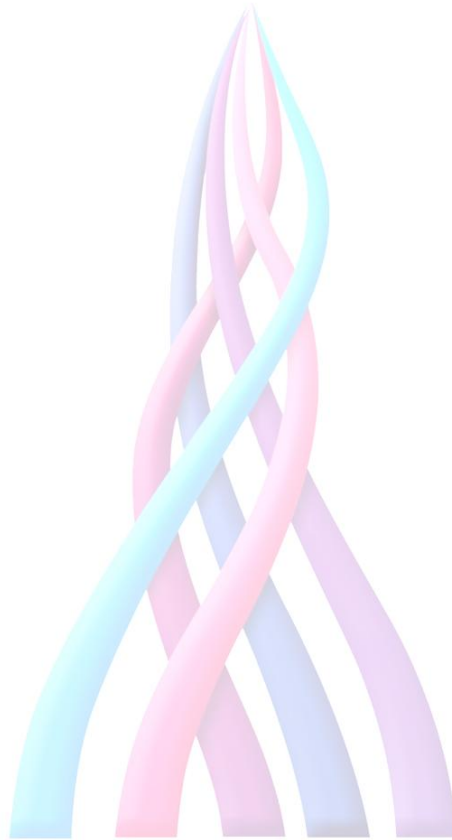


**Library and Knowledge Service
Annual Report
2010 - 2011**



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Introduction

Library and knowledge services are essential to supporting effective patient care by ensuring access to information and evidence for clinical and managerial decision making, research and innovation, staff development and clinical governance. 'Commissioners and providers will focus on implementing best practice to achieve improvements in outcomes, supported by a comprehensive library of NICE standards.....and continued research.' Equity and Excellence: Liberating the NHS (2010)

The Trust's vision 'To exceed all national and local standards of service delivery' and 'to realize the potential of our workforce and be a great and safe place to work' will be supported by provision of information resources and services enabling staff to achieve the best for themselves and their patients. The workforce white paper 'Liberating the NHS: developing the healthcare workforce'

states 'There is strong evidence that staff who are empowered, engaged and well supported provide better patient care. Employers must create an environment where talent flourishes and where everyone is able to realise their potential.'

The capture and diffusion of knowledge is an area in which libraries have traditionally excelled and library services will build on that concept to ensure provision of world class information services to support high quality healthcare.

The NHS Constitution (2010) sets out the principles and values of the NHS in England and how it should support patients, the public and its staff in providing high quality care. In brief, these include:

NHS Constitution Principles:

- ❖ The NHS aspires to the highest standards of excellence and professionalism
- ❖ The NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources
- ❖ NHS services must reflect the needs and preferences of patients, their families and their carers
- ❖

Pledge to patients, carers and the public:

❖ **You have the right:**

- to continuous improvement in the quality of services you receive, identifying and sharing best practice in quality of care and treatments
- to expect local decisions on funding of other drugs and treatments to be made rationally following a proper consideration of the evidence.
- to be involved in discussions and decisions about your healthcare, and to be given information to enable you to do this.

Pledge to staff:

❖ **The NHS commits:**

- to provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- to engage staff in decisions that affect them and the services they provide... All staff will be empowered to put forward ways to deliver better and safer services for patients and their families

Library and Knowledge Service Mission Statement

The Blackpool, Fylde and Wyre Library and Knowledge Service is committed to providing high quality knowledge and information services to support patient care; continuing education; innovation, research and evidence based delivery of health services.

Our Commitment To Library Users

We will:

Be professional, responsive and welcoming.

Treat all library users equally.

Deal with your enquiries promptly and efficiently.

Provide access to up to date resources in appropriate formats and act as a gateway to both printed and electronic sources of information and knowledge.

Collaborate with library networks to provide shared access to resources not immediately available to us.

Provide an appropriate environment for reading and study.

Offer you opportunities to acquire excellent information handling skills.

Promote the use and sharing of knowledge and best practice to improve services for our patients and staff.



The library's mission statement and customer charter are available in the library and on the library webpage

Quality

A new accreditation scheme was introduced for NHS Library Services in 2010 and we were required to self-assess against 48 criteria in October 2010. This assessment was evaluated by a regional panel of expert library leads and **we achieved 93% compliance** across all the indicators as follows:

Full compliance: 42

Partial compliance: 5

Non-compliance: 1 (this relates to monitoring of service level agreements)

This result placed us 6th out of all 26 acute library services in the North West and 9th out of all 41 NHS library services in the North West

An action plan for 2011 – 12 will now address the areas of non- or partial compliance and will also ensure the current standards are maintained in anticipation of re-assessment in August 2011.

Library Activity

Traditional library services:

We offer a wide range of library and information services to our users to support their information and educational needs. In the past year, following consultation with medical staff and students, we have developed our collection of exam books and resources, as well as continuing to enhance our collection of management and leadership resources. Despite losing our close links with UCLan, who withdrew their staff and support from 31st March 2011, we still provide a service to support nursing and allied health staff and students. Article requests are dealt with quickly and effectively to provide a valuable service when information is not readily available online. Enquiries are dealt with in a timely, courteous and professional manner. See table 1 for library activity statistics

Table 1: **Library activity**

	2007-2008	2008 - 2009	2009 - 10	2010-11
<i>Book loans from stock</i>				
Loans to own readers	6885	7284	9621	11217
Loans to other libraries	45	10	223	167
<i>Document request service</i>				
Photocopies from stock for own users	Self service	Self service	Self Service	
Copies to local health libraries	489	121	168	161
Copies to other libraries	74	6	0	0
<i>Inter library loans received (photocopies)</i>				
Copies received from local health libraries	203	224	288	527
Copies received from British Library	93	126	88	
<i>Inter library loans (books)</i>				
ILLs from local health libraries (LIHNN)	24	27	33	10
ILLs received from British Library	8	12	2	1

Online Resources and Current Awareness

As users become more familiar with the use of computers in everyday life it is important that libraries provide access to a wide range of resources to be accessed at the point of need. Our online resources continue to be well utilized and the usage of these resources is monitored to enable us to make sensible purchasing decisions. The types of online services we provide include:

- Website updates –the latest news from your selected websites.
- Journal content alerts – the latest content of your preferred journals.
- Online newsletter - the latest news broken down by specialty. Updated weekly
- Monthly newsletter - focusing on what’s new in the library.

These e-mail alerting services are promoted at Trust inductions, within the library and on the library webpage. Forms are available for people wishing to sign up to the email alerts. We also provide the option for people to request a more specialised alert based on a literature search for a specific topic, currently a number of people receive regular updates on their specific topics.

Table 2: **Use of online resources:**

	2007- 2008	2008 - 2009	2009 - 2010	2010-2011
Number of staff registered for Athens	1009	990	1314	1290
Number of times resources accessed via Athens	13910	9776	10969	11448
Journal usage:				
Blackwell	(not collected)	675	674	961
Elsevier		690	765	921
SWETS		609	3622	5724
OVID		468	347	530
RSM		9	9	13
UpToDate	19753	24674	17777	15690
Medical Masterclass	(not applicable)	10	6	5

The ‘Horizon Scanning’ bulletins service continues to grow in popularity and now includes bulletins on 24 topics including: stroke, patient experience, sustainability and urgent care. These bulletins can be found on the library’s [Current Awareness Services](#) webpage.

Clinical Information Support

The development of the clinical librarian service continues to grow and the clinical librarian is now present at various meetings within each clinical division to support clinical governance, service improvement and business management.

This service ensures that delivery of patient care is evidence based and that all Trust policies, procedures and guidelines are developed based on the latest high quality research evidence. In being available at the point of care the clinical librarian contributes to the Trust's goal of empowering front line staff to initiate and lead change that improves the quality of care for patients.

The success of the Clinical Librarian Service led to the piloting of a Management Librarian Service for Senior Managers and the Trust Board – see *innovations* below for more details of this project

Table 3: **Clinical Librarian Service**

	2007 - 2008	2008 - 2009	2009 - 2010	2010-2011
Literature Searches	68	226	329	503

Information Skills Training (Information Literacy)

Searching the medical and nursing literature is an important skill for all healthcare staff and we offer basic, advanced and refresher courses to ensure all Trust staff and students have the necessary skills to locate, evaluate and implement knowledge findings from the evidence base, to ensure that care given to patients is the best possible.

New courses offered in the past year include:

Critical appraisal of research evidence with an introduction to basic statistics (this is delivered in conjunction with the Trust's Medical Statistician.) Feedback from course participants has been very favourable and we intend to develop this further in the coming year, with an Intermediate Critical Appraisal course focusing on statistics in research.

The Pilot training sessions held at NHS North Lancs this year look to continue into the autumn/winter at Moor Lane Mills. Sessions included: Resources on the Internet, Accessing E-Journals and E-Books and Searching the Healthcare Databases.

The Real Life Evidence-based training programme with the GP VTS. This takes real questions from the surgeries and creates a training workshop from them in evidence-based resources and answering the patient question.

We also offer library induction tours to all staff new to the Trust. See table 4 for details of training courses.

Table 4: **Information skills training**

	2007-2008	2008 - 2009	2009 - 2010	2010-2011
Number of users trained	177	266	294	288
Number of hours training provided	81	169	197	143
Number of users receiving library induction	43	69	373	655

Staff development

Staffing

UCLan's decision to withdraw from the Clinical Site Libraries (at Blackpool, Blackburn, Wigan, Ormskirk and Burnley) meant that a long-standing member of our library team – Jennifer Sowerby – left the Trust at the end of March to take up a position in the UCLan library at Preston. Jen had worked in the library here at Blackpool for 24 years and was a very valued member of staff. Much of the success of the current library is due to Jen's professionalism and customer service skills and she will be very much missed.

The secondment of a Management Librarian for a period of 18 months has now ended. Although the project was a success there is no funding to take it forward as a dedicated role. However, the workload will be managed by existing library staff – see innovations below.

Courses, CPD and staff achievements

Staff have undertaken a range of training and development opportunities during the year, including:

- Presentation skills

- Current Awareness Conference

- Customer care

- Critical Appraisal

- e-books study day

- Health Libraries Group Conference (presentation on Management Librarian delivered and poster on Impact of Library Services Research Study presented)

- Taking Leadership Further

- Library assistants' study day (co-ordinated by Blackpool Library Manager and held at Chorley Education Centre)

Marketing and promotion

The library's marketing plan includes ensuring the library has a presence at various Trust events and this year has included: presentations given to community nurses, GPs, Allied Health Professionals and managers within the two PCTs; a library and knowledge display at the Nurses' Recognition Day; support for the Nutrition Mission and Patient Experience: a presentation given at the HR Recognition Day and displays or presentations at all Trust inductions (medical and non-medical)

The aim of the library's marketing plan is to ensure that everyone is aware that the library is for all staff, not just for doctors, nurses or students. Our diverse stock reflects this and supports Trust initiatives such as health and wellbeing; evidence based quality and safety; evidence based pathways and patient information; support for QIPP programmes; collaboration with the research department to support clinical researchers; collaboration with Clinical Quality to improve audit and clinical effectiveness.



User involvement and library partnerships

The library charter and mission statement invites library users to give comments and suggestions on library services. Provision is made on the library webpage and by forms available in the library to allow users to suggest new resources and comment on services. In addition to this the library staff regularly invites feedback from users and stakeholders at the following meetings:

HR & OD Senior Managers
Clinical Governance
Medical Education Committee
Knowledge Management
Learning and Development
Clinical Improvement
Research Nurses Forum
Practice Development Sisters

A new evaluation study is currently under way to measure the impact of clinical library services. This is part of a North West wide research study which began in January 2011 and will run until October 2011. Interim findings are due to be reported at the Evidence Based Librarianship Conference in June 2011.

The library promotes partnerships with other organizations including:

Lancashire and Cumbria NHS Libraries Advisory Panel
Lancashire Academic Libraries Network (LALNET)
ALLIS (Accessing Lancashire Library and Information Services)
UCLan / NHS Libraries Partnership

Knowledge Management

Knowledge Officers

The Knowledge Management Group met only once in 2010. The Knowledge Management strategy was reviewed at the March 2011 meeting and will identify a new direction for the group – with the emphasis on shared knowledge and service improvement. Involvement of other staff, such as Clinical Quality personnel, Patient Experience leaders, Clinical Risk officers and practice development nurses will ensure that Knowledge Management is embedded within these areas and continues to grow across the Trust.

Quality Improvement Project (Knowledge Management)

This project continues to gather best practice stories from departments and individuals across the trust and make them available to all staff on the Knowledge Management webpage. Future developments include using lessons from incidents, complaints and patient experience surveys to expand this library of best practice and lessons learned.

Clinical Improvement

The Royal Colleges bulletin produced by the Electronic Services Librarian continues to be a useful resource for identifying the latest reports, guidelines and best practice statements from the various Royal Colleges and national / chartered societies. This guidance will be incorporated into the Trust's Guideline compliance and monitoring process along with NICE Guidance and will be audited annually.

Research Publications

Details of research articles published by Trust staff are gathered on a monthly basis and added to the library catalogue, with a link to the full article where this is available online. This is now also published as a monthly bulletin and circulated to relevant staff. A new bulletin has been developed this year to encourage development of research projects in areas where there is little or poor evidence. See 'innovations' below for more details of this.

Innovations and Service Developments

Service developments:

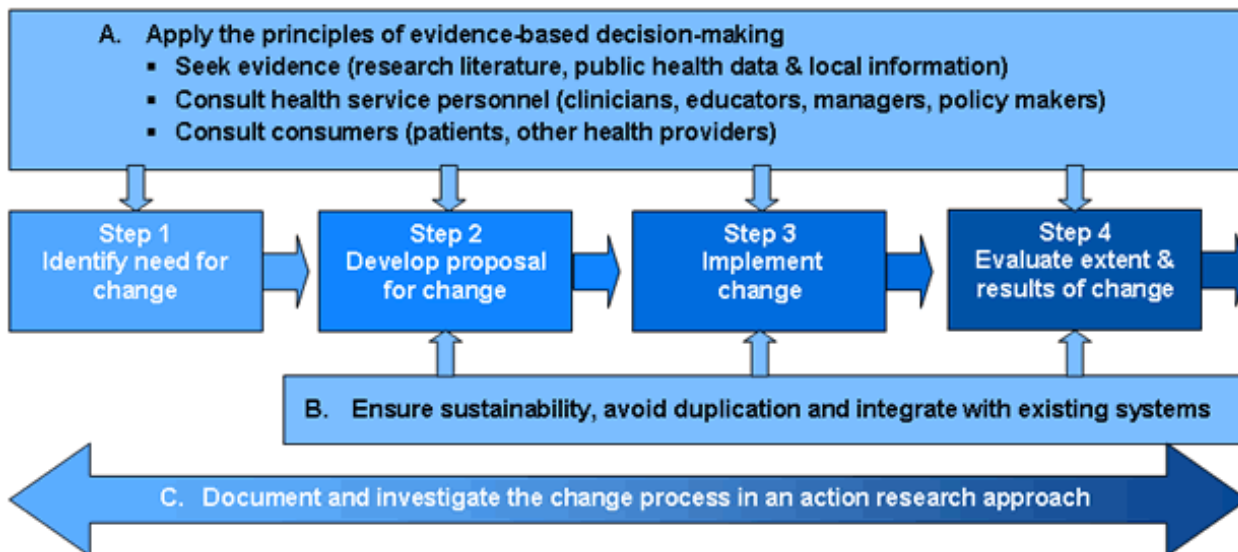
In anticipation of the review of the library accreditation scheme a library strategy and business plan was developed for 2010 – 2011. The business plan is reviewed monthly by senior library staff and has resulted in a variety of new initiatives, including: development of the library website; targeted promotion of current awareness services; improved support for specific groups by introduction of specialized training courses (e.g. GPVTS; HR staff; student doctors).

A stocktake was carried out and, in conjunction with the withdrawal of UCLan stock, a programme for collection development was begun. This will result in a streamlined collection development policy which will ensure stock is purchased according to strict criteria based on user needs.

Innovations:

Management Librarian

A pilot project was launched in October 2009 which ran until April 2011. This was to develop an information and literature searching service aimed specifically at senior managers and the Trust Board – to ensure these decision makers were able to access timely, relevant information which came from a reputable source and could be relied upon to provide the best evidence for decision making. A driving force behind this project was the white paper which was published in June 2010 which recommended, *"The Department [of Health] will revise and extend quality accounts to reinforce local accountability for performance, encourage peer competition, and provide a clear spur for boards of provider organisations to focus on improving outcomes."* The project was very successful and a number of QIPP programmes used this service to ensure better care and better value was based on best evidence from research and lessons learned from other organizations. The diagram below shows the evidence based decision making and change process:



The Evidence Based Change Process.

© Centre for Clinical Effectiveness, Australia

The Management Librarian Service changed direction slightly when the post-holder was offered a position in another area of the Trust but the work continued and this role is now provided by the Library Manager and the Clinical Librarian jointly. No other NHS library in the UK provides a dedicated service for Senior NHS Management in an acute hospital and so there was much interest in this project within the library world and from publishers. The project has been presented at conferences and study days in Manchester, London and Southampton and a [Case Study](#) was developed by the journal supplier Emerald and published on their website and distributed at further conferences.

Projects supported by this service include:

- Winter planning
- Membership engagement
- Restructuring patient flow
- Clinical leadership
- Development of radial lounge
- Patient involvement and patient experience

Clinical Pathways

Following the change of role of Management Librarian to Clinical Pathways Manager the library has become involved in the development of the pathway process by providing the underpinning research evidence for each pathway that is currently being developed. A comprehensive literature review and critical appraisal is carried out to ensure that each pathway is based on proven best practice – essential for the best practice tariffs being introduced by the Department of Health, as well as the best care for our patients.

Information Standard (for Patient Information)

The library was instrumental in the Trust achieving the Information Standard for its quality of patient information. Each Patient Information Leaflet (PIL) is submitted to the Clinical Librarian for a comprehensive search of the relevant literature (including research evidence and consumer information). This follows a strict procedure to ensure that the information provided is the most current, relevant and reliable. The information is subject to critical appraisal before being sent to the leaflet author for inclusion in the leaflet certificate. This will ensure that the information we are providing to patients is of high quality, is reliable and will be helpful to them.

Research Bulletins

We developed two research bulletins this year. The first collates all research studies which have been published in the medical or nursing literature by members of staff at Blackpool Hospitals. 'Staff research Publications' is circulated widely to raise awareness of our research profile amongst all staff.

The second bulletin is designed to encourage staff to take up further research projects as it identifies currently published research which has either not reached a statistically significant conclusion, or has highlighted areas where there is very little, or very poor quality research. 'More Research Needed' will show where we need to focus our research efforts for the benefits of patients and the public.

Sally Hernando Awards

The Health Libraries Group of the Chartered Institute of Library and Information professionals (CILIP) has this year developed an award scheme for NHS libraries, named in honour of a highly respected health librarian who died last year. We submitted 3 case studies for these awards (Management Librarian, Clinical Pathways, Patient Information Leaflets as described above) and were awarded certificates of innovation and best practice for these.

Financial Statement

The budget is managed by the library manager and funding is provided by:

Blackpool Teaching Hospitals Trust

NHS North Lancashire (under a Service Level Agreement for provision of library services)

SIFT funding for undergraduate resources

SIFT received from the North West SHA

Income generation through fines and copying / printing

We contributed to the Trust's QIPP targets by carrying out a strict review of journal subscriptions. Clinical staff were involved in this process and we managed to achieve a saving of over £13000 on our journals budget. We will continue to monitor resource use to ensure cost effectiveness within the library service.

Future Developments

Objectives for 2011-12:

Marketing and Promotion

The current Marketing Strategy and Library Strategy will be reviewed and an action plan implemented to ensure that all staff are aware of the resources and services we offer. In particular we will be targeting managers and leaders within the Trust, to ensure they are able to make effective use of the information resources available but also to highlight the need for developing research and literature searching skills to support talent and leadership capabilities. We will be focusing on new technologies for delivering information; new developments in Information Literacy training across the Trust; promotion of the Health and Wellbeing resources; further outreach to community services.

Marketing of library services will also be targeted at front line staff within the hospitals to ensure they are aware of the services provided for literacy, education and recreation. This will take the form of Book Clubs, competitions and incentives to make more use of the library

Support for evidence based practice

The library provides support to all groups across the Trust and we will concentrate particularly on developing evidence based guidelines; policies; patient information leaflets and clinical pathways.

Support for leadership and management

Information support will continue to be provided to managers as well as clinical staff, following the success of the Management Librarian project

Fiction and lifestyle books

To encourage reading for pleasure or relaxation the collection of fiction and lifestyle books will be developed in the future in response to user requests. A bid for lottery funding has been awarded and will allow further development and promotion of this collection to include books on gardening, travel, biography, self help etc. We participate annually in the Six Book Challenge – a national programme to

improve literacy and encourage reading for pleasure – and this year we featured in the [promotional booklet](#) issued to Union Learning Representatives in workplaces across the UK.

A collection of film / entertainment DVDs (donated by staff) is also being developed.

Quality

We achieved our objective in last year’s annual report of developing new and innovative services putting us at the forefront of NHS Library Services. Our 93% compliance with the standards collected for baseline assessment under the new Library Quality Assurance Framework (LQAF) have shown that we are amongst the top performing libraries in the North West and we will shortly be able to benchmark our services nationally. We intend to maintain this high standard by continuing to provide excellent services and by investigating new ways of providing library and information services for our staff and patients.

Research and Innovation

The library is currently participating in a research study to evaluate the effectiveness and impact of Clinical Library Services. This study, which runs until October 2011 will show how information provided by library services is used and if it has any impact on clinical decision making.
