NHS
Airedale
NHS Foundation Trust

Library & Knowledge Services

Annual Report *2020*

Library & Knowledge Services
Reducing uncertainty in decision making.

Contents

Introduction

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The library and knowledge service facilitate optimal use of knowledge. We reduce uncertainty in decisions by making knowledge explicit, targeted to the needs of the individual, and available in a timely way. The service makes high quality evidence and knowledge available to answer the key questions which support the organisation to achieve its aims, develop our staff, and deliver safe high quality patient care.

The recent COVID-19 working restrictions required the library to make some changes to processes and how services were delivered. However, there has been minimal impact as the service continued to maintain access and staff the library spaces. The service made increased use of our digital resources to support staff who were working remotely and supported others by sharing our expertise in digital technologies. We also purchased and made available USB tele-conferencing camera and headphones within the library to facilitate staff to adopt virtual meetings and on-line learning.

Staff and students continue to make regular use of the library facility and resources and our digital and physical content remains a key source of information for staff and students. Evaluation of the service highlighted that the expertise and helpful attitude of library staff were highly valued by users of the service. Service statistics showed a slight decrease in enquiries and some service usage but an increase in the use of digital resources. Despite the need for social distancing and other COVID-19 related restrictions there was an increase in use of our facilities and at times we were unable to meet the demand for study space and computers.

This year the library has been successful in achieving a national quality assurance score of 95% , a result that identifies us as one of the highest performing NHS libraries in England.

It is pleasing to see the library continues to be a well used and highly valued service by a wide range of staff and students within the organisation. We enter 2021 with enthusiasm, prepared and ready for another busy and successful year. The library will strive to remain a valued resource for the organisation. The service will continue to be the centre of staff and students education experience, disseminate knowledge to support the organisation to make the right decisions, and provide clinical evidence to support safe effective patient care.

Maintaining Success

The service continues to be one of the top performing NHS libraries in England

95%

We achieved a National Quality Assurance Framework score of 95%. This score is based on a comprehensive evaluation of 50 separate elements of service provision.

A score of 95% indicates Airedale NHS Foundation Trust Library is one of the highest performing NHS libraries in the country!

Annual Activity – Statistical Summary

1,215

Active Service Users

3,218

Book Loans

3,566

Uses of Electronic Resources

231

Document Requests

67

Literature Summaries

KPI Statistical Summary

We successfully met all of our Key Performance Indicators

95%

Facilities open & staffed during core hours

99%

Enquiries answered within 3 working days.

100%

Patron satisfaction with service

95%

LQAF rating

User Survey - Analysis

Analysis of feedback from service users confirms that we continue to deliver the information and knowledge that staff and students need and want.

The top 4 uses for information the library has supplied:

Professional Development/ Education

Direct Patient Care

Developing Guidelines/Policies

Service Improvement / Development

In what way has the use of library services / resources helped ?

	Immediate Impact	Probable Future Impact	Unlikely to contribute
Reduce Risk or Improve Safety	0%	100%	0%
Improve the Quality of Patient Care	56%	44%	0%
Saved Money or Contributed to Financial Effectiveness	33%	67%	0%
More Informed Decision Making	78%	22%	0%
Contributed to Service Development or Delivery	50%	50%	0%
Contributed to Professional Development of Education	87%	13%	0%

Our Staff

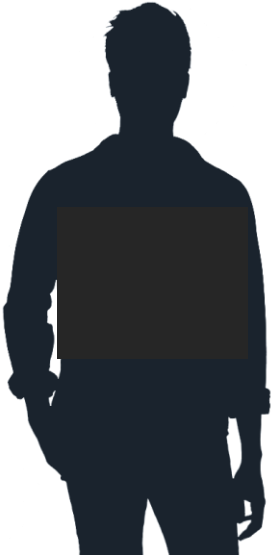Our annual survey highlighted that our staff are the most valued aspect of our service

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Our staff continued to provide a highly professional service and through the year have attended regional library events and CPD opportunities to ensure their skills were up to date and appropriate for the current workplace. All mandatory training requirements were completed.

In addition, the library service staff have supported wider trust work by volunteering as CQC Peer Reviewers , and delivering Coaching .

I have always found the staff to be extremely helpful and supportive. It's an excellent service**.**

The library staff are very helpful and friendly. The service they provide is excellent and I greatly appreciate their help and expertise.

What a wonderful service, I am so pleased to have received the information I needed - and just hours after I requested it - very impressed.

Progress on Strategy

We have achieved the strategic objectives we set out in the 2019-20 implementation plan

Access to High Quality **Information**

Access to Excellent **Facilities**

Access to High Quality **Services**

Access to Motivated Knowledgeable **Staff**

Strategic objectives : Outcome Measures for 2020

Measure	Achieved
90% of information requests are fulfilled within 5 working days	Yes
Annual user survey shows satisfaction with service rates of good or excellent >90%	Yes
There are at least 4 documented instances of tailored services being delivered to meet the needs of a specific request/user need.	Yes
Library facilities are staffed and accessible >95% of advertised times.	Yes
Cost savings from partnership/ collaborative working >£15,000 p.a.	Yes
At least three changes to service directly from the adoption of best practice from other organisations.	Yes
Increase in number of knowledge synthesis/literature searches carried out by library service >15%	No
To support 'digital by default' at least 25% of new stock should be in electronic format.	No
A library Quality Assurance Score of >90% will be achieved	Yes
Increase use of electronic resources by >15%	No
Increase number of staff registered to use library by >10%	Yes

Collaborative Working

Local Authority and Public Libraries

Lynfield Mount NHS Library

College and University Libraries

Bradford Royal Infirmary NHS Library

Regional NHS Library Networks

National Library Policy

We are highly active working with local , regional and national level organisations to ensure we are aware of on going developments and able to benefit from innovation and best practice. This allows us to share resources and knowledge to maximise return on investment through standardisation, shared learning, and collaborative purchasing.

A large amount of the information supplied through the library is purchased as part of national procurement.

A MILLION DECISIONS

"If you want to know the answer, ask a librarian! Library and knowledge services are a hidden gem in our NHS. They can play a crucial role in making sure we always make decisions based on evidence. As a CEO and an STP lead, I know they are a useful partner to help drive transformation in health and care outcomes."

Rob Webster, STP Lead for West Yorkshire, Chief Executive of South West Yorkshire Partnership NHS Foundation Trust

#amilliondecisions
cilip.org.uk/amilliondecisions

Overview of Resources

The services uses it's budget to provide a range of high quality resources to staff and students

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Clinical Knowledge Summary tools

Our workforce have access to two of the major clinical knowledge tools: UptoDate and BMJ Best practice. Feedback from staff indicates these provide essential , time saving access to current knowledge on patient care best practice.

Full Text Journals

The majority of our journal access is supplied as part of national and regional collaborative schemes. This allows us to offer staff access to over 1500 healthcare and medical journals.

Textbooks

We have over 2000 textbooks available to staff, and can borrow items from other local NHS and university stock, as well as directly from the British Library. This has allowed us to supply over 90% of all titles requested by staff.
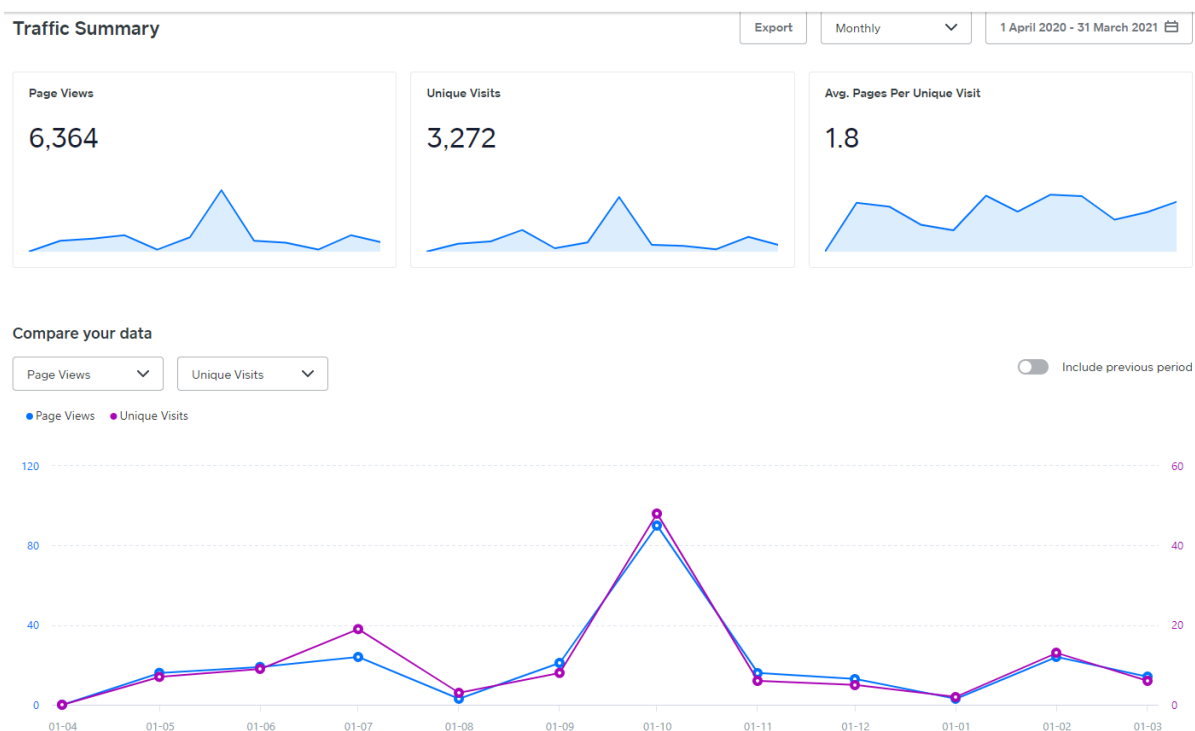
Digital

We have achieved the strategic objectives we set out in the 2019-20 implementation plan

Website:

Our website was the primary method of online interaction with service users.
Over the last 12 months we had over 3,000 unique visitors to the site. The average visitor viewed 2 pages which indicates that users were able to quickly identify and access the information they required
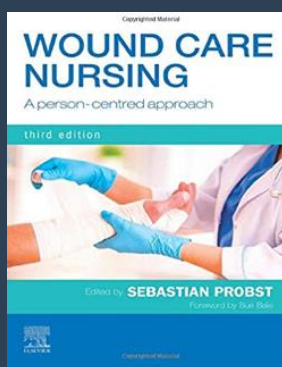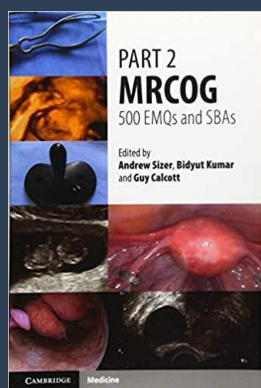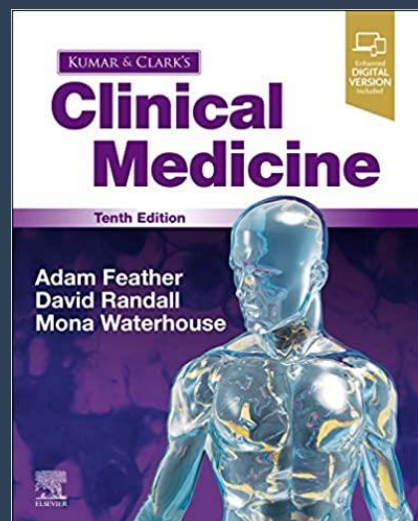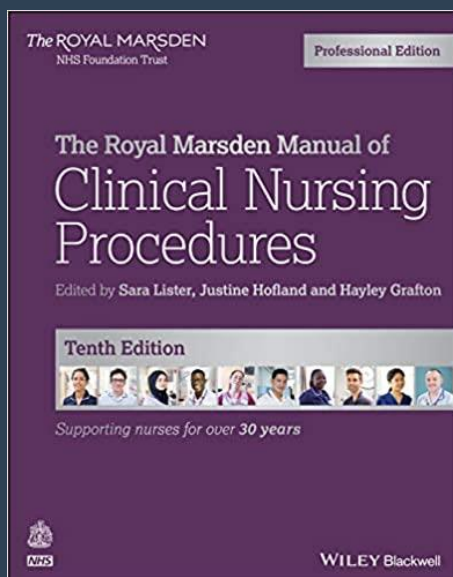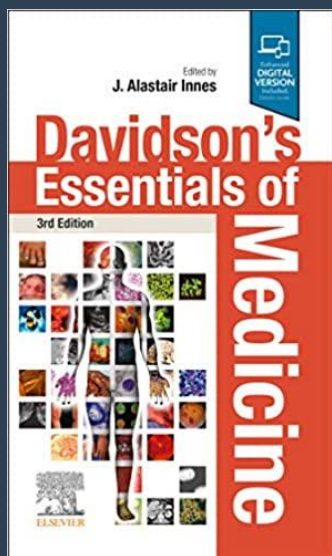
The site had an mean average of 17 users per day. Daily numbers fluctuated with a peak in October. The reason for this peak is unclear but may be due to a combination of new content, new starts, and marketing activities.

Traffic Summary

Export | Monthly ∨ | 1 April 2020 - 31 March 2021 📅

Page Views	Unique Visits	Avg. Pages Per Unique Visit
6,364	3,272	1.8

Compare your data

Page Views ∨   Unique Visits ∨

Include previous period

● Page Views   ● Unique Visits

NHS Athens:

There was an increase in staff registering for NHS Athens authentication for online resources. Increasing from 369 staff to 436 staff. This was due to an increase in remote working and other COVID-19 related changes to working practices. This is approximately 15% of staff registered .

In addition automatic log in was enabled on several resources so staff did not need to register to access UptoDate , Marsden Manual or BMJ Best Practice.

New Book Stock

Much of the new additions to stock this year came directly from staff requests and suggestions. This user-driven approach ensured that all the stock we purchased was addressing current clinical and educational needs.

In addition, we added stock to support the latest trust workforce strategy. This included new texts on service improvement, and texts for NVQ level education to support apprentices and health care support workers. We also added new texts to ensure that the clinical collection reflected current best practice.

Analysis of usage showed the most used textbooks topics in 2020 to be nursing theory, leadership and management, medical exam , and research methods.

Finances

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Staffing

The library service has funding for two full time staff .
One Band 5 Librarian and one Band 7 Library manager.
Currently this is sufficient to meet the demands and
expectations of the service.

Non-Staff Funding Allocation

The library service is allocated an annual fund of
£40,000. This amount was used for:

Annual UptoDate subscription -	£34,000
Library Management System -	£ 1,997
Book stock -	£ 4,000

Maximising Resource

The service finances and time are under increasing demand. We are increasing the work
we carry out , and staff expect an increasing number of key resources and information to
be made available to them.

However NHS resources are limited, and we will see no increase in resources for the
service.   Therefore, we must find new innovative ways of working and accessing
information if we are to maintain and expand current levels of service.

If additional funding was made available it would be used to increase our digital
information offer with a product such as Clincal Key, an online package of high impact
textbooks, journals and clinical summaries. However, this would require an additional
investment of around £35,000.

Future Developments

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Collaborative Working

The NHS is increasing its focus on collaborative, system wide working practices. We already work closely with other library services in the region , but will need to develop this to include all organisations in the local WYAAT areas.
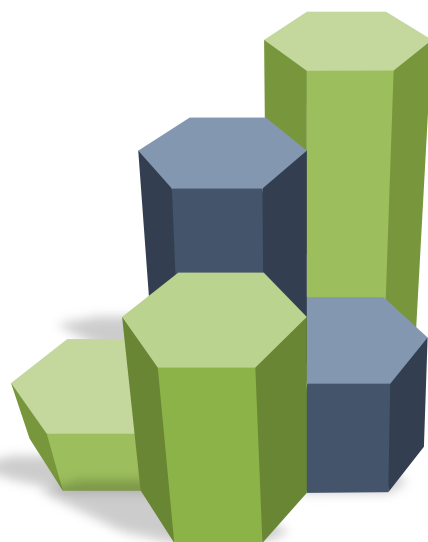
Changing Workforce

The local workforce is changing as additional roles such as Nurse Associate are employed, and greater use is made of technologies. The service needs to understand the needs of the new roles and ensure that we deliver appropriate services to meet their specific needs.

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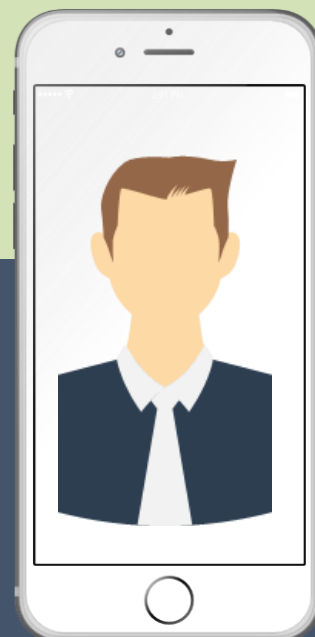
For more information:

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Contact the library services team who will be happy to answer any questions and provide additional details or information on any aspect of the service.

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