

Library Annual Report 2016-17



Knowledge for Healthcare Vision Statement:

“NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement.”

The Dorset County Hospital Library offers a high quality service to provide all Trust staff and learners the information resources in a cost-effective way. The Library supports evidence based practice, decision-making, research and learning. This review describes our recent activities and initiatives.

Strategic Objectives

1. Pro-active, customer-focused library & information service
2. Optimising funding for best value
3. Realising Potential
4. Developing Library and Information Services
5. Demonstrating Quality

Key achievements 2016-7

- A high score of 98% compliance according to LQAF criteria
- Increase in demand for literature searches (55)
- Increase in demand for information skills training (77)
- Increase in number of OpenAthens registrations (20%)
- Monthly information boxes to wards launched
- Reflection on Reading for Revalidation workshops launched
- The Trainee Librarian has become qualified and was promoted to Librarian in April 2017.
- All staff have attended CPD activities, including leadership, action learning sets, medical terminology and the CILIP Conference.
- The Library Manager is part of the national LQAF Refresh Task and Finish Group
- In summer 2016 a self-service kiosk was installed as part of the modernisation and redesign of the enquiry desk area.
- The seating area of the Library is temporarily re-purposed as a scanning bureau for the patient records digitisation project.

Looking ahead...

We are in the third year of Knowledge for Healthcare, published by Health Education England (HEE) . HEE has identified two areas for NHS libraries to focus on:

- Mobilising knowledge and evidence
- Supporting patients and the public with their information needs

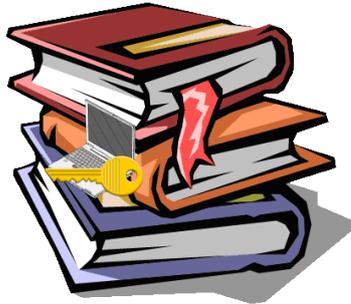
These are new areas for this library so we are working to address any gaps in training for the library staff.

Snapshot 2016-7

243
library
inductions



2,592
loans in
circulation



Over 500
article
requests
fulfilled



20% of Trust
workforce=
OpenAthens
users



77
users
attended
information
skills training



55
literature
searches
carried out



Feedback from user survey

User Survey 2016

Aims:

- To obtain feedback about users' experience of and satisfaction with Library Services
- To identify areas in need of improvement and development
- To demonstrate the positive impact of the Library services (aligned with LQAF 1.3c)
- To meet the needs of different customer/staff groups (aligned with LQAF 5.3a)

Please tell us about the things that you like about Dorset County Hospital Library that you think work really well, or something you think we should keep doing.

“fortunate to be able to access such an excellent resource within my work-place.”

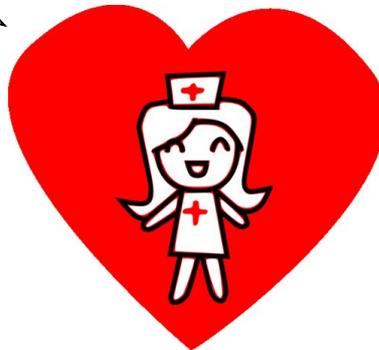
“they always try and get the books you require, no matter how obscure or difficult.”

“helpful and efficient, always going that extra mile.”

“fast, efficient and extremely helpful”

“A great space away from the ward, enabling access to intranet and hospital emails etc plus a space to read and get info for studying. Very lucky to have it.”

“having regular updates on articles and papers that are in my area of practice and could affect the way I work.”



Feedback from user survey, continued

Please suggest any ways in which the service you receive from Dorset County Hospital Library could be improved. We welcome the comments and suggestions of those who do not currently use the service.

| Respondents said.... | What we're doing... |
|---|--|
| Easier access to the physical library books and journals for those that are not based at Dorset county but out in the community with a slightly longer borrowing time (to include time required for returning items) would be really helpful. | Pop-up libraries in the community hospitals are being used to market our services to the community. Some users can use the brake to return items to the library. |
| It would be good if they did workshops for those that have been out of academic study for a while to cover literature searches, accessing articles and referencing systems. | Basic searching and information skills workshops are on offer on Wednesday afternoons. |
| Monthly promotion of one of the library services to raise awareness of what's on offer? | This is a good idea, we will promote a different aspect/ resource of the library service each month on website, Twitter and pop up libraries. |
| Being able to issue books out of hours would be very useful. | Users can now issue items using the self-service machine. |