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LIBRARY AND

INFORMATION SERVICE

PLAN 2016 -2019

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# Introduction

The purpose of this document is to describe the plan by which the Lancashire Care Library & Information Service provides a library service to all LCFT staff and students irrespective of geographic location and job role, giving them access to up to date and reliable sources of information relevant to their clinical, governance, management, educational and research needs in support of evidence based practice, CPD and Trust business, and provides effective methods of training for staff to ensure they know how to access, appraise and use the information sources available.

# Scope

This policy applies to: -

All staff – permanent, temporary and those with honorary contracts

Students on placement within the Trust (from the University of Central Lancashire and the University of Cumbria, Lancaster Campus)

All staff of partner organisations working in mental health settings, patients and other groups, e.g. University of Manchester research staff.

# Vision

To ensure evidence based practice supports every clinical, commissioning and policy decision made within the Trust and that all staff and students understand what evidence is and how to identify access and evaluate it.

“*The Vision HEE has developed this framework for library and knowledge services to enable: NHS bodies, their staff, learners, patients and the public to use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement.”*

(Knowledge for healthcare: a development framework)

1. Challenges and Opportunities

The staffing consists of one full time Library and Information Services Manager, one full time Information Services Librarian and two part time library assistants’ posts (19 hours and 14 hours). An increase in staffing levels is to be sought, thereby keeping pace with the rise in library usage and delivery of the service across the whole of Lancashire. The development of the patients’ libraries has proved extremely successful and makes increasing demands on staff time, as does the outreach service, development of the Library Blog, Current Awareness Service, and training programme. The Library budget is increasingly falling behind the rising costs of paper and e-journals in our collections. As a consequence the journal collection has already had to be significantly reduced.

Opportunities include technological advances, regional and national purchasing, new partnerships and to further raise the profile of the Library & Information Service within the Trust.

1. Strategic Aims
2. 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.
3. Provide effective methods of training for staff to ensure they know how to access, appraise and use the information sources available.
4. Support and train staff so they can use health care and business databases.
5. Support the clinical and corporate quality of services by helping staff to use evidence and best practice in the delivery of patient care.
6. Develop partnership working with other departments, NHS libraries and other organisations.
7. Contribute to the sharing of knowledge in the organisation.
8. Ensure the budget is spent to maximise value for money and to encourage sharing.
9. Infrastructure/Delivery

Accessing the service

The service will be provided using electronic resources as much as possible available 24 hours a day, but with core and hard copy materials to enhance the collection and fulfil user needs.

# Training

The Library recognises it is essential that staff receive appropriate training in order to be able to fulfil the responsibilities outlined in this policy.

We will deliver:

* Up-to-date information resources that support the practice, learning and wellbeing of staff and students
* Training, support and guidance to enable effective use of information resources, specialist knowledge and services to promote effective information sharing within the Trust.
* Services that encourage research, innovation and practice development

How we will deliver:

1. We will develop outreach services. Develop innovative ways to promote and market the library and information services across the Trust to all potential users, at Trust events, by targeting service networks and professional groups.

1. We will tailor services to specific staff groups. Support the Medical Director’s 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.
2. We will develop and improve access to online information and electronic resources. Maintain and develop the library blog, internet, and intranet pages.
3. We will develop resources and services in line with staff and patients’ needs. Develop collections to support the wellbeing of Trust staff.
4. We will develop the current awareness services that we offer.
5. We will train staff to find high quality information to support their practice. Develop, market and implement training packages to support the new training programme. Develop new ways of delivering training to staff and students across the LCFT footprint. 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.
6. We will increase our involvement in knowledge management within the Trust. Understand the needs and priorities of the organisation and those of the service users by partnership working. Participate in consortia with other libraries and partnership to maximise resources.
7. We will support innovation and research.
8. We will continue to develop the patients’ library service at both Guild and the Harbour.
9. We will develop the multi-disciplinary library service at the Harbour.
10. We will develop the service in line with the Library Quality Assurance Framework.
11. We will provide a quality service, working together as a friendly and approachable team who take pride in their work and provide a high level of customer care and services, thereby ensuring recognition and respect for the work we do. Encouraging library staff in CPD and lifelong learning. Support the delivery of the Trust’s vision and priorities and uphold the Trust’s values and actively practice lean methodology.
12. **Monitoring (Including Standards)**

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| --- | --- | --- | --- |
| **Standard** | **Time frame/ format** | **How** | **By Whom** |
| All full text articles requested will be supplied 90% of the time within 5 working days or notified if there is a problem a minimum of 24 hours prior to the deadline. | All documents supplied locally despatched within 5 working days.  If unavailable staff advised within 5 working days | Via email, post or collection as agreed with staff member | Library staff |
| All information search requests will be satisfied 90% of the time within 4 weeks or within agreed time scales or notified if there is a problem a minimum of 24 hours prior to the deadline. | Agreed timescales or notified 24 hours prior to deadline | Via email or telephone | Library staff |
| All book purchase requests will be supplied 90% of the time within 4-6 weeks or notified if there is a problem a minimum of 24 hours prior to the deadline. | Agreed timescales or notified 24 hours prior to deadline | Via email or telephone | Library staff |
| Book loans within the North West will be satisfied 90% of the time within 5 working days or notified if there is a problem a minimum of 24 hours prior to the deadline. | Agreed timescales or notified 24 hours prior to deadline | Via email or telephone | Library staff |
| All emails will be responded to 90% of the time within 48 hours. | Agreed timescales or notified 24 hours prior to deadline | Via email or telephone | Library staff |
| All telephone enquiries will be responded to 90% of the time within 24 Hours | Agreed timescales or notified 24 hours prior to deadline | Via email or telephone | Library staff |
| Information collections will be kept up to date with a process to review and renew in place | 6 monthly stocktake | Via Heritage report | Library staff |
| Faults with e-resources and IT reported within 24 hours of problem identified | 24 hours | Via email systems currently in place or telephone | Library staff |
| 100% of new staff attending Trust induction receive library induction | Every two weeks | A member of the library team attends Trust induction with a stand in ‘the marketplace.’ Welcome email sent to all new inductees | Library staff |
| 100% of new Doctors attending induction receive library induction | Five times yearly | Welcome email sent to all new inductees | Library Manager/Information services Librarian |
| Submit LQAF (Library quality assurance framework) national library standards | Annually | Update evidence onto the LIHNN Wiki | Library manager |

1. **LCFT Library & Information Service Plan 2016-2019**

Strategic Priorities

* 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.

To become recognised for excellence

* We will support the Medical Director’s 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

* 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, by targeting service networks and professional groups.

To innovate and exploit technology to transform care

* 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 excellent value for money in a financially sustainable way

* 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 high quality services

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.

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