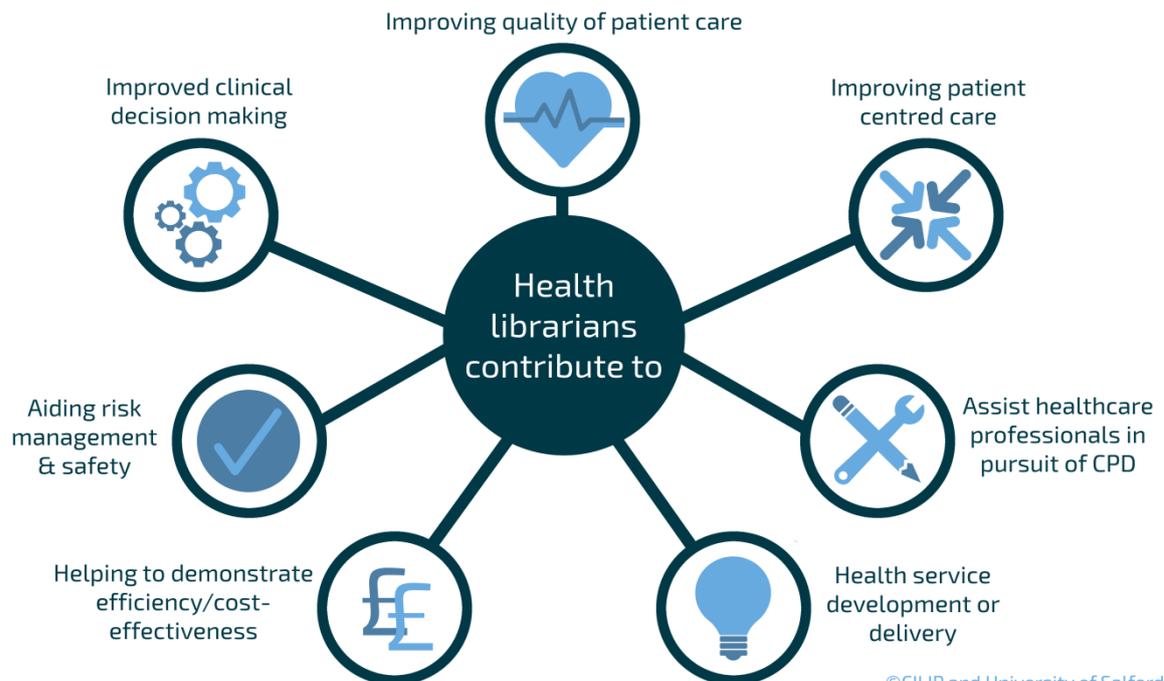


Library & Information Service

Annual Report 2017/18



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By Catherine Micklethwaite
Library Manager

Background

The Library and Information Service (LIS) has had an exciting year and has developed a number of new initiatives, most notably providing the evidence-base for Joint Clinical Effectiveness Group (JCEG) decisions, launching our new discovery system, and undertaking research on the future of resource discovery in the NHS in England on behalf of Health Education England (HEE).

Services

The Torbay & South Devon LIS currently provides the following services:

- synthesised literature searches
- training
- document supply/inter-library loans
- current awareness
- clinical resources
- health & wellbeing collections
- patient information
- inductions for new users
- computer workstations
- quiet study areas
- group study space
- 24/7 access to resources
- laptop loans
- regional OpenAthens administration

Library users

The LIS supports a diverse user-base:

- Consultants
- Doctors
- Nurses
- Allied health professionals
- Bank staff
- Students on placement
- Trainee health and care professionals
- HCAs
- Managers & admin staff
- GPs
- Commissioners
- OpenAthens users (25,000 regionally, over 1,000 local users)
- Public health
- Rowcroft Hospice

Snapshot from 2017/18

- Number of library staff = 4 (3 permanent; 1 graduate library trainee)
- Total library members = 2,406
- New members this year = 437
- Total book loans = 4,971
- Inter-library loan requests = 531
- Number of print books = 4,971
- Number of e-books = 1,128
- Number of e-journals = 8,718
- Library webpage views = 12,661
- Major databases = UpToDate / ClinicalKey / Clinical Skills / Evidence Updates

Impact over the past year (2017/18):

Literature searches

The LIS provides the evidence-base for decisions made by the Joint Clinical Effectiveness Group (JCEG) whether to suspend, modify or create new clinical treatment. Last year we provided 9 in-depth literature searches to support their decision-making:

- Effectiveness of surgery for meniscal tears
- Nutritional support for malnourished medical inpatients
- CT scans of ED patients with non-acute upper or lower respiratory tract symptoms
- Cost effectiveness of shared decision making
- Effectiveness of arthroscopies in diagnosis/washout of hip, shoulder and knee joints
- Treating hyperhidrosis with botulinum toxin A
- Effectiveness of mandibular splints in reducing snoring and how they should be fitted
- Likelihood of epiphora being an indicator of a benign or malignant tumour
- Whether Xen Gel stents reduce eye pressure in patients with glaucoma

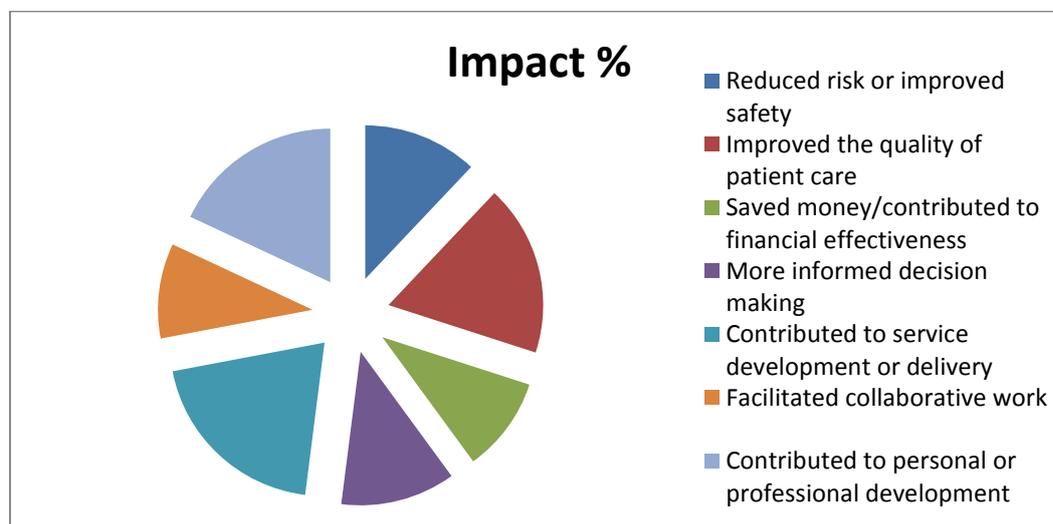
To support Directorial-level staff in making critical decisions, the LIS undertook literature searches on:

- Integrated care organisations (ICOs) and how they are structured
- Optimum size of ICO footprints
- Nurse-led discharge
- Using telehealth to improve outcomes for outpatients, and its cost-effectiveness
- Use of telehealth to facilitate interprofessional communication between primary and secondary care

The LIS also provided a number of literature searches to medical and nursing staff.

The literature search service we offer provides an in-depth search of the available evidence, fair and impartial conclusions, and saves considerable staff time. In addition to this service, we also train a number of staff each year on how to search the various databases to sustainably enable staff to undertake their own searches. Training statistics are available in Appendix 1.

From the completed impact assessment forms, the impact of our literature search service is as follows:



Feedback on the impact of our literature service:

allows us to delve to some depth into areas where we might fear to look or make poor judgements

it has certainly saved a lot of time – but the quality, completeness and independence of the surveys is more important than the time

I am very grateful for the help from the library and it will have a direct impact on patient care and safety in the long term

invaluable service that our library provides

Helping staff stay on top of new research

The LIS offers an Evidence Updates (KnowledgeShare) service, emailing staff new evidence in their chosen topic areas as it becomes available. We currently have 97 users signed up and regularly publicise this service and promote it to new starters.

just wanted to say thank you and what a tremendous facility this is

ensuring clinicians remain evidence based and current with assessments and treatments is paramount. You help to facilitate this

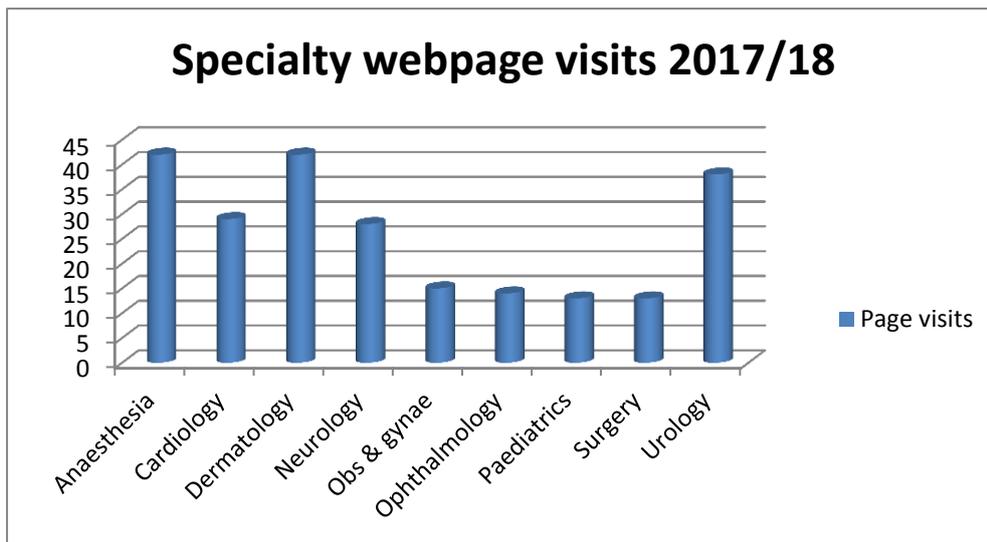
excellent initiative which prompts me to extend my reading as well as searches done in places I would not think of

there is little time in the NHS to keep up to date with research and this is a way that I am enabled to do so. I think it is a very useful service

Specialty pages on our website link to the latest available print books, e-books and journal titles in each topic area. Specialties currently covered include:

- Anaesthesia
- Cardiology
- Dermatology
- Neurology
- Obstetrics & gynaecology
- Ophthalmology
- Paediatrics
- Surgery
- Urology

More topics will be added next year.



We also have a [Hot-off-the-Press](#) webpage offering links to various bulletins, blogs and news sites. This page has garnered 177 visits over the past year.

Next year we will have a renewed focus on marketing and promoting the Evidence Updates service and Hot-off-the-Press website.

Training

The LIS provides 1:1 and small group training on information skills such as searching databases for the latest evidence-base, referencing sources correctly, utilising twitter, and using advanced search options on Google. This year, we have trained 139 members of staff.

excellent journal database searching class. This has been so useful for my postgraduate work

that was incredibly helpful

very worthwhile. I'll come back if I've questions

the 1:1 study sessions are really helpful

Discovery work

This year the LIS went live with a new discovery system, enabling TSDFT staff to search and access all LIS-purchased resources from a single streamlined platform. Following the success of our implementation, several other Trusts in the South are implementing the same platform. We have played a key role in setting up a regional consortia purchase agreement, bringing down the cost of purchasing these systems by £1,000 by Trust, and have provided technical help and expertise to other Trusts implementing the system. Statistics on the usage of Discovery Search are available in Appendix 1.

Off the back of this work, we were asked to undertake some research on behalf of Health Education England (HEE) into the future of resource discovery in the NHS in England. This comprised surveys into library management systems and discovery systems currently used in England, demos of various products on the market, site visits to NHS Scotland and NHS Wales, and desk research. This work will feed into an options appraisal and a business case for national systems across England next year.

OpenAthens

The LIS is the regional administrator for the OpenAthens authentication service, which enables 25,000 staff from Trusts, ambulance services, public health, social services, commissioning organisations, GP practices and non-NHS provider organisations to access electronic NHS resources and search for the latest evidence-base. In the past year, the OpenAthens accounts for the South West have been used 230,911 times.

The LIS also presented at this year's OpenAthens User Conference, held at the British Library, London. The Library Manager gave two presentations: 1) as part of a panel, a discussion on whether federated access management has failed the end user; and 2) on a case study for implementing discovery systems. Next year there will be a follow-up webinar on the panel discussion.

Public and Patient Information

The LIS took the lead role in arranging for TSDFT, RD&E and Northern Devon Healthcare NHS Trust to provide training on safe digital health information resources to public library staff across Devon. Hand-outs of the various resources were distributed to all public library staff. The LIS also agreed with local public libraries to handle any health queries they may be asked by members of the public.

The LIS improved links with the PALS team and advice point in the main entrance, and highlighted trusted resources they could share with patients/members of the public if asked about any health issues.

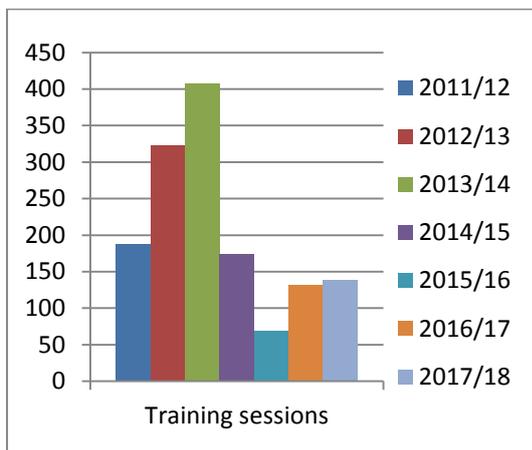
Focus for 2018/19

As part of the *Knowledge for healthcare: a development framework 2015-2020*, over the next year all NHS Library services are charged with continuing to prioritise public/patient access to information, mobilising the use of evidence-based information by Trust staff, and facilitating the spread of organisational knowledge. Our key areas of development for next year will be:

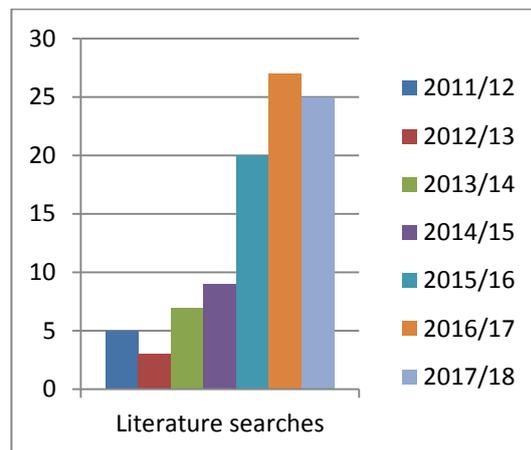
- Resource discovery – facilitating the implementation of national systems
- Literature searches – growing this service to provide the evidence-base for important decisions e.g. redesign of ED
- Current awareness – developing and promoting services to enable staff to stay on top of their specialties
- Communities of practice – supporting communities of practice through tailored bulletins and resource lists
- Training on demand – creating online tutorials to enable staff to get the best out of our systems
- Public/patient information – quality checking and updating Pinpoint Devon, as a tool for GP's to implement social prescribing
- Alternative learning – creating a virtual reality training pod within the LIS to enable staff and students to learn in a more interactive way

Appendix 1

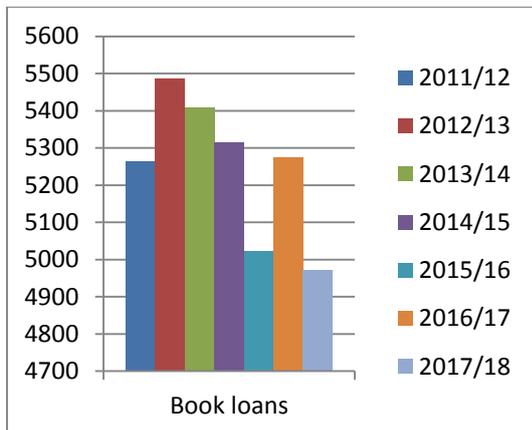
Snapshot of service usage from 2011 - onwards



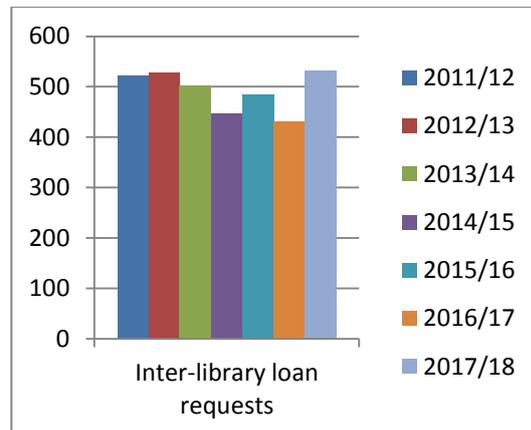
The number of training sessions are dropping due to information and resources being more readily discoverable and accessible and systems becoming more intuitive.



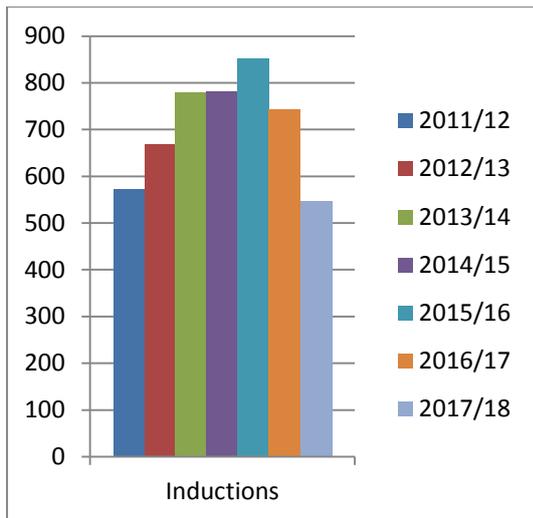
The number of literature searches undertaken on behalf of staff are increasing, which is a welcome trend. The LIS is trying to spread awareness of this service to interrogate the evidence-base on behalf of clinical and non-clinical decision-makers at any level.



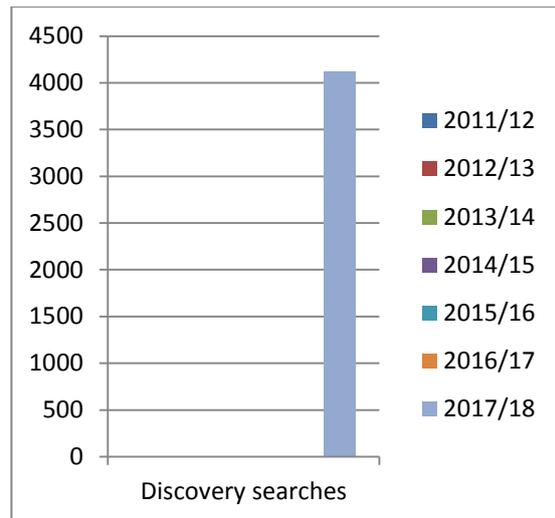
The number of print book loans is slowly decreasing. This could be due to a number of factors: there are fewer courses, more resources are available electronically, and the book stock is being made more relevant and current, thus users are finding single books to answer their needs.



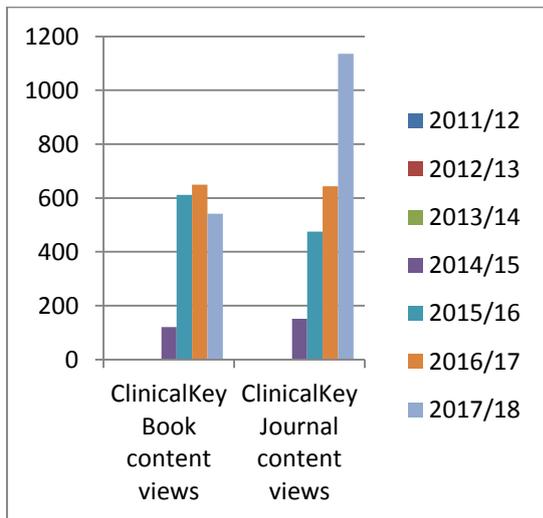
Following on from the implementation of our Discovery Search system in May 2017, requests for inter-library loans (books and articles) have been increasing because items are now more easily discoverable and the process to request items has been streamlined.



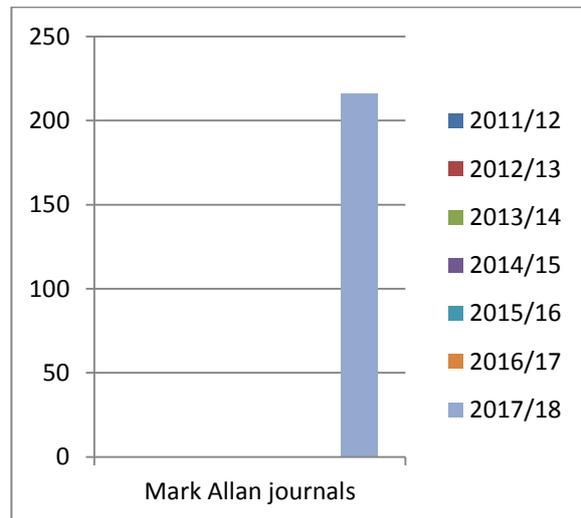
The number of inductions is decreasing due to cost-saving measures implemented by the Trust, which has resulted in fewer staff being recruited.



Discovery Search is a new system implemented in May 2017.



The substantial increase in journal content views is likely to be directly related to the implementation of Discovery Search.



The Mark Allan nursing collection of journals was a new collection purchased in 2017.