



Sheffield Children's **NHS**
NHS Foundation Trust

Illingworth Library



Illingworth Library Strategy 2021-2025



- Outstanding patient care
- Brilliant place to work
- Leader in children's health

Illingworth Library
Strategy
2021 - 2025

Strategy 2021 - 2025

Post holder responsible for strategy	Knowledge & Library Services Manager	
Directorate responsible for strategy	People & Organisational Development	
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Introduction

Did you know?



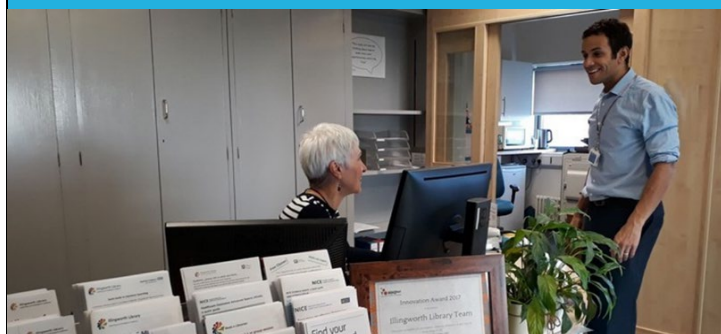
Everyday across the healthcare sector in England more than a million decisions are made that have a profound and lasting impact on people's lives and which influence the quality of healthcare and the cost of services. Knowledge & Library specialists help to supply the evidence base for these decisions.

Health librarians use their expertise to take the 'heavy lifting' out of putting evidence into practice and give the 'gift of time' to healthcare professionals.

Vision

Our vision is of a centre of excellence for knowledge and information, making a business- critical contribution to patient-focused, high quality evidence- based healthcare.

Helping to foster a culture of learning and development for people at all levels in the organisation, supporting research and innovation.



We have a vision for a future where children always receive outstanding care – wherever we see them, whatever we see them for.

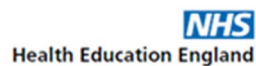
We will be an inclusive organisation, valuing diversity and treating everyone with respect.

What is needed?

“NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision making, learning, research and innovation, to achieve excellent healthcare and health improvement.”

Knowledge for Healthcare: Mobilising Evidence; sharing knowledge; improving outcomes A development framework for NHS Library & Knowledge Services in England 2021-2026. Health Education England

Our Goals



Knowledge for Healthcare

Mobilising evidence; sharing knowledge; improving outcomes



We will ensure our contribution to the highest quality care for our patients by closely aligning the library's goals to those of Sheffield Children's NHS Foundation Trust and Knowledge for Healthcare.

Developing people
for health and
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Strategic Goals

- Easy to access, customer focused services and resources
- Contributing to workforce development, health, and wellbeing
- Engaging and working in partnership, expanding our role
- Building our team and investing in the Library Service
- Marketing & Promotion

GOAL 1

Easy to access, customer focused services and resource

Easier, quicker, and convenient access to the right knowledge when and where it's needed

- Consult with our users to provide personalised services tailored to the individual's information needs
- Ensure digital and mobile access to library and knowledge services and resources, evaluating usage and strengthening collections to reflect all people and specialties.
Co-ordinate, upgrade and rationalise collections to maximise cost effectiveness of resources
- Provide access to modern, flexible, technology rich, conveniently located learning spaces, supporting agile working

GOAL 2

Contributing to workforce development, health, and wellbeing

Increase awareness and understanding of relevant resources, providing training in their effective use

- Proactively help people access and exploit evidence to enable high quality decision making and best practice
- Support the information and digital literacy needs of NHS people and learners
- Expand our training programme in response to user needs and emerging technologies and deliver flexible information skills training and support
- Support people's wellbeing through reading group, leisure reading and other activities including providing space for study, life-long learning, and relaxation away from the office/ward

Strategic Goals Cont...

GOAL 3

Engaging and working in partnership, expanding our role

Greater engagement, sharing of knowledge, learning and its application to practice

- Promote the mobilisation and use of knowledge throughout the Trust
- Increase attendance of library specialists at MDT meetings and ward rounds to promote evidence-based practice
- Develop relationships with Transformation, Research, and others, taking an active part on committees and working groups
- Strengthen working relationships across the library community

GOAL 4

Building our team and investing in the Library service

Develop staff, resources and services for high-quality cost effective services

- Work to ensure that the skill mix and staffing levels are appropriate
- Investigate ways to increase library funding
- Evaluate library procedures and streamline processes where possible
- Capture statistics and impact for evaluation of library services

Goal 5

Marketing & Promotion

Continual promotion of the Library Service for a positive impact upon patient care

- Actively promote library activities, services and developments using a variety of me
- Engage with users through surveys and service evaluations encouraging feedback and suggestions
- Identify other opportunities/ mechanisms through which to promote and market the Library resources, facilities, and services

Quality Control and Barriers

Measure	Outcome
Progress and performance will be reviewed in the Annual Report	Allow the Library to assess the impact of library services in supporting evidence-based health care
An annual Operating Plan will implement the strategy	Facilitate monitoring and review of strategy objectives
A stats return will be submitted annually to Health Education England	Help define the user profile, and identify areas for development and promotion
Surveys and questionnaires will seek user feedback	Enable evaluation of user satisfaction with services and analysis of user needs
The library will be measured by the Quality and Improvement Outcomes Framework	Enable the library to identify any gaps in service management and provision so that any requirements can be built into future business and service planning

What are the barriers?



Research has found that every day people struggle to find local practice information, and other work-related knowledge quickly and easily, while the library's knowledge resources and skills often remain underused. Instead, staff rely on general internet searches and colleagues for information

- Lack of awareness of the benefits that the library service brings to direct patient care
- Many staff are working in remote locations without physical access to library services
- Technological unreliability, unsupported technologies, restrictions on access by internal IT, intranet problems
- Insufficient funds to provide access to the latest 'point of care' resources

Success Criteria

- Sign-up of all the stakeholders to this strategy and use of library and knowledge services in support of patient care
- Support from IT services to maintain and improve the necessary connectivity and shared functionality required
- Maintain and increase existing levels of funding
- Continued development of new skills and flexible ways of working to ensure they meet the changing needs of the stakeholders and service users
- Continued collaborative working across the North and specifically with the Healthcare Library and Knowledge Services within Yorkshire & the Humber

What will success look like?

- Access to all services is as easy and convenient as possible
- Digital services will be standard practice
- Librarians are embedded in clinical teams
- Services will be highly visible, tailored to specific user needs
- Information skills training and support is regularly provided
- The healthcare library and knowledge workforce possess enhanced skills
- Information skills training augmented by e-learning delivery
- A greater focus on synthesizing evidence
- Greater emphasis on partnership working

References

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More about the library

<https://www.sheffieldchildrens.nhs.uk/illingworth-library/>

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