

Knowledge, Library & Information Service Annual Report 2020-2021

2020-2021 has been a challenging year for everyone. The Knowledge, Library and Information Service has made significant changes to the way we deliver services and reach our users. We launched a virtual service to ensure continued access to high quality evidence. Our physical spaces have remained open with changes in place to keep library users and staff safe. We have continued to work to support the trust's strategic objectives and wider local priorities as well as national priorities for NHS Library services. This report outlines our achievements and key priorities for the coming year.

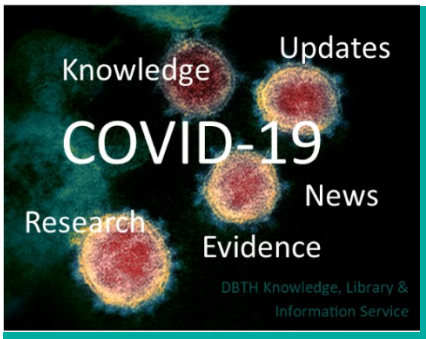
Key achievements

- Supporting senior leaders during COVID pandemic with latest national guidelines, research evidence and web pages for easy access to high quality information
- Successfully delivering our services through our "virtual library service" delivering almost same volume of evidence searches and number of people attending training as last year
- 194 evidence searches to support patient care, service development, research or managerial decision-making
- Designed and refreshed our training provision to be delivered remotely and successfully delivered sessions to 171 members of staff
- Developed virtual library inductions for junior doctors and student nurses, midwives and allied health professionals
- Promoted our digital library offer which was enhanced with a number of resources becoming freely available during the pandemic

The service continues to provide a high quality Knowledge, Library & Information Services aligned to the trust 5 strategic objectives and true north objectives to support the organisation to be "the safest trust in England outstanding in all that we do"



Supporting colleagues working with patients to continue to develop accessible, high quality and responsive services



Supporting the mobilisation of COVID-19 evidence

COVID-19 Daily Guidelines bulletin and repository In April 2020 we were asked by DBTH silver command to look at ways to keep the organisation informed of all national/regional guidelines published on COVID-19. We developed a daily COVID-19 bulletin with new and updated guidelines from NHS England, Public Health England, NICE, Royal Colleges and other professional bodies. The bulletin was circulated to 369 people. We created a **HIVE guidelines page** to provide easy access to all the guidelines in one place.

COVID-19 Weekly Evidence Alert We were also asked to support the organisation stay up-to-date with the latest research evidence. We developed a weekly evidence alert pulling together high quality research evidence. The alert continues to be circulated to 381 healthcare staff in the 12 month period 48 issues were circulated. We also created a **COVID evidence web page** with links to key sources of research evidence. A special edition of the weekly bulletin was produced focusing on virtual consultations.

COVID-19 Extra—patient information A COVID patient Information bulletin was created with high quality sources of information for patients which was promoted during Health Information Week.

"without information services help throughout the pandemic clinicians would have struggled to keep up to date with an ever emerging evidence base."

Other achievements for 2020/21:

- 194 evidence searches were carried out including searches to support patient care on:

  Survival of COVID 19 on different materials, like clothes, cardboard, surfaces, metal etc.
  Virtual placements for medical students in psychiatry
  Proning Complications
  How to run virtual training effectively
  Prophylactic antibiotics in recurrent UTI in infants and children
  Aortic aneurysm screening

- A number of subscription-based resources offered free access for a limited period during COVID-19. We facilitated access to them and promoted them in Buzz, on social media and ensured they were easily accessible on our website alongside our existing subscriptions.

- We continued to keep staff and students up-to-date through provision of our 15 bulletins/alerts as well as our two new COVID bulletins.

- Our clinical librarian has continued to be a member of the maternity guidelines group which has met remotely. She has continued to provide evidence searches, create alerts and comment on draft guidelines.

We continued to evaluate the impact of our evidence searches by carrying out interviews and sending out questionnaires.

- 77% of our requestors said the results were used in clinical decision making
- 65% used the evidence to give advice to colleagues
- 45% used the results to develop clinical guidelines
- 45% used the evidence to give advice to patients or carers

"Throughout the rapid changing field of "COVID-19 antigen and antibody testing" the evidence was readily available via the bulletins. I understood the field of testing therefore was able to confidently feed information in a clear and straightforward manner to staff as we prepared and implemented testing."



KLIS 6 month Interim Report 2020 captured the impact evaluation of our work during first wave of COVID-19 pandemic.

Please see the Literature Search Impact Evaluations for both DBTH and RDASH

"Information used to develop a patient information leaflet for patients with hand osteoarthritis based on current available evidence."

- As a result of the COVID-19 pandemic we have had to pause our Ward Trolley Service to patients at DRI, Montagu Hospital and Tickhill Road Hospital delivered by Trust volunteers . Doncaster Libraries have provided an excellent collection of ebooks, newspapers and magazines throughout the pandemic which we have promoted through Buzz and social media.



Supporting the trust in developing the skills, innovation and leadership of staff to provide quality, efficient and effective care

- Trained 171 colleagues on how to search or appraise the evidence base.
- Redesigned and refreshed our e-resources, evidence searching and critical appraisal sessions to enable them to be delivered remotely. Delivered group training sessions to A&E CESR trainees, Paediatric trainees, F2s, and to RDASH trainees.
- Developed "virtual" library inductions for junior doctors, nursing, midwifery and AHP students. We have continued to deliver introductory sessions for Business Administration Apprentices and Advanced Clinical Practitioners.
- Continued to evaluate the impact of our training courses and received the following feedback:

" I used the skills that Dave taught me to do the literature search for my dissertation (MSc in Advanced Clinical Practice) for which I have just received a distinction "

"Very useful for FRCEM critical appraisal exam"

"I was able to complete my literature search and learnt new skills along the way. It was an excellent training session"

Please see the Training Impact Evaluation

- Delivered a lunchtime lecture on ***digital tools for easy evidence access*** which is available on YouTube.
- 92% local journal subscriptions are now online rather than hardcopy, improving access for DBTH users and is in line with Health Education England's Knowledge for Healthcare principles of "digital by default".
- Worked with Paediatrics to provide evidence for inclusion in the new "PEN – the Paediatric Education Newsletter". This is a monthly educational bulletin of cases, clinical questions and learning points from recent teaching in paediatrics.
- Developed a web page to support researchers looking for research funding opportunities. The DBTH Clinical Academic Steering Group asked us to look at how we can alert potential researchers of new funding opportunities. We identify new funding opportunities and use twitter to keep researchers up to date.

COVID secure library spaces: we carried out robust risk assessments and made a number of changes to ensure library spaces are COVID secure.

- We reduced the number of PCs and study spaces available to facilitate social distancing
- Books were quarantined on return
- A click and collect service was introduced and self service loans to reduce unnecessary contacts.
- We introduced longer loan periods to reduce unnecessary visits to the library



Supporting the trust to ensure services are high performing

- Provided evidence to support development and review of guidelines, policies and pathways to teams such as maternity.
- Membership of Education Package Governance Group responsible for approving and monitoring Education & Clinical Skills Packages. We continue to provide evidence searches and referencing advice.
- In 2020 we were due to be assessed against the new Quality Improvement and Outcomes Framework however this has been postponed until 2021 due to the Coronavirus pandemic.



We will increase partnership working to benefit people and communities

- Provided Knowledge, Library & Information Services across the Doncaster and Bassetlaw health communities as detailed in our Service Level Agreements in support of the acute, primary, mental health, public health and social care agendas.
- Continued to work closely with our Training and Education colleagues to ensure that we continue to provide comprehensive and appropriate services to staff and students undertaking learning opportunities within the organisation.
- Work with Doncaster Libraries and Heritage Services and Doncaster Public Health to promote access to quality health information.



We will support the trust in the development of enhanced community based services and self care

- Continued to promote the availability of our Health and Wellbeing Services, provided in partnership with Doncaster Libraries and Heritage Services, to staff and patients and also the public through the libraries across Doncaster.
- Relocated some of health & wellbeing books looking at mindfulness, managing stress and anxiety to the library & learning resource centre at DRI to promote the collection and increase out of hours access to titles.
- Continued to promote the availability and access to the national Reading Well Collections – self-help books for patients in Doncaster Libraries.



Health Information Week 2020

We promoted the wealth of patient information available on COVID-19 pandemic through trust communications and social media. The information for patients was in accessible formats aimed at children and young people, older people, people living with cancer, people with long term conditions and information promoting mental wellness during the pandemic.

This year we continued to deliver services to other organisations, bid for external funds and looked for opportunities to make the most of our budget.

- **Service Level Agreements**
  We continue to have an agreement with RDaSH to provide library services.
- **Consortium Purchasing**—this year we have continued our subscriptions to Anatomy TV, Royal Marsden Manual of Clinical Procedures and OUP specialist handbooks as part of a northern health libraries consortia. Collaborative purchasing improves value for money and reduces duplication.
- **Pilot project funding—** we received additional funding from Health Education England for taking part in a pilot project looking at using the native interfaces for literature searching (see national projects below). The funding has been used to subscribe to KnowledgeShare for 2021/2022 to increase current awareness provision.

Your feedback….

You said…..

we did…..

You would like more eBooks….

Health Education England have funded a collection of over 130 eBooks as well as over 20 Diversity & Inclusion texts

More ejournals would be useful

From January 2021 92% of local journal subscriptions are ejournals. In January 2020 only 33% were ejournals

E-mail overdues….

All overdue reminders are sent via email

You would like front doors to the library at DRI with windows

New doors were installed giving the library a more modern feel

You also said…..

"I regularly use the library during all hours and at the weekend and have found that it if it wasn't for the provision, I would not have been able to study to gain knowledge to further my career."

"I have found all the library staff and all other library's colleagues a tremendous help and hugely contributing to the quality of care I provide my patients."

"The library resources at DBTH have been extremely useful to me. Having access to BMJ best practice through the library has been directly helpful to me in providing patient care on numerous occasions…."

Staff News

National Projects

- We were asked by Health Education England to take part in a project to facilitate the sharing of good quality searches and strategies related to COVID-19 to save time and reduce duplication across NHS Libraries. Our clinical librarian joined a group of expert searchers from across the country to review incoming searches, and add them to the national COVID-19 Search Bank.
- Member of Yorkshire and Humber Health Libraries and Knowledge Network, member of a regional Clinical Information Specialist Network, clinical librarian representative on HEE workforce development network group and member of the Northern Lights Editorial Board (regional newsletter).
- The current national interface to search medical databases is to be decommissioned in March 2022, we were part of a pilot project to explore what training and support is likely to be needed nationally in the change to various alternative interfaces.

Awards



Our library assistant Annette Winfrow from the Bassetlaw library, won the Yorkshire & Humber Health Libraries & Knowledge Network Gold Library Superstar award.

In the early days of the pandemic whilst we were grappling with technology working from home Annette manned our virtual "front door". She was the first point of contact dealing with library enquiries and all the document supply requests. With her willingness to go the extra mile and dedication to customer service she is well respected by library users.

Annette was also chosen to receive a Bassetlaw Hero award and hamper after receiving two nominations from trust staff.

Staff CPD: Our team continue to develop their skills through training and networking opportunities. This year team members have attended courses including building personal and team resilience, creative thinking, presentation skills, delivering training virtually on MS teams, qualitative critical appraisal and searching to support evidence synthesis.

Vacancies: Knowledge & Resources Librarian post and an additional Clinical Librarian post remain vacant.

Key facts

	2020/21	2019/20	2018/19
Loans	3325	3940	4686
Evidence searches	194	197	212
People trained	171	180	148
Articles supplied	515	771	722
New members	297	704	763
Contacts with library users	13300	28807	32767
Information Enquiries	1776	2643	3591
General Enquiries	2454	5485	7270

Service Standards

We continually monitor, review and evaluate our service provision using the service standards outlined below:

- **all searches will be completed within 10 working days, or by a date mutually agreed with the requestor**

100% evidence searches completed within agreed timescales

- **requests will be despatched within 2 working days of receipt**
- **85% of requests will be supplied within 5 working days**

99% requests were actioned in 2 working days of receipt

94% requests were supplied within 5 working days

- **all general procedural and information-resource enquiries will be answered promptly**
- **enquiries that require more in-depth research and response will be answered initially, with a follow up response by a mutually agreed date between both parties**

100% responses meet our enquiry standard

According to our impact evaluations:

100% rated our evidence search service as good or excellent

100% rated our training sessions as good or excellent

Our impact evaluations are available at:

Literature Search Impact Evaluation (DBTH); Literature Search Impact Evaluation (RDASH)
Training sessions Overview

Looking forward 2021/22

- Launch a new service to keep staff up-to-date which can produce highly individualised bulletins based on professional interests. We will subscribe to a product called Knowledgeshare which aims to give healthcare professionals the latest high-level evidence in their field.
- Continue to be proactive and responsive in our delivery of clinical/outreach services to support the mobilisation of evidence and knowledge across the organisation.
- Complete baseline assessment of Quality Improvement Outcomes Framework for NHS funded Library & Knowledge Services in England.
- Evaluate and review our service provision regularly to identify opportunities to improve services. Continue to contribute to the Knowledge for Healthcare Impact Case Studies database.
- Explore options for improving the library space to increase visibility of resources, enhance our 1-2-1 training offer and/or providing space for remote training or meetings.
- Promote NHS Knowledge and Library Hub launching in Autumn 2021 ensuring local content is accessible.
- Further develop and continue to promote the availability of our Health and Wellbeing Resources for DBTH staff, patients and the public. We will liaise with DBTH Wellbeing to increase awareness with staff.
- Recruitment— review vacancies and recruit to Knowledge and Resource Librarian and Clinical Librarian vacancies to ensure we can deliver a high performing service in the future.