

Annual Report 2014-2015

Our Vision:

To advance excellence in the Trust by delivering the best library and knowledge service possible, providing professional knowledge and evidence based resources to enhance patient care.

Our Mission:

To promote the understanding and practice of evidence based healthcare for all staff thus contributing to health improvement across our community.

2014-15 has been a challenging and exciting year, with many changes, highs and lows and there are more to come!

Inspections and ratings

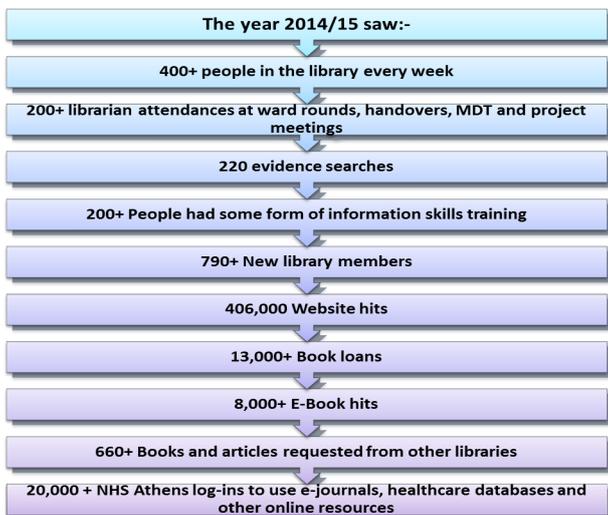
June 2014 saw the first BTUH Quality Improvement and Performance Framework (QIPF) inspection by Health Education East of England. The verbal feedback praised the library for the quality of service provision especially recognising the clinical librarian service we have rolled out to some areas.

August saw another inspection. As the library is “under new management” we had a visit from the East of England Library Professional Advisor as part of this year’s Library Quality Assurance Framework (LQAF). This feeds into the QIPF mentioned above. Again the feedback was extremely positive and the inspection team were very impressed with how we have developed the library and services in the past year. The final report gave us a rating of 98% making us the highest ranking library in the East of England. This achievement was recognised by a photo call with Claire Panniker (CE) and Nigel Kee (COO) and got reported in both BTUH and SEPT newsletters as well as the local paper!

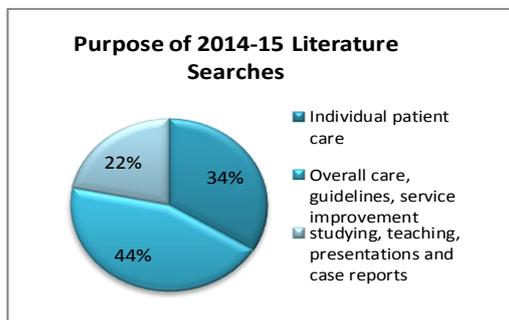
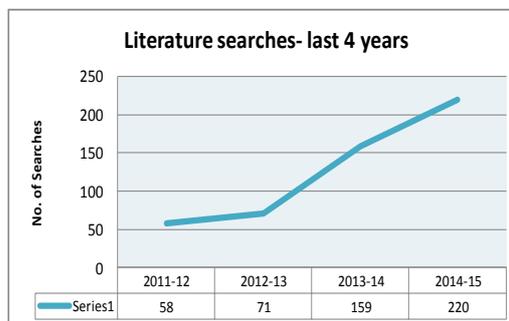


Usage

Usage of most library services has increased in the past year with a 12% rise in book loans and a 10% growth in new members. Electronic resources gained in usage with 3000 more logins than the previous year. There was also a 270% increase in the number of literature searches, a direct result of the Clinical Librarian work which has made this service more visible and accessible to all staff.



The library...] is an essential part of my job and essential to the NHS.
Dietician BTUH



Resources

Electronic resources purchased this year include **UpToDate** for BTUH staff and the **Maudsley Prescribing Guidelines** and the **Palliative Care Formulary** for SEPT. Both Trusts also now have access to **Clinical Key** which provides access to hundreds more e-books and journals from Elsevier.

The librarians have now undergone training from UpToDate facilitators and are now certified UpToDate Trainers. If anyone would like training, either individually or for their trainees or department please contact us.

This year our major focus regarding resources has been an in depth review of our book stock ensuring that we have the most current editions of key texts and that the collection as a whole is up to date. This is still ongoing and is being done one specialty at a time. Approximately 400 new books have been purchased in key areas such as Surgery, Obstetrics and Gynaecology and Endocrinology.

Clinical Librarian Service

Originally only in the Critical Care Unit, the service was extended this year to Colne Ward, in the Cardiothoracic Centre where we attend MDT meetings. We also now join the Wednesday morning handover meeting for Paediatrics. Ultimately we would like to have a library presence in all Divisions of the Trust.

In September Liz and Sarah attended the **European Society of Intensive Care Medicine Annual Congress** in Barcelona in September to co-present with Dr Agilan Kaliappan about the experience and impact of the Clinical Librarian service in the Critical Care Unit. The presentation was well received and the uploaded version, which was available to all delegates for the duration of the conference, was consistently in the list of top ten most viewed presentations.



Librarians have also been involved in **Quality Improvement Projects** such as that of creating and trialling a Community Acquired Pneumonia Care Bundle for the Emergency Department. Librarians provided the evidence base for the actions required in the proposed Bundle. Librarians have also participating in the Bohmer Projects which are happening throughout the Trust. Such projects are real opportunities both for librarians to demonstrate their skills in acquiring evidence as well as enabling staff and supporting the organisation to continue to improve and excel through learning and study of best practise.

Processes

A big change in the way we work has been in how we we induct and join up large groups such as UCL medical students here on placement. To reduce form filling and paper use, we now work more closely with education departments, getting student details electronically and putting them on the system in advance. This has proved successful as it streamlines the process and saves time both for our members and our staff. We have significantly reduced the amount of paper used in operations by this and other measures such as sending links to training material by email and changing other procedures to using spreadsheets rather than print copies.

User Satisfaction Survey

In early 2015 we ran a major library user satisfaction survey, the first since 2009. The objectives of this were to find out who was using the library, how satisfied people were with the service and what impact the library was having on the work of the Trust and patient care. The evidence gathered will be used in the annual Library

Quality Assurance Framework submission and also inform our strategic direction for the next few years. Overall the feedback from library users was extremely positive with satisfaction rates significantly up on the previous survey. Some of the comments made are reproduced within this document. What was especially striking about the results was that it was the helpfulness and competence of library staff which was valued above the range of resources available. The one improvement which users would like to see is a self issue system. This need has been addressed and we expect to have a system installed during the summer of 2015. This will mean that library members are not limited to having books issued only when the library is staffed but can take books out 24/7. Only members with a BTUH security swipe card can get into the library at all times. SEPT staff who wish to use this facility can request a security card from the library managers.

Thank You for all you support and assistance during the period I was writing my dissertation. I have completed and passed with distinction. You guys assisted and provided guidance with research techniques and material promptly and endlessly. I really appreciated all you did.

Senior Sister, AMU

Information Skills

This year saw some changes to our information skills training programme. The monthly generic Finding the Evidence workshop ceased. FtE will instead be offered to any team/group or department who wish to embed it in ongoing training programmes or to include it as an activity in a training day. Training in the use of UptoDate is also available this way. 1-2-1 literature searching sessions with a librarian are still offered and seem to be the favoured way for staff to engage with searching healthcare literature. We wanted to make InfoSkills, a module with tools and resources to help staff find, select, evaluate and use quality healthcare information which was only accessible in the BTUH VLE, available to SEPT staff so we have put a version of it on our website. This will be useful for those who prefer self-directed learning, enabling staff to have instant help with information and study skills and access to library resources, at any point in their studies or CPD.

I was a novice before attending the training on finding information and evidence. This knowledge has empowered me to take up a course to improve myself.

Support Worker, BTUH

World Book Day

This year the library and the Paediatrics play team worked together to celebrate World Book Day on March 5th. Librarians liaised with staff from our local Waterstones branch and organised a visit to Paediatrics with Kip the Dog and a storyteller, loaded with lots of books and goodies for the children. Many of the staff dressed up as book characters including Tinkerbell, Wally and Alice in Wonderland. The children enjoyed having their photo taken with Kip and getting a free book with their World Book Day voucher.



BTUH Book Club

Librarians worked with BTUH Communications Department to launch BTUH Book Club with books provided by Penguin Publishers. About 30 staff have joined. The first book *Elizabeth is Missing* by Emma Healey was about the experience of living with Alzheimer's disease, written from the perspective of the sufferer. This was very relevant and timely because of the Dementia Friends initiative. We hosted the first group meeting in the Library and there is also a Discussion thread on the HUB Noticeboard. This promises to be a really interesting and engaging activity and we are looking forward to meeting more staff and having more thought-provoking discussions.



Parkinson's Awareness Week

Library Staff worked with **Alf Bale**, Specialist Nurse for Parkinson's Disease in raising the profile of the illness during Parkinson's Awareness Week in April. A display was created in the library and we obtained information leaflets from Parkinson's UK to give to both staff and patients. Working with staff to promote high quality patient information and resources is seen as a key future role of NHS Libraries and is something we wish to investigate further in the coming months.

Staffing

Tim, our Assistant Librarian graduated in July with a First Class Honours Degree in Library and Information Science from Aberystwyth University. No mean feat when you're working full time and have a young family. Tim has since moved on to pastures new and we wish him well.

Liz received an MSC in Information and Library Studies in November, upgrading from her original library qualification. Her dissertation, on the information seeking behaviour of overseas nurses, gained a distinction and she has been asked to publish the findings as well as present it at a major academic conference on Information Literacy in July 2015.

• I feel like the staff are helping me to thoroughly understand the healthcare system and culture here in England by giving us sufficient resources.

• Welcoming us to the library and telling us that we are free to use all library resources made us feel that we have a place where we can grow professionally and academically.

Overseas Nurses BTUH

In January we welcomed a new member of staff as Sharon, one of our Library Assistants left in August to take up a role at the Health Research Authority. Jerom Townsend is undertaking a Business and Administration Apprenticeship through SEEVIC and is working in the library 4 days a week. Jerom has quickly become an indispensable member of the team. However these changes alongside ongoing staff sickness have left us with an acute staffing crisis going into 2015-16.

The Future

The theme of last year's Annual Report was **change** as we adapted to working in a new team and developing new services. This year's word has to be **challenge** as we endeavour to take the library service forward in a time of financial uncertainty and major staffing issues. We are however, using these circumstances as an opportunity to investigate how we can restructure our team and further develop services in line with Trust Objectives and the vision for NHS Libraries contained in *Knowledge for Healthcare- A Development Framework for Library and Knowledge Services-2015-2020*, published by Health Education England. This outlines and evidences the value NHS libraries offer to the Trusts they serve and offers a scaffold on which to build and develop services. Library Managers have presented a Business Case to the Trust in which we outline the case for expanding and restructuring the service to ensure we retain our high standards and diversity of services, as well as our reputation and position at the forefront of library service innovation in the East of England. Library Managers have a clear vision of how to proceed and ideas for services, projects and facilities which will empower staff at both BTUH and SEPT in their practice of evidence based healthcare thus contributing towards patient safety and high quality care.

Liz Hunwick, Library Services Manager

Sarah Lanney, Library Resources Manager

Paediatric acute services is overwhelmed with bronchiolitis and wheeze. And doctors still continue use medication which are of not much help especially in Bronchiolitis. The clinical librarian service was exceptionally good and helpful in searching literature for the same which we presented on ward and helped understanding of junior doctors in not using salbutamol atrovent etc in children with bronchiolitis.

Consultant Paediatrician BTUH