this year owing to staff shortages and recruitment issues. We have made some progress targeting the identified user groups, providing support for Doctors in training though this is not yet embedded. We plan to focus on revisiting and updating the strategy during 2024-5.

### **2.7.2 Intelligence Insider**

Our monthly Library Newsletter, Intelligence Insider edited by Bertha Calles Cartas, has continued to grow in popularity this year, with over 1800 subscribers. Library staff all contribute to the newsletter writing about our services, achievements, and new resources with the aim of keeping our users up to date and increasing awareness about our activities and positive feedback show that the newsletter is well-received. We aim to focus on collaboration with other teams such as those within Learning and Development to produce articles in future editions.

*Thank you for this newsletter and introducing some of the people working in your service. I have always found your service invaluable, but I think your newsletter helps makes you seem even more accessible.*

All issues are available via the [Library Website](#).



### 2.7.3 Awareness events

We ran promotions which focused on relevant national campaigns as well as advertising some of our most valued services, we created book lists, intranet and website announcement as well as displaying posters in our libraries:

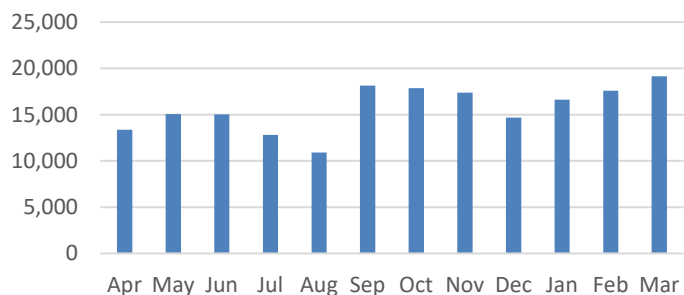
- Learning Disabilities Week
- Pride Month
- Dementia Action Week
- Mental Health Awareness Week
- Stress Awareness Week
- Nutrition & Hydration Week
- International Women's Day
- World Autism Acceptance Week
- Eating Disorders Awareness Week
- Children's Mental Health Week
- Health Literacy Month
- Libraries Week (Sustainability)
- World Mental health
- Suicide Prevention
- Health Literacy, Health Information Week
- Social Prescribing, Health Information Week
- Mental Health, Health Information Week

### 2.8 Staffing

- **Mpilo Siwela left** her role as Assistant Library Manager 15 hours/2 days per week (and Outreach/Reader services librarian for 22.5 hours/3 days a week.
- **Bertha Calles Cartas** was appointed as Assistant Library Manager 15 hours/2 days a week and Outreach librarian 22.5 hours/3 days a week.
- **Fiona Sutherland** continued alongside her role as Outreach Librarian, in her role as Primary Care Outreach Librarian for 15 hours until November 2023, then reduced her hours to 7.5. She has since reduced. her hours to 22.5 per week
- **Kate Jones** was appointed as Primary Care Librarian from March 2024. Kate works for 20 hours a week on fixed term secondment basis from Birmingham Community HealthCare Trust.
- **Laura Nunzi** joined the team as our second Senior Library Assistant in May 2023 working initially for 10.5 hours. Her hours were increased after 6 months to 17.5 hours and she is now working for 35 hours covering Whiteleaf and Warneford libraries.
- **Other: Workforce Management System (WFMS).** The Library Team was added to the WFMS in September 2023. Training and support has been provided by HR and there have been many teething problems which are gradually being resolved.

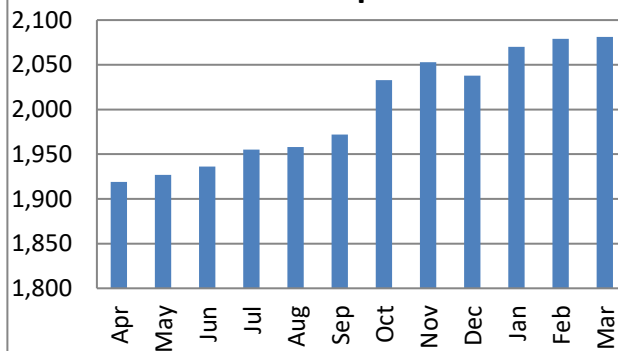
## Appendix 1 KPIs 2023-24

**OHFT Knowledge & Library HUB Sessions, Requests, Log ins 2023-2024**



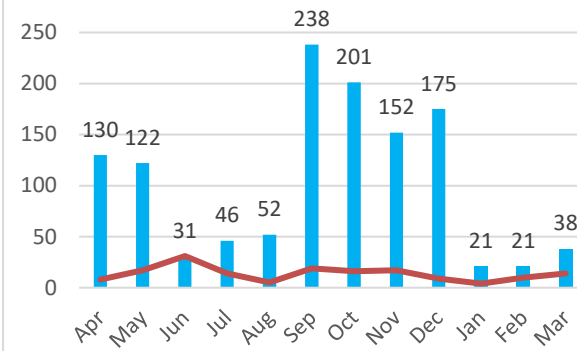
**Total sessions 188,565 (+37%) (2022=137,548)**

**NHS OpenAthens Registered Staff Apr 23 - Mar 24**



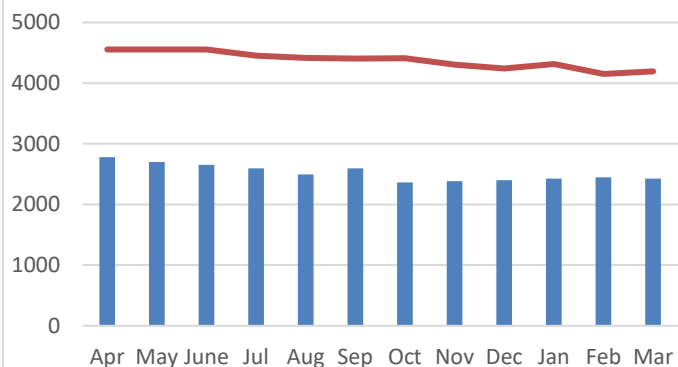
**38% of OHFT staff (6338) registered (31.03.24)**  
Target: 40% OHFT staff registered by March 24

**Information skills training sessions Apr 23 - Mar 24**



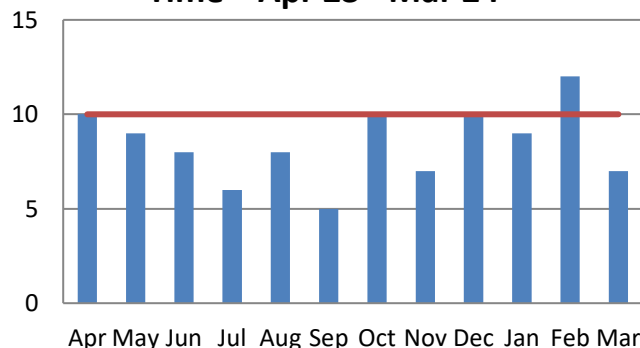
**164 sessions 2023-4. Target 10% inc. 2022-23 (149); Training & inductions 193 (142)/attendees 2583 (2210)**

**KnowledgeShare Apr 23 - Mar 24**



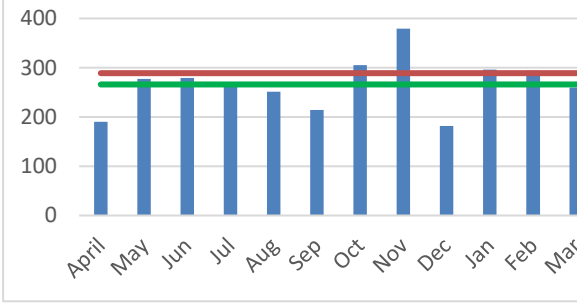
**40% receiving KnowledgeShare alerts**  
Target 60% members receive KnowledgeShare alerts

**Literature Search Turnaround Time Apr 23 - Mar 24**



**Annual average = 8 days turnaround ✓**  
Achieved target of 5-10 days ave turnaround ✓  
**Total Searches = 205 (224 -2022-23)**

**Total items supplied by OHFT Libraries 2023-24**



**Monthly average = 266 (263) ; Total = 3192 (3152)**  
Target 289 /month(10%inc, 2022-23 monthly average).

## Appendix 2 Objectives 2024-5/Quality Indicators 2024-25

We will focus on working towards ensuring that the requirements specified in the Library Quality Outcomes Framework v2 including the 16 Essential Indicators specified below, our Service Improvement Plan, Annual Report and Library Services Strategy are met, in time to support the conversation timetabled for 2025 with the NHS England Knowledge and Library Services Team.

Outcome No.	Indicator No.	Essential Indicators
<b>Outcome 1</b>		
	1.1	The organisation has identified a member of the Board or the Executive to engage with the knowledge and library services team to ensure that the needs of the organisation are met.
	1.3	The organisation has an approved and documented strategy for the knowledge and library service that is aligned to the Knowledge for Healthcare strategy.
	1.5	The organisation ensures that there is an established identifiable budget to fund knowledge and library services staffing, services and resources for users. It is managed by the knowledge and library services manager.
	1.6	Delivery of the knowledge and library service Improvement Plan is regularly reviewed by the line manager and other senior staff with the knowledge and library service manager.
<b>Outcome 2</b>		
	2.1	The organisation and the knowledge and library services team advocate the use of clinical decision support tools.
	2.2	Knowledge and library specialists provide evidence and literature search services for clinical staff.
	2.3	Knowledge and library specialists provide evidence and literature search services to non-clinical staff.
	2.5	Knowledge and library specialists provide evidence summaries for healthcare staff.
	2.9	Knowledge and library staff promote and deliver personalised alerting services from a range of sources.
<b>Outcome 3</b>		
	3.1	The knowledge and library service is promoted to all staff and learners.
	3.2	The knowledge and library services team use knowledge and evidence needs analysis and feedback from users to consider changes to services and/or resources.
	3.5	The knowledge and library services team work with the organisation to take a targeted and planned approach to marketing the service.
<b>Outcome 4</b>		
	4.1	The organisation ensures that the knowledge and library service is led and managed by a qualified and experienced knowledge specialist, librarian or knowledge manager.

	4.3	Plans for service development and improvement incorporate a review of the capacity, strengths and skill gaps within the team.
<b>Outcome 5</b>		
	5.4	Developments and improvements of the knowledge and library service are informed by the evidence base.
<b>Outcome 6</b>		
	6.3	The knowledge and library services team promote the service using evidence of impact that is analysed and reported.

**We will also work with the organisation to ensure that the revised Educational Funding Agreement Library requirements are met:**

**Section 15.11** 'The Provider shall make available to Learners and Staff involved with any of the Programmes pursuant to this agreement (in accordance with Schedule 1) proactive knowledge and library Services and knowledge specialists as well as evidence resources, accessible through suitable technology and appropriate learning space.'

**KNOWLEDGE AND LIBRARY SERVICES (PLACEMENT PROVIDERS)**

5.1 Clauses 5.1 to 5.10 shall apply to Placement Providers other than Placement Providers that are PIVOs.

5.2 There is an expectation that Placement Provider organisations within every health system will work together to make sure that all NHS Staff and learners can benefit from proactive knowledge and library services. For advice on options and opportunities, please contact NHS England national knowledge and library service team via [england.kfh@nhs.net](mailto:england.kfh@nhs.net).

5.3 The Placement Provider will ensure that there is a proactive, high-quality knowledge and library service that is available to all Staff and learners, whether this is hosted internally, delivered via a managed service level agreement with another NHS Provider or with a Higher Educational Institute.

5.4 The Placement Provider has an agreed documented strategy for the knowledge and library service aligned to the Knowledge for Healthcare Strategy and to NHS England policies including the NHS England Library and Knowledge Services in England Policy, Funding NHS Knowledge and Library Services in England Policy guidance for NHS Employers, NHS England Knowledge and Library Services Staff Ratio Policy, NHS England Policy for NHS Library Learning Space and NHS England Policy for emotional support for embedded clinical librarians, as well as the organisation's own objectives and priorities.

5.5 The Placement Provider will ensure that the clinical decision support tool, funded and provided nationally by NHS England for all learners and NHS Staff, is actively promoted to underpin clinical decision-making.

5.6 The Placement Provider will participate in agreed quality assurance processes to review progress against the NHS England Education Quality and Improvement Outcomes Framework for NHS Funded Library and Knowledge Services in England, use agreed performance metrics, and submit required reports on financial and activity statistics.

5.7 The Placement Provider will ensure progression through the Quality and Improvement Outcomes Framework maturity model levels for all outcomes. The Placement Provider will ensure that there is an agreed

and implemented Service Improvement Plan in place for the knowledge and library service. This plan is required to reflect the requirements of NHS England Education Quality and Improvement Outcomes Framework.

5.8 Where issues or risks are identified, appropriate interventions and a Development Plan must be agreed with NHS England's national knowledge and library services team, with regular updates on implementation provided to agreed timescales.

5.9 The Placement Provider will ensure that there is an appropriate level of Funding<sup>1</sup>, both from education tariff and matched employer contributions, to support delivery of proactive, high-quality knowledge services.

5.10 Placement Provider(s) knowledge and library services Information return requirements:

5.10.1 Quality and Improvement Outcomes Framework documentation including service improvement plan and/ or self-evaluation return, as required.

5.10.2 Knowledge and library service statistics workforce Part 1.

5.10.3 Knowledge and library service statistics activity Part 2.

5.11 Clause 5.11 and 5.12 shall apply to a PIVO which is a Placement Provider.

5.12 A PIVO which takes learners on placement each year are required to actively promote to learners on placement: 5.12.1 The clinical decision support tool funded and provided nationally by NHS England for all learners and NHS staff. 5.12.2 The digital knowledge resources available via the NHS knowledge and library services hub which are procured nationally and provided for all healthcare learners and NHS staff.

5.12.3 The knowledge and library services available to learners via their education provider where it applies.