



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

Illingworth Library



Annual Report and Accounts 2023/24



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

Illingworth Library
Annual Report and Accounts
2023/2024

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Introduction & Reflection

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.

A major organizational change for the library took place late last year with the integration of the service into Education, Learning & Development, directly reporting to Emily Hopkinson, Associate Director - Education, Learning and Organisation Development. This has resulted in a closer working relationship, sharing of ideas and skills.

On 1 March 2024, Sarah Massey celebrated 25 years as the first ever professional Librarian at the Children's and reflected on the constantly evolving service that is the Illingworth Library.

Due to the helipad programme, the library service was severely disrupted and displaced from 20 March last year until 29 April this year. Most services were offered at the Children's library in Broomhill Public Library with a pop-up library running twice a week at the main site. However, after 3 months the venue was deemed unsuitable and library staff moved to the Estates building on Northumberland Road. The service was run from the meeting room there and proved more popular with many people attending training, using the study facilities and the click and collect service to borrow books.

Book loans and footfall inevitably fell during the year, but it is encouraging to see that training, supply of articles, number of literature search undertaken showed significant increases.

The library joined the Yorkshire & Humber library management consortia (YORCAT) and now contributes to a shared catalogue of resources which people can borrow from across the region. The work involved to switch to this system was immense and the expertise of Ruth Flagg-Abbey, the Assistant librarian was crucial in ensuring a smooth transition. Sadly, Ruth moved on at Easter and her replacement will start in August.

Our wellbeing and knowledge management services (Reading group & Randomised coffee trial) events continue to be well supported and popular with considerable numbers of people.

Though most library resources funded by Covid funds were not renewed, Clinical Key remained for the final year of its subscription and showed considerable usage of books, journals and topic reports with only 16 pediatric specific journals of the 26 used.

The library has a key role to play in encouraging evidence-based medicine. This was achieved last year through literature searches, training, guideline checking, a spreadsheet of monthly articles of interest and new articles and reports highlighted in the weekly library bulletin.

The Year in Highlights

Celebrating 25 years of Sheffield Children's professional librarian



On 1st March 1999 Sarah Massey started as the first ever professional librarian at the trust. Qualifying in 1983 Sarah spent 15 years working in public libraries in London, Sheffield then running the business section at Manchester Central library before taking up her post at Sheffield Childrens.

Library Services during the Helipad build



From 17 March 2023 the library ran a service from Broomhill Community Library and a pop-up clinic twice a week on the main site. These locations proved to be unsuitable and library personnel moved to the Estates meeting room at 26 Northumberland Road and the pop-up clinic ceased. Although people did come and work in the new location, the statistics show a 75% decrease in visits compared with 2022/3 levels.

Reading Group



Reading group successfully ran as a hybrid meeting in the Clinical Research Facility and online with regular attendance almost double from the previous year. A wide selection of books was chosen, and some great discussions held.

Anxious People was the highest scorer of the year with Elvira Carr a close second. A Christmas meal at the University Arms was well attended in December and enjoyed by all.

Assistant Librarian change

Unfortunately, Ruth moved on at Easter and recruitment is expected to be completed in August 2024.

INCDocs



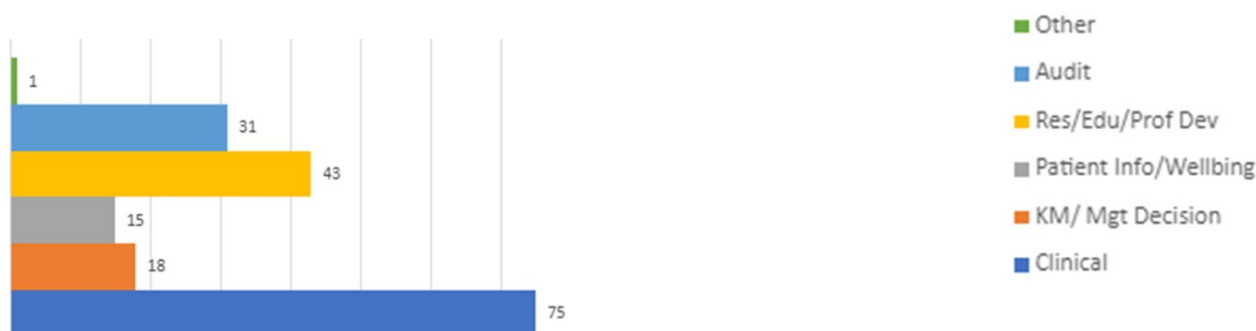
A new Document delivery system was introduced by NHS England. This has enabled the library to receive and supply journal articles across the region saving money on subscriptions and valuable staff time sourcing articles requested by users. This saving cannot be taken lightly.

The Year in Highlights

Library Training

The library held 71 training sessions last year and trained over 130 people. Kate Nettleship, the Senior Library Assistant supported many teams including the special schools with productivity, email management and task organisation. The most popular topics requested were: Literature Searching/Outlook applications: Email/Teams, Planner, To Do / Chrome and reference management software: Zotero.

Literature Searches



This year saw a dramatic increase in the number of literature searches being requested to be undertaken. The top 3 reasons were: Clinical purposes, Research and Audit being requested for. The average time taken per search was 2hrs 49 minutes.

Horizon Scanning & Evidence Based Medicine

An enormous amount of work takes place behind the scenes to encourage evidence-based medicine in the Trust. Our bulletin features the latest reports in health and features a few key articles taken from the monthly articles of interest. This spreadsheet links to relevant articles from hundreds of journals. Many people have subscribed to this service. Sarah Massey is also involved in ensuring Trust guidelines are evidence based through her work with the Rapid Review Guidelines group.

Change of Library Management System



NHS England have established a Yorkshire & the Humber Library management consortia. This has resulted in a change of library management system and a shared catalogue of resources across the region which all staff can access and borrow books through. The change from the previous catalogue generated an enormous amount of painstaking data checking to ensure a smooth transition. Our assistant Librarian, Ruth Flagg-Abbey's experience with Library management systems proved invaluable in enabling the transition.

Clinical Key

The statistics for the year show that over 59 books were used. Many were non paediatric titles, thus increasing the titles available to all. A similar picture was reflected with the journals. Due to financial constraints this resource has not been renewed.



	JAN	FEB	MAR	APR	YTD
Book	41	15	2	1	59
Journal	152	172	140	18	482
Clinical Overviews	1	0	2	0	3
Medline	8	9	2	2	21

The year in numbers 2019/20 to 2023/24

Library Members	<p>21.92% > 23.55% > 25.8% > 32.2% > 30.64</p> <p>This decrease is due to a change of library management system and a clean-up of data</p>
Headcount	<p>11877 > 5793 > 5626 > 5877 > 1484</p> <p>The enormous decrease is due to the closing of the library facilities on F floor for 1 year whilst the helipad was constructed. A replacement service was run out of an office in the Estates building.</p>
No. of people/hr	<p>5.04 > 2.67 > 2.59 > 2.67 > 0.64</p> <p>Numbers remain well below what they were before the pandemic.</p>
Book loans	<p>3089 > 1414 > 1789 > 1171 > 155</p> <p>Loans were decimated during the helipad build as access to the books was only available on a click and collect basis.</p>
Enquiries	<p>2354 > 3578 > 2401 > 4462 > 5083</p> <p>This 75% increase in enquiries to more than pre pandemic levels reflects the greater use of the remote library services.</p>
Articles supplied to Library users	<p>487 > 441 > 512 > 499 > 655</p>
Articles supplied to other libraries	<p>185 > 168 > 134 > 109 > 339</p>
Mediated literature searches	<p>142 > 141 > 98 > 84 > 112</p> <p>A dramatic increase this year as people focus on guidelines and research. An average search takes about 3hrs.</p>
Income generation	<p>The library failed to meet income targets for income generation. This can be accounted for by the helipad displacement and the change to a new regional library management collaboration where fines and photocopying are no longer charged for.</p>
User Education Sessions (people)	<p>36 (48) > 41 (45) > 70 (131) > 97 (268)</p> <p>Training increased dramatically as we focussed our resources on this, particularly training in Microsoft applications and productivity including sessions for people with disabilities.</p>

Figures in **red** show the detrimental impact that the helipad build had on library services whilst those in **green** reflect the increased remote service and more focussed services.

Impact

The Illingworth Library is required to provide evidence for Health Education England on impact of library services.

“Library and knowledge specialists demonstrate that their services make a positive impact on healthcare”

(Outcome 6, LKS Quality and Improvement Outcomes Framework)

IMPACT

The influence of libraries and their services on individuals and/or on society. The difference or change in an individual or group resulting from the contact with library services.
(Impact Toolkit, Knowledge for Healthcare.)

Below are some examples of feedback from our users on the value and impact of library services.

I am using the evidence in a write up for publication about a small case series we have seen here at Sheffield Children's with Protein Losing Enteropathy.

Improved my knowledge of literature searching which helped me to pass my Masters module! thank you!

Helped to plan and investigations in a patient with an unusual diagnosis.

Enabled us to state that there was not evidence to support using this drug

We used it to make extra recommendations to the HIE guideline around aspects of nursing care e.g. rectal temp probe depth. This info was missing and there was High variation in practice and no consensus.

Improved service evaluation project which is likely to significantly improve and streamline patient care across the regional network

Impact of Library Bulletin

I attended an open regional session about a topic relevant to my role. I would not have known about the session if it had not been in the bulletin

It reminded me of the important resources that the library can provide e.g. literature search

It helps me to remain updated in my work.

I regularly read articles and updates that you highlight on the bulletin. I work mainly nights so cannot come to the library often. So seeing what you can do to help me is vital and then knowing who to email

Social Media

Platform	2019/20	2020/21	2021/22	2022/23	2023/4
Blog	3 followers	3 followers	3 followers	4 followers	4 followers
Page views may include automatic searches and are not necessarily 'real' people	18102 views 46 posts	10248Views 50 posts	5732Views 22 posts	127887Views 16 posts	138890 6 posts
Facebook Page 'Likes'	34 likes	42 likes	44 likes	53 likes	No longer posting
LinkedIn Connections	126	126	127	133	No longer posting
YouTube video views	182	219	254	Channel closed	Channel closed
Twitter followers	380	392	403	402	400

(Figures are **accumulative** year on year)

Our Vision

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.

Our 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

Promoting and marketing our service

How we deliver our services

Easier, quicker and convenient access to the right knowledge when and where it's needed
Increased awareness and understanding of relevant resources, providing training in their effective use
Greater engagement and sharing of knowledge and learning and its application to practice
Developed people, resources and services for high-quality cost-effective services
Continual promotion of the Library Service for a positive impact upon patient care.

Quality Measures for 2023/24

Measure	Target	Achieved 2023/24
Increase ratio of SCH library members.	10% increase	Decreased by 1.56%
Literature searches: % delivered within timescale agreed with customers.	100%	100%
Inter-library article requests: % satisfied within 10 working days or user notified.	100%	100%
Enquiries: 100% completed within 1 day	100%	100%
Training: % finding increased confidence scale	75%	All scores increased, over half by 100%
Access to Professional Librarian	80% of time	achieved
Introduction to Critical Appraisal	Scheduled 4 times per year	Adapted to virtual, advertised 6 times per year

Feedback

For feedback on this annual report or for further information about Illingworth Library & Knowledge Services, please contact.

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