**LCFT Library & Information Service Plan on a page 2016 -2019**

The LCFT Library & Information Service is committed to the provision of relevant, timely and high quality information for the purpose of service improvement, continuing professional development and improving patient outcomes. We aim to promote evidence based practice as the foundation of quality service delivery within LCFT, associated stakeholders and partner organisations.

To become recognised for excellence

* We will develop the service in line with the Library Quality Assurance Framework.
* We will provide a quality service, working together as a friendly and approachable team who take pride in their work and provide high levels of customer care and services, thereby ensuring recognition and respect for the work we do. Encouraging library staff in CPD and life-long learning.
* We will support the delivery of the Trust’s mission, vision and priorities and uphold the Trust’s values and actively practice lean methodology.

* We will support the Medical Directors office in a proactive way to ensure the timely and relevant delivery of evidence based practice. Supply direct current awareness alerts to their identified areas of interest.
* We will develop new innovative ways of delivering training to staff and students across the LCFT footprint. To ensure staff can acquire the relevant skills which will enable them to access and utilise the information they need to support them in their work, studies and patient care.
* We will develop the Current Awareness service we offer
* We will develop the staff and patient library service at the Harbour.
* We will tailor services to specific staff groups.

To employ the best people

To innovate and exploit technology to transform care

* We will aim to become more embedded within the Trust’s innovation and research networks.
* We will develop, market and implement training packages to support the new training programme.
* We will develop innovative ways to promote and market the library and information services across the Trust to all potential users at Trust events and by targeting service networks and professional groups.

To provide excellent value for money in a financially sustainable way

* We will seek to work with new and existing partners to ensure a flexible adaptable service designed for the new NHS landscape.
* We will participate in consortia with other libraries and partnership to maximise resources.
* We will produce a dashboard system to collate library statistical information to ensure purchases are made with the best information available to ensure value for money.

To provide high quality services

* We will develop resources and services in line with staff and patients’ needs.
* We will develop collections to support the wellbeing of Trust staff.
* We will provide a literature searching service to locate best practice and high quality evidence to improve patient outcomes, promote evidence based decisions and promote innovation.
* We will develop tailored services to specific staff groups.

To provide accessible services delivering commissioned outputs and outcomes

* We will develop outreach services and remote services to improve service accessibility.
* We will develop and improve access to online information and electronic resources. Maintain and develop the library Blog, internet and intranet pages.
* We will develop the staff and patient library service at the Harbour.