BUCKINGHAMSHIRE HOSPITALS NHS TRUST
LIBRARY AND INFORMATION SERVICES

ANNUAL REPORT APRIL 2008 - MARCH 2009
AND
SERVICE OBJECTIVES APRIL 2009 - MARCH 2010

Library Service Mission...

To provide high quality information services and evidence resources for clinical and management decision making, clinical governance, lifelong learning and research to clients of the Trust Library Service.

Jennie Kelson
Library Services Manager
July 2009
1 INTRODUCTION

I am pleased to present this, our first, Annual Report of the Buckinghamshire Hospitals NHS Trust (BHT) library service. The report will inform our clients and stakeholders of our activities and successes during the past year and outlines our objectives for 2009/10.

During 2008/9, the library service achieved a number of key initiatives including:

- **Customer engagement** through participation in the development and evaluation of the Library Impact Toolkit, to capture examples of how the Library Service contributes to patient care.

- **Quality initiatives** such as the completion of the National Service Framework (NSF) for NHS library services baseline assessment;

- **Technical advances** such as the adoption of additional modules of the current library management system thus enabling online self-renewals and access to real-time status information of stock via the library catalogue on the internet.

- **Service improvements** made possible by an increase in NHS South Central (NESC) funding, including updating and expanding the book stock, and the purchase of additional computer facilities at the Wilfred Stokes Library.

2 ACHIEVEMENTS 2008-2009

The following achievements in particular are noted:

2.1 Library Impact Survey

Trust Library Services participated in a national project funded by the former National Library for Health and NESC. The project aim was to modify and simplify a toolkit, developed by the University of Aberystwyth, to help health librarians gather information on the impact of their services on patient care.

The Library Service participated in two parts of the project: online surveys sent to all staff of BHT and Bucks PCT, and one-to-one interviews with a sample of therapy staff. The online surveys were conducted during February and March and a summary of the results is given in Appendix 1.

Results from the surveys indicated that:

- Search results provided by the Trust librarians were believed to be of better quality and comprehensiveness than searches conducted by non librarians.

- Information retrieved appears to be having a significant impact upon patient care, either through changes in treatment or avoiding unnecessary procedures – as demonstrated by the following example:

  *I was able to plan for the patient visit in advance taking more appropriate information and therapy advice sheets with me. I was able to better answer patient questions. I was able to provide a more accurate prognosis.*
• Impact on patient care reported is mostly direct, related to specific cases and specific treatments
• Some respondents also indicated an influence on guidance and the development of care pathways
• Information, once provided, is not ‘dead’ and continues to influence patient care through formal, and informal, teaching and learning activities

Results also suggested that some respondents were unaware of the services provided or the ways in which the Library Service could assist them. We will be reviewing our marketing activities over the coming year to ensure that all staff are informed about our services.

2.2 OLIB Library Management System & SWIMS Implementation
The Trust Library Service migrated to the OLIB Library Management System for stock circulation in July 2007 and the remaining Thames Valley library services followed from April 2008. OLIB is the system that underpins the SWIMS (South and West Information Management Systems for NHS Libraries) network.

Being a member of SWIMS provides a number of advantages for library users including:
• Access to a single catalogue of stock held within the South Central and South West Strategic Health Authorities
• Enhanced searching facilities and real-time status of items on loan
• Online, self-renewal facility
• Simplified and quicker borrowing procedure
• Seamless borrowing from other SWIMS libraries using a single library card

We have successfully implemented the Cataloguing, Circulation (February 2008) and Journals Accessions (July 2008) modules.

In August 2008 we launched a SWIMS online public access catalogue (OPAC) specific for the Trust Library Service. This OPAC is accessible to library users via the internet, allowing users to search for items within our libraries or those of other SWIMS libraries. Prior to this, library users had access to a static, stand-alone catalogue of book stock that was only available at the library sites.

2.3 Baseline assessment against the National Service Framework (NSF) for Quality Improvement of NHS Funded Libraries in England
The NSF is a national quality assurance tool, based on the previous library accreditation standards (HELICON), which is aligned to national policy and key NHS assessment frameworks, including Standards for Better Health and the NHS Litigation Authority.

The NSF comprises 273 generic standards against which the quality of organisational provision of library services can be assessed. It provides a robust system for continuing quality improvement, to drive forward the
modernisation of health library services and ensure that knowledge is put to work to transform patient care and public health. Each criterion represents acknowledged good practice for service and staff management, commissioning and finance, infrastructure, and customer engagement.

The baseline assessment for BHT library service was submitted in April 2009 and the assessment outcomes and benchmarking results against other NHS libraries will be released later in the year. The assessment process has been valuable in highlighting areas for development and improvement that we will seek to address over the coming year. (See Appendix 2 Service Objectives and Key Deliverables 2009-2010).

2.4 Library internet / intranet site
In November 2008, the Trust Library Service web pages were incorporated into the new BHT website. This has given the Library Service a closer alignment with Trust corporate identity and the pages are quicker, easier and less expensive to maintain than when maintained previously via an external internet provider.

The library web pages are updated weekly and include a number of new features including a current news page and access to subject resource guides. The pages also include access to library forms, links to the library catalogue and journal holdings plus access to library training guides and links to online, self-directed tutorials for library and critical appraisal skills.

2.5 Library Subject Guides
In September 2008, we launched our first series of library subject guides. Printed copies are available at each library site and may be downloaded from the library website. Each guide provides details of useful websites, plus journal and book holdings relevant to key clinical disciplines or subject specialties. Subject guides currently available include:

- Finance and Health Economics
- General Practice
- Midwifery
- Nutrition and Dietetics
- Physiotherapy
- Occupational Therapy
- Radiography

The guides are very popular, as demonstrated by download statistics, and have been especially useful for new staff and students on placement. Our most popular guide, according to our usage statistics, is the Midwifery guide with 233 downloads since the launch. Guides on Finance, Physiotherapy and Radiography are also popular with 176 downloads each. Additional guides are planned for the coming year.

2.6 Athens Statistics
Access to the majority of our electronic resources is via Athens authentication, an access management system adopted across the NHS. Once registered with Athens, library users can use seamlessly a variety of resources, including
databases, full-text journals and books, which have been purchased at national, regional or local level.

The number of Athens registrations for BHT staff increased from 744 in April 2008 to 923 in March 2009, an increase of 24%. The number of registered users per total workforce (20%) is lower than the average for other Trusts across South Central (25%).

The number of Athens registrations for Bucks PCT staff increased from 363 in April 2008 to 406 in March 2009, an increase of 11%. The number of registered users per total workforce (23%) is slightly lower than the average for other Trusts across South Central (25%).

Whilst the increase in registration and usage is encouraging, our registrations are below other similar Trusts in South Central and we will be working hard to improve this situation over the coming year. The Map of Medicine resource will be migrating to Athens authentication in July 2009 and we have already begun work with the Bucks PCT to encourage registration prior to the move.

Additional NESC funding has been provided to enable us to appoint a Clinical Outreach Librarian. A key role for this new post will be to promote the library resources and encourage Athens registration. As part of our marketing activities, we plan to run a number of promotional activities in the coming year to further increase registrations and usage.

2.7 Collection development
The total number of new books purchased across all sites totalled 461. We have particularly focussed on replacing older editions of essential texts with purchases covering the range of subject areas including various medical specialities, surgery, obstetrics & gynaecology and paediatrics.

NESC provided an additional £1,600 of non-recurring, end of year funding to improve the quality of practice-based learning resources, particularly for placement students and their on-site supervisors. Library staff liaised closely with staff from midwifery, physiotherapy, speech & language therapy, occupational therapy and radiography to identify suitable stock. As a result of their input, an additional 90 books were added to our collection.

In December 2008, the University of Bedfordshire Learning Resource Centres relocated to new premises off-site. As a result, we have seen an increase in usage of the Trust libraries by nursing staff. We have begun work with nursing staff, which will continue during 2009, to identify appropriate stock to expand and update our collections for this staff group.

We have continued our policy of improving access to our journal collection, particularly for Bucks PCT staff, by transferring from print to electronic subscriptions where possible. An additional six titles, including Diabetes Care, American Journal of Occupational Therapy and Plastic & Reconstructive Surgery, were changed to electronic-only subscriptions, thus enabling access to these titles from work or home, via an Athens account.
3 ACTIVITY DATA
3.1 Library Membership
Library staff registered a total of 1245 members during the period from April 2008-March 2009. Bucks PCT (BPCT) staff accounted for approximately 10% of library registrations whilst Buckinghamshire Hospitals NHS Trust (BHT) employees accounted for 90% of total members. A breakdown of membership by employer and staff groups are shown in the charts below.

3.2 Use of Services
3.2.1 UpToDate
UpToDate is an online resource providing regularly updated, evidence-based reviews to help staff answer clinical questions at the point of care. UpToDate, accessible only via the Trust intranet owing to licensing restrictions, is our most commonly used electronic resource (usage data is shown below). Usage statistics show that UpToDate is used 3 to 6 times more frequently than the National Library for Health, our next most commonly used resource.

3.2.2 E-Journals
The Library Service has progressively moved to electronic provision of journals. This provides a number of advantages to library users, particularly our remote members working in the PCT, including the facility to access articles online from home or work without the need to visit the library sites. We currently purchase a further 14 titles in addition to those purchased at
national and regional level. *Diabetes Care* and *New England Journal of Medicine* are the most popular of these online titles accessed by PCT staff. In the acute Trust, the *New England Journal of Medicine* and *British Journal of Surgery* are the most popular of these extra online journals.

### 3.2.3 Issues (book and journal loans)

During the period from April 2008-March 2009, a total of 6773 items were borrowed or renewed, an increase of 14% over the previous year.

The majority of issues or renewals were made by BHT staff (84%); Bucks PCT staff were the next largest group (5%), followed by staff of OBMH (3%). Loans of items to other NHS libraries accounted for 7% of all loans.

We have seen a marked increase in the number of loans since the introduction of the SWIMS circulation module. The reasons for the increase are not known however it is likely to be due to a combination of quicker, easier issuing procedures, better access to stock records via the online catalogue and additions of updated editions to stock.

### 3.2.4 Document Supply and Inter-library loans (ILLS)

During 2008/9, the Trust Library Service requested 1,925 items from other libraries on behalf of our registered users. This included 373 book requests, an increase of 50% over last year, and 1,552 requests for photocopies of articles, an increase of 6% over the previous year.

We lent 403 books, an increase of 172% over last year, and supplied 351 photocopies of articles to other libraries during the same period, a decrease of 30% over the previous year.

### 3.2.5 Current Awareness Services

The Trust Library Service provides links via the library web site to a number of Current Awareness bulletins to help library users keep abreast of key developments in specific areas of interest. Topics covered include primary care commissioning, public health, health service management and general practice.

The Health Parliamentary Bulletin, an online journal, is circulated weekly to 30 Bucks PCT staff and other staff within BHT.

The Public Health Update, an online bulletin produced each fortnight by library staff, is circulated to 68 PCT staff across Buckinghamshire.

### 3.3 Literature Searches/Enquiries

#### 3.3.1 Literature Searches

During the year, library staff conducted 45 literature searches on behalf of library users (mediated searches) which is a decrease of 25% over the previous year. This appears to be an on-going trend as the number of mediated searches has decreased each year over the past 3 years. Reasons for this are unclear however may be due to a combination of library users...
having the confidence to find information themselves (as was suggested by the Library Impact Survey), and access to an increased range of electronic resources that are easy to use, particularly those providing point-of-care information such as UpToDate and Dynamed.

Results from the Library Impact Survey showed that library users believed librarian conducted searches were more comprehensive and provided a better quality search than those they conducted themselves.

The mediated searches covered a wide subject range from clinical care to health care management decisions. A sample of topics is given below:

- How can cognitive behaviour therapy help psychological adjustment to HIV infection
- General overview of Kikuchi’s disease
- Use of physiotherapy in the critical care/ intensive care setting
- Incidence of suicide in pregnancy
- Use of hypothermia in treatment / management of patients with severe brain injury
- Effect of cord gas on hypoxic ischaemic encephalopathy (HIE) in newborns / neonates
- Socio-economic impact of juvenile idiopathic arthritis
- Does delay in treatment affect outcome for trauma patients
- Recent research on prostatitis/ chronic pelvic pain syndrome
- Review of workforce/ job design that contributes to staff retention/ motivation
- Effectiveness of closed reduction of cervical spine & recovery if done with 4 hours
- What impact has restructuring of surgery in NHS to elective and emergency sites had on patient care
- Best practice for treating patient with missed copper coil (remove or leave in-situ)
- Case studies demonstrating the impact of poor record-keeping
- Are patients with polymyalgia rheumatica at increased risk of cardiovascular disease
- Mortality of patients with polymyalgia rheumatica
- Systematic review of treatment of vocal cord granulomata
- Systematic review of rehabilitation outcomes after cartilage repair to knee and ankle joints
- Comparison of quality of life outcomes following revision hip arthroplasty vs total hip replacement
- Use of digital images/telemedicine in assessment of wounds/ pressure ulcers
- Mortality from tuberculosis in the UK, 19th century to present day
3.3.2 Enquiries
A survey of enquiries was conducted during a sample week in November 2008. During this time, library staff answered a total of 41 enquires categorised as Procedural/Directional and 71 Resource Related enquires. Procedural/directional enquires include those about opening hours, renewals, library registration and library catalogue. Resource related enquires include those concerning assistance with computers or photocopiers, assisted searching, location of books and journals and subject enquiries.

Personal visitors to the libraries accounted for 65% of enquiries whilst 24% were received by telephone. A breakdown of enquiries by staff group shows that doctors were the main source of enquiries for the libraries at Stoke Mandeville (STM) and Wycombe (WYC), whilst nursing staff accounted for most enquiries at Amersham (AMG).

3.4 Learning & Development
Throughout the year the library team has:
- contributed to general Trust induction for all staff, junior doctor induction (table top events and e-learning module), induction for medical students and other students on placement (library quiz and treasure hunt)
- provided facilities to support the Training and Development Team’s E-Learning initiatives, eg child protection training, and supported staff in accessing these programmes
- provided search skills training and literature search services to develop staff information literacy skills and support best patient care

3.5 Information Literacy Skills
The Library Service has provided regular training sessions, via group or one-to-one sessions depending on user needs. The sessions cover:
- Question formulation
- Introduction to National Library for Health
- Search 2.0
- Searching UpToDate
- Searching the Cochrane Library
- Search techniques for other databases including Medline and CINAHL
- Finding and accessing full-text electronic journals
Training sessions are offered at all hospital sites. Group sessions are included in the Trust’s online Training Programme allowing users to book on sessions using the automated bookings system. A number of online training tutorials, including Effective Searching, Critical Appraisal and Cochrane Library, are also available via the library website, giving library users the flexibility to undertake training at a time and place convenient to them.

Library training sessions have been well received by attendees, with Bucks PCT staff accounting for 33% of those attending the sessions. Below is a small sample of comments attendees gave about the training:

- It was excellent and just what I needed
- An excellent session, thanks very much
- I was lucky enough to have a bespoke training session that answered all my questions

Satisfaction with the training is only one aspect. It is more important that those attending training gain lasting skills and that they are able to use what they have learnt to benefit patient care.

An analysis of the before and after confidence levels of attendees is shown in Appendix 3. These graphs show the improvement in confidence levels using various information resources of attendees six weeks after attending library skills training compared to their confidence levels before attending training. Confidence levels using all resources improved after attending a training session and this was still apparent six weeks later.

Attendees were able to apply their skills for a variety of purposes as detailed in the chart below:

| How attendees have used the skills learnt in the library skills training sessions |
|---------------------------------|---------------------------------|
| I've used it to find information for a presentation or article that I am writing | I've used it to help improve patient care |
| I've used it to support my course work | I've used it to help write a guideline or policy |
| I've used it to improve management decisions | I've used it to find information for a research or audit project |
| I haven't used it | Other |

The total number of staff trained during the year (54) was less than the previous year. This is due to a number of factors including:

- Cancellation of monthly critical appraisal skills sessions owing to lack of available library staff
• Reduced access to computer training facilities which meant that a maximum of two people could attend any one session
• Cancellation of all but mandatory training for BHT staff in the last three months of the year

The appointment of a Clinical Outreach Librarian, planned for 2009/2010, will allow the library service to work more closely with clinical teams and remote users, and will enable us to meet core requirements of the NSF for Library Services.

3.6 Other Services
3.6.1 Physical Library Sites and Computer Facilities
The physical library sites are used increasingly as a location for quiet work away from busy wards, access to computers for e-learning, and a means for “hot-desking” as staff are more often required to work across sites and away from their main base.

Library sites are accessible 24 hours to library users with access cards. At 31 March 2009, almost 90 people were registered for out of hours access to the Amersham Library and 123 for the Chiltern Medical Library. Data on the number of card holders for the Wilfred Stokes Library was unavailable.

3.6.2 Survey Monkey
The Trust Library Service has a full subscription to Survey Monkey, a program enabling the production and management of questionnaires online, that we use to monitor our training sessions and used for the Library Impact Survey.

Use of Survey Monkey saves considerable staff time and resources in the production, distribution and analysis of questionnaires. During the part year, we have used Survey Monkey to conduct questionnaires on behalf of other Trust departments, including:
• HR managers audit
• BHT internal customers survey
• NSIC 5 year ambition
• Trust website user survey
• Staff communications survey
• Cancer Care website survey

The survey results have been important in the development of the Trust’s communication strategy and assessing improvements to the Trust’s web pages.

3.6.3 Database development
The library service has worked with other departments to convert existing databases from Excel spreadsheets to searchable databases, teaching departmental staff how to maintain them, and writing specific input and output screens to facilitate use of the databases.

Current work has included the Trust Formulary database, now accessible to all staff via the Trust intranet and the Cancer Care Resources database,
which includes resources available to patients via the Cancer Information Service.

3.7 Marketing and Promotion of Library and Information Services
Library services and resources were promoted via:

- the News page on the Library Services internet / intranet site
- regularly updated Library guides and factsheets for specific services, eg NHS Athens, e-journal resources, available in print and via the library website
- regular contributions to the Trust staff bulletin and other newsletters
- weekly library displays coinciding with National Library for Health Knowledge Weeks
- walkabouts / visits to departments at Amersham Hospital
- displays on library notice boards
- stall at Trust Market Place events (2 days)
- library staff email signature files advising of new services

We will be reviewing our marketing and promotional activities to ensure that library users are aware of the services that we provide.

4. FACILITIES
4.1 Chiltern Medical Library, Wycombe Hospital
New editions of major textbooks in all subject areas were added to the collection and other book stock was updated.

4.2 Staff Library, Amersham Hospital
From April 2008, staffed hours were extended from 2 days to 3 days per week. A wall-mounted heater was installed to supplement the existing heating and improve the working environment for library users.

4.3 Wilfred Stokes Library, Stoke Mandeville Hospital
Additional computer desks and networked PCs have been purchased for use by library users in the main library reading room. This will increase the total number of computers available to library users from 5 to 12 and will allow better use of library resources out of staffed hours.

A new shelving unit has been installed to replace a smaller unit. This has increased our total shelving area and allowed us to make more efficient use of our existing floor space.

5 Staffing
5.1 Library Establishment
The Trust Library Service had 5.6 whole time equivalent (wte) posts during 2008/9 (staffing structure is shown in Appendix 4).

<table>
<thead>
<tr>
<th>Library Services Manager</th>
<th>1 wte</th>
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<tbody>
<tr>
<td>Site Librarians</td>
<td>2 wte</td>
</tr>
<tr>
<td>Senior Library Assistants</td>
<td>2.6 wte</td>
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We are also fortunate to have the continued support of a volunteer who assists with photocopying tasks one morning each week.

5.2 Staff Turnover
Staffing pressures, especially at the Chiltern Medical Library, were particularly difficult during the last year. Claire Coleman was on maternity leave during 2008 and Sib Shah left in December 2008 to take up a full-time post elsewhere in the Trust.

Lesley Martyn was appointed in March 2008 for 3 days per week to provide some cover during Claire’s absence. Claire reduced her hours when she returned in February and we are very pleased to welcome Lesley back, working two days per week. Lindy Jost, who will start in April 2009, has been appointed to replace Sib Shah.

5.3 Staff Training and Development
5.3.1 Mandatory Training
All library staff attended mandatory training as required by the Trust for health and safety, fire safety, equality and diversity, infection control, data protection and manual handling.

5.3.2 Other training and development
Elaine Watson attended external training in the following:
- Clinical Librarian Study Day
- Blended Learning (2 day course)
- Critical Appraisal in Health Care (2 day course)
- Influencing Skills

5.3.3 OLIB Library Management System
Elaine Watson and Jennie Kelson completed the 2 day OLIB system administrator training in May. All new staff received training in the OLIB reader registration and circulation modules. Several members of the team also received training in the Serials Management module.

5.3.4 Participation in local/regional/national networks
- Jennie Kelson is currently secretary of the Bucks County Group, which has representation from other NHS organisations in Buckinghamshire, local Higher Education and the Public Library service.
- Jennie Kelson is one of two Cataloguing Group representatives for South Central, providing support and training to colleagues in SWIMS cataloguing rules
- Jennie Kelson and Elaine Watson are trained System Administrators for the SWIMS / OLIB Library Management System, providing support to colleagues within South Central and liaison with the supplier, OCLC.
- Elaine Watson and Claire Coleman are active members of the regional groups, Journal Club (which facilitates critical appraisal skills) and Search Skills Group (which fosters advanced literature search techniques).
- Margaret Hamdi is the South Central representative on the Joint Inter-lending Document Delivery Group, which promotes and facilitates
collaborative working between libraries across the south and west of England.

- Sue Stainthorpe, in collaboration with colleagues in Berkshire, Oxfordshire and Hampshire, produces the “Public Health Update”, a fortnightly current awareness bulletin emailed to library users.

6 Financial Report
Funding for the Trust Library Services is derived from a number of sources with NESC contributing over half of the library budget. Other sources of funding include BHT, Bucks PCT and an allocation from SIFT funding.

The primary non-staff expenditure is the journal subscriptions, which accounted for approximately 61% of the non-staff budget, followed by book purchases (13%). Increasing journal subscription costs are an on-going problem, with publisher increases of 10% or more exacerbated by unfavourable exchange rates. Last year, we cancelled a total of 6 print journal titles in order to remain within budget, including two print titles which were no longer relevant to our collections and a further four print titles which are now available electronically via national or regional subscriptions. Essential book purchases to update the collection were only possible with the support of additional funding from NESC.

Additional pressures on the budget next year and the proposed relocation of the library at Wycombe Hospital to a much reduced site, means that we will be examining our journal subscriptions closely to ensure that they provide value for money and we will investigate point-of-care resources, such as UpToDate, Dynamed and MD Consult, that may be suitable alternatives.

7 Conclusion
Library Services staff have worked hard over the last year to deliver improvements in services and resources for the benefit of library users and patients. We are very proud of our achievements and the quality of the services that we provide.

The forthcoming year will bring increased financial pressures which will require substantial changes to the way in which we deliver services in order to meet our financial targets. We will continue to improve our services to ensure they comply with quality standards outlined in the NSF for NHS Library Services. Further work will focus on our outreach activities, promotion of electronic resources and relocation of the library at Wycombe Hospital.

We will approach these many challenges with professionalism and dedication, whilst continuing to maintain the high standards that our customers are accustomed to and expect.
Appendix 1
The impact of Buckinghamshire Hospitals NHS Trust Library Service

Report of online survey conducted February – March 2009

2. What we did and why

We used an online survey to ask staff of Buckinghamshire Hospitals NHS Trust and Buckinghamshire PCT:
- about the sources of information they used, whether provided by the Library Service or other sources, to answer questions about patient care
- whether the information found had a positive impact on patient care via changes in practice, eg treatments, tests ordered etc
- avoidance of risks, eg unnecessary tests, patient mortality
- whether the information found had an impact on their learning or teaching activities
- for narratives or stories that could be used to promote the Library Service

3. What response rate did we achieve

Responses were recorded for 195 staff from Buckinghamshire Hospitals NHS and these are collated in the Appendices (available on the library website at http://www.buckinghamshirehospitals.nhs.uk/library-news.htm). The majority of responses were from nursing staff.

Just five people from Buckinghamshire PCT responded. It is not clear why the response rate was so poor for this group. The collated data is presented in Appendices although the results of such a small sample cannot be considered meaningful.

4. What the results showed us

- Over 50% of respondents preferred using informal or professional networks, or a search engine such as Google
- Search results provided by the Trust librarians were believed to be of better quality and comprehensiveness
- 25% of those who did not use a librarian just did not think to ask!
- There may be issues over access to, or knowledge of, the Library Service, or the speed of response to queries
- Many respondents felt confident to search for information themselves
- Information retrieved appears to be having a significant impact upon patient care, either through changes in treatment or avoiding unnecessary procedures
- Impact on patient care reported is mostly direct, related to specific cases and specific treatments
Some respondents also indicated an influence on guidance and the development of care pathways
Information, once provided, is not ‘dead’ and continues to influence patient care through formal, and informal, teaching and learning activities

Some responses or significant stories extracted from the data that demonstrate a positive impact on clinical outcomes:

- Helped me to formulate a plan when talking with a patient with a terminal diagnosis
- I have abandoned some traditional methods of doing things in favour of evidence-based practices proven to improve patient outcome.
- I was able to plan for the patient visit in advance taking more appropriate information and therapy advice sheets with me. I was able to better answer patient questions. I was able to provide a more accurate prognosis
- Patient feedback indicated that the inclusion of this new information helped them understand the issues and how they could apply it to their lives.
- It has helped to support a bid for funding service development that has the key aim of improving quality of life after a stroke
- The particular information I followed up from a conference has led me to identify precautions to be aware of with each patient on every visit prior to even gentle exercise. This will hopefully lead to effective sessions with no adverse effects.

5. What we will do now

It is encouraging that some staff are aware of the Library Service and that they have been able to use the information to improve patient care, avoid unnecessary procedures, develop their own knowledge and skills and to use this new knowledge to teach their colleagues.

However, it is clear that many people are not aware of the range of services offered by the Library Service, how we can help them or even that the service exists!

The survey has captured some evidence of the library’s positive impact on clinical outcomes. Yet, it is apparent that we still have work to do in order to promote the resources we provide and to be thought of as the first ‘port of call’ for staff looking for accurate and accredited information.
We will therefore be examining our marketing and promotional activities to ensure that all staff know the following about the Library Service:

- The service is available to **ALL** staff of the acute Trust and PCT
- Information that we provide can help staff deliver better patient care
- That many of our services are available online, at the point of care, 24 hours a day
- We can help staff save time and money

*Summary based on a report written by:*
*Mark Bryant and Sue Lacey Bryant*
*15th April 2009*
## Appendix 2 – Objectives and Key Deliverables 2009-2010

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<th>Objective</th>
<th>Key Deliverables</th>
<th>Completion Dates</th>
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| Inform all stakeholders and library users of 2008/9 progress and achievements | - Produce annual report, including objectives for 2009/10, and circulate to key staff.  
- Publish annual report on Library website                                                                                                                    | July 2009        |
| Support Trust staff to provide best clinical care and improve clinical outcomes for patients            | - Appoint Clinical Outreach Librarian  
- Promote outreach services to Bucks PCT staff  
- Increase use of electronic resources and Athens registrations  
- Initiate trial of point-of-care resources and evaluate for potential purchase  
- Assess and update resources for nursing staff to ensure these are relevant to their needs  
- Produce at least 10 new library subject guides                                                                                                       | Aug 2009-Oct 2009 |
| Implement NSF for NHS Library Services following Baseline Assessment       | Develop action plan to ensure library services are fully compliant for NSF Service Standards deemed Core and Essential criteria                                                                            | Oct 2009         |
| Update library services strategy in consultation with stakeholders and library users | New library strategy written and approved by the Buckinghamshire Hospitals NHS Trust Board                                                                                                                      | Mar 2010         |
| Support Trust’s leadership programme                                       | Initiate trial of Business Books database and evaluate for possible purchase                                                                                                                                     | Sept 2009        |
| Support e-learning initiatives and self-directed learning                  | Liaise with Training and Development Dept to provide computer facilities for e-learning and self-directed learning opportunities                                                                               | Ongoing          |
| Ensure that library environment is fit for purpose and complies with relevant quality standards of provision | Work with Estates Dept to relocate Wycombe library to new accommodation on-site, ensuring that it is appropriate for the diverse needs of library users and service provision | Mar 2010         |
| Ensure good financial management                                           | Evaluate journal collection and point-of-care resources for value for money                                                                                                                                       | Ongoing          |
| Contribute to whole system recovery within Buckinghamshire                 | Contribute to pathway development to ensure these are evidence based                                                                                                                                             | Ongoing          |
| Improve the library users’ experience                                      | All library staff to attend Service Standards training                                                                                                                                                           | Dec 2009         |
| Library staff equipped with the skills to deliver appropriate information services in line with user needs | Library staff to take opportunities for further training in accordance with their personal development plans and where budget allows                                                                            | Ongoing          |
Appendix 3  Levels of confidence using various information resources before attending a library skills training session and 6 weeks later

Confidence using NHS Evidence

Confidence using NHS Specialist Collections

Confidence using Electronic Journals
Confidence using Cochrane Library

Confidence using Healthcare Databases, Medline, CINAHL etc
Appendix 4 – Trust Library Services Staffing Structure

Sandra Hatton
Director of Human Resources

Jennie Kelson
Library Services Manager
1 WTE

Elaine Watson
Site Librarian (STM)
1 WTE

Claire Coleman
Site Librarian (WYC)
0.6 WTE

Lesley Martyn
Site Librarian (WYC)
0.4 WTE

June Kendell
Snr Library Assistant (AMG)
0.6 WTE

Sue Stainthorpe
Snr Library Assistant (STM)
0.8 WTE

Margaret Hamdi
Snr Library Assistant (WYC)
0.6 WTE

Sib Shah (until Dec 08)
Snr Library Assistant (WYC)
0.4 WTE

Katie Neale
Snr Library Assistant (STM)
0.2 WTE