



Illingworth Library
Strategy 2016 - 2020



Illingworth Library
Supporting your Knowledge for Healthcare

Strategy 2016 - 2020

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Did you know?

All staff working for Sheffield Children's NHS Foundation Trust can use the Illingworth Library

Every week library staff carry out more than 5 literature searches in support of patient care

Every day, staff are helped to complete their mandatory training by the library team

The service facilitates free access 24/7 to 1,000s of journals and 100s of electronic books for all staff

Library staff can source and supply any document any member of staff needs

'Healthcare libraries and knowledge services underpin all aspects of the NHS, supplying the evidence base to the service to make decisions on treatment options, patient care and safety, commissioning and policy, and to support lifelong learning, research and to drive innovation'

Knowledge for Healthcare:
A development framework for NHS Library & Knowledge Services in England 2015-20, Health Education England

Mission



Illingworth Library

Supporting your Knowledge for Healthcare

Delivering high quality, evidence-based knowledge resources in a timely way, to support NHS staff in providing the best possible care to patients. Helping to foster a culture of learning and development for staff at all levels in the organisation, supporting research and innovation.

Together
we care

Sheffield Children's 
NHS Foundation Trust



To provide care and treatment of the highest standard to the children and young people of Sheffield, South Yorkshire and beyond, working closely with children and their families, other partners, and our staff to improve the health, wellbeing and life chances of the younger population.



What is needed?

Customer focussed, accessible and visible knowledge resources, services and skills

Support for the local health care community working and learning together more effectively

By putting into practice what we know from research, from data analysis and from experience we will have a bigger impact on health and healthcare than any drug or technology likely to be invented in the next 10 or 20 years – that's the importance of knowledge management to the NHS.¹

Sir J. A. Muir Gray,
Director of the National Knowledge Service

Our Goals

By closely aligning our goals to those of Sheffield Children's NHS Foundation Trust and Knowledge for Healthcare, we will ensure our contribution to the highest quality care for our patients




*Developing people
for health and
healthcare*

Knowledge for healthcare: a development framework



for NHS library and knowledge services in England
2015 - 2020

 Library and
Knowledge Services


Health Education England

Customer focussed & accessible:

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

Provide personalised services tailored to the individual's information needs

Ensure digital and mobile access to knowledge services and resources by default

Provide access to modern, flexible, technology-rich and conveniently located learning spaces



Services

Our Goals

Visible:

Increase awareness and understanding amongst all stakeholders of the library's specialist skills and services and their benefits for patient care...

Ensure greater awareness of services and resources

Promote Evidence Based Medicine in the workplace, working outside the traditional confines of the library service

Apply our specialist skills to directly support service improvement work and other development priorities

Promote the management & use of knowledge throughout the trust



Learning & Working Together:

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

Deliver information skills training and support staff to learn, engage and share knowledge using new technology and social media

Support the strategic education requirements of the Trust, promoting information and digital literacy amongst NHS staff & learners

Provide support for clinical and non clinical research

Strengthen working relationships across the library community



Quality Control



Progress and performance will be reviewed in the Annual Report

An annual Operating Plan will implement the strategy

Statistics will be submitted annually to Health Education England for the Library & Knowledge Services Leads statistical return.

User feedback will be sought via user surveys and questionnaires on services including training, literature searching and document supply

The Illingworth Library service will be measured annually against the National Library Quality Assurance Framework (LQAF) standards

This will

Allow the Library to assess the impact of library services in supporting evidence based health care

Facilitate monitoring and review of strategy objectives

Help define the user profile, and identify areas for development and promotion

Enable evaluation of user satisfaction with services and analysis of user needs

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?

Lack of awareness of the benefits the library service provides to 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

Cost Improvement pressures

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



In order for this strategy to be successful, it will require:

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 by library staff 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?



5 Years time

Access to all services is as easy and convenient as possible	Services will be digital by default and delivery to mobile devices will be standard practice
Services will be highly visible, pushing quality assured information tailored to specific user needs	Librarians embedded in clinical teams will be standard practice
Information skills training and support is Regularly provided	The healthcare library and knowledge workforce possesses enhanced skills
Information skills training programmes, augmented by e-learning delivery, continually developed	Healthcare library and knowledge services are aligned with technology enhanced learning initiatives
A greater focus on synthesising evidence	Greater emphasis on partnership working

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www.sheffieldchildrens.nhs.uk/our-services/library

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