



Medical Education
Leeds

Library & Information Service
Annual Report 2018-19

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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 contracts, including students on placement and those visiting from other institutions.

This report covers 2018-19, 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.

Paul Twiddy
Library & Information Service Manager
May 2019

Service priorities for 2018-19

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.

- Market and promote the Library & Information Service effectively to increase use across all staff groups
- Demonstrate the impact of the service on front-line Trust business and services
- Support the wider education and development activity across the trust
- Facilitate easy access to information and evidence resources
- Support research, innovation and quality improvement
- Develop services to support information provision for patients, carers and the public

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

Resources

Book stock

Books are still very much in demand, and the book stock continues to be updated. This year, a successful bid was made for external funding to carry out a major update of key subject areas. During the year a total of 653 new print titles were purchased. 78 new e-books were also added to the collection, providing round the clock access to key titles across a number of disciplines.

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.

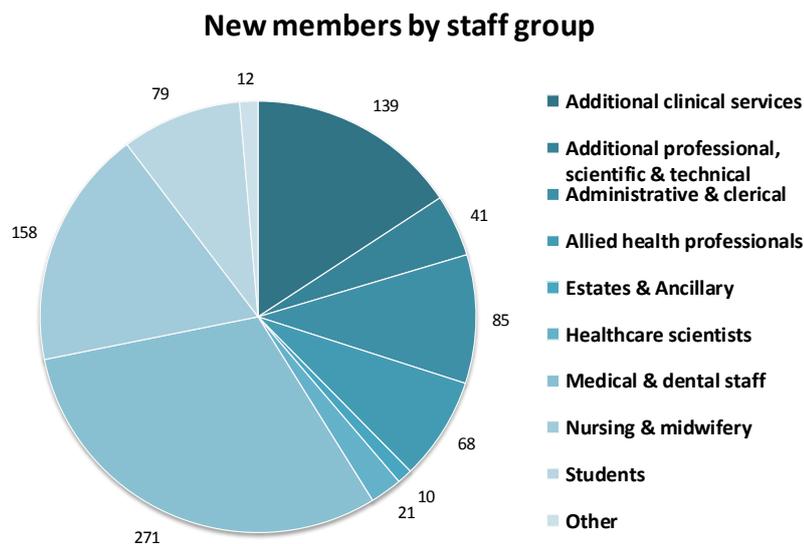
Resources - Key statistics

- Books in stock - 8150
- New titles this year - 731
- Local journal subscriptions – 128
- Access to over 1000 e-journals through the wider NHS national and regional collections
- Books borrowed - 4,672
- Hits on e-resources - 31,123

Service activity

Membership

Almost 900 people joined the library during the year, with representation from all professions and staff groups in the Trust. 950 people set up a new NHS OpenAthens account enabling them to use the various electronic resources.



Document supply

The year the Pan North Document Delivery Agreement (PANDDA) joined 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 - 86
Items requested for our users - 453

Evidence Search

The team undertake searches of the healthcare databases on behalf of users in order to identify evidence to support their work, research, or personal and professional development. Searches carried out through this service took

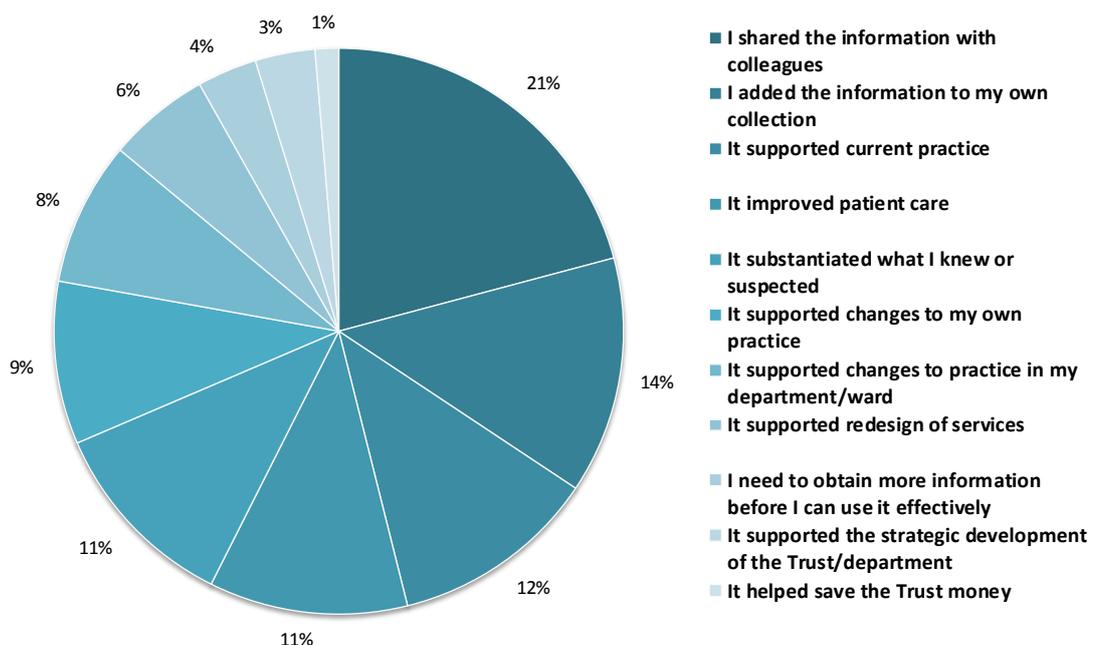
anywhere from 30 minutes to 4 hours to complete. The service standard is that searches will be supplied within 5 working days, and this year the mean supply time was 2.16 working days.

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

- Pharmacological interventions for traumatic brain injury
- Questionnaire design for patient/family feedback in one specific specialty
- Use of simulation to support the transition from medical student to foundation doctor
- Burnout and wellbeing in the critical care team
- Risk factors for suicide
- Levosimendan in cardiac surgery

“The information was used at a national meeting. It confirmed that there is currently little work using data to drive injury prevention but highlighted ways in which we could improve in this area. Incredibly impressed by the speed and initiative demonstrated. Really useful service that saved me a lot of time and effort.”
(Consultant, Emergency Medicine)

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.



Training

The team has provided training to help Trust staff to gain skills in accessing, using and exploiting evidence resources such as electronic journals and healthcare databases. A formal programme of courses is open to any member of staff from across the Leeds NHS. Within the Trust, the team provided sessions tailored to the specific needs of individual groups of staff, or on a one-to-one basis.



Training provided by the team covers:

- Critical appraisal: a beginner's guide
- Finding & Appraising the Evidence
- Google and Beyond
- Searching healthcare databases
- Accessing and using e-journals and e-books

The service monitors the quality of training through course evaluation sheets, and asks staff to complete a post-course questionnaire to learn what impact their new skills have had on their work.

"Thank you for such a clear & pragmatic day"

"Well explained, informative and felt supported in my learning throughout"

Working Lunch



Working Lunch has continued to provide a forum for sharing topics and ideas with a management theme. Session leaders were a mix of invited speakers and people who had approached the service to request slots in the programme. Topics of this year's conversations ranged from the emergency preparedness, through patient advocacy, via the Future Leeds programme, to the Leeds Digital Way. Each session saw new attendees drawn by that specific topic.

Marketing & Promotion

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

This has been achieved through a programme of displays in libraries linked to other Trustwide activity (Health & Wellbeing at Work week), through attendance at conferences and meetings, through attending local inductions, and by using all the available formal Trust channels (in Touch, Talkback etc).



This year the team also took the service on the road with “pop-up libraries” in Gledhow, Jubilee and Bexley Wings.

The service Twitter account (@lthtlib) has been used in a more structured way this year to link to other activity, and now has well over 400 followers including Trust staff, Trust departments and other healthcare libraries.



The focus at events this year was not on registering new members but on having quality conversations with staff to explain how the service can help them in their work and professional development.

Word of mouth advertising also became evident this year, particularly via social media, with colleagues promoting to their peers.



Partnerships

Internal

The Library & Information Service is keen 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; supported the launch of the Patient Experience Strategy
- Teams from Neurosciences, Chapel Allerton and Leeds Cancer Centre CSUs - systematic reviews
- Organisational Learning - library inductions for new apprentices
- Adult Critical Care – integral part of faculty delivering a certificate course accredited by Manchester Metropolitan University
- Anaesthetics – information skills training as part of a certificate course delivered with Huddersfield University
- Research & Innovation – devise and pilot a process for tracking publications from NIHR funded research undertaken in the Trust



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 YOHLNet , the Yorkshire & Humber Health Library and Knowledge Network, including two team members on the management committee
- Peer review of LQAF submissions
- Peer review of national impact case study programme submissions
- Development of Northern region library services website
- Judging panel for 2018 UK Health & Social Care in the Workplace Awards
- Judging panel for national Sally Hernando Innovation Awards

Staffing

The service's staffing structure is:

Library & Information Service Manager 1.00 wte

Corporate Support Librarian 0.80 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 regional network meetings as well as a range of specific courses on topics as diverse as presentation skills, grey literature, GDPR, leadership and management, health literacy, mindfulness, and job matching under *Agenda for Change*.

Quality assurance



The Library & Information Service is assessed against the national NHS Library Quality Assurance Framework (LQAF), which considers how well the service performs against 48 nationally agreed criteria. In 2018 the service retained its rating of 97% compliant, a major achievement given the size and complexity of the organisation, and above the mean both for all services in the Northern region (95%) and for Acute Trusts in the region (95%).

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. This year, two of these case studies were accepted into the national case study database, and featured as case study vignettes.

All about me
Information and support for you and your health

All about me

A working group at Leeds Teaching Hospitals NHS Trust was seeking to develop an interactive booklet to help children with HIV to understand, manage, and live with their condition. The group consulted with Library and Information Services to ensure that the resource is fully evidence based.

An evidence search provided the theoretical background to the *All about Me* resource, which was already soundly based in practical experience.

“Having the Library & Information Service run the search was timely clinical t

Rachel Ay
HIV Clinic
Leeds Te

**Librari
eviden**

British Obesity & Metabolic Surgery Society (BOMSS) guidelines

The National BOMSS Working Group approached library staff at Leeds Teaching Hospitals to undertake an evidence review to inform work being undertaken to update the national BOMSS Guidelines.

Using the experience and expertise of the librarian took the burden of searching away from the working group, saving them time and effort.

“It saved me a HUGE amount of time. It was also reassuring to know that a comprehensive literature search had been undertaken by someone much more skilled in this than me.”

Mary O’Kane, Consultant Dietitian, working with library staff at The Leeds Teaching Hospitals NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

Performance against key performance indicators

Area of service	2018-19 target	2018-19 actual	Change on 2017-18
E-resources			
NHS OpenAthens usage (total)	29500	31123	↑
NHS OpenAthens user base (minimum)	3800	4325	↑
NHS OpenAthens new registrations (total)	950	953	
Library system			
New registrations (total)	1100	884	↓
New registrations - monthly mean	92	73.67	↓
Items used - total (loans/renewals/mark used)	3850	4627	↑
Items used - monthly mean (loans/renewals/mark used)	321	385.58	↑
Evidence Search			
Standard response time (working days)	5	Mean 2.16	↓
Proportion supplied within standard	100%	96.02%	↓
Number of searches requested	175	226	↑
Proportion non-clinical	20%	23%	↑
Impact - % rated EXCEEDED EXPECTATION	72%	71.78%	↑
Enquiry Service			
Standard response time (working days)	2	Mean 1.28	↓
Proportion completed within standard	100%	96.35%	↓
Room use			
Mean monthly usage (hours)	180	288.81	↑
Training			
Tailored group training (excl induction)	25	20	
One-to-one training (excl induction)	120	89	
LQAF*			
	97%	97%	=
Performance is RAG rated as follows: Red: not achieved - performance below 90% of target Amber: not achieved - performance reached or exceeded 90% of target Green: achieved or exceeded target [light green <1% short of target] *RAG rating for LQAF as assigned by HCLU for HEYH			

Priorities for 2019-20

Delivery of the service during 2018-19 has highlighted a number of areas which the team will need to consider in developing its service plan for 2019-20

- Reshaping and revisioning the service as part of the updated Medical Education strategy
- Role of the service in the ongoing development of the Leeds Health & Social Care Academy
- Further development of services to support information provision for patients/public
- SirsiDynix Symphony - completion of the implementation of web services and the Bookmyne app to improve mobile access for users
- Marketing and promotional activity to continue to raise the service's profile in the Trust