

Evidence Searching Service Policy

Aim and Scope of Policy & Procedure

To define the Policies and Procedure underlying the Evidence Searching Service offered by Basildon Healthcare Library with regard to who can use the service, who should deliver the service and the quality controls that apply to it.

Key Staff Responsibilities

Post	Responsibilities
<ul style="list-style-type: none"> Library Services Manager (LSM) 	Overall responsibility. To ensure consistent excellent standard of service. To ensure analysis of statistical and qualitative information related to the service is undertaken & acted upon where necessary. To undertake or cascade searches in Clinical Librarian's absence.
<ul style="list-style-type: none"> Clinical & Outreach Librarian (CL) 	Responsibility for performing Evidence searches or cascading to others if required. Develop and maintain statistics. Develop and monitor quality controls. Train library staff in evidence search procedures. Keep up to date with latest resource developments. Undergo yearly training where available.
<ul style="list-style-type: none"> All professionally qualified staff 	To undertake Evidence searches as required in accordance with this Policy and Procedure. To record statistical information relating to the service. Keep up to date with latest resource developments.
<ul style="list-style-type: none"> All other staff 	To receive Evidence Search requests from Requesters; to gather the appropriate information, to pass on to an appropriate member of staff. To liaise with the Requester if necessary.

Evidence Searching Service Policy

Who can use the service?

1.1 Basildon Healthcare Library (BHL) offers a free Evidence Searching Service to anyone who is an **NHS Staff Member and a library member as well as staff of St Luke's Hospice in Basildon.**

1.2 BHL will not undertake literature searches which will count towards any undergraduate piece of assessed work for any course. Any user who requests a search for this purpose will be offered a search skills session to support and empower them to carry out their own search.

BHL will support those undertaking evidence searches for post graduate and research study by collaborating with the search or offering information skills training. However any searches requested which impact on patient care will take priority over these and will be done first. (See Appendix B)

1.3 BHL can only undertake searches for **associate members** (retired NHS and/or Social Services Staff including volunteers) or **members** (non-NHS staff joining library) or organisations with which we do not have a service level agreement if a suitable payment has been agreed with the Library Services Manager in advance.

1.4 Members of the public requesting information should be directed to quality-assessed sources of information and advised that they should seek advice from a health professional if they have not already done so.

Who delivers the service?

2.1 All evidence search requests should be directed to the Clinical Librarian (CL). All staff to check that the CL is on site via Outlook calendar before forwarding requests.

2.2 However if the Library Services Manager (LSM) or Librarians have a rapport with a search Requester, or the request is urgent then they can conduct the search following the procedure outlined below.

2.3 The CL cascades to any professional staff member if (s)he is unable to fulfil the request within the set performance indicators (see Quality assurance below) due to workload.

2.4 In the absence of the CL the search should go to the LSM and then to any other available professional member of staff.

2.5 In exceptional circumstances (i.e. an urgent request for a search received when no professional member of staff is available) other staff may carry out a search but the Requester will be made aware of the circumstances and give their approval. Searches may also be directed to other librarians in the region if necessary, depending on work load and capacity.

Additional information

3.1 Search requests are performed in the order related to the “required by” date indicated by the Requester. However, in instances of coinciding requests priority will be given to urgent search requests related to direct patient care. (See Appendix B)

3.2 Although BHL aims to fulfil urgent search requests within 24 hours - with the exclusion of weekends and periods when the Library is unstaffed - extending deadlines will be negotiated with the Requester and will depend on the volume of work involved and the current capacity and circumstances (e.g. staffing levels) of BHL.

3.3 Complex and exceptionally time demanding searches, i.e. research projects support or systematic reviews must be assigned a realistic “required by” date by the Requester who may need regular updates as to progress.

3.4 If search results provided are used for publication, research, teaching or presentation the Library's (or the individual librarians') assistance should be acknowledged either as a co-author or within the teaching materials/presentation.

3.5 The evidence search service will not retrieve any requested materials incurring additional fees from any third party providers. If the Requester wishes to receive the search results in a printed format, (s)he might be asked to reimburse BHL for the costs of printing.

3.6 BHL reserves rights to re-use individual search results and search strategies if relevant to other search requests.

3.7 If deemed appropriate and relevant to the search request, the Requester might be directed to the Medicine Information service available at the Hospital Pharmacy department.

3.8 BHL reserves the right to refuse to conduct search requests which could be seen as inappropriate, unfeasible, offensive or discriminatory, or if the current workload exceeds the Library's capacity.

3.9 BHL will not be held liable for any actions or events arising from any change of practice/publications/teaching updates/etc. that the search evidence results might have influenced. A disclaimer is included in the search result documentation. It is the Requester's responsibility to apply medical expertise and knowledge to assess validity and potential applications of the search results delivered by BHL.

3.10 It is the Requester's responsibility to observe and adhere to the copyright legislation in relation to the obtained literature. For further information on copyright regulations see the Copyright Licensing Agency at <https://www.cla.co.uk/>.

Quality Assurance

4.1 Standard printed search forms are used to record search requests delivered in person to the Library. Standard online forms are used to deliver search requests via ELMS catalogue.

4.2 Searches will normally be conducted by the CL. This is a qualified member of staff with specific expertise in literature searching. This is defined by specific role and training and updates in searching and health resources. This will be monitored within Personal Development Records.

4.3 Performance Indicators will be defined by:

- PI1 95% of all requests to be **completed within the requested time**
- PI2 User satisfaction rates with results are **above 95%**

4.4 NHS Evidence-based resources are used as the first instance for searches. Other resources are searched as deemed appropriate for the type, depth and complexity of the search. See Appendix C for list of resources.

4.5 There is no critical appraisal of search findings by BHL staff. A summary of results will be included when possible.

4.6 All literature searches are saved for a minimum of 2 years for statistical analysis.

4.7 All search requests are recorded in the LMS ELMS from where statistics are generated by reports. Time Statistics are also recorded in the LMS ELMS.

4.8 All search results are sent by email and contain disclaimer information, request for recognition in the event of publication and a live link to the user satisfaction survey. In addition, each month after the search was sent to the user the link is sent again to the user by whoever conducted the search asking for evaluation. These are analysed six-monthly by the CL and inform the Quality Measures exception and annual reports. The generic Search satisfaction survey can be accessed at: <https://www.surveymonkey.com/s/EvidenceSearchingEvaluation> .

4.9 The results of the surveys and/or statistics will be published in annual reports and are used as evidence for Library Quality Assurance Framework LQAF or as deemed appropriate by the Library Services Manager.

4.10 All staff keep up to date with health resources.

Information Search Service Procedure (see appendix A)

Search request

5.1 The current hard copy evidence search form is used by any member of library staff when taking a request over the phone.

5.2 Requester is asked to fill in current literature search form if requesting a search in person.

5.3 Majority of requests are expected to be submitted online, via ELMS or an email.

NB It is essential to obtain an accurate "Date information needed by" date at this stage as this a **Performance Indicator**.

Search process

6.1 The appropriate and relevant resources are used and results saved as PDF (or Word, Excel or RIS, if indicated by the Requester) with the search strategy included. See Appendix C for resource list.

6.2 Other results and/ or documents are saved on the library server.

6.3 Document links are embedded as hyperlinks at this stage.

6.4 Any other documents are attached to the e-mail and the document saved on the Library server in the Evidence searches folder.

6.5 The whole document is then forwarded to the Requester.

Statistics

7.1 Each month a survey link is e-mailed to the Requester asking for feedback. These are analysed monthly and can be used for reports, marketing and any other purpose deemed relevant by the LSM.

7.2 At the end of the financial year the CL writes report and sends to the LSM. This will be included in the library annual report as required by LQAF.

Basildon Healthcare Library, Evidence Searching Service Policy

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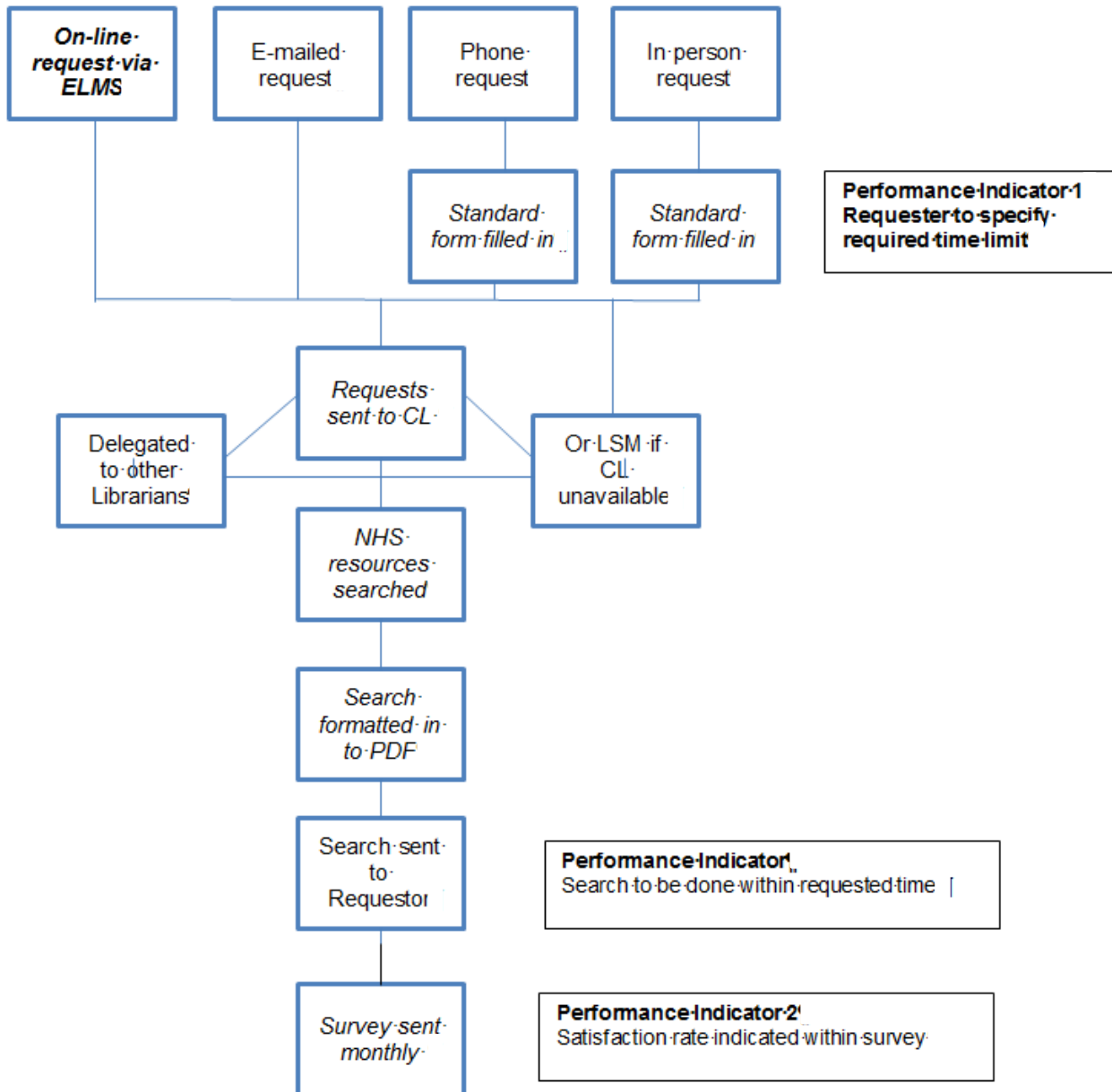
Designation:

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With thanks to David Chamberlain and Worcestershire Health Libraries for permission to adapt an original document.

Appendix A

Information Search Service Procedure (*Italics indicates quality controls*)



Appendix B

Priority given to different types of search dependent on volume of work and capacity

Order of priority if workload is heavy:

1. Direct individual patient care
2. Direct patient care within departments
3. Guideline/policy updating
4. Audit/ Quality Improvement projects
5. For teaching/ presentations with specific delivery date
6. Systematic Reviews
7. Trust Research projects
8. Individual research projects
9. Course development
10. Postgraduate assignments
11. Individual CPD/ knowledge updating
12. Undergraduate support/ searching

Appendix C

Resources used

Resources used as appropriate for type and complexity of search as outlined Thames Valley and Wessex Healthcare Libraries Literature Search Protocols v6.0, January 2016- Section 1 Resource checklist, depending on availability and access. Click on icon to open.

Also used for patient care queries:

- UpToDate
- Clinical Key



Lit_search_protocols
_JAN 2016.pdf