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**Lancashire Care NHS Foundation Trust**

**Library & Information Service Annual Report 2017-18**

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# Introduction

The Library delivers information and knowledge services to staff of Lancashire Care NHS Foundation Trust, and students on placement, who are based across the geographic area of Lancashire. The Library supports all facets of the Trust’s day-to-day business including clinical and management support, evidence based practice, policy creation and review, and service planning and decision making. The service plays an essential role in the support of education and staff development within the Trust. We have service level agreements in place with the University of Central Lancashire for the support of their students whilst on placement with the Trust. In addition we support Patients’ Libraries at The Harbour Blackpool and Guild Secure Services Whittingham, providing inpatients with access to reading books.

The Library and Information Service aims to:

* Ensure that all LCFT staff, social care staff, researchers and students have access to up to date and reliable sources of information relevant to their clinical, governance, management, educational, continuing professional development and research needs.
* Provide effective methods of training for staff to ensure they know how to access, appraise and use the information sources available.
* Support and train staff so they can use health care and business databases.
* Support the clinical and corporate quality of services by helping staff to use evidence and best practice in the delivery of patient care.
* Develop partnership working with other departments, NHS libraries and other organisations.
* Contribute to the sharing of knowledge in the organisation.
* Ensure the budget is spent to maximise value for money and to encourage sharing.

This annual report outlines our performance and achievements for the year 2017-18 and looks forward to our priorities for progress in 2018-2019.

# ****2. Progress and achievements****

This section summarises key achievements, events and developments for the Library over the past year and outlines areas for further development going forward. This report is aligned to the Library Strategy, the strategic objectives of which are aligned to the Trust’s strategic priorities to ensure that the services we provide meet the needs of our organisation. The headings below encapsulate the Trust’s strategic priorities.

**Become recognised for excellence**

This year the Library and Information service gained a score of 97% compliance in the NHS Library Quality Assurance Framework. This is an increase of 1% from the score last year and is higher than the average score for mental health and community Trusts in the region. The score is an excellent result and reflects the hard work of everyone in the Library team.

The service has continued to make improvements to the Library space following the refurbishment in 2016. The Library Services Manager was successful in securing bid money to fund the installation of a rolling TV screen for the Library. This will be used to promote different services to users and communicate library news and other notices. We have also installed an extra two PCs in the Library bringing the number of PCs available to users on a drop-in basis to 12 which ensures that people do not have to wait to use a computer. The PCs in the Library have also been upgraded to Windows 10 so they are faster and more efficient. We now have headphones available for library users to borrow should they need to use them in the Library area.

This year we have run a Trust-wide survey of Library services in order to review the services we offer and understand the needs and priorities of the organisation, staff and service users. The survey was widely disseminated and received a good response rate. The Library Services Manager has produced a report of the survey findings for the Senior Management Team and this will inform future development of services.

**Employ the best people**

The Library training programme has continued in 2017-18 with group training sessions scheduled monthly at the LANTERN Centre providing an introductory course for literature searching. Library drop-in sessions are offered on a monthly basis giving staff the opportunity to seek training and help without the need to book on to a formal session. One-to-one training on literature searching is also provided and can be arranged at any time. 37 one-to-one training sessions were provided during the year. In addition to this the Information Services Librarian has provided bespoke group training sessions for the Community Pharmacy team, the Innovation Agency, the AHP Research Forum, and for Junior Doctors as part of their professional training programme. The Library also presents at the Junior Doctors and nursing student inductions to promote services to junior doctors on rotation and nursing students on placement. Overall 244 people have received Library training during 2017-18.

The Library team have created bespoke reading lists to support training courses being run by the Quality Academy in the Trust. We have produced reading lists on Leadership, Study Skills, Writing for Publication, and Wellbeing. We have also produced a Coaching and Mentoring reading list to support the ILM Level 5 Certificate in Coaching & Mentoring being run in the Trust and this is circulated to all delegates on the course. This has been very popular and has introduced and helped to promote Library services to non-clinical staff who were not previously aware of what the Library offers. This has resulted in an increase in loans of non-clinical books and we have purchased a number of coaching and mentoring titles to develop the book collection in this subject area.

**Innovate and exploit technology**

This year the Library service has purchased and rolled out the KnowledgeShare service in the Trust. KnowledgeShare is a web-based current awareness system which provides targeted evidence updates via email to NHS staff. These are individualised based on a staff member’s interest in particular conditions or lifestyle factors, age groups, settings of care, interventions and management topics. KnowledgeShare informs staff about new evidence, focusing on high-level evidence, publications on management and educational topics, and local professional development events. Creating current awareness can be a time-consuming activity so this system allows us to provide tailored updates to staff in a more efficient and cost-effective way. KnowledgeShare was rolled out to the Trust in November 2017 and has been widely marketed to all staff groups through posters, leaflets, Twitter posts, items in the Pulse, inductions etc. Take up of the system has been good and we currently have 74 users registered with the service. We will evaluate usage and feedback on the service before the renewal point in November 2018.

This year the Health Care Libraries Unit North (HCLU) has funded access to BMJ Best Practice for NHS Trusts in the Northern region. BMJ Best Practice is a web-based clinical decision support tool which provides a summary of the latest evidence on thousands of clinical topics to support clinical and medical staff in their decision making and quickly find answers to clinical questions. The resource also provides access to prescription guidance using linked drug databases and over 250 medical calculators, contains procedural videos on common clinical conditions, and supports professional development through CPD/CME tracking. BMJ Best Practice also includes an app so that information can be accessed when and where it is needed. This is an excellent addition to the Library Service’s suite of electronic resources helping us to provide up-to-date evidence to support clinical practice.

The Library team have been working to develop services in the area of Knowledge Management. The team have worked with the Research and Development team to create a new bi-monthly LCFT Research Bulletin to promote and capture research activities being done in the Trust and publications written by Trust staff. The Research Bulletin is widely publicised through the Pulse, Library Blog, and Twitter and helps us to disseminate new research produced by Trust staff and to share learning.

**Provide excellent value for money**

This year we have purchased a collection of cognitive behavioural therapy books as part of a consortium purchase with the Mental Health Libraries group in the North West. Purchasing the collection as a consortium has enabled the group to negotiate favourable pricing saving 24% on the full list price. This has provided our staff with access to a new collection of books on CBT and other talking therapies. Our Library Assistant Sue Brett-Michaels was instrumental in placing and arranging distribution of the order for the group enabling this purchase to be made.

The Library provides support to students on placement at the Trust. This year 5 students from the University of Central Lancashire became members of the Library. Between them they borrowed 40 books during the year. The Library purchased books to support nursing students including 29 unique nursing titles, 25 leadership titles and 35 studying/research titles further developing the collection in the subjects of nursing and study support. The Information Services Librarian has presented at the UCLAN student inductions this year to promote services and increase use of the Library by this group.

**Provide high quality services**

We have continued to develop the Library book collection this year purchasing new titles around perinatal mental health to support the new Perinatal Mental health unit which is opening in Chorley later this year. We have purchased new titles around coaching, leadership and mentoring to support training courses in the Trust and the development of our staff as well as new titles on dentistry and anatomy. We have purchased a collection of books on CBT and other therapies as part of a consortium with Mental Health Libraries in the North West and have also purchased books around bereavement and grief. We have weeded the stock and removed older books which are no longer used from the collection. These have been donated to Better World Books who raise money for literacy projects.

The Library has provided support for initiatives around staff and patient wellbeing in the Trust this year. We have created a Wellbeing reading list to promote the books and other resources we have in the Library to help with self-care and wellbeing. This has been disseminated to the Wellbeing Champions and promoted to other staff through the Pulse. We have purchased a new collection of books relating to eating well, mindfulness, exercise and wellbeing which are available for loan. We have also refreshed the fiction collection to provide access to leisure reading for staff members. In addition to this the team promotes external wellbeing-related events such as Mental Health Awareness Week through displays in the Library and runs an annual coffee morning for MacMillan. The Library Manager has also been successful in bidding for funding for a mindfulness colouring poster for the Library and this is currently on order.

We have worked on several projects this year around patient and carer information. The Library has worked with the Eating Disorders service to set up a ‘Books on Prescription’ collection. The Eating Disorders service provided funding for purchasing the books and the Library ordered and processed them and facilitates loaning these books out to service users. Service users can borrow these books as part of their treatment with the reading supporting their care.

The Information Services Librarian visited the Carers Café group at The Orchard in November 2017 to find out the information needs of the group and see if the Library could offer support. As a result of this we have provided a collection of folders containing information which will hopefully be useful to the carers. These can be borrowed when needed. We also provided several literature searches to the Occupational Therapist who runs the group to support her projects.

The Library was successful in bidding for funding to create a ‘memory box’ collection for the Dementia wards at The Harbour. The Library Assistant worked with Occupational Therapy staff to understand what was needed. She sourced and ordered items for use in reminiscence work with service users as well as equipment to store and use the resources. The collection was launched at the NHS 70th Anniversary event at The Harbour which members of the Library team attended with a stand to showcase the new resources.

The Library Manager was also successful in bidding for funding for resources to support the Recovery College at Guild Lodge. The Information Librarian has been working with Occupational Therapy staff to determine how this funding should be used. The Recovery College will be one of the pilot sites for The Reader project, a project to establish shared reading groups in inpatient services within the Trust in the coming year. The project is being run in partnership with The Reader charity and staff at The Harbour, Guild Lodge and the new Perinatal Mental Health service.

The team has continued to develop patients’ library services at The Harbour and Guild Lodge, sourcing and providing reading materials for the libraries’ collections. We have purchased copies of books for both The Harbour and Guild Lodge patients’ libraries from the Reading Agency Mood Boosting books list and have purchased specific titles that have been requested by service users at Guild Lodge.

**Provide accessible services delivering commissioned outputs and outcomes**

The Information Services Librarian developed a new Outreach Plan for the Library to plan, promote and evaluate outreach activities for the year. In addition to the training sessions, induction presentations and other activities mentioned above, the Information Services Librarian has also supported various events in the Trust to raise awareness of library services. The Library had a promotional stand at the Resilience Roadshow held at The Harbour held in October 2017 and at the Quality Improvement Conference held in May this year. The Information Services Librarian has also delivered electronic resources training to the Allied Health Professionals Research Forum in May and plans to facilitate an ‘Espresso Café’ event at a future meeting to promote knowledge sharing in the group.

# 3. The year in numbers

**1065** articles requests, an 18% decrease from last year

**198** mediated literature searches, a 28% increase from last year

**1863** book loans, a 4% decrease from last year

**244** people received Library training, an increase of 17% from last year

**49** Library bulletins produced, a 16% increase from last year

**289** new library members registered, an increase of 77%

**948** registered Athens users, a decrease of 9%

Online resources accessed **6250** times, level with last year

Blog **4345** viewed times, a decrease of 40%

Use of Library services has stayed fairly level over the past year with increases in several areas. Use of online resources and the literature searching service has remained high with a significant rise in the number of literature searches provided. The number of article requests has decreased but as more people are being trained on how to access Library resources it is possible that they are accessing articles themselves through OpenAthens rather than requesting these from the Library. The blog has seen a large decrease in use which may be a result of library users accessing services through the Library TrustNet site. However, updates to the blog are sent directly to users by email and this is not reflected in these statistics, so it is possible that people are using the blog updates without visiting the blog website itself.

# 4. Feedback

We continually monitor feedback on our services throughout the year through user feedback surveys for literature searches and training. The results of the literature searching service survey indicate a high level of satisfaction with this particular service:

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Literature searches are requested for a variety of reasons and to support both clinical and management decisions:

What our users say about us…

**“Welcoming atmosphere and helpful staff. Thanks for excellent service”**

**“The library staff at the LANTERN centre are amazing. So helpful and nothing is too much trouble.”**

**“Thank you so much you are such a fantastic support.”**

**“The staff are so responsive to my multiple requests and go out of their way to find resources from outside of the Trust.”**

**“All training and services provided by library staff are provided promptly, professionally and helpfully”**

# 5. Impact

**What impact have our services had on patient care and services?**

**“Aside from informing my practice generally [the literature search results] also helped me with a client who had experienced psychological difficulties after ICU. I was able to coherently explain the full impact of the events that happened to them, which facilitated recovery.”**

**“The support of…the Library team has enabled us to write a paper for high level publication and is currently undergoing peer review with the Journal of Public Health. Successful publishing of this will provide a high profile platform for alerting others about the evidenced needs of this group as well as informing policy and service design. It will also reflect well on the Trust and support brand credibility. The exercise has been in collaboration with Lancaster University and Lancashire LGBT, so the efficient and professional support from the Library has strengthened those relationships. Beyond publishing, the findings and the robustness with which they have been assembled, has influenced local practice in terms of training and commissioner requirements for future routine health needs assessments. We could not have done this and would not be in this position without the timely, prompt and skilful assistance of…the Library team.”**

**“The library service was quick and efficient. I feel that I would have spent lots of time trying to gain the volume of articles that I was provided with. Instead of spending hours completing a literature search I was able to free up my clinical time. I will be using the information gathered to add up-to-date evidence into [falls prevention] awareness packages and influence practice within our team. Keeping up to date and reading articles allows the team to move forward and keep our practice evidenced based.”**

**“During a recent multi agency clinical supervision session it was identified that an infant feeding practice was emerging in practice. It was important that as clinical leads we ensured safety, effectiveness and developed clear guidelines for staff who are supporting infant feeding. Receiving a list of evidence and then the relevant articles/reports is a rapid turnaround is a valued asset to our team. In this case communication went to services to ensure correct information supported the implementation and support of evidence based feeding practices.”**

**“The information that was gained informed the direction of our research project and we would not have been able to source this information without the support of the library. The library were very timely in their response and we were able to request several of the most applicable articles in full text form. Overall, this system saved the group valuable time and enabled us to carry out the initial stages of our project. The project is currently ongoing but it is hoped that the results will help to inform future integrated working practices and in turn increase positive patient experiences. I feel the library is an invaluable resource as an evidence-based ethos should be central to our day-to-day practice.”**

**“The literature I received helped immensely in informing the presentations/talks I needed to prepare and give. It also helped with my (slowly moving) project regarding improving diet in the Trust.”**

# 6. Key priorities for 2018-19

Our key priorities for 2018-19 are to:

* To implement a project in partnership with The Reader organisation to establish shared reading groups in inpatient services in the Trust.
* To continue to market and develop the KnowledgeShare service and evaluate the service before renewal.
* To work in partnership with staff at Guild Lodge to develop resources to support the Recovery College and patient and carer information.
* To evaluate the usage of the Eating Disorder ‘books on prescription’ service.