

SOUTH TEES LIBRARY SERVICES ANNUAL REPORT

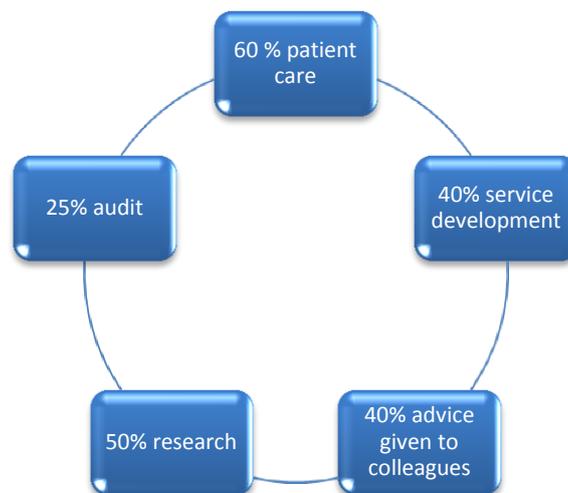
2015-2016

Mission Statement

South Tees Library Service as part of the Academic Centre aims to provide access for all Trust employees and those training here, to the best available knowledge and information in order to best inform healthcare decision making.

Supporting South Tees Hospitals NHS Foundation Trust

The library service contributes towards the corporate aims of the Trust in a number of ways. The library conducted a qualitative survey of its library users in January 2015 (next survey will be carried out in January 2017). The survey included questions asking if the information obtained from the library had an influence on patient care, audit, service development and planning and research. Results showed that information provided by the Library Service informed the work of



(respondents could select more than one)

Full report on Library Survey 2015 is available.

“driving forces within NHS ensures patient care is based on up-to-date evidence, this cannot be achieved without being able to access library services” [Library Survey, 2015]

Accreditation

The Library Service submitted evidence of compliance with the NHS Library Quality Assurance Framework (LQAF) England to Health Education North East in November 2015. The service achieved a 99% compliance rate making it the highest ranked NHS Library service in the North East.

Service Delivery Standards

Enquiry Standards – the aim is to deal efficiently and effectively with all enquiries by responding immediately and advising users of any timescales in satisfying the request. Recording enquiries by users who visit the library in person is difficult. Email enquiries are easier to quantify and the service aims to respond within one working day. The data excludes enquiries relating to inter- library loans. The table below indicates response time to email enquiries during one sample month in each of the last three years. There was a slight drop during the last year – this was due to fluctuating staffing levels during the sample month.

	2013-2014	2014-2015	2015-2016
Response within 1 working day (no of enquiries)	99% (256)	99% (278)	98%(296)

Literature Searches Standards - the aim is to undertake all search requests submitted to library staff within 5 working days of receipt. Results from a 5% sample of searches conducted in the last 3 years are shown in the table below.

	2013-2014	2014-2015	2015-2016
Literature searches performed within target time	100%	100%	100%

Inter-Library Loan Standards – an inter-library loan is any printed information which the Library Service requests from an external supplier. The aim is that 95% of requests are satisfied within 7 working days regardless of which library the document comes from e.g. British Library, Walton Library or local libraries. Data extracted from Winchill (interlibrary loan software) provided the following data.(nb for 2015/16 a 2 month sample was used)

	2013-2014	2014-2015	2015-2016
Document supplied within 7 working days (no of requests)	95% (517)	97% (439)	100%
Document supplied within 1 working day (no of requests)	57% (310)	68% (310)	66%

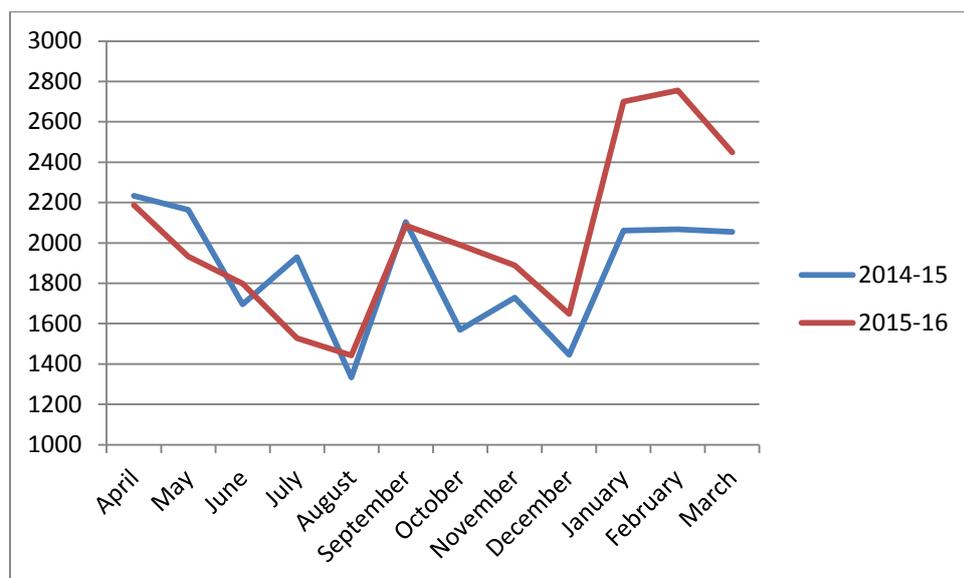
SERVICE ACTIVITY

	2013-2014	2014-2015	2015-2016	Comments
Books issued	23959	18482	18845	Very similar to the previous year.
Document delivery (photocopies received)	626	473	497	Increasing availability of electronic full text is expected to result in a decline of photocopy requests although this will be offset by the greater breadth of resources where FT is not available.
Copies made by staff for other libraries	387	563	408	NHS Libraries work together regionally and nationally sharing resources.
Enquiries – procedural/directional enquires	17836	14300	11392	Includes helping users with e-learning queries etc.
Enquiries – Information related enquiries	11336	15236	15290	This relates to clinical databases, journals etc
Journal Subscriptions	54	44	35	Journal survey indicated reduction in usage of some journals and were cancelled.

“ an exceptional amount of knowledge gained from book and other resources...aided the decision to implement an acuity & dependency tool in paediatrics”, [Library Survey, 2015]

Visitors to the Library Space.

The graph below shows visitor numbers for James Cook (figures are unavailable for FHN) and show a similar pattern of usage as the previous year. The large increases in January 2016, is possibly due to 24 hour access that commenced that month. South Tees staff use many of the library facilities on offer at both JCUH and FHN apart from borrowing books etc. The pc's on both sites are well used for e-learning as well as the library resources that are available electronically e.g. databases and electronic journals. Study space is available for quiet study too.



“gives me an important reprieve to consolidate and build on my clinical knowledge away from the hustle and bustle of the wards”. [Library Survey, 2015]

JOURNALS

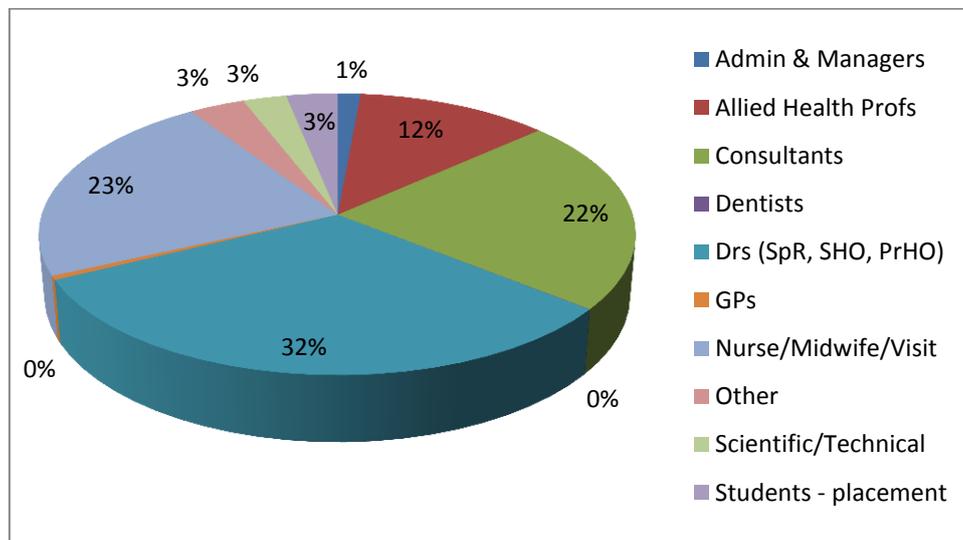
Journal surveys have repeatedly shown that many of our journal subscriptions are infrequently used and represent very poor value compared to usage. In the past journals have gradually been dropped (two or three each year) but it was decided to review all journals and propose a more radical approach. A paper was presented to the library committee in January 2016 and it was agreed that most journals should be cancelled and the funds used for other resources. To offset this, the charge for inter library loan requests would be reduced.

“documents/papers forwarded by Library often provide evidence for treatment options for patients to maximise optimum care”. [Library Survey, 2015]

ELECTRONIC JOURNALS

The trust has access to over 5,000 electronic journals funded by HEE. These are accessible via NHS Athens username and password. There is an increasing usage in the electronic resources by trust staff in recent years but this dipped in the last year. This may be due to increasing pressures on clinical/professional staff leading to a reduction in those studying etc. There has been a 3% increase in usage by consultants.

	2012-2013	2013-2014	2014-2015	2015-2016
Registered Athens Users	1468	1581	1631	2197
Total no of accesses to electronic resources	13601	14188	15584	12650



“librarian presented a literature session for the Neonates dept. made us all aware of the importance of credible resources and demonstrated ease of access to Athens rather than just using Google” [Library Survey, 2015]

A great deal of library activity is generated in assisting users with registration, management and renewal of Athens accounts, promoting Athens access and the provision of information and training in accessing the resources.

TEACHING

Library Services play a key role in improving patient care by providing staff and students with skills to access and use evidence based information effectively. Sessions are offered within the Library or at users own place of work and can be arranged for individuals and groups. These include database training (medline, CINAHL etc), basic critical appraisal and Harvard Referencing. There were 259 requests are for one-to-one sessions for 2015-16 compared to 322 the previous year. This is a significant drop. Promoting our services is an issue as we are no longer able to promote our training in the slimmed down staff bulletin. This is an area we will have to target in the marketing plan.

“one to one tuition by very friendly, informative and knowledgeable staff has given me the confidence to go forward with innovative service improvement ideas” [Library Survey, 2015]

“ when looking at techniques of cancer specimen removal we asked the librarian to help with literature review, ultimately this led to the introduction and publication of new techniques in colorectal surgery published, highly cited and attributed to the Friarage Hospital ”. [Library Survey, 2015]

SERVICE DEVELOPMENTS

- i. **DISSERTATIONS** – the collection of dissertations are held in the Rodney Cove Smith Library has increased to over 80 and have been well used by library users. Dissertations are now issued for 2 hours to library users for use in the library only. The dissertations that are available can be seen on the library catalogue: <http://southtees.nhslibraries.com>
- ii. **PROTOPAGE SURVEY – current awareness portal** - a survey was conducted May-July 2014 and received 300 responses. The findings revealed that 95% kept up to date in some form, with discussion with colleagues being the most popular method of choice. More new pages have been added for Innovation & Improvement, Patient & Public Experience and NICE guidelines.

“constant knowledge updates and reinforcement of accrued knowledge is fundamental to delivering better care”. [Library Survey, 2015]

- iii. **MARKETING** –As part of the continuing marketing campaign – the “summer” campaign was “Add another string to your bow” and included visits to wards/departments.
- iv. **LEARNING RESEARCH & INNOVATION LAUNCH** – this was launched in Oct 2015 and staff were present at a display stand in the lecture theatre to promote the work of the library. New web pages were also launched as part of the LRI internet site.
- v. **TWITTER** – the library launched a twitter account
- vi. **NATIONAL HEE PROGRAMMES** – Library staff are members of two working groups looking at document supply and a national training program for library staff.
- vii. **24 HR ACCESS TO BOTH LIBRARIES** now available at JCUH with effect from January 2016. This is proving to be very popular with library users.
- viii. **NORTHERN INTERLIBRARY DOCUMENT SUPPLY** – the Yorkshire/North East scheme has been replaced with a new system operating across the North (ie includes North West)

FUTURE PLANS

- i. HEE Knowledge for Healthcare: a development framework will have an implication in the way NHS libraries work together to deliver their services.
- ii. Explore options for Patient Public information including developing links with local public libraries
- iii. Library Services will continue to monitor use of resources e.g. journals to ensure they are cost effective to the organisation. and explore new resources such as Knowledge Share, Dynamed
- iv. Collection of dissertations will continue to be expanded as a depository of corporate knowledge for the benefit of the trust.
- v. Explore options for new resources, such as Knowledge Share, Dynamed , conduct trials/purchase as appropriate.
- vi. Continue to improve provision on information provided via Library twitter feed and internet site.
- vii. Ensure library staff are developed and are an appropriate skill mix and have a knowledge base to meet service needs.

“helpful knowledgeable staff” [Library Survey, 2015]

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“excellent library service” [Library Survey, 2015]