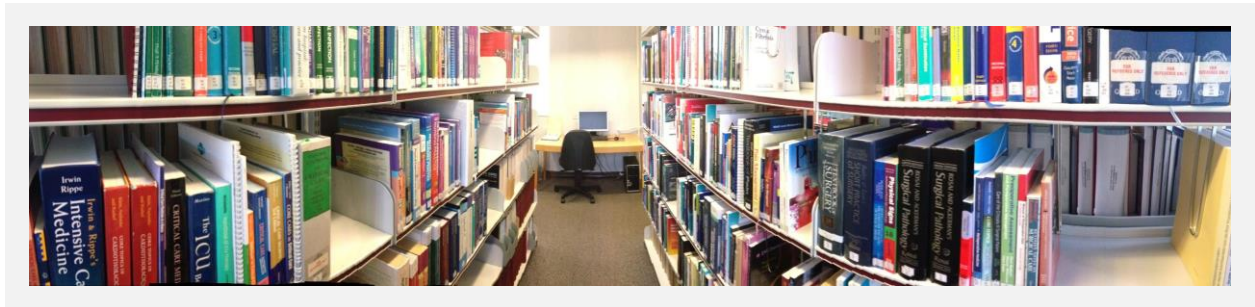


Papworth Hospital NHS Foundation Trust

Library and Knowledge Services



Annual Report

April 2016 - March 2017



@PWLibrary

Key achievements 2016-2017

97%

Library Quality Assurance Framework and Green RAG rating in 2016 (no change from previous year)

103

Mediated literature searches were carried out in 2016-2017

100%

Rated our customer service good/very good (up from 99%), of which 81% rated us very good

250

New users in 2016-2017

31%

Increase in hits received on our website for 2016-2017 (from 34458 hits in 2015-2016 to 45206 hits)

135

Staff trained through our workshop programme, a 55% increase.

Introduction

This annual review relates to the Library and Knowledge Services Strategy, 2014-2017 (DN546). This report provides evidence relating to the achievement of the Action Plan for 2016-2017 and summarises the core library activities during that period.

The Library's mission statement is:

to improve patient care and promote evidence-based practice and decision making by providing all staff and teams with access to the information and knowledge they need to carry out their work, by equipping them with the skills to make full use of it, and by encouraging use of the evidence-base in all aspects of Trust activity.

Evaluation and performance monitoring (LQAF)

97%

Achieved in Library Quality Assurance Framework in 2016-2017

In line with the East of England Deanery requirements for library quality assurance, the Library was assessed against the LQAF standards, an evaluation of the level of compliance to the national standards. In September 2016 a validated assessment was undertaken against all standards and evidence of compliance was supplied. The Library was assessed as green on the RAG rating within the East of England, having complied with 97% (maintaining the 97% score from 2015-2016) of the standards.

Services supporting Patient Care, Research and Education

Mediated literature search service

The Library offers a mediated literature search service. Usage of the service in 2016-2017 remained at a similar level to that of the previous year. We offer a fast service and supply results to users, on average, within 5 days of receiving the request. Literature searching in 2016-2017 was primarily carried out by the Clinical Outreach Librarian and the E-Resources Librarian, as the departure of the Library Manager in September 2016 reduced the number of searching librarians available from three to two.

In 2016-2017 we carried out 103 mediated literature searches including:

25

to support clinical decision making and patient care

58

to support research, publishing and conferences

12

to support education in the Trust

8

to support management, staff engagement and role creation

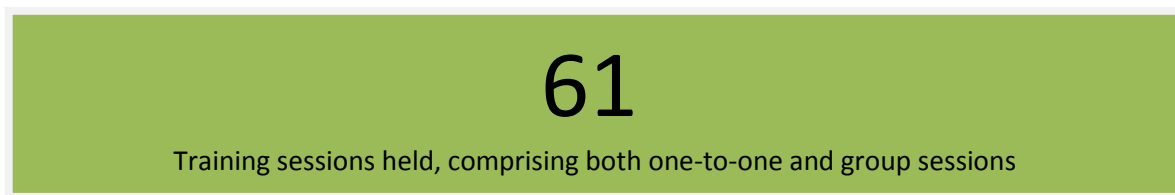
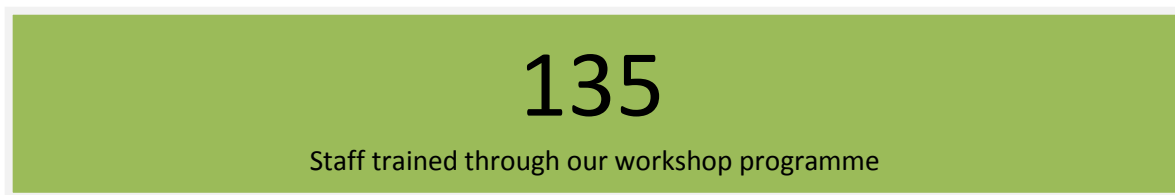
- 98% of users rated the speed of our literature search service as good or excellent, with 76% of users rating it as excellent
- 93% of users rated the relevance of the results returned as good or excellent, with 63% of users rating it as excellent
- 96% of users rated the presentation of their literature search results as good or excellent, with 69% of users rating it as excellent
- 100% would recommend the literature search service to a colleague

What our users said about our mediated literature searches:

“Thank you for the literature search. It was really helpful. I managed to access most of the articles and was able to complete an analysis for the meeting today”
“Immensely helpful”
“Absolutely brilliant, thank you”
“Saved me so much time!”
“So helpful to have this in the hands of the experts”
“Directly relevant to my research as allowed me to gain full overview on relevant previous research in the area”
“Enhanced medicines governance procedures and enabled local guideline development”
“You do such an excellent job and I have confidence in the robustness of your literature searching skills”
“...provided a thorough and very helpful literature search on a topic to provide a clinical answer needing addressing”
“The literature search service is excellent. Very comprehensive and prompt”

Small sample of comments from literature search service follow-up survey

Training



We offer a range of training workshops and in-sessional training either ad-hoc to suit the user(s) or through our scheduled training timetable. We have created and delivered a new training session this year on Reflective Writing which has been very well-received. There has been a 31% increase in Library training over the past year due to increased marketing and awareness, an increase in the type of sessions available, partnership with other teams and departments to promote tailored sessions to different staff groups, and an increased number of sessions scheduled by the Clinical Outreach Librarian.

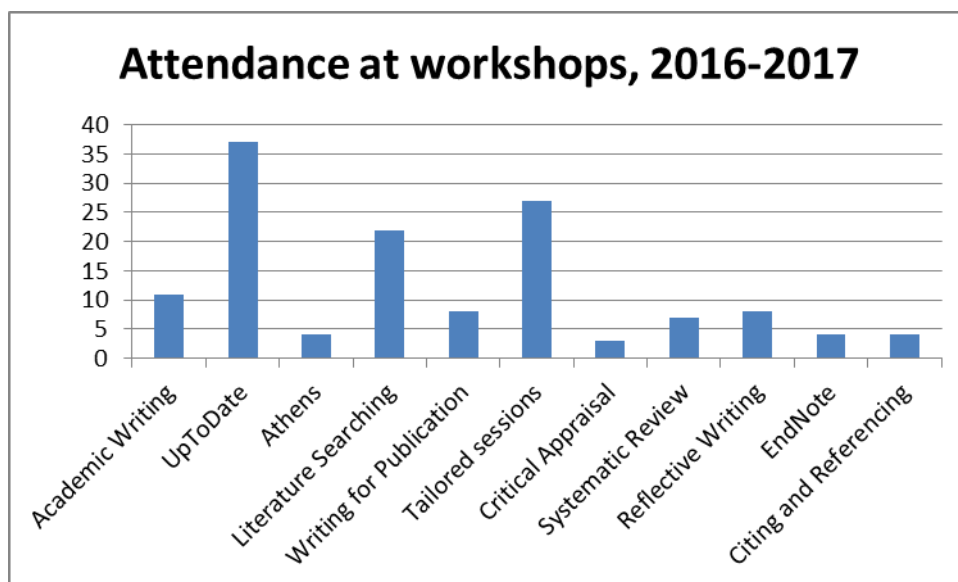


Figure 1: Graph detailing Library training sessions by number of attendees, 2016-2017

What our users said about our training sessions:

“All the sessions I have attended have been informative and brilliantly presented. It is great to do things in small groups which suits me”

“Great 1:1, really patient and everything explained well”

“Tutor was excellent – answered my questions very well. Very helpful”

“Very knowledgeable presenter!”

“Writing for Publication was extremely useful for work I have planned”

“I was taught everything I needed at the training, thank you!”

“Very professional course. Kind and helpful staff.”

“Beneficial and well-structured courses, helped me to consolidate my skills”

“The personalised tuition on literature searching was very useful”

“I really benefit from the Library's training. There has clearly been a lot of work that has gone into all the sessions that I have attended”

Comments taken from survey sent to users after a training session

Inductions

591

Staff and students received library inductions to our service

All new members of hospital staff are made aware of the Library and its services at the monthly corporate induction programme. The Library also provides one-to-one or small group inductions on demand where there is an opportunity to tailor the session and highlight particular services and resources.

Our Website and Resources

45,206

Hits received on our website for 2016-2017 (up from 34,458)

The [Knowledge Zone](#) is the Library's website and an electronic tool for guiding users to the resources and services offered. It is regularly maintained and updated and acts as a conduit for other tools such as Twitter and Library Updates, both of which have continued to be used for current awareness activities during the year. The Knowledge Zone acts as both an Intranet and Internet site for the Library, providing users with links to all electronic services and resources 24/7. Usage of the Knowledge Zone has increased by 31% this year. In line with continually evaluating and improving our services, the Knowledge Zone will undergo evaluation in 2016-2017 and was updated on several occasions to fix dead links, move content to more intuitive sections, and allow for easier navigation. A re-design of the Knowledge Zone for improved functionality is planned for the coming year.

An extensive range of electronic and print resources are available and can be accessed both within the hospital and from outside by all staff. Journal and database subscriptions are purchased locally, regionally (by East of England) and nationally.

1,245

Articles and document supply requests supplied by library staff to our users during 2016-2017

Our document supply service is very highly regarded by staff and a recent audit demonstrated that requests are satisfied, on average, within 3 hours. 2016-2017 saw a slight increase in document supply, with 7% more articles supplied, despite the service having a reduced number of staff members for much of the year.

What our users said about our document supply services:

<p>“I wasn’t expecting such a prompt response, thank you”</p>
<p>“Huge thank you for this it is very much appreciated. NHS library staff are great!”</p>
<p>“Magnificent service!”</p>
<p>“Quick reply and an excellent job done!”</p>

Small sample of comments received in response to emails providing requested papers

Thanks to funding kindly provided through the Charity, the Library was able to renew its subscription for UpToDate, a medical database which provides users with a searchable online information resource that synthesises the most recent healthcare information into verifiable, evidence-based recommendations. As with 2015-2016, UpToDate remains the most popular resource with clinical staff, receiving the largest number of visits.

5,269

Topic hits received for evidence-based summaries on UpToDate, 10% increase on 2016-2017

Our Books

Despite extensive weeding of old and outdated stock in 2015-2016, the Library’s print collection remains well-used, with a similar rate of print title loans to last year. As always, the Library has added new stock to its selection based on recommendations from clinical staff, important titles as noted by the librarians, and items from course reading lists. This new stock has been well-used, particularly our new selection of titles on academic and workplace topics. This has allowed the Library to better engage with non-clinical staff and the many students at Papworth. Users have commented on their appreciation for both print titles and the e-books available through Clinical Key.

2,764 print title loans

Books loaned in 2016-2017 from a stock of 2,406

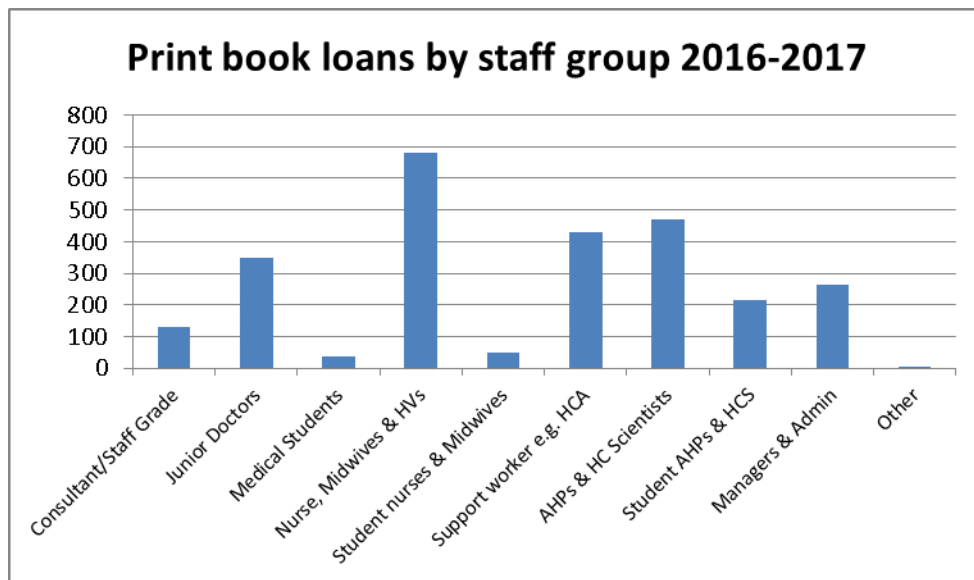


Figure 2: Graph showing Book loans by staff group 2016-2017

What our users said about our resources and services:

"Papworth library service is very helpful and successful for my study purpose"
"I find the electronic services most useful. I regularly use my athens account and UpToDate"
"Library e resources are very useful, as well as the article search service"
"Uptodate to check my knowledge Clinical key have excellent patient information print outs"
"I regularly use UpToDate as part of patient care, often when I am unfamiliar with a condition"
"I use uptodate at least twice a week"
"Some of the information obtained from Library services have been discussed with other member of team as part of a potential research project/service improvement programme and it will change specialist nurses practices. This change should help to understand patients' experiences and keep them in the centre of our service"
"The resources available have helped me gain the theoretical knowledge needed to undertake venepuncture, ECG's etc which are needed in the running of many of our research studies"
"As Medicines Information Pharmacist regularly use e-resources subscribed to by the library to answer patient specific enquiries received from clinicians. They provide an essential service for me to be able to fulfil my role"
"I find uptodate most useful for patients presenting with unusual conditions. For instance, I used it extensively for a young man presenting with haemochromatosis induced cardiomyopathy and helping to plan treatment"
"I use [UpToDate] frequently, such as a patient with a blood disorder recently, wasn't sure what medications I could give in this setting UptoDate answered my queries. I find this resource extremely useful and use it often. Thank you for this great resource"
"I recently used information from UTD to counsel patients on the need for screening of their relatives"

Comments mostly taken from annual survey 2016-2017

Library and Knowledge Services

Annual Review 2016-2017

Created: September 2017, R. Rowe

89

Completed our Annual Library Services Survey in 2016-2017

All staff and users are given the opportunity to complete our Annual Library Survey each year, this allows us to monitor users and non-users opinions and experiences and gain their feedback on our services and suggestions for the future. Various changes and improvements to service and facilities were introduced over 2016-2017 based on the feedback from the 2015-2016 survey.

You said, we did: Delivered to improve user experience 2016-2017

Recommended developments from the 2015-2016 survey:

“Information of new things in the library highlighted/More information on what’s available/Details of non-clinical resources”

The Library has extended its range of services to provide tailored support and also produces leaflets giving resource and book suggestions to different staff groups, along with a brochure on training and a leaflet on outreach services. These materials are provided at inductions, during workshop attendance, and are on display in the library for users to consult or take away. We also provide a monthly focus on a given topic, wherein resources on this topic are promoted, along with regular library bulletins that focus on both new and existing resources. The Library has endeavoured to promote its resources for non-clinical staff more heavily, extending the book stock on career and academic topics, as well as promoting these resources more heavily, emphasising the support available for non-clinical as well as clinical staff when speaking to new staff members at corporate inductions, and attending Admin & Clerical meetings. The library aims to continue to improve in this area in the future.

“Outreach services/Mobile Library”

The Library has extended its outreach services to include outreach support at team meetings, mobile libraries with topical books and resources at meetings and events including hospital training days and Grand Rounds, the delivery of workshops outside of the library tailored for different staff groups, presenting at Grand Rounds and other meetings, having an increase social media presence, and more. It is hoped that the outreach service will extend to support on ward rounds in the future. The Outreach Librarian is now working more closely with various teams and individual researchers to offer bespoke support.

“Online/remote services”

The library provides a variety of online resources and services, to the extent that users do not need to visit the physical library space if unable. More e-books are accessible through Clinical Key each month, while the library continually reviews journal and resource usage to ensure the most needed content is accessible by our users. Training resources and workshop slides have been made available on the Knowledge Zone for those who cannot attend in person. The literature search service, current awareness updates through KnowledgeShare, document supply, and queries/support via email/telephone are all also available remotely.

“In-Library inductions provided”

We offer inductions both in-library and at other places around the hospital on request. We schedule group inductions in-library as requested and promote an open induction at the Library on the day after corporate inductions. At the corporate induction, new staff receive information about the Library from the Outreach Librarian and have the opportunity to ask questions and take away information leaflets tailored to their staff group and training needs. We are also happy to provide new users with a brief induction in-library on an ad-hoc basis.

“New workshops”

More bespoke training options are now offered according to need. A new Reflective Writing workshop was created and implemented based on the need noticed by the Outreach Librarian; this was very well-received and all nurses are encouraged to attend by the nursing leads as part of their revalidation programme. Slides and content of workshops developed by the Outreach Librarian (Academic Writing and Reflective Writing) are used across the region. Implementation of other workshops requested in the annual survey (Systematic Reviews/Copyright and IP/PubMed/Online tools for researchers) is on hold while the Outreach Librarian continues to cover managerial duties, though drafts have been made and research has been completed. The Outreach Librarian is able to answer questions on the topics requested and has gained a qualification in Systematic Reviews, with a full systematic review co-authoring service forthcoming.

What our users said about the physical library space:

“Time away from the office to read your non-fiction book for 10 minutes - escapism!”
“The library provides a very user friendly and secured scanning and printing facilities with adequate number of devices for use by staff members. This really helps when it comes to clinical research whereby secured scanning of patient's document is critical”
“The desktop computers enabled me to complete an online assignment in a quiet environment that enabled me to focus and complete the work”
“Very good facilities”
“I have found the library a very quiet and peaceful place to study and the staff very helpful and friendly”
“An excellent facility!”
“Good facilities, staff very helpful and friendly”

Comments mostly taken from 2016-2017 annual survey

Our Library staff (2016-2017):

Philippa Davies (1 WTE)

NB: Left the Trust in September 2016, manager post vacant for remainder of 2016-2017

Library and Knowledge Services Manager
CILIP Chartered Member
Member of HLNEoE
Co-Chair EEHIST
Member of Elms

Julie Aikens (0.52 WTE)

NB: staff member during 2016-2017 but left the Trust in September 2017

E-resources Librarian
Professionally qualified Librarian

Rebecca Phillips [Rowe from August 2017] (0.48 WTE until September 2016, now 0.64 WTE)

Clinical Outreach Librarian
Professionally qualified Librarian
Member of HLNEoE
Member of Mobile and Technology Group
PGCert in Systematic Reviews in Health
CILIP Chartership in progress
Winner of the Leslie Morton Bursary 2016
Attendance at 4 conferences in 2016-2017

Lynden Poole (1 WTE until October 2016, now 0.6 WTE)

Senior Library Assistant
Member of EoE Library Assistants' Forum

What our users said about our staff:

100% of users rated our customer service as good/very good (up from 99% in 2015-2016); with 81% rating us very good.

"World class service!"
"Very helpful staff, kindly supported me throughout this whole process of taking on new things. And saved me clinical time as did not have to do references by hand"
"The service here is exceptional"
"An excellent facility and excellent staff who provide a very high calibre service including training, literature searches and assistance with systematic reviews. Thank you!"
"The staff are wonderful. A breed apart!!"
"Very approachable staff, helpful"
"Staff beyond expectations"
"The staff is excellent, even when they have been short of staff. Great team"
"All staff are always very helpful, approachable and friendly and are very good at their jobs. Nothing is ever too much for them, they're great!"
"Library staff are always very helpful"

"The library staff are always very helpful and provide accurate advice"
"No criticisms at all. Always polite and helpful"
"The staff are always very helpful when they can be"
"Very quick and helpful"
"Always helpful"
"Excellent service in friendly environment"
"The staff were very helpful when I registered to use the library and I would have no hesitation in contacting them if I needed further help"
"Very helpful and welcoming staff"
"Thanks for always helping in a timely manner. Much appreciated"
"I think it is great that the library is actively contacting people and generating interest, so many other libraries are passive"

Comments taken primarily from 2016-2017 annual survey, with others from various other surveys and from feedback received via email

Annual objectives and future developments

3 Year Strategic Aims 2014-2017	Annual Objectives 2016-2017	Progress achieved during 2016-2017	Annual Objectives 2017-2018
Strategic aim	Objective/Target	Progress achieved	Objective/Target
To continue to achieve the standards outlined in the NHS Library Quality Assurance Framework (LQAF)	To maintain and/or improve green RAG rating of 97% in LQAF for 2016/2017. LKS Manager to act as a regional verifier.	Library achieved 97% in LQAF for 2016/2017. LKS Manager acted as verifier for regional submissions.	To maintain and/or improve green RAG rating of 97% in LQAF for 2017/2018. In the absence of an LKS Manager, Papworth is exempt from acting as a regional verifier.
To appoint an Outreach Librarian to assist the clinical and research teams to support service improvement and investment in research	To increase Outreach provision across the Trust site including supporting clinical and non-clinician areas more, both in-person and remotely.	Outreach Librarian's hours increased from 0.48 to 0.64 WTE. Many successful projects over the last year including mobile libraries, outreach at team meetings, promotional opportunities, increased training provision, more workshops added, the implementation of a systematic review service (the Outreach Librarian pursued a Postgraduate Certificate in Systematic Reviews in Health in her own time), and increased collaboration with other library services across the region.	Continue with the provision of current and new outreach services. Appoint a Library manager to free up the Outreach Librarian's time for more outreach activities and to plan and transition to a successful new service model as the hospital prepares to move to its new location at the Cambridge Biomedical Campus.

<p>To develop a marketing plan to increase awareness and use of all library services in support of the delivery of high quality patient care</p>	<p>Investigate working with other departments to establish formal lines of mass communication to the Trust. Implement KnowledgeShare and make use of Outreach services.</p>	<p>Use of current awareness bulletin, monthly bulletin and NewsBites. Increased use of Twitter and training emails. Monthly updates and spotlights on resources in the Junior Doctors' newsletter. KnowledgeShare successfully implemented and well-regarded.</p>	<p>Continued promotion of services across the hospital, including tailored services to various teams and attendance at team meetings where possible.</p>
<p>To review and extend the Library training programme to meet user needs and increase uptake</p>	<p>User training analysed planned for autumn 2016. Following workshops identified from Library survey and requests:</p> <ul style="list-style-type: none"> • Introduction to Systematic Reviews/Literature Reviews • Copyright and Intellectual Property • Pubmed • Online tools for researchers • Reflective writing • Apps <p>Investigate and make use of online/remote teaching tools.</p>	<p>More bespoke training options offered according to need. 55% increase in attendance at workshops. New Reflective Writing workshop created and implemented based on the need noticed by the Outreach Librarian; very well-received and all nurses are encouraged to attend by the nursing leads as part of their revalidation programme. Slides and content of workshops developed by Outreach Librarian (Academic Writing and Reflective Writing) are used across the region. Implementation of other requested workshops is on hold while the Outreach Librarian continues to cover managerial duties, though drafts have been made and research has been done. The Outreach Librarian is able to answer questions on the topics requested and has gained a qualification in Systematic Reviews, with a full SR service forthcoming. Training Needs Analysis project in progress with other staff across the region.</p>	<p>Continue running the successful training programme to a high standard. Add new workshops to programme as time allows. Complete Training Needs Analysis project.</p>
<p>To maintain a user feedback programme to aid service improvement</p>	<p>To review and undertake an annual survey and other UX based techniques to gain feedback on resources and services and assess users' needs for future. Use UX observations to improve and develop our online and remote services through the Library website.</p>	<p>Annual survey undertaken with reviewing ongoing. UX training completed by staff. Plans for a UX project and use of various UX techniques are underway.</p>	<p>Continue to actively seek and use feedback from users in order to provide a better service, particularly as the move to Cambridge draws nearer. Use feedback from throughout the year and the annual service in order to implement change where necessary. Continue with UX project.</p>