



Annual Report

2016-2017



Illingworth Library

Supporting your Knowledge for Healthcare

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Illingworth Library

Supporting your Knowledge for Healthcare

Mission:

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.

The year has been a successful one, building on our re-branding from last year with new ways of marketing our services. The launch of our “Book a Librarian service” proved very popular.

The changes made to the library continue to invite comment and ensure an open, relaxed and friendly environment.

The weekly Library Bulletin now includes a section detailing recent reports, guidelines and articles. We have received many requests for copies of the items featured. The bulletin is distributed by the library emphasising the role the library plays in the dissemination of evidence for patient care, research and CPD.



We face severe challenges this year to identify adequate recurrent funding for the library in a climate of austerity and with the non-renewal of the OpenAthens contracts and the withdrawal of funding from the University of Sheffield Library.

The following pages will inform clients and stakeholders of the library’s activities and successes during 2016-17. It will also outline priorities for the coming year.


The Year in Highlights

2017

Apr – July 2016

<p>Celebrating the Health Heroes at Sheffield Children's Hospital: The Illingworth Library</p> <p>01ST JUNE 2016 WRITTEN BY SKILLS FOR HEALTH</p>  <p>Welcome to the Library</p> <p>To celebrate International Children's Day on June 1st, Skills for Health and National Skills Academy have launched a week-long celebration to honour our children's health heroes, giving everyone a chance to say 'thank you' to those who work in paediatric care – whether they're volunteers, cleaners, postmen or chefs.</p> <p>While they aren't one of the first groups of staff that spring to mind when you think of children's healthcare, the staff at Sheffield Children's Hospitals' library make a huge difference to families – both directly and indirectly.</p> <p>Share this </p>	<p>Skills for Health featured the library in its blog on the first of June to celebrate Children's Day.</p> <p>A quote from the blog:</p> <p>One Clinician said: "There is no doubt that the staff help me to deliver the best service I can, improve patient care, without the families knowing they exist, and provide good training for staff."</p>
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 <p>Illingworth Library Strategy 2016 - 2020</p>  <p>Illingworth Library Supporting your Knowledge for Healthcare</p>	<p>The 2016-2020 Library Strategy was launched at a coffee morning attended by the Trust chair and other directors. It was also an opportunity to celebrate the library's refurbishment.</p>
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	<p>The contracts to provide regional OpenAthens administration to Yorkshire & the Humber and East Midlands and Sheffield Health & Social care were renewed for 2017/18. This is the 18th year these have been renewed and are currently worth £14,775. This is the last year of these contracts as a new tender process comes into operation in April 2018.</p>
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The Year in Highlights

2017

Aug - Dec 2016

	<p>The library achieved 93% when assessed against the Library Quality Assurance Framework. This is a 3% increase on last year.</p>
	<p>Journal Club has been incorporated into the medical teaching programme. Junior doctors are scheduled to present half of the sessions and the remainder are open to any trust staff to present.</p>

Feb – Mar 2017

	<p>“Make a Date, Book a Librarian” launched on 14th February. This service provides the opportunity to arrange a free one to one or group session with a library professional to give tailored support on a wide range of topics. 12 sessions ran in the first 6 weeks following launch.</p>
	<p>The library was nominated for the third year running for a Trust STAR award in the category of best non-clinical support service.</p>

The year in numbers



<p>LQAF compliance 2012 to 2016</p>	<p>88% > 94% > 92% > 90% > 93% LQAF is the national quality framework used for assessment of NHS library & knowledge services. The increase in compliance is due to the refurbishment.</p>
<p>Library members 2012/13 to 2016/17</p>	<p>33.86 > 34.6% > 34.3% > 32.7% > 30.4% As a proportion of Trust staff, library membership has considerably decreased. Many users make use of services but are not registered members. The figure therefore does not represent total library users.</p>
<p>Headcount 2012/13 to 2016/17</p>	<p>9017 > 9325 > 10502 > 9488 > 10446 There has been a marked increase in people working in the library, particularly students during exam time and trust staff “hot desking”.</p>
<p>Book loans 2012/13 to 2016/17</p>	<p>5203 > 5366 > 4865 > 3954 > 4172 Book loans have risen this year after two year of falling. Our one-week loans have increased possibly because of better signposting to students.</p>
<p>Enquiries 2012/13 to 2016/17</p>	<p>2807 > 4380 > 6102 > 8481 > 8090 Information enquiries have increased and procedural ones have decreased.</p>
<p>Articles supplied to users 2012/13 to 2016/7</p>	<p>1268 > 1162 > 1180 > 751 > 516 There are a variety of reasons which might account for the drop in supply.</p>
<p>Articles supplied to other libraries 2012/13 to 2016/7</p>	<p>333 > 368 > 351 > 286 > 270 There are a variety of reasons which might account for the drop in supply. 100% supplied within 1 day.</p>
<p>Mediated literature searches 2012/13 to 2016/7</p>	<p>117 > 108 > 225 > 247 > 197 A drop this year though it has seemed more busy. 100% supplied within user timeframe.</p>
<p>e-prompt 2012/13 to 2016/7</p>	<p>131 > 172 > 233 > 246 > 276 The number of people registered to receive the e-prompt current awareness service updates has increased again (This is open to anyone worldwide, not just trust staff).</p>

Impact



The Illingworth Library is required to provide evidence for the Library Quality Assurance Framework (LQAF) on impact of library services.

*“Evidence that a **variety of methods** are used to **systematically** gather information about the impact of library/knowledge services and that the information that has been gathered has been used to demonstrate the impact of services.” (Standard 1.3 LQAF)*

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 literature searches that we have done for them.

Information used to compile a case report to submit for publication in a journal

Saved me time to update the guideline quickly & effectively for use within the trust which will inform staff

Establish an audit

Information will be used for evidence-based document of psychological interventions within Tier 4 services

Led to development of a treatment

Used to prepare an IFR request for funding

It allowed me to demonstrate to colleagues the importance of early diagnosis and management

To inform decisions on a CQUIN

Impact



The Chartered Institute of Library and Information Professionals (CILIP) and Health Education England (HEE) are campaigning for decisions in the healthcare sector to be fully evidence-based. The campaign, “A million Decisions” calls on government and health service providers to use of the skills of librarians and knowledge specialists in meeting their obligations under The Health and Social Care Act 2012.

The Illingworth Library is supporting the campaign



Sarah Massey and her team are the non-clinical support service which has become indispensable to the Trust. Without them, consultants, nurses and doctors in training would be lost. The team has assumed an increasing importance in helping us to deliver teaching and conduct research. While funds for research, medical education, and improved facilities for patients have been maintained or increased, it has been extraordinarily difficult to obtain funds for the building and maintenance of medical libraries.

At SCH, Illingworth Library Team plays an integral part in patient care and research. They save medical professionals valuable time and money by using their expert-level search skills to retrieve hard-to-find information within library databases. (quote from a Consultant at Sheffield Children’s NHS FT)

Student Feedback

Has this made any difference to your learning experience?



- Yes - without the computer access and textbooks we could not have done our research projects. These will hopefully save SCH Trust money.
- This is my library of choice. Everything I could need is here. generally very quiet but you can talk if needed. Staff are always very helpful.
- Yes, conveniently located, good range of textbooks and quiet environment. Very useful to have networked computers

Social Media



	2016/17	2015/16	2014/15
Blog - Page views may include automatic searches and are not necessarily 'real' people	One follower! 31,510 views 166 posts	No followers 22030 views 115 posts	No followers 15228 views 82 posts
Facebook Page 'Likes'	27 likes	23 likes	19 likes
LinkedIn	69 connections	37 connections	31connections
Delicious (track of SCH publications)	1162 links	749 links	501 links
Google + account changed to business account during 2015 so lost some followers	1 follower	2 followers	10 followers

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



Top Tweets last year

Illingworth Library @IllingworthInfo

Simulated impact of pelvic MRI in treatment planning for pediatric...

<http://goo.gl/fb/n5TuPG> **#eprompt #radiology**

Early Intervention in Children (0–6 Years) with a Rare Developmental...

<https://goo.gl/fb/Fj1GPr> **#eprompt #OT**

Mechanical Ventilation during Acute Brain-Injury in Children

<https://goo.gl/fb/Lo33rz> **#eprompt #respire**

Non-invasive ventilation in paediatric critical care

<https://goo.gl/fb/LYTGy7> **#eprompt #respire**

Achievements against targets



Library & Information Services Operational Plan 2016-2017				
Monitoring: The Operational Plan will be monitored at monthly Library staff meetings, monthly meetings between Library Services Manager and Director of Human Resources, and formally through Library & Information Services Annual Report each year.				
Traffic lights	Completed	In progress/on-going	Not tackled/unsuccessful/shelved	
Aim	Action	Target date	Outcome measure	Achievements
Customer focussed & accessible				
Provide personalised services tailored to the individual's information needs	Consult with departmental managers regarding services provided by the library	Apr-17	Identification of services	carried forward
	evaluate consultation and plan new/revised services accordingly	Aug-17	action plan for new services	carried forward
	Promote services to parents and patients	Apr-17	services promoted, increased use of library by parents	KLN emailed Julie Mather. 17/1/17. contacted Cathy in Chapel - took some leaflets.visited wards and took posters/leaflets.
Ensure digital and mobile access to knowledge services and resources by default	Promote resources available via OpenAthens	Apr-17	increased usage	usage 2015/16 8446, 2016/7 8611 Open Athens users 2016 802, 2017 821
	Develop website & social media sites to facilitate access to services	ongoing	increase in hits/followers on social media sites	More followers on twitter and more page views of blog this year
	Increase purchase of electronic resources over print where appropriate	Apr-17	collection of ebooks available for use	e-books are now available for loan
	Investigate/purchase of Up to Date in support of patient care	Dec-16	Access to Up To Date	decided not to pursue. No interest from medical or PGME directors
Provide access to modern, flexible, IT rich and conveniently located learning spaces	Create a wish list of improvements to learning environment in readiness for bidding process	Aug-16	list compiled, bids submitted and successful	Bid submitted for closing date 15/6/17. Due to staff changes at HEE we are still awaiting results
	Encourage use of the library to support learning activities for staff	ongoing	increased use of library for elearning	Liaised with L & OD re apprentice diaries and training, with Suzanne G & Catherine Hutton re calderdale framework competency bkls. Gina Myers, referencing for clin sppt worker pathway for Helena Nursing team. Used by the CAT course.

Achievements against targets cont...



Visible				
Ensure greater awareness of services and resources	Publicise the library at every opportunity: posters, emails, displays, pop up libraries, website, blog, bulletin	ongoing	increase scale of publicity	Increased scheduled tweets, bulletin entries, posters
	Promote service to new starters	Dec-16	all new starters have received a library promotion pack	No mechanism. Awaiting induction revamp though have sent information to junior doctors
	Identify a library representative in each division	Apr-17	list of library reps compiled	abandoned in favour of divisional contacts
	Launch a bleep/book a librarian initiative and run for a trial period	Jan-17	number of bleeps/bookings	12 sessions run since February, 10 in the first 3 months
Promote Evidence Based Medicine in the workplace, working outside the traditional confines of the library service	Support patient care by building on successful clinical library service. Offer to other specialties	ongoing	number of searches undertaken and feedback received	197 searches
	Support the SCH journal club and other departmental ones	ongoing	number of journal clubs run/training and support given	16 journal clubs run, average 11 people per session
	Evaluate the library service's impact to ascertain contribution to patient care	Sep-16	survey results, case studies, stats from literature searches	see LQAF impact evidence
Apply our specialist skills to directly support service improvement work and other development priorities	Support the Agile Working project	ongoing	meetings attended, projects involved with	Project finished
	Promote health management awareness bulletin and databases to all managers	ongoing	number of managers signed up	15 managers signed up to bulletin
	Support for business cases to inform decision making	ongoing	number of business cases undertaken	Lit search done on safer staffing. Will also carry forward
Promote the management and use of knowledge throughout the Trust	Support staff to find and evaluate the information they need	ongoing	evidence of support	Feedback spreadsheet

Achievements against targets cont...



Learning & working together				
Deliver information skills training and support staff to learn, engage and share knowledge using new technology and social media	Expand training programme to include alternative formats	Apr-17	extended programme across a range of formats	Several screencasts have been made and are awaiting library website page
	Review course evaluation and assess impact of training to improve service quality	Apr-17	completed analysis and report	Training feedback recorded and viewed each month
Support the strategic education requirements of the Trust, promoting information and digital literacy	Participate in the Education Board	ongoing	meetings attended, projects involved with	Attended Education board and revised accommodation bid
	Provide support for e-learning	ongoing	stats of support for staff	Stats no longer recorded
Provide support for clinical and non clinical research	Provide mediated literature searches	ongoing	number of literature searches	197
	Identify research within SCH	ongoing	identification of publications by SCH staff	Staff publications are recorded on our Delicious account
	Promote critical appraisal and provide courses to develop appropriate skills	Apr-17	courses run	3 courses run
Strengthen working relationships across the library community	Participate in the Yorkshire & Humber network of Library and knowledge services	ongoing	evidence of participation in network	Attended launch, annual meeting of YOHLNET and CPD events
	Collaborate with the University of Sheffield over shared learning and resources	ongoing	renewed SLA and collaborative projects	Meeting with Gavin Boyce ongoing
	Work in partnership with KLS across the STP footprint area	ongoing	action plan for support for STP plans	



Our Vision

Customer focussed, accessible and visible knowledge resources, services and skills
Support for the local health care community working and learning together more effectively

Our Goals

Customer focussed & accessible:
Easier, quicker and convenient access to the right knowledge when and where it's needed...

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

Learning & Working Together:
Greater engagement and sharing of knowledge and learning and its application to practice...

How we deliver our services

- Provide personalised services tailored to the individual's information needs**
- Ensure digital and mobile access to knowledge services and resources by default**
- 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**
- 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**

Targets for 2017/18



Healthcare library and knowledge services underpin education, lifelong learning, research and evidence-based practice. A new development framework from Health Education England aims to extend this role so that healthcare knowledge services become an integral part of informed decision-making and innovation.

The revised Illingworth library strategy 2016-20 is based on **Knowledge for Healthcare** and outlines the future direction of services.

The following key targets have been identified for the coming year from the Library & Information Services Operational Plan 2017-18

Consult with departmental managers regarding services provided by the library
Provide and promote "Personalised current awareness" services to individuals and departments
Continue to seek out ways to engage with parents/carers
Promote resources available via OpenAthens
Provide a suitable learning environment, resources & services to support the learning needs of all staff and students on placement and encourage its use
Identify a library representative in each department to send information for dissemination
Promote the Illingworth Library Bulletin as one place to access the latest clinical, management and research evidence.
Facilitate service developments through horizon-scanning, literature searches and tailored current awareness services, supporting business cases and providing management information to support corporate teams
Support initiatives within the Trust for Knowledge Management
Provide access to a range of e-learning resource through a new training webpage developed in-house where necessary
Promote critical appraisal and provide courses to develop appropriate skills
Continue partnership working with local, regional and national library and knowledge networks, including specifically the Yorkshire and Humber and North networks (YOHHLNET and LIHNN)

Quality measures for 2017/18



Measure	Target	Achieved 2017/18
LQAF compliance to remain within green RAG rating (90%+)	93% or higher	93%
Increase ratio of SCH library members	50% within next 3 years	30%
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%	100%

Feedback



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

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