



Knowledge, Library & Information Service

Annual Review 2017-18

Key Achievements



- Awarded a 100% compliance score against the NHS LQAF quality assurance framework for the 2nd year running
- Increase in our activity and output compared to 2016/17
- Launched our new range of Current Awareness Services to a wide audience
- Launched our Facebook page to expand our social media activity and output
- Awards and recognition for our Library Volunteers, Clinical/Outreach Librarian and Knowledge, Library & Information Service Manager

Summary

The service is delighted to have seen a growth in its activities over the last 12 months compared to the previous year, helping to demonstrate that we are achieving what is set out in our Mission Statement which is:

“Supporting clinical practice, lifelong learning and research and the health and wellbeing of patients and staff”.

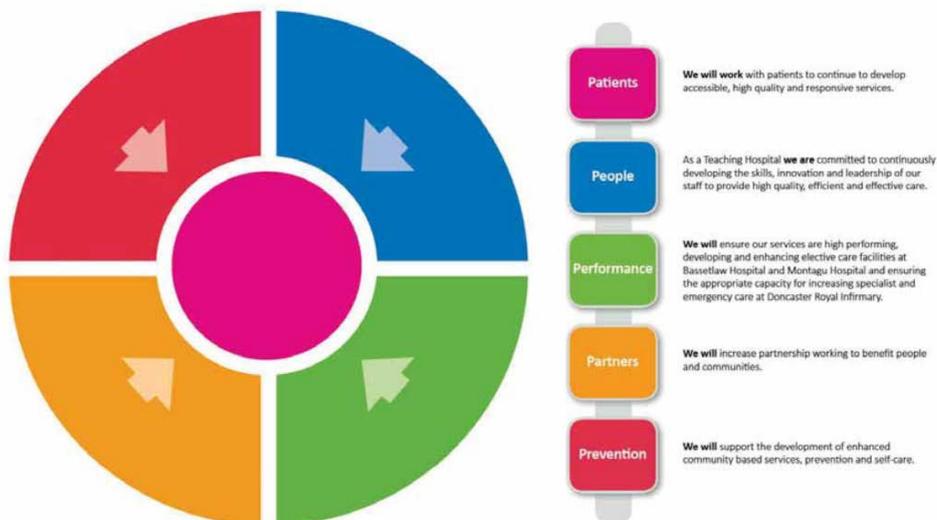
We believe that this growth is down to several factors, including the growth and development of our outreach service resulting in an increase in the number of visitors to the library and the enquiries that they make. We have also seen an increase by Trust staff in research activity and the need for the best evidence to support clinical and managerial decision making. Finally, we are seeing more and more referrals made to the library for us to support staff and students of all levels, from all areas, in their education, learning and personal development. This very much supports the direction that the Trust is going in following on from it becoming a Teaching Hospital in 2017.

In its Strategic Direction for 2017-2022 the Trust has as its vision:

“As an Acute Teaching Hospitals Trust, and a leading partner in health and social care across South Yorkshire and Bassetlaw, we will work with our patients, partners and the public to maintain and improve the delivery of high quality integrated care.”

Through this vision the Trust has as its key objectives the following which the Knowledge, Library & Information Service supports through its wide range of ongoing service provision and development:

Our strategic Objectives



www.dbth.nhs.uk

Key Activity

Below is a summary of our key statistics for 2017/18. This demonstrates an increase across all main statistical areas including a 55.5% increase in information related enquiries and a 32.4% increase in contacts between library users and library staff. We have not only seen an increased growth in literature searches requested by staff, some of which can be multi-faceted and multi-complex but also a slight increase in book loans and the provision of training sessions. Some of these areas are explained in more detail within this report, highlighting the impact that the provision of the Knowledge, Library & Information Service has in supporting the overall objectives of the Trust.

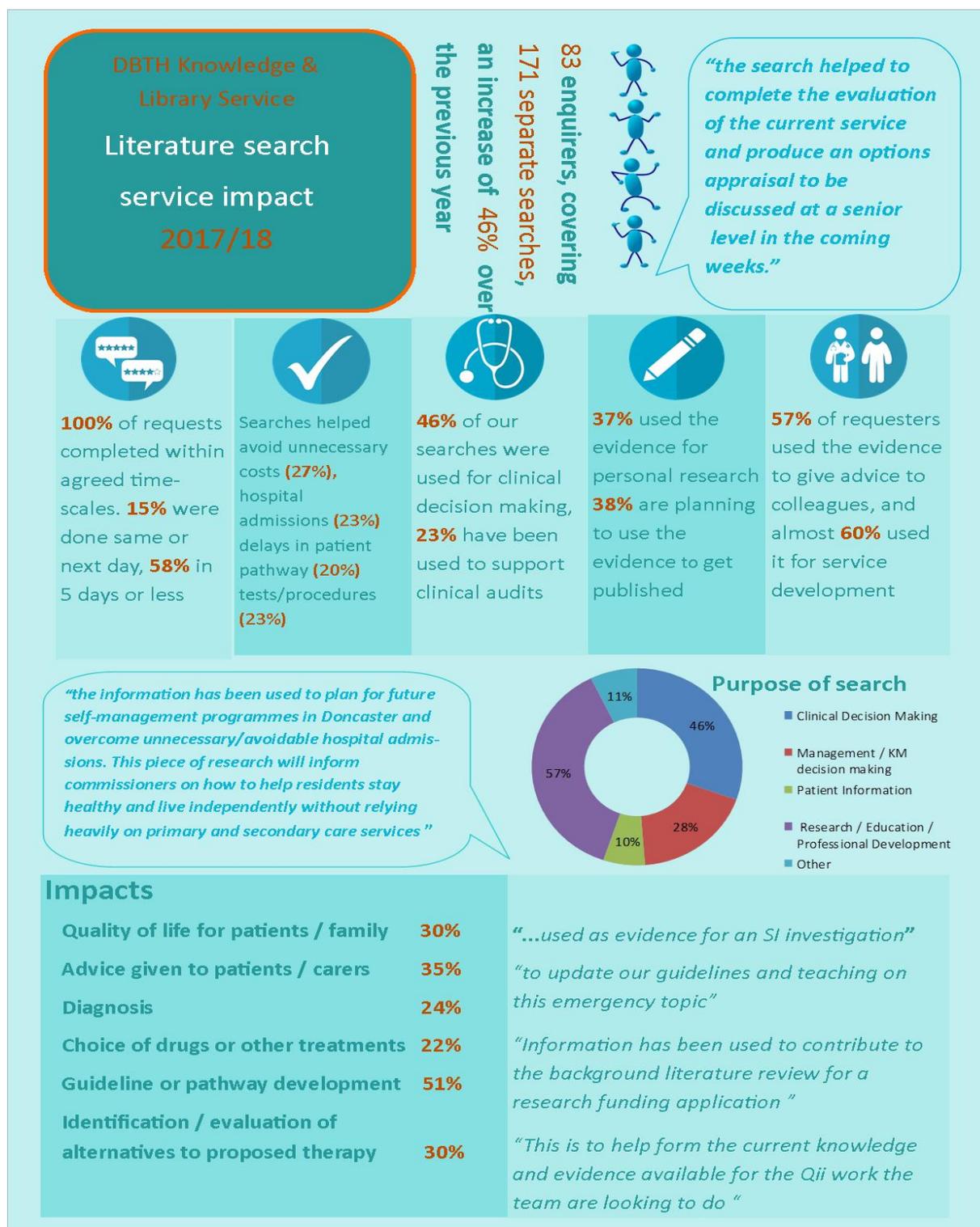
Key statistics		
Loans	6592 (6567 2016/17)	
Literature searches	171 (101 2016/17)	
Training Sessions	86 (77 2016/17)	
Information Enquiries	4168 (2682 2016/17)	
General Enquiries	9045 (8728 2016/17)	
Contacts with library users	32750 (24737 2016/17)	

Supporting the Trust Strategic Objectives:



Patients: We will work with patients to continue to develop accessible, high quality and responsive services

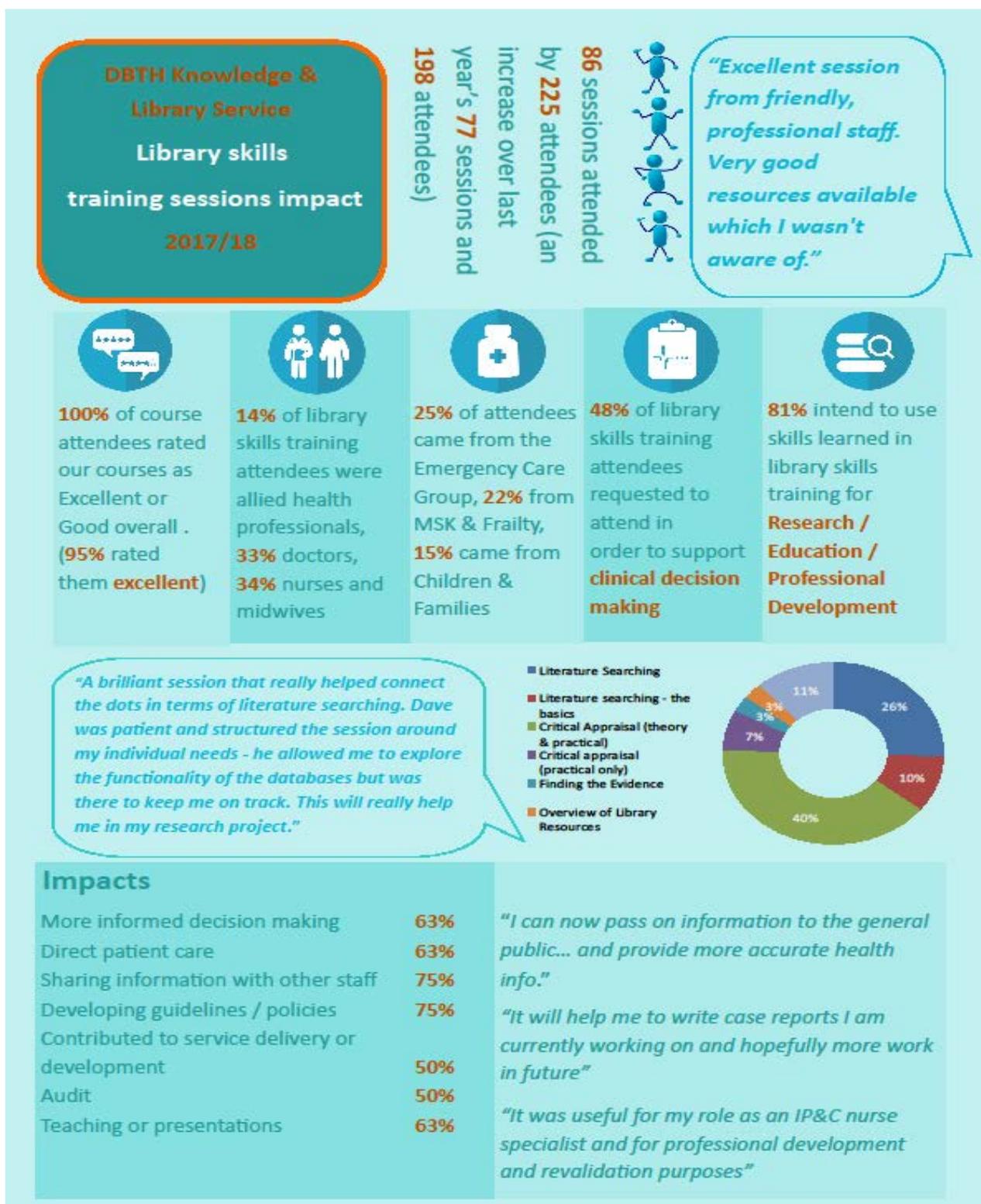
Through the ongoing delivery of our Literature Search Service we continue to support the mobilisation of evidence and knowledge across the service, and as such support the delivery of, and have an impact upon, patient care and managerial decision making as highlighted below:





People: As a Teaching Hospital we are committed to continually developing the skills, innovation and leadership of our staff to provide high quality, efficient and effective care.

Through the delivery of our service we continue to being able to develop the skills and knowledge of the staff so that they are able to continue to provide high quality, efficient and effective care. This is no more clearly demonstrated than through the delivery of the training sessions that we offer, as the impact information below highlights:





Performance: We will ensure our services are high performing, developing and enhancing elective care facilities at Bassetlaw Hospital and Montagu Hospital and ensuring the appropriate capacity for increasing specialist and emergency care at Doncaster Royal Infirmary.

NHS Libraries Quality Assurance Framework

In 2017 Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust achieved 100% compliance for the second year in a row, a RAG rating of Green, with the national NHS Library and Quality Assurance Framework (LQAF) standards. This was not easy, maintaining such a high level of quality for the second year and was only achievable by the hard work and endeavours of the whole of the library team. We were one of only three services in Yorkshire & Humber to achieve this and one of only ten services across the North of England.



There are plans being made by Health Education England to review, pilot and introduce new NHS Library Quality Standards which are planned to be introduced in 2019. Meanwhile we shall endeavour to maintain our current level of compliance with the NHS LQAF framework in 2018 and, if afforded the opportunity, volunteer to participate in the pilot of the new proposed standards.

National Impact Survey

Throughout the year we use a number of evaluation surveys to assess the delivery and impact of our services. In addition, we once more made use of the National Library Impact Survey, sending it out to a wide range of library users who had used our services during the year. Having evaluated the results and report of our return from the 2017 National Library Impact Survey, we had realised that it had not provided us with sufficient information, impact and feedback about specific areas of our service provision. Therefore, for the 2018 we sought a way to drill down into the feedback received and have some meaningful evaluation and impact information that we could review and make use of. This would not affect our ability to submit our national return.

We were able to achieve segmentation of the SurveyMonkey questionnaire by the construction of unique web links for each “purpose” (for example recipients of current awareness bulletins, or attendance at a journal club). This allowed us to collect comprehensive data, but with the added flexibility to pull out responses from individual aspects. Most recipients of the survey received it via an e-mail, with a tailored cover note explaining the reason they had been contacted, the aspect of library provision we would like them to bear in mind when completing the survey, and an offer of a £10 Amazon voucher in a prize draw of completed responses. Questionnaires asking specifically about physical library resources (study space, IT facilities and provision of printed information) were handed

out in the library directly to users. We didn't estimate response rate for these aspects. Response rates were mixed, averaging at around 17% on surveys distributed by email.

Collector	Number of people contacted	Number of responses	% responded
Electronic information	979	79	8
Clinical Outreach	43	13	30
Current Awareness	488	30	6
Journal Club	37	7	18
Training	48	8	16
Document Supply	61	13	21
Average response rate			16.5
Study Space	Paper copies in the library for library users to fill in	37	n/a
IT facilities		30	
Printed information		12	
Total		228	

Though the average response rate is fairly low, it is common sense but still really gratifying to know that services delivered personally such as Clinical/Outreach Services and Document Supply Services would prompt a much higher response rate than those delivered more remotely by e-mail , e.g. Current Awareness, or via OpenAthens.

The three main respondent groups were Nurses and Midwives, Doctors and Allied Health Professionals. They highlighted the following impacts from their feedback and comments:

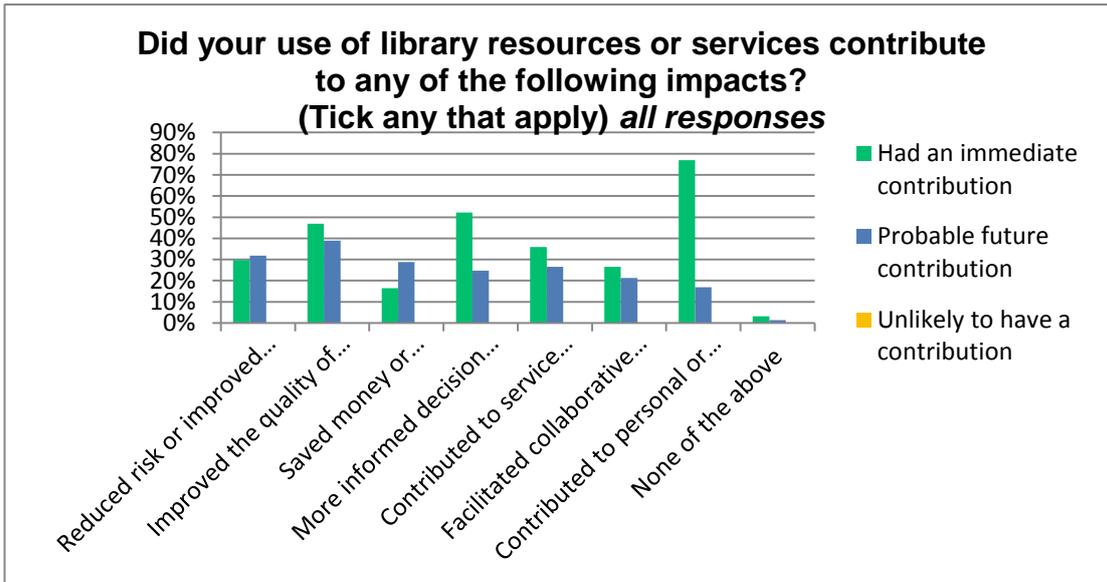
Allied Health Professionals
Allied Health Professionals were more likely than other staff groups to say that library services had facilitated collaborative working

Doctors
Doctors were much more likely than nurses & midwives or allied health professionals to say that library resources had improved the quality of patient care and supported more informed decision making, with 60% of them agreeing with those statements.

Nurses and Midwives
Nurses and midwives used library resources to provide patient information much more than other staff groups, and 50% of nurses and midwives used library resources to support guideline development.
Information sharing with colleagues was more common amongst nurses and midwives than for other staff groups.

Logos: Knowledge, Library & Information Service; NHS Doncaster and Bassetlaw Teaching Hospitals; A MILLION DECISIONS

Contribution to impacts against the organisational objectives:



When we looked at the feedback provided, linked to the particular areas of impact we realised that we had some interesting results and impacts that we had not really considered before. For example, of those staff that had used the Document Supply Service, it had had an impact on areas such as service delivery, financial effectiveness and guideline and policy development.

Knowledge, Library & Information Service

NHS
Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust

Document Supply Service

Over half of Trust staff in receipt of document supply felt it had contributed to service delivery or development, almost a third indicated that it had helped them save money or contributed to financial effectiveness.

69% had used it to support guideline or policy development, 62% had used them for research purposes, 31% in writing for publication themselves. More than twice as many document supply responses compared to all users indicated that library services had helped with legal or ethical questions.



These are only snapshots of highlights from the full report which can be found on our website at <https://www.dbth.nhs.uk/wp-content/uploads/2018/08/2018-National-Impact-Survey-Report.pdf>

In conclusion though, overall the top four areas where we contributed to impact were:

- Contributed to personal or professional development
- Improved the quality of patient care
- Information provided was used for teaching and training purposes

- Sharing the information with colleagues

These are all areas important to the Trust so it is pleasing that we are able to demonstrate our contribution in ensuring that the Trust has well trained staff and that we are contributing to the objectives of being a Teaching Hospital, that staff are making informed decisions and that the quality of patient care is being improved.

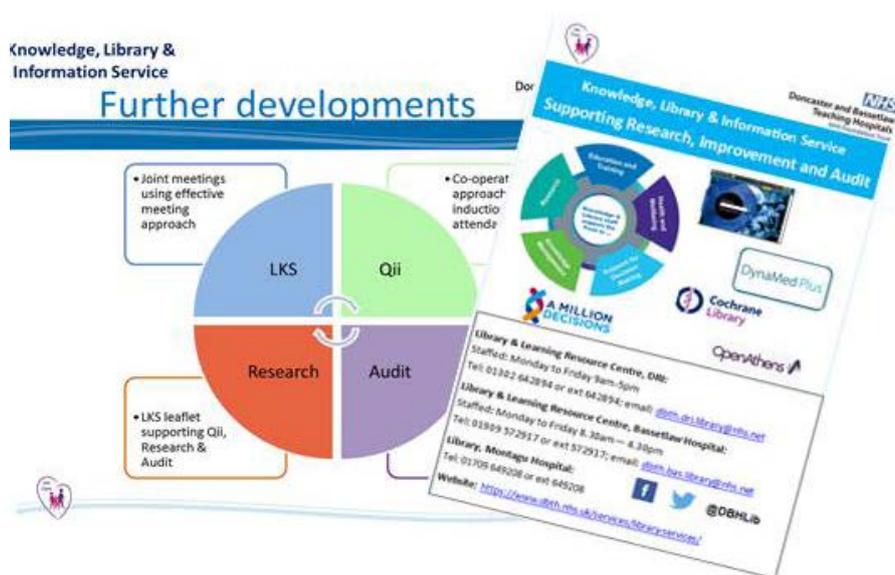
We will use this information collected to help demonstrate across the Trust the impact that the provision of the Knowledge, Library & Information Service has and how, through this, the work that we do and the services that we deliver contribute to the strategic objectives of the Trust.



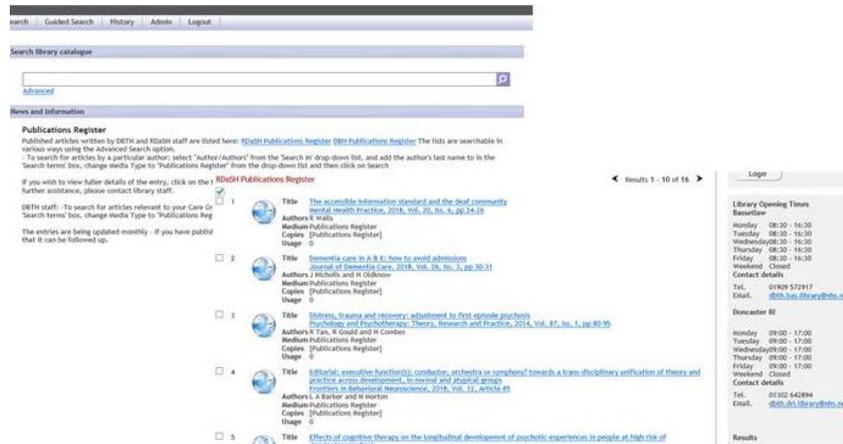
Partners: We will increase partnership working to benefit people and communities:

We continue to work with a number of partners, both internally and externally, building upon the collaborative working we have in place.

In 2017, we forged a new collaborative working relationship with the Qualitative, Innovation & Improvement (Qii) Department and the Research and Clinical Audit Departments having a single goal in mind – that of promoting and increasing innovation, improvement and research in line with the vision of the Trust. This included areas around a joint approach to inductions, sharing information and signposting to one another’s services. We have also undertaken work towards a joint collaborative workshop which it is hoped will be developed further and piloted in 2018/19. From our perspective we also re-vamped our library guides so that we had one targeted specifically to Qii, Research and Audit and we consulted with Qii over developments around our Innovation and Shared Learning Current Awareness Bulletins. Other developments also followed which we hope to build upon further. Collectively this led to the service having a Poster Presentation accepted for the CILIP HLG Conference later in 2018 which we shall report on next year.



Building upon the partnership we have with Rotherham, Doncaster and South Humber NHSFT (RDaSH) for the delivery of library services to their staff, we worked closely with them in 2017/18 to develop a Publications Register for them, after having successfully undertaken this for Doncaster and Bassetlaw Teaching Hospitals NHSFT (DBTH), so that they could also start to showcase the research undertaken at RDaSH.



Prevention: We will support the development of enhanced community based services and self-care.

Continuing with partnerships we also support the development of services across the community. Our main partnership is between Doncaster Libraries and Heritage Services (DLIS) at Doncaster Council and DBTH. DLIS actively supports us in our provision of health and wellbeing information and resources and so in 2017, we jointly celebrated Health Libraries Week and promoted the launch of the Reading Well Books on Prescription Long Term Conditions collection. We undertook health information training with the public library staff to help with the enquiries that they receive and both organisations promoted in their libraries and across social media the launch of the new Reading Well Collection on Long Term Conditions.



During Health Libraries Week we also took the opportunity to promote a wide range of our services that promote the health and wellbeing of staff, their families and also patients. We held promotional activities across the DRI, Bassetlaw and Montagu sites, providing staff and members of the public the opportunity to find out what was available with regards provision of health and wellbeing information and resources.



Standards, Service Delivery and Promotion

Throughout the year we continually monitor, review and evaluate other areas of our service provision ensuring that we continue to meet the desired outcomes of our Service Standards relating to Literature Searching, Inter-Library Loans/Document Supply and Enquiries.

We also promote and evaluate the use of the national, regional and locally provided e-resources that are available to staff and students to assist them in realising and maintaining the vision of DBTH.

Throughout 2017/18 we also planned, delivered and participated in a wide range of activities and promotions, taking our services outside our physical spaces as much as possible.

Service Standards

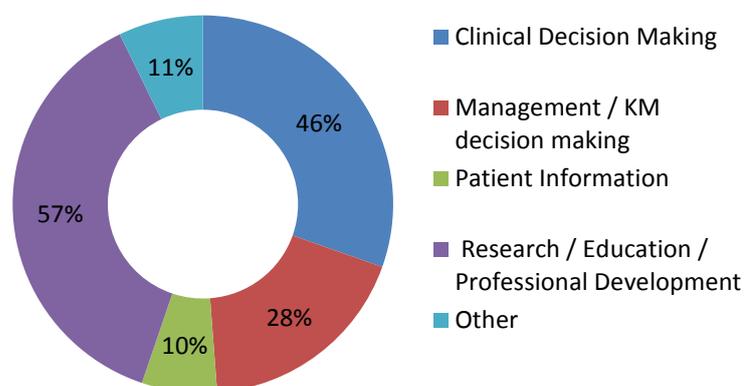
As part of our ongoing commitment to maintaining our high compliance score with the NHS LQAF (Libraries Quality Assurance Framework) we maintain, measure and review our Service Standards as outlined in our Library Charter. These reviews are available in full on our website at <https://www.dbth.nhs.uk/services/library-services/forms-guides-publications/> but can be summarised as follows overleaf:

Literature Searching Service Standard

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

In 2017/18, 100% of requests were completed within agreed time scales, of which 15% were completed on the same or next day and 58% in 5 days or less. 171 separate searches were completed, of which 27% helped avoid unnecessary costs, 23% avoided or reduced hospital admissions, 20% avoided delays in the patient pathway and 23% helped avoid unnecessary tests and procedures.

The purpose of the searches undertaken is broken down as follows:



For full details about our Literature Search Service and the impact that the provision has had against Trust objectives, please see Page 3 of this report.

Inter-library loans/Document Supply Service Standard

- Requests will be despatched within two working days of receipt
- 85% of requests will be supplied within five working days

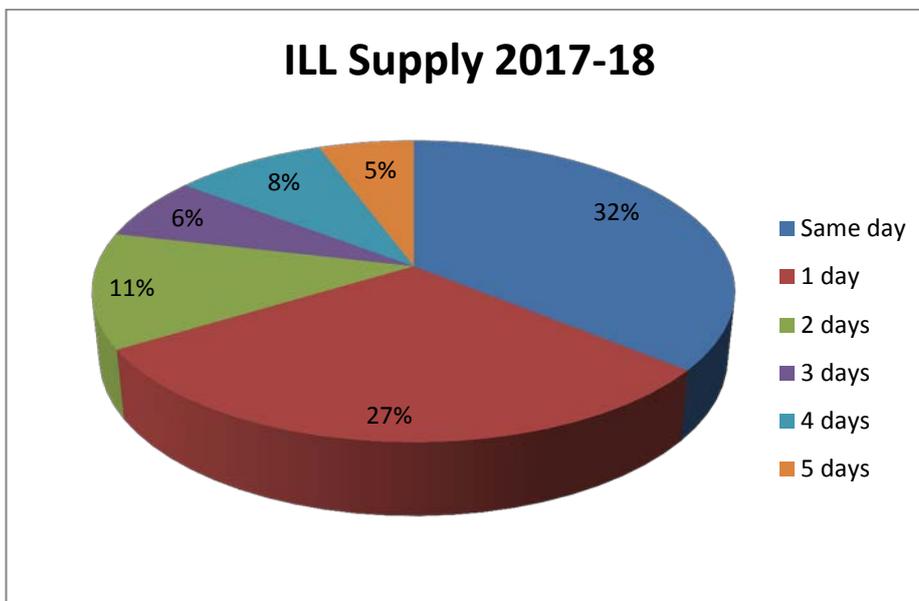
The total number of ILL requests handled during 2017/18 was 1319 (as compared with 978 in 2016/17). For 2017/18, the combined figures for DRI plus Bassetlaw for the two standards were 99.6% (98% in 2016/17) and 89.2% (94% in 2016/17) respectively. 39% of requests were fulfilled on the day of receipt and 59% of all requests were fulfilled within 2 working days.

Requests will be despatched within 2 working days of receipt

At Bassetlaw, 100% (100% in 2016/17) of requests were actioned within two working days, whilst at DRI this figure was 99.6% (98% in 2016/17).

85% of requests will be supplied within 5 working days (of receipt)

Bassetlaw achieved 93.3% (95% in 2016/17) compliance on this standard and the figure for DRI was 88.4% (87.21% in 2015-16). Both sites therefore supplied requests within the time-scale outlined in the standard. The current standard provides a level of expectation for the reader which is very often bettered. To raise the target would raise expectations and increase the frequency of disappointing our users in a situation in which we have very little influence.



Enquiry Service Standard

- 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

All enquiries continue to be answered and responded to either:

- Immediately, at the point of receipt, or
- In a reasonable time or by a date agreed with the enquirer if further investigation is required, or
- As soon as possible after receipt if the library was closed or the named contact was unavailable, or
- Needs to be referred to another member of staff.

We accept enquiries from both members and non-members/users of our service. All responses meet our 100% target in line with our Enquiry Standard as shown overleaf:

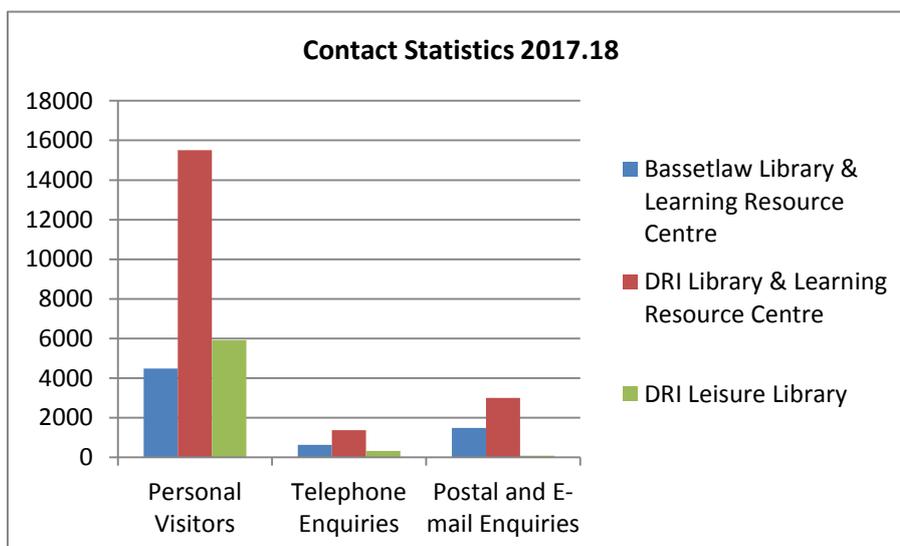
	Procedural Enquiries	Information Resource Related Enquiries	Total Enquiries in 2017/18
Bassetlaw Library & Learning Resource Centre	2321	1523	3844
DRI Library & Learning Resource Centre	5937	2319	8260
DRI Leisure Library	1407	326	1734

Overall in 2017/18, we saw an increase in the number of enquiries that we received (10.6%). This was attributed to a 3.6% increase in our general procedural enquiries and a 55.5% increase in our information resource related enquiries. There is no hard evidence for the reason why this has occurred but we believe that the following contributed to this increase:

- Increase in activity at the Library and Learning Resource Centre at Bassetlaw Hospital, especially after the official opening of The Hub, our shared accommodation with the Education and Training Department in September 2017. Activity increased significantly in the last six months of the year.
- More members of staff appear to be undertaking courses once more, or are undertaking investigations for service improvement – which has led to an increase in demand for more in-depth enquiries.
- An increase in our overall contact statistics – we saw an increase of nearly 30% in 2017/18. These are identified and grouped into the following areas:

- Physical visits to the library
- Contact and enquiries by telephone
- Contact and enquiries by e-mail

The enquiries detailed above are based on the following contact statistics:

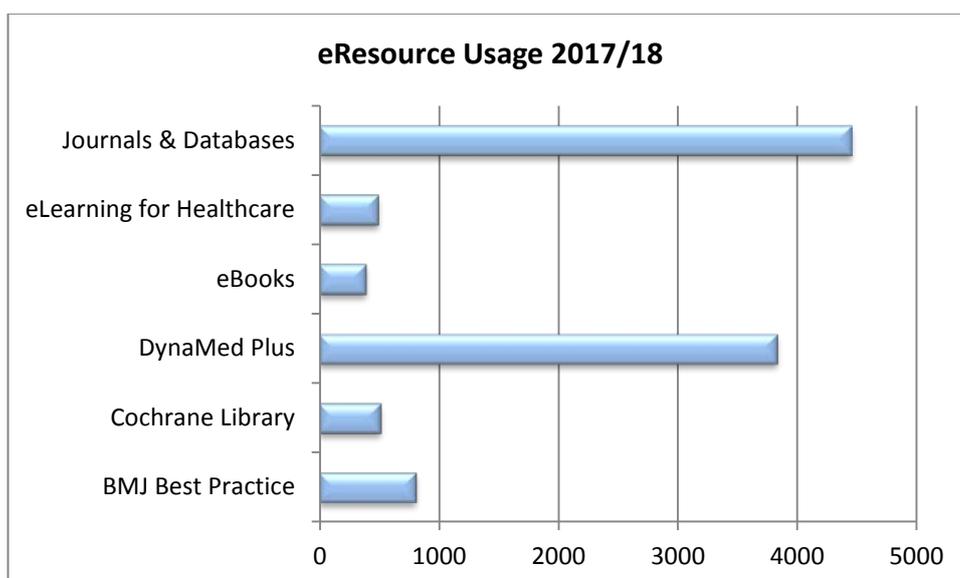


e-Resources

Use of e-Resources:

The availability and range of e-resources available to NHS staff across England continue to be reasonably well used. These are supplemented by additional resources purchased at regional and local level. At Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust, a subscription to the Point of Care resource, DynaMed Plus is something that is well used across the Trust. DynaMed Plus can be accessed via OpenAthens, as with the national and regional resources, but the main access point is via the desktop shortcut on all PCs and laptops. We also encourage users to sign up and download the mobile app which provides an added usage method and increases 24/7 usage.

In 2017/18 there was a change to how we obtain statistics from OpenAthens, i.e. in how they are recorded by suppliers/collections, so we are unable to provide a like for like comparison to usage in 2016/17. The chart below shows the summary of our e-resource usage in the last year. It is understandable that the two highest areas of usage are the combined usage of clinical databases and full text journal downloads and the usage of DynaMed plus, both of which are very encouraging.



*It should be noted though that the figures for DynaMed Plus will actually be higher than this as the data relating to the use of the mobile app can only be collected if being used online. Data relating to offline usage cannot be collected.

Promotional Activity

In September 2017, the **Official Opening of The Hub at Bassetlaw Hospital** took place. The Library & Learning Resource Centre at Bassetlaw moved into the shared accommodation with the Education & Training Department in March 2017. It was wonderful to hear how the Knowledge, Library & Information Service was seen as contributing so effectively to the aspirations of DBTH being a Teaching Hospital through the presentations made at the opening. We were delighted that Nick Stopforth, Head

of Libraries and Culture at Doncaster Council and Suzy Brain-England, Trust Chairman at DBTH joined us for a group photo opportunity!



In June 2017 we joined forces with several other departments across the Trust to promote the **Festival of Learning** and emphasise how we could support the learning and development of all staff; in September 2017 we attended the **DBTH Annual Meeting** at Montagu Hospital to promote the work of the service to Trust Governors, Executives, staff and members of the public.



In 2017, we saw the first national **Libraries Week** celebrations taking place. The Knowledge, Library & Information staff worked hard at promoting the wide range of services and resources that we provide, laying on a wide range of hands-on activities within the libraries at DRI, Bassetlaw and Montagu Hospitals whilst undertaking a detailed promotional campaign across social media – see overleaf:



To further enhance our marketing and promotion and engage with an even wider audience we **launched our Facebook** page in October 2017, to add to our Twitter social media presence.



Knowledge, Library & Information Service successes in 2017/18

We are delighted to report that both our Library Volunteers and two of our staff were recognised for their hard work and contribution to the success of the service.

Library Volunteers

The Library Volunteers were nominated and shortlisted for the DBTH Star Volunteer of the Year Award in 2017 and they were both shocked and delighted when they were announced as the winners at the DBTH Star Awards Ceremony in September 2017. Seven of the volunteers attended the Awards Ceremony, accompanied by the Knowledge, Library & Information Service Manager, at the Keepmoat Stadium in Doncaster and had a wonderful evening in the company of many staff from the Trust. They

were particularly delighted to go up on the stage to receive their award and be photographed with Harry Gratton from BBC Look North.



In nominating them, the Knowledge, Library & Information Service Manager said:

“...the volunteers contribute to ensuring that patients have had a positive experience when reflecting upon their stay in hospital – it is important that our library volunteers are there to contribute to an individual’s wellbeing at a time when they are at their most vulnerable. What comes over the most is the dedication and care that they have for the patients they are supporting – nothing is ever too much trouble for them and they willingly go that extra mile. Without their help and dedication we would not be able to offer this service to the patients.”

Library Staff

In December 2017, two of our library staff were taken by surprise at the YOHHLNet (Yorkshire and the Humber Health Libraries & Knowledge Network) Annual Awards in Leeds.

Sarah Gardner, Clinical/Outreach Librarian received the YOHHLNet Engagement Award 2017/18. In her nomination it had been said that:

"Sarah, as Clinical/Outreach Librarian, is a dedicated professional who is a credit to herself and the service. By engaging with all staff across the Trust, she has introduced many of them to a number of concepts and initiatives to enable improvements in clinical practice, to change and deliver safe working practices and generally improve awareness of, and the importance of evidence."

Janet Sampson, Knowledge, Library & Information Service Manager received the YOHHLNet Leadership Award 2017/18. In her nomination it had been said that:

"Janet has very successfully overseen the establishment of YOHHLNet as an organisation, taking the lead and steering the group through sometimes uncharted waters. ... Janet has not lost any opportunity to liaise and collaborate with colleagues in neighbouring networks such as HLN, and LIHNN, and has engaged actively with HCLU to ensure YOHHLNet's voice in decision

making and planning. She provides an excellent figurehead for the network, taking the opportunity to promote the group at all opportunities.”

Janet was further surprised to receive the YOHLNet Directors Award as well - gifted by the Director of Health Libraries North, David Stewart in recognition for her significant contribution to the work of health libraries at both national and regional level.



Looking ahead to 2018/19

In line with DBTH Trust Strategic Objectives and the Knowledge for Healthcare development framework for NHS library and knowledge services we shall, as part of a wealth of service developments, promotions and activities, endeavour to undertake the following:



- Continue to be proactive and responsive in our delivery of clinical/outreach services to support the mobilisation of evidence and knowledge across the organisation.
- Promote the range of apps available for mobile devices to support evidence based practice including the BNF, DynaMed Plus and BMJ Best Practice apps.
- Evaluate and review our service provision regularly to check that they meet quality standards. Continue to contribute to the Knowledge for Healthcare Impact Case Studies database.
- Further develop our partnership and collaboration with our current external partners – Doncaster Libraries and Heritage Services, Doncaster Public Health and Rotherham, Doncaster and South Humber NHSFT.
- Continue to promote the availability of our Health and Wellbeing Services and its resources with DBTH staff, patients and the public.

How to contact us:

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**Library & Learning Resource
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e-mail: dbth.dri.library@nhs.net

Leisure Library, DRI

Tel: 01302 642890, or ext. 642890

e-mail: dristaff@doncaster.gov.uk



Library website: <https://www.dbth.nhs.uk/services/library-services/>

Library Catalogue: <http://dab.nhslibraries.com>

Knowledge & Information Portal: <http://www.netvibes.com/dbhlibrary>

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