Medical Education Leeds

Library & Information Service

Annual Report 2020-21

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FOREWORD

The Library & Information Service provides library services to staff working for the Leeds Teaching Hospitals NHS trust. It supports staff in all roles and professions, whether on temporary or permanent contacts, including students on placement and those visiting from other institutions.

This report covers 2020-21 and highlights the range of activity that the service has undertaken, and the people, both within and outside the Trust, that it has worked with during the year.

Activity during the year was overshadowed by COVID-19, and the service responded quickly and flexibly to new ways of working, new service demands, and new opportunities throughout this time.

Paul Twiddy
Library & Information Service Manager
July 2021

Service priorities for 2020-21

Library & Information Service priorities were identified in the Library & Information Strategic Framework 2015-20. These are aligned with *Knowledge for Healthcare: a development framework for NHS library and knowledge services in England 2015-2020* and with the Trust's Medical Education Strategy.

- Deliver appropriate evidence and knowledge support for the Trust's ongoing response to coronavirus and COVID-19
- Raise the service's profile in the Trust
- Reshape and revision the service as part of the updated Medical Education strategy
- Further develop services to support information provision for patients/public

The service achieved or made significant progress towards achieving these priorities, and moved closer to its strategic vision.

COVID-19 response

Throughout the year the team continued to offer a library service to support the Trust's response to the pandemic. Although some service points were closed off as part of infection prevention and staff/patient safety measures, the Library & Evidence Research Centre at the LGI remained open throughout, offering access to print stock, study space and IT facilities. It also provided a safe haven for front-line facing Trust staff who had been displaced from their normal base.

The service worked in partnership with the library service at Harrogate & District Foundation NHS Trust to put together a package of evidence support for the team at the Harrogate Nightingale Hospital. It also joined colleagues from across the country in a community of practice for teams supporting the Nightingale Hospitals to enable sharing of good practice as this network developed.

Resources

Book stock

Books are still in demand, and the book stock continues to be updated. During the year successful bids were made to Leeds Hospitals Charity for funds to buy two special collections.

The first was designed in conjunction with the Trust Chaplaincy Service, and is aimed at supporting the spiritual wellbeing of staff, patients and their families.

The second arose from working with the Trust BME Network, and supports the ongoing work to combat racism by providing material which will help readers to appreciate the impact of racism on those people, individuals and groups, who experience it in daily life.   More information about this work can be seen in an interview at https://twitter.com/LDShospcharity/status/1374730277310857222.

> ### Resources - Key statistics
>
> - **Books in stock – 7,996**
> - **E-books - 696**
> - **Access to over 1000 e-journals through the wider NHS national and regional collections**
> - **Books borrowed – 2,945**
> - **Downloads from e-resources – 58,528**

Electronic resources

The service manages electronic journal subscriptions across the Trust, as well as facilitating access to major resources such as BMJ Best Practice, the Royal Marsden Manual of Clinical Nursing Procedures, and the Oxford Handbook collection.
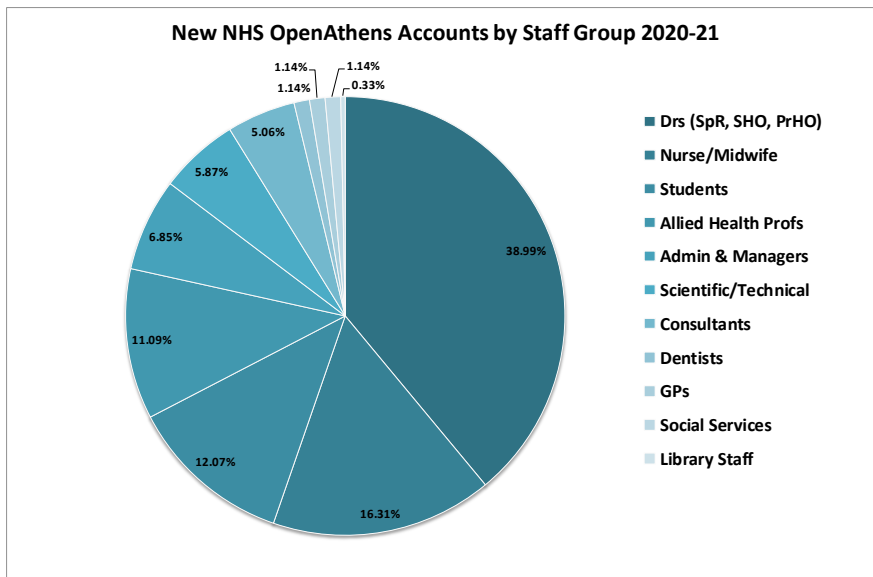
Service activity

Membership

The restrictions on physical access due to COVID-19, and the pressures on front line staff in dealing with the pandemic led fewer people than usual to sign up with the library this year. 244 people joined the library during the year, with representation from all professions and staff groups in the Trust, and 619 people set up a new NHS OpenAthens account enabling them to use the various electronic resources.

New NHS OpenAthens Accounts by Staff Group 2020-21

- Drs (SpR, SHO, PrHO) — 38.99%
- Nurse/Midwife — 16.31%
- Students — 12.07%
- Allied Health Profs — 11.09%
- Admin & Managers — 6.85%
- Scientific/Technical — 5.87%
- Consultants — 5.06%
- Dentists — 1.14%
- GPs — 1.14%
- Social Services — 1.14%
- Library Staff — 1.14%
- 0.33%

Document supply

The service is part of the Pan North Document Delivery Agreement (PANDDA), which works with other regional schemes to form a national reciprocal scheme. This enables the service to have easy access to books and journals not held locally but needed by staff, as well as supplying specialist material from our holdings to other library services.

> **Items supplied to other services - 96**
> **Items requested for our users - 378**

Evidence Search

The team undertake searches of the healthcare databases on behalf of users to identify evidence to support their work, research, or personal and professional development. Searches carried out through this service took anywhere from 30 minutes to 4 hours to complete. The service standard is that searches will be supplied within 5 working days, and this year the mean supply time was 2.7 working days.

The team carry out searches on a diverse range of topics, both clinical and non-clinical, and these are just a few:

- Patient satisfaction with video consultations
- Involvement in clinical trials by the BME population
- Management of headache in the Emergency Department
- Service improvement in lower limb musculoskeletal physiotherapy

- Psychological effect of COVID-19 on Critical Care staff
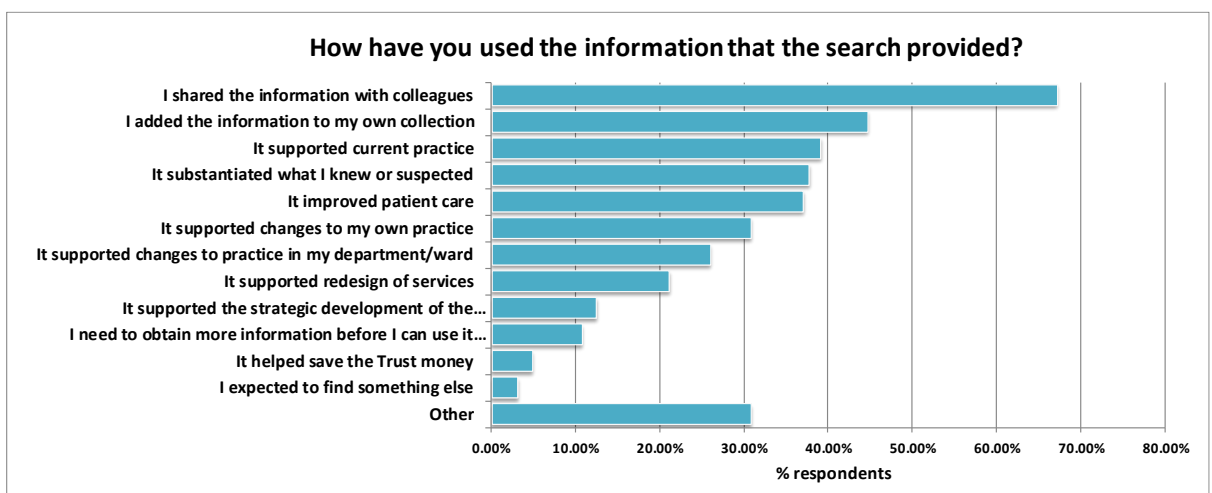- Quality improvement projects in clinical education

The service regularly sends out an evaluation questionnaire to staff who have used the service to assess its impact. Through this, service users tell us how they have used the evidence supplied by the team, and what impact it has had at both a personal and departmental level on staff time, clinical service planning, and patient care and safety.

Comments made in the impact questionnaires give the team rich data on how their service impacts on individual service users.

> **"The information provided was used to share with the MDT in order to purchase equipment which will help improve patient care."**
> **[Dietitian]**
>
> **"We used the outputs of the Kotter search to create new content for colleagues attending Lean for Leaders and to update our L4L modules (as part of a PDSA cycle)"**
> **[KPO Specialist]**

The aggregated data give an overall picture of impact across the Trust as a whole.

How have you used the information that the search provided?

Category	% respondents
I shared the information with colleagues	~67%
I added the information to my own collection	~44%
It supported current practice	~39%
It substantiated what I knew or suspected	~37%
It improved patient care	~36%
It supported changes to my own practice	~31%
It supported changes to practice in my department/ward	~26%
It supported redesign of services	~21%
It supported the strategic development of the…	~12%
I need to obtain more information before I can use it…	~10%
It helped save the Trust money	~5%
I expected to find something else	~3%
Other	~31%

Training

Although the normal training programme was not possible due to the constraints imposed by the pandemic response, the team did continue to support staff over online platforms, developing skills in delivering training via MS Teams.

The team converted its *First Steps* programme, run for new researchers as part of the Research Academy portfolio for delivery over MS Teams. Two cohorts of staff successfully completed the programme between October 2020 and `February 2021.

The team also successfully converted the training provided as part of the Manchester Metropolitan University accredited Certificate in Critical Care Nursing course to interactive sessions run over MS Teams. This course had been paused when the pandemic hit, and was restarted in January 2021 with 19 nurses in the cohort.

Talking Point

The well-regarded Working Lunch programme was relaunched this year as "Talking Point" and run as an online conversation spot which provides a forum for sharing topics and ideas across a wide ranging landscape. Sessions held in the year included:

- Reflecting and shared learning from COVID-19
- Adapting to the virtual delivery of training
- Counter fraud in a COVID-19 world
- Learning from the BME Network

An additional Talking Point was also given over for the Schwartz Round team in Corporate Nursing to hold one of their sessions aimed at a non-clinical audience.

Attendance at all these virtual Talking Points has been excellent, with staff from across all Trust sites taking part.

Marketing & Promotion

A key service objective was to "*promote and market services to generate increased take up across all staff groups*".

The COVID-19 pandemic curtailed much of the planned promotional activity since it was not possible to hold face-to-face events. This year the team relied

on using all the available formal Trust channels (Talkback, the Staff Connect app, Start the Week etc) to get its message out.

The service Twitter account (@lthtlib) became a key marketing tool this year. It was used to advertise events and services internally, and the team worked with partners across the city to run coordinated social media campaigns to promote new resources such as the Oxford e-books, or as part of wider events such as Health Information Week.

Twitter was also used as a tool to keep users informed about changes to services such as reduced opening, availability of postal loans, or other issues affecting access.
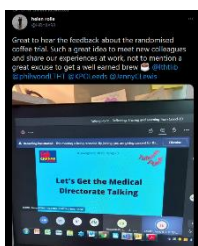
Word of mouth advertising continued to be in evidence this year, particularly via social media, with colleagues promoting to their peers.

Partnerships

Internal

The Library & Information Service continued to develop collaborative relationships across the Trust. This year the team has worked with a range of other departments and teams including:

- Patient Experience Team - continued work to support provision of Patient Information
- Adult Critical Care – integral part of faculty delivering the Certificate in Adult Critical Care course accredited by Manchester Metropolitan University
- Anaesthetics – academic integrity and academic writing training as part of a certificate course delivered with Huddersfield University
- Research & Innovation – worked with the Research Academy to run "First Steps: An Introductory Programme For Staff Wishing To Develop Research Skills" remotely
- Research & Innovation - run a process for tracking publications from NIHR funded research undertaken in the Trust
- BME Network – jointly developed services and stock to address issues around racism and racial inequalities
- KPO and QI teams – as part of the QI Network, provided information expertise to support improvement projects across the Trust

- Supporting teams from across different specialities and professions as part of Systematic Review groups

External

The team has continued to play an integral part in the development and delivery of library services across the Leeds and wider healthcare community:

- Management of shared library management system
- Webmaster for shared website (www.leedslibraries.nhs.uk)
- Joint delivery of information skills training
- Founder member of YOHHLNet , the Yorkshire & Humber Health Library and Knowledge Network, including three team members on the management committee
- Peer review of national impact case study programme submissions
- Development of Northern region library services website
- Team member on CILIP Health Libraries Group national committee
- Service Manager on steering board for a developing Leeds Library Practitioners network across all sectors of the profession

Staffing

The service's staffing structure is:

Library & Information Service Manager 1.00 wte
Corporate Support Librarian 1.1 wte
Site Librarian 1.60 wte
Assistant Librarian 1.00 wte
Library Assistant 2.00 wte

All members of the team have been able to update and extend their skills and knowledge during the year. Team members attended virtual regional network meetings, conferences, and a range of specific courses on topics as diverse as advanced search skills, health literacy, supporting researchers in writing for publication, facilitating learning.

Impact of service

The service's formal impact assessment programme looks at how the work that the team undertake affects the core business of the Trust. This programme covers information skills training and Evidence Search, and includes the development of case studies highlighting individual projects, some being submitted to the national case study database.

The direct impact of the service was also demonstrated this year when members of the team worked as part of project groups undertaking systematic reviews. The librarians played a key role by planning and conducting the searches, and making a contribution to writing the final articles. Several of these reviews were published during the year.

Adam M. Galloway, et al
A systematic review of the non-surgical treatment of Perthes' disease
Bone & Joint Open 2020 1:12, 720-730
https://doi.org/10.1302/2633-1462.112.BJO-2020-0138.R1

Alunno A, Najm A, Mariette X, et al
Immunomodulatory therapies for SARS-CoV-2 infection: a systematic literature review to inform EULAR points to consider
Annals of the Rheumatic Diseases 2021;80:803-815
https://ard.bmj.com/content/80/6/803

Bassetti, CLA et al
EAN/ERS/ESO/ESRS statement on the impact of sleep disorders on risk and outcome in stroke
European journal of neurology (2020), v27 (7) pp1117-36
https://onlinelibrary.wiley.com/doi/epdf/10.1111/ene.14201

De Marco, G et al
Systematic literature review of non-topical treatments for early, untreated (systemic therapy naïve) psoriatic disease; a GRAPPA initiative
Rheumatology advances in practice (2020), Advance articles (accepted 11/7/2020)
https://academic.oup.com/rheumap/article/doi/10.1093/rap/rkaa032/5870299

Najm A, Alunno A, Mariette X, et al
Pathophysiology of acute respiratory syndrome coronavirus 2 infection: a systematic literature review to inform EULAR points to consider
RMD Open 2021;7:e001549. doi: 10.1136/rmdopen-2020-001549
https://rmdopen.bmj.com/content/7/1/e001549

Performance against key performance indicators

Area of service	2020-21 target/KPI	Performance end Q4
E-resources		
NHS OpenAthens - user base (minimum)	4300	4503
NHS OpenAthens - new registrations (total)	700	**619**
NHS OpenAthens -user base as % of Trust wte	20%	**24.50%**
Comparison with mean of per group	≥	**>**
NHS OpenAthens - % of userbase active in year	15%	**9.89%**
Comparison with mean of peer group	≥	**<**
Counter 5 usage - key collections (downloads)	Collection only	**44273**
Library system		
New registrations (total)	500	**244**
Items used - total (loans/renewals/mark used)	3200	**2945**
Evidence Search		
Response time	5 working days	**2.7**
Proportion within standard time	100%	**89.59%**
Number of searches (% increase on previous year)	210	**221**
% non-clinical	20%	**23.07%**
Impact - % rated EXCEEDED EXPECTATION	72%	**71.53%**
Enquiry service		
Response time	2 working days	**1.09**
Proportion withi standard	100%	**98.96%**
Training		
Tailored group training (excl induction)	15	**9**
One-to-one training (excl induction)	70	**41**
Room use - mean monthly usage	275 hrs	**187.21**

Priorities for 2021-22

Delivery of the service during 2020-21 has highlighted a number of areas which the team will need to consider in developing its service plan for 2021-22

- Continue to deliver appropriate evidence and knowledge support for the Trust's ongoing response to coronavirus and COVID-19, and its reinstatement of services post-COVID-19
- Define the service offer as part of the development of new hospitals under Building the Leeds Way
- Reshaping and revisioning the service as part of the updated Medical Education strategy
- Further development of services to support information provision for patients/public
- SirsiDynix Symphony – move from local hosting to supplier hosting
- Marketing and promotional activity to continue to raise the service's profile in the Trust