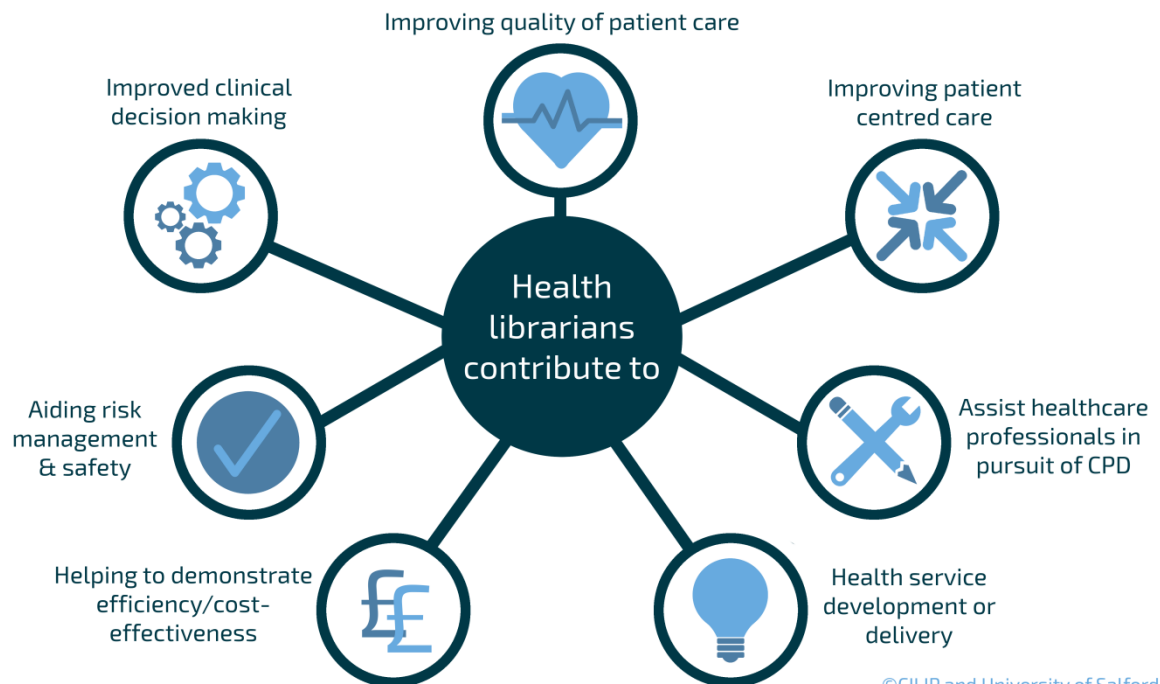


Library & Information Service

Annual Report 2020/21



©CILIP and University of Salford

By Catherine Micklethwaite
Library Manager

Background

The Library and Knowledge Service (LKS) has had another exciting year full of change and progression, despite having to deal with the COVID-19 impact. We were part of the procurement group for procuring a national discovery system. The system has been selected and will be rolled out nationally in September 2021. This is a ground-breaking implementation that will have a big positive impact on all NHS staff, as well as front-line staff in organisations that provide NHS-commissioned services, making it much easier to find and access evidence-based research.

Additionally, we are the very first NHS trust in England to enable single sign-on to OpenAthens, enabling all our staff and students to access evidence-based research using their trust computer credentials. This went live on 7th April 2021. It had been scheduled to go live a year earlier, but this had to be postponed due to COVID.

COVID-19 has also understandably impacted on library services this year. We physically closed the library for a short period in March 2020, then re-opened with Infection Control approved social distancing/COVID secure measures in place. As an upshot of this, we have fewer study desks than normal, but were able to maintain our PC offer which helped those undertaking e-learning to upskill or be redeployed. Given the difficulties with staff using and accessing the physical library over the past year, in response we have invested significantly in more e-journal and e-book packages to enable greater remote access.

Services

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

- synthesised literature searches
- training (predominantly online)
- 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
- virtual reality headset loans
- regional OpenAthens administration

Library users

The LKS 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 2020-21

- Number of library staff = 4 (3 permanent; 1 graduate library trainee)
- Total library members = 1701
- Total book loans = 2045
- Inter-library loan requests = 321
- Number of print books = 4899
- Number of e-books = 1933
- Number of e-journals = 12,818
- Major databases = ClinicalKey / MA Complete / Wiley Medicine and Nursing / Evidence Updates / Browzine / Health Business Elite / Royal Marsden platform / SocIndex / Emerald Health & Social Care Collection

Impact over the past year (2020/21):

Literature searches

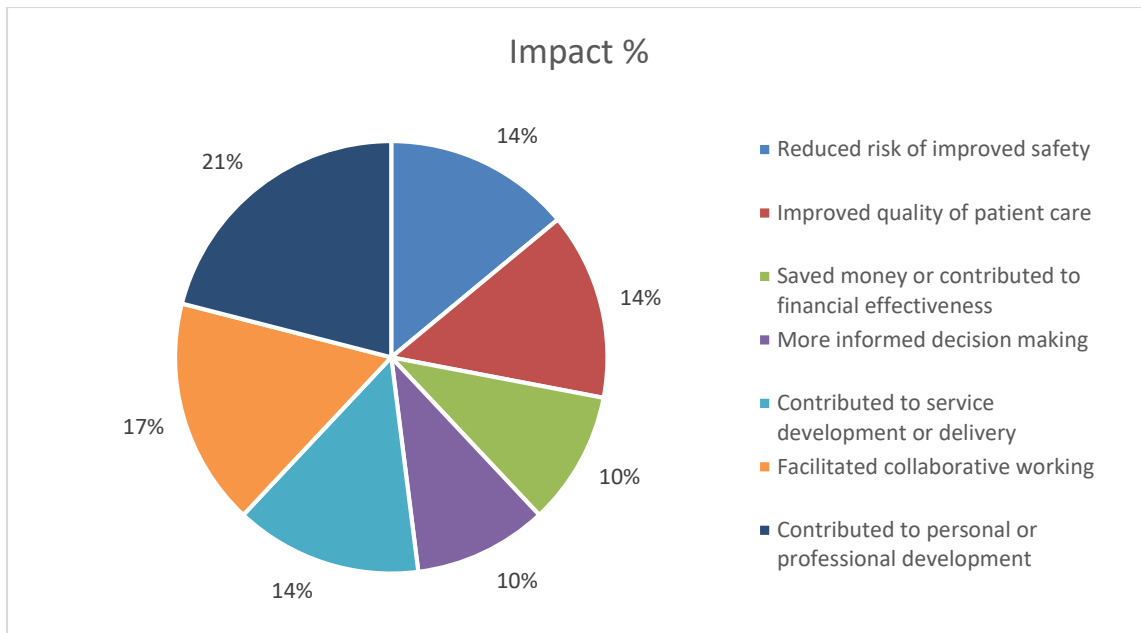
To support staff in making critical decisions, the LKS undertook literature searches on:

- Advancements in oncology technology & career progression
- Mask fitting and ethnic facial differences
- Loss of taste as a possible symptom of Covid
- Speech disorders in armed forces recruits
- Non-traditional delivery of moving and manual handling training
- Risk assessment of frontline workers in healthcare
- Virtual assessment of OT services for children
- Business partnering role in organisational development
- Mental health services for children, including impact of COVID-19
- Understanding the UK generic pharmaceuticals labour market
- Electronic discharge summaries
- Virtual assessment of SLT services for children
- Best practice in appraisals
- Risk assessment in clinical guidelines for clinical psychology - examples from other Trusts
- HR/OD offer to multi-generational workforce
- NAFLD, hypertension, hyperlipidaemia, hypercholesterolaemia in paediatric type 2 diabetes
- Peer health coaching in long-term conditions
- Anaphylaxis induced cardiomyopathies
- Management of out-of-hospital cardiac arrest patients with NSTEMI
- Frailty identification tools for younger people and those with learning disabilities
- Prehabilitation service for cancer patients
- Inappropriate use of non-sterile medical gloves, hand hygiene compliance, cost and plastic waste reduction
- Effect of stopping feeds prior to procedure on malnourished patients
- Clinical safe holding of children for procedures
- ICO, acute & community trust mental health strategies
- Reducing attendance at ED
- Individual service funds
- Hand therapy for wrist fractures - grip strength & falls risk
- Attitude of parents to inhalational induction of anaesthesia
- Singing for post-critical care recovery

The literature search service we offer provides an in-depth search of the available evidence, fair and impartial conclusions, and saves considerable staff time. As the searches above show, we have been supporting the trust to respond to COVID-19, as well as improving clinical services and improving our managerial offer to staff.

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 LKS offers an Evidence Updates (KnowledgeShare) service, emailing staff new evidence in their chosen topic areas as it becomes available. We currently have 122 users signed up and regularly publicise this service and promote it to new starters.

Some of the feedback we have received from this service:

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

We purchased Browzine in 2018 which is an app/website platform that enables users to keep track of the latest articles published in journals in their subject area. Users are alerted to the new table of contents when it becomes available and are able to access the full-text of the article in a single tap. Useful articles can then be saved on the device for future reference. Over 1,200 articles have been downloaded on Browzine over the past year - see Browzine usage statistics in Appendix 1.

As part of our Browzine subscription, we also get access to Libkey Nomad. This is a really useful browser extension that provides single-click access to the full text of an article from publisher websites, Pubmed, Google Scholar and Wikipedia irrespective of the platform via which we have access. In collaboration with the IT Department, this browser extension has now been enabled in both Chrome and Edge on all trust PCs.

very nice and convenient

as a nurse, I feel I have much less access to journals because I don't subscribe to the professional medical bodies, so this is a really useful tool

it has been really helpful, and very practical and user friendly

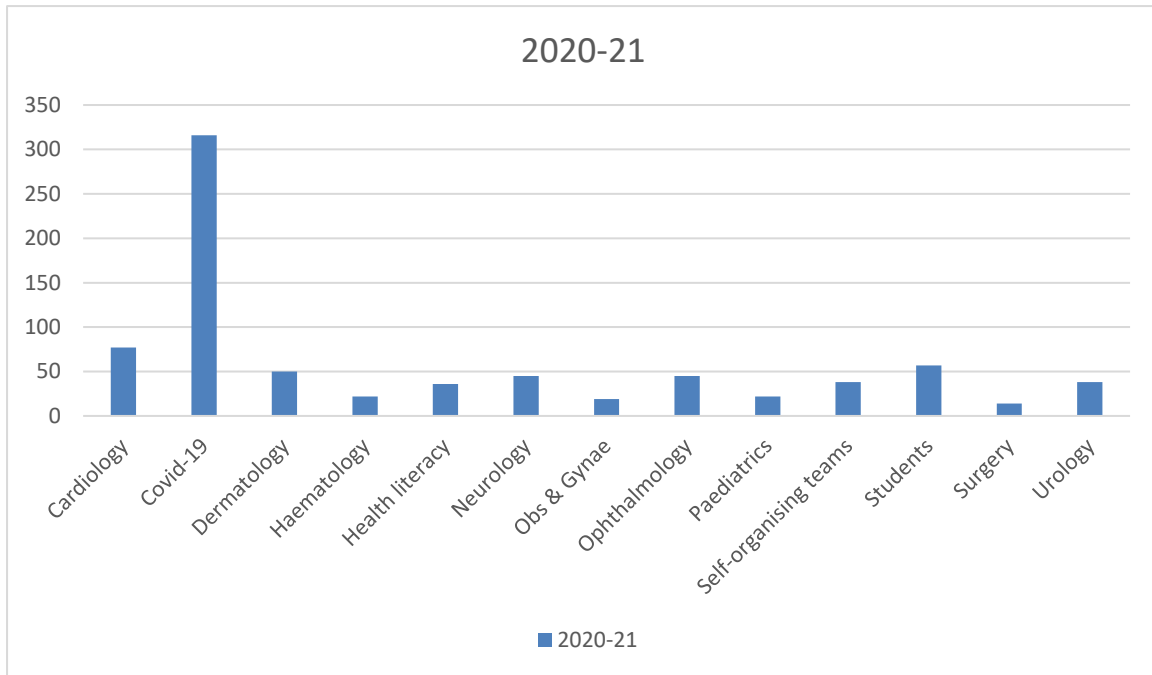
brilliant app

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
- GPs and Practice Staff
- Haematology
- Health literacy/patient communication
- Neurology
- Obstetrics & gynaecology
- Ophthalmology
- Paediatrics

- Self-organising teams
- Students
- Surgery
- Urology

More topics will be added next year. The 2020-21 uptake of these speciality pages have been as follows:

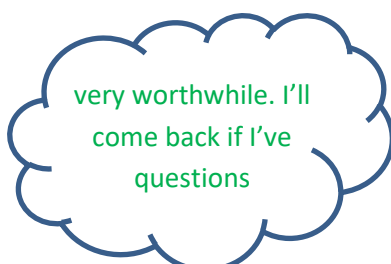
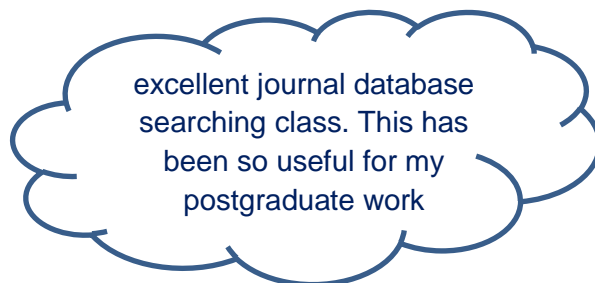


We also have a [Hot-off-the-Press](#) webpage offering links to various bulletins, blogs and news sites, which was visited 499 times.

Training

The LKS 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 73 members of staff.

Some of our feedback has been:



Discovery work

This is the fourth year of running Discovery Search, our discovery system. It is proving very popular with users. The usage statistics are encouraging and related databases such as ClinicalKey that are accessed through Discovery Search generally show an increase in usage, although this year usage for most of our resources is lower due to the impact of COVID-19 and normal business being interrupted. Statistics on the usage of Discovery Search and allied databases are available in Appendix 1.

This year we have worked in collaboration with Health Education England on the procurement of a national discovery system and its phased roll-out. The initial phase will provide a single 'national' instance of discovery for organisations that can only access nationally-purchased content, as well as 'local' instances for a further 265 organisations that have additional locally-purchased content. In addition to this, the initial phase will also include data from the regional library catalogue in the South for instances falling within this geographic location. This initial phase will go live in October 2021. The Library Manager is contracted to work 2 days a week on this implementation.

When accessing online resources, whether through Discovery Search, Browzine or Libkey Nomad, all our users have to authenticate via OpenAthens. On 7th April 2021, we will become the first NHS trust in England to enable this authentication to happen via single sign-on. This means that all trust staff will be able to automatically access online resources using their trust computer username and password, irrespective of device or location (similar to how we access the Hive). We are piloting this innovation to evaluate whether it drives up usage of resources and whether it provides an improved user experience.

Access to online resources

The LKS have reinvested funding received for undertaking the national discovery work into purchasing additional e-journal and e-book packages, including Emerald Health & Social Care collection, SocIndex and nursing e-books to facilitate quick and easy access to additional resources covering both health and social care.

OpenAthens

The LKS 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 90,336 times.

Public and Patient Information

As part of its remit to deliver public and patient information, the LKS is involved in Pinpoint Devon, which is used for the public and patients to access current, reliable data on local services. We are actively working with Devon County Council to keep this data current.

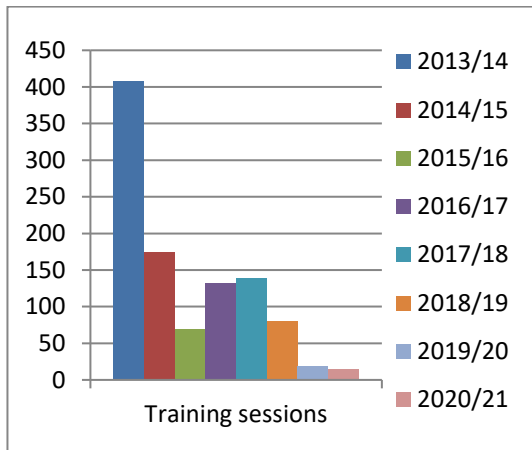
Focus for 2021/22

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:

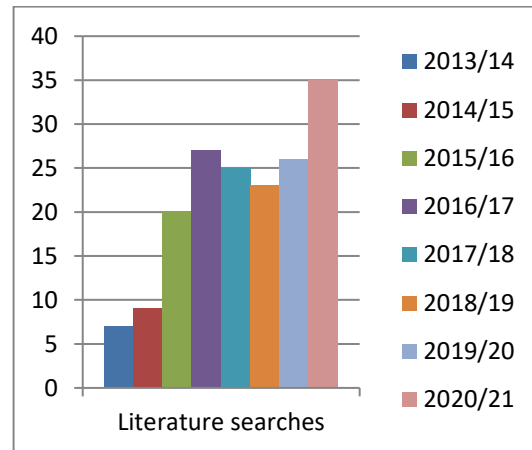
- Clinical Librarian post – submit a business case to the Trust to fund a Clinical Librarian post. We have insufficient capacity within the current team to handle the increasing amount of evidence search requests we are receiving, and there is proven interest for us to substantially increase this role
- OpenAthens single sign-on (SSO) – monitor usage to see if offering SSO has an impact on driving up usage of high-quality resources and provides for a better user experience. The goal is to facilitate and encourage staff to examine the evidence base before making decisions
- National discovery system roll-out – complete the phase 1 roll-out and start working on the phase 2 roll-out, as well as supporting libraries with the phase 1 implementations
- Physical library space – in line with funding received from the University of Plymouth Medical School to improve Horizon Centre resources for Undergraduate Medical Students on placement, we will be re-designing the library, making the space more multipurpose and fit for new COVID and post-COVID working and studying requirements
- Library membership – combat the adverse impact of online inductions, implemented as a COVID security measure, on library membership and interaction with the library

Appendix 1

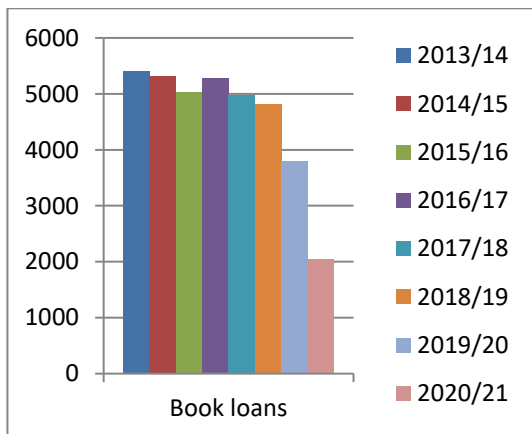
Snapshot of service usage from 2013 – onwards



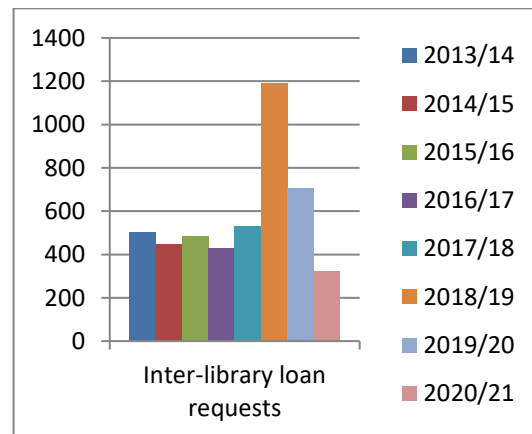
The number of training sessions are dropping due to information and resources being more readily discoverable and accessible and systems becoming more intuitive. Over the past year, COVID-19 has negatively impacted on training requests.



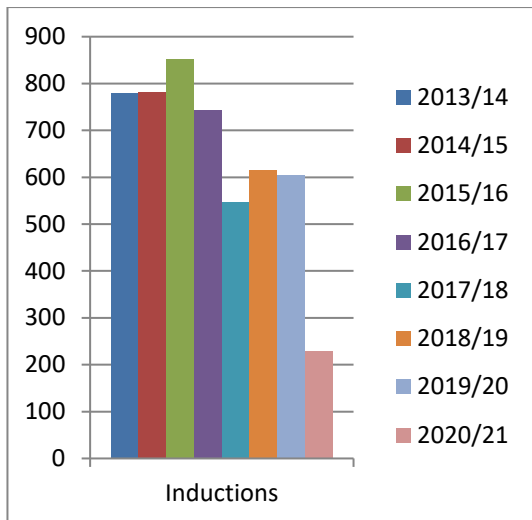
The number of literature searches undertaken on behalf of staff are increasing, with an identified need for more capacity to handle these. The LKS will put forward a business case for a clinical librarian post to meet demand.



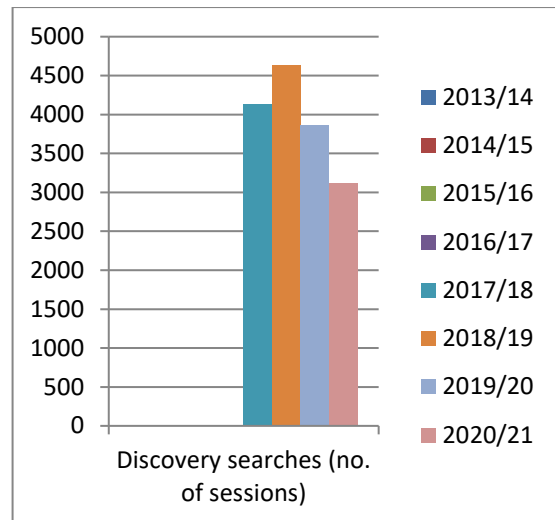
The number of print book loans is slowly decreasing. This could be due to a number of factors: there are fewer courses, more resources are available electronically, and the book stock is being made more relevant and current, thus users are finding single books to answer their needs. The significant reduction in the past year is likely due to COVID-19.



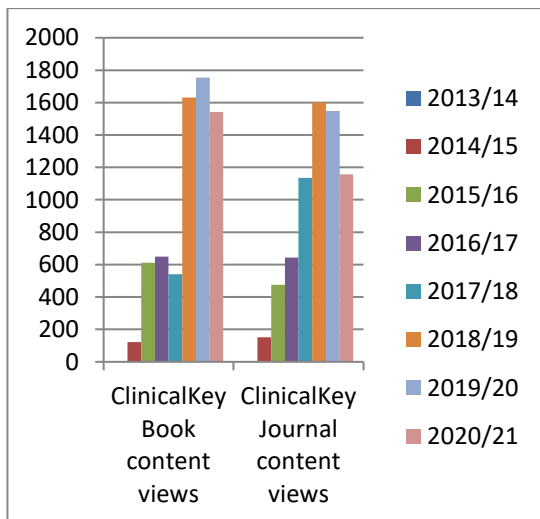
Following on from the implementation of our Discovery Search system in May 2017, requests for inter-library loans (books and articles) have been increasing because items are now more easily discoverable and the process to request items has been streamlined. The significant reduction in the past year is likely due to COVID-19 and many publishers making COVID-related articles freely available.



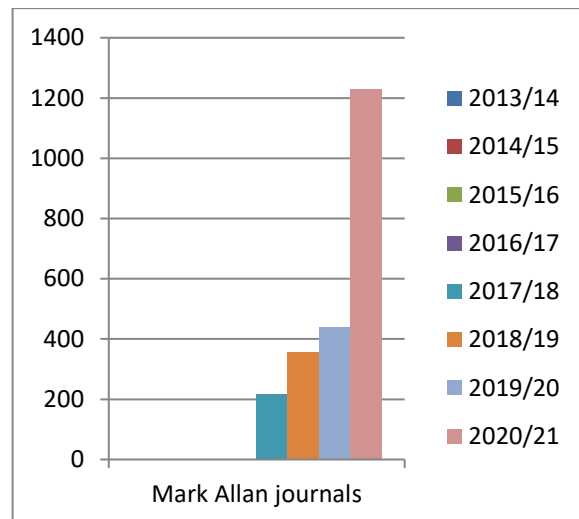
The number of inductions is decreasing generally due to cost-saving measures implemented by the Trust, which has resulted in fewer staff being recruited. The significant reduction over the past year is due to COVID-19. The change to virtual trust inductions has meant that we cannot have a stall in the TREC Foyer anymore, and we no longer get all clinical staff referred to us for inductions.



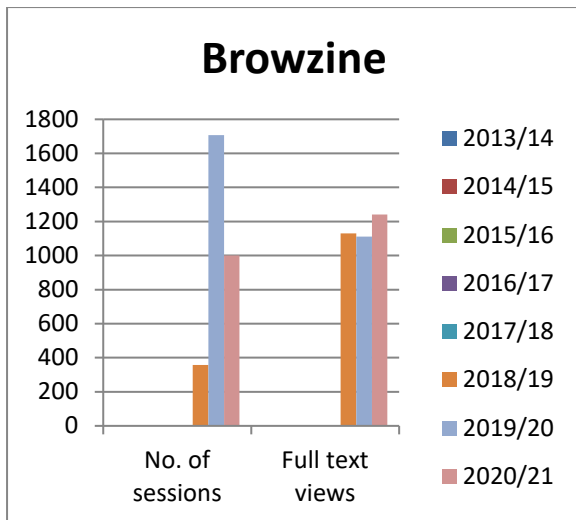
Discovery Search is a new system implemented in May 2017 that provides a single platform from which to search all library content and access full-text articles. Although it is likely that some of the initial load from Discovery Search is being taken up by Browzine/Libkey Nomad, this platform will be more widely promoted next year. The restrictions on physical library inductions may be playing a part in this.



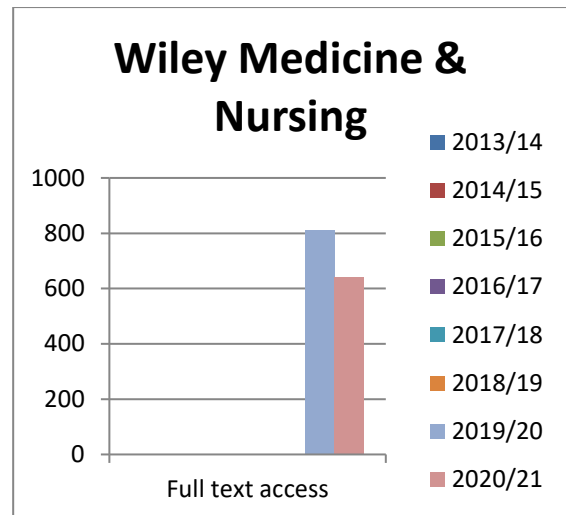
Journal content usage has dropped this year, in line with Discovery Search usage dropping. We will have more focus on promoting tailored ClinicalKey content to new students and junior doctors.



The Mark Allan nursing collection of journals was a new collection purchased in 2017. An extra 9 journal titles were temporarily added to this collection in 2019, but removed in 2020 when value for money was not evidenced. This is the only collection to have seen a large increase in the past year.



Browzine is a new service purchased in 2018. It is an app and website platform that provides access to digital tables of contents with direct links to full text, enabling users to save useful articles to their device for future reference



Wiley Medicine & Nursing is a new collection of journal titles purchased in 2019.