Library & Knowledge Service Annual Report 2023-24

Contents
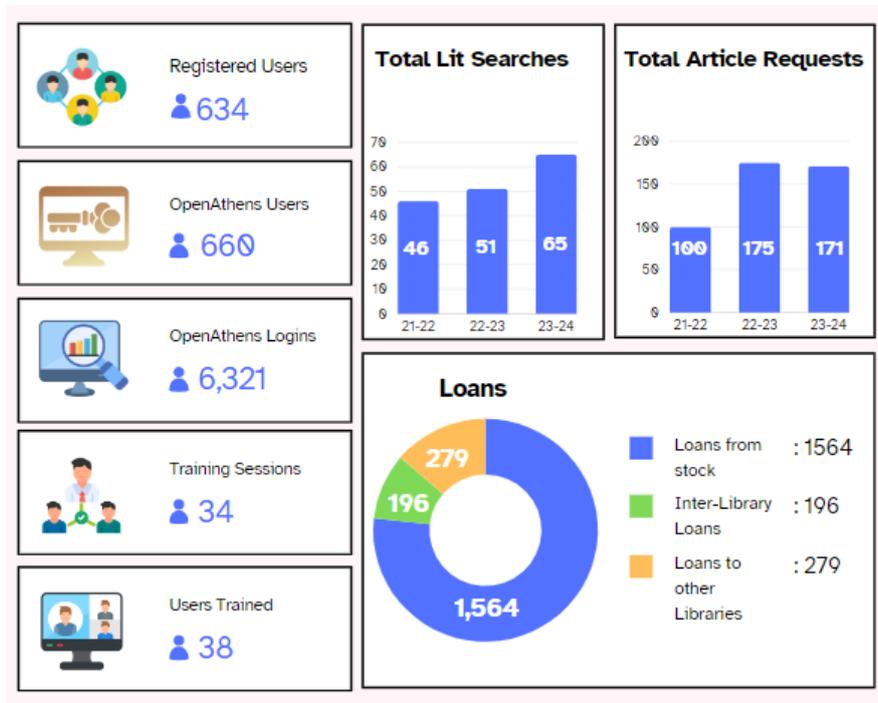
Key achievements

- We removed 1,842 books that were ten years or older
- We purchased 781 new books
- We reclassified our physical stock to be in line with the National Library of Medicine (Wessex), rather than Dewey Decimal.
- We saved approximately £15,000 by analysing resources and usage
- We have reduced the time taken to complete literature searches by 57%
- We produced 65 literature searches this year, an increase of 27%
- Of these 65, 13 were in-depth summarised searches or horizon scans
- We were nominated for a WUTH Staff Award under the category of EDI
- Our self-service machine is now fully working with the new software for out of hours loans
- We prevented 3 cubic yards of books being sent to a landfill

The Year in Numbers

Registered Users	Total Lit Searches	Total Article Requests
634	21-22: 46, 22-23: 51, 23-24: 65	21-22: 100, 22-23: 175, 23-24: 171

OpenAthens Users: 660

OpenAthens Logins: 6,321

Training Sessions: 34

Users Trained: 38

Loans
- Loans from stock : 1564
- Inter-Library Loans : 196
- Loans to other Libraries : 279

Changes within the Team

- In April 2023, the LKS Lead Jacqueline Pearce retired. She was replaced by Su Keill who had spent 7 years working in Dorset across two acute trusts and a large community trust. She has a strong background as a Knowledge Specialist/Clinical Librarian.
- In July, our FT librarian Liam Kaye left for a role in Higher Education at Liverpool University.
- We were able to recruit a new 1.0 librarian, Caitlynne Lancaster (started October 23) – who had spent a year working for Dorset HealthCare University NHS Foundation Trust. Caitlynne's previous role was spent as a trainee Outreach and Knowledge Specialist.
- We are still supported by our 0.6 Librarian, Sally Gilligan, and our 1.0 Library Assistant Jen Perestrelo.

Outstanding Care – Provide the best care and support

- One of our librarians regularly attends the trust's Falls Steering Group meeting. We provide support with additional searches and have recently created a Falls Prevention bulletin to keep staff up to date with the latest evidence.
- Our LKS Lead is a part of the EDI Steering Group, and Workforce Disability Steering Group. During the last year we have provided in depth summarised searches on: Staff network social media, Staff network newsletters, Carers policy for staff, health passports, staff awards at other NHS Trusts
- Our Lead is also a part of the Research and Innovation Steering Group for the ICB region.
- Each member of the LKS team now sits in a minimum of one of the staff network groups. We have provided updates to these; for example, a menopause book list for resources held within the library.

- We attended events to support our networks: Say NO to Racism, Raising the PRIDE flag, Armed Forces network day.
- We have expanded our collection of books to align with the EDI strategic commitment (as part of the WUTH People Strategy) and continue to look for ways to promote the agenda across the trust.


Compassionate Workforce – Be a great place to work

Most serene place ever. Love the ambience and especially the puzzle game (though I have never completed it). Thank you so much for maintaining such a lovely tranquil place. It's therapy for me. – Feedback card left by Doctor Sancalan

- Users have fed back via different channels that the space has become a real place for wellbeing.
- We focused on adding plants, a puzzle table, and additional seating for those who do want to read on their breaks.
- The Read & Relax room still sees many staff using the space, especially for the beanbags.
- We saw an increase in footfall during the Summer months. The numbers fell in line with 22-23 during the Autumn/Winter months. Feedback focused on the heating within the building – if it was warm upstairs the library was cold.

Library Footfall
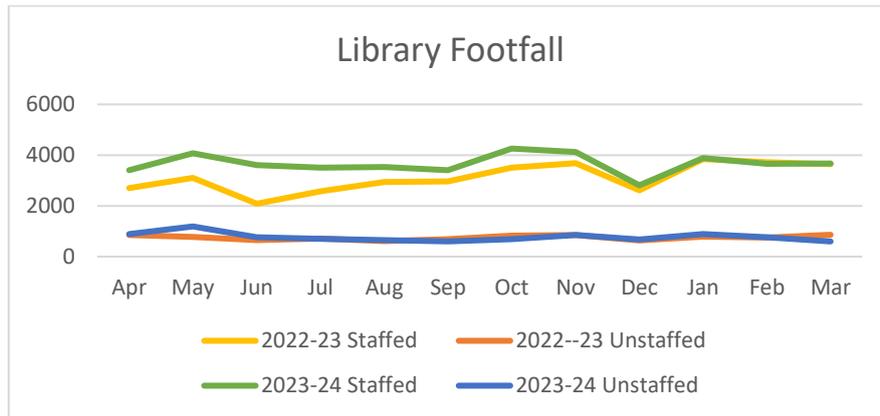
#PleasedToMeetYou aka Randomised Coffee Trials

- We officially launched #PleasedToMeetYou in September and gave WUTH staff two months to sign up for this event. This was in collaboration with our EDI colleagues as part of National Inclusion Week, and Kindness month.
- There were 32 signups for the first cohort. Due to Winter pressures, we gave participants until the end of January 2024 to meet with their match and sent a follow up survey.

  I think this is brilliant initiative and would really encourage others to do it. It gives you a new insight into things that Trust staff do which is all part of the overall WUTH service to patients. You also get to meet someone new and makes you feel part of #TeamWUTH! – Rachel Cobon, Communications and Engagement Specialist.

- The second cohort is now underway, with 11 new sign ups (26 total), due to meet and provide us with feedback towards the end of April 2024.

Addressing Burnout

We held 26 Drop Everything And Read (DEAR) sessions (a mixture of in person and virtually), and the topics we covered this year were:

- Pride Month
- Men's Health
- South Asian Heritage Month
- International Day of the Tiger
- Roald Dahl Story Day
- National Inclusion Week
- Black History Month
- Freedom to Speak Up
- National Black Cat Day
- Guy Fawkes
- World Kindness Day
- Christmas Around the World
- Holocaust Memorial Day
- Race Equality Week
- Galentines Day

- Mother's Day
- National Singles Day

> *I was coming off some anti-depressants earlier this year and the DEAR initiative has helped me massively and improved my sleep, so it really does work I have insomnia and reading every night before bed really helps me relax, so thank you for introducing that. – Anonymous Feedback*

The sessions are 30 minutes in length and ties in with research from the Reading Agency; thirty minutes of reading can reduce loneliness, stress, depression.

Every two months, book club is held in the library. It is organised by our library assistant Jen, and in collaboration with the Public Libraries and their librarian Kath, who facilitates the session with Jen, and provides the books for our staff to read.

> *Shout Out to the Library staff who organise and attend the Staff Reading Group. It's such a friendly and welcoming group, and so lovely to chat about books and have a break from work together.* – Anonymous feedback in the Staff Bulletin

We have seen an increase in staff joining. The busiest session had 18 people when we discussed the book *Faking Friends* by Jane Fallon.

Continuous Improvement – Maximise our potential to improve and deliver best

The LKS Lead wanted to streamline the literature searching service. After analysing statistics and examples of evidence searches, she decided to address some concerns:

1. The time it takes to provide an evidence search.
2. The format of the results that are sent to the end user.
3. The type of searches we provide.
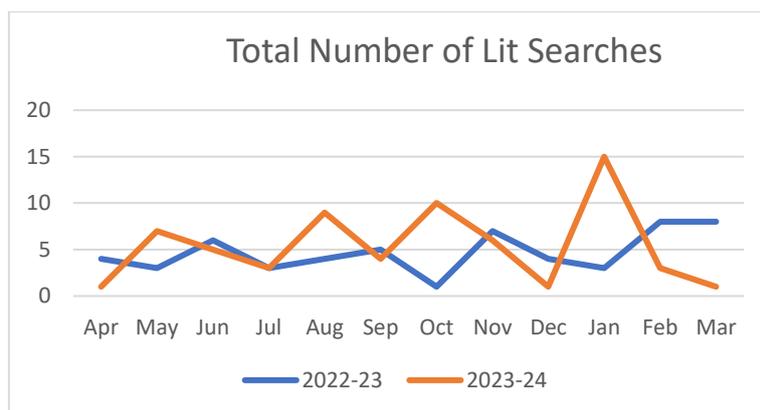
To reduce the time taken, the librarians and LKS Lead all performed the same search and analysed the results. The results showed that the librarians were spending too much time sifting through thousands of results, instead of filtering in the appropriate way.

As a team it was agreed, use the native interface databases first (according to search subject) e.g. Medline, Cinahl.

A second area which took large amounts of time was the formatting of results. Librarians were saving results and then copying and pasting large amounts of data into a template on word. Results were not sorted according to date or hierarchy of evidence. Some search results that had been sent in the past were over thirty pages long.

KnowledgeShare was purchased to reduce this time. The platform can be used to see if other libraries have run similar searches. It is easier to export results from databases and sort according to the hierarchy of evidence. A filled in report is downloadable into word, which can then be sent to the end user.

This concept was introduced in July, and from the graph below, the time taken has fell significantly. The two times it rose above the previous year's results, is due to an increased number of literature searches those months. Time taken in 22-23 (hours) was **332.** In 23-24 the time taken was **143.25, saving 57% of time**.
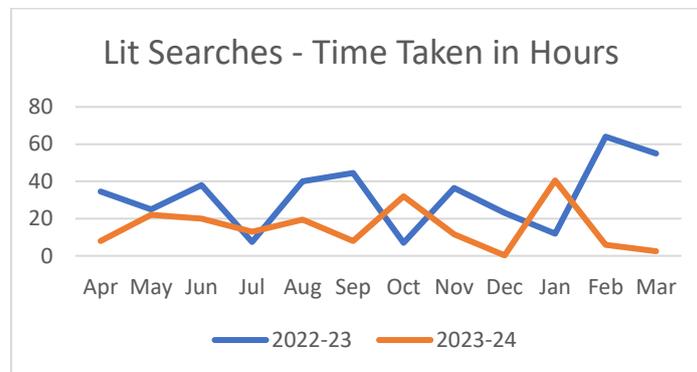
The service I received with the literature search was quick. I was asked a couple of extra questions in order to ensure my literature search focused on exactly what I wanted. I would definitely use the service again. - Nurse

We analysed the types of searches we performed. We have started to produce summarised & synthesised searches and horizon scans, which contain more detailed information. These searches can be used as a base for research or business cases/service improvement.

This year we produced more detailed searches on:

- Oliver McGowan training
- Mandatory training for volunteers
- Freedom To Speak Up web pages.
- How libraries can support research
- Innovation at other Trusts
- Transport policies for staff and patients
- Local induction processes at other trusts
- Taxi costs to NHS trusts
- eLearning content used at other trusts

The search has and will continue to enable evidence-based decision making at board level which will positively impact greatly on patient safety, it has already been used to present at Education

Governance and will progress to Medical Oversite board – Karl Christian, Interim Leadership and Organisational Development Lead

Reclassification

The biggest project this year was the weeding and reclassification of our physical book stock.

The library has used Dewey Decimal for book classification since it opened. This is a system found in public/university libraries as it covers a variety of topics. However, we found that books in our stock may be located in multiple places, and spine labels had a lot of numbers on them – difficult for our end user, and library staff to keep in order.

We analysed the age of the stock on the shelves. Books in medicine should not be older than 10 years, and for drugs 5 years – exception to the rule is psychiatry.

Early Summer we removed 1,842 out of date books and began the process of purchase and reclassifying. It took the team three months from September (when our new Library Management System launched, as we were able to edit the records) to December to take the books from the shelves, change the spine label and place in its new order.

The system we use is based on the National Library of Medicine (NLM); books are ordered according to their medical topic. The version used in the United Kingdom is called Wessex. The spine label will show 2-3 letters, a number, and the first three letters of the author. Visually easier to find and to see if out of place.


Resources

- We made a cost saving of approximately £15,000 this year. We analysed some of our individual journal titles and cancelled the ones with low use.
- Our yearly subscription to Oxford Specialist Handbooks was also cancelled, as this became an HEE National purchase (from April 2024).
- The money saved was used to fund UpToDate for an additional three months whilst other funding sources were sought.

- We adjusted our subscription with EBSCOs series of databases. We have stayed with CINAHL Ultimate (as it has a large collection of Nursing and AHP journals included) We downgraded MEDLINE to the Complete package – this enabled us to re-enter Consortia purchasing with other libraries in the region, which enabled us to save money in the long term.
- We negotiated with EBSCO and were able to provide access to both databases to Wirral Community at no additional cost. (This is reflected via NHS OpenAthens account).
- We continue to use Blackwells to source our physical stock as they provide us a no VAT option.
- We set aside £15,000 from our budget whilst reclassifying and weeding our stock. We purchased 781 books which amounted to £13,277. Whilst this may seem a large amount, this filled in the large gaps of books that were left after 1,842 books were removed. In turn we will spend less over the next couple of years.
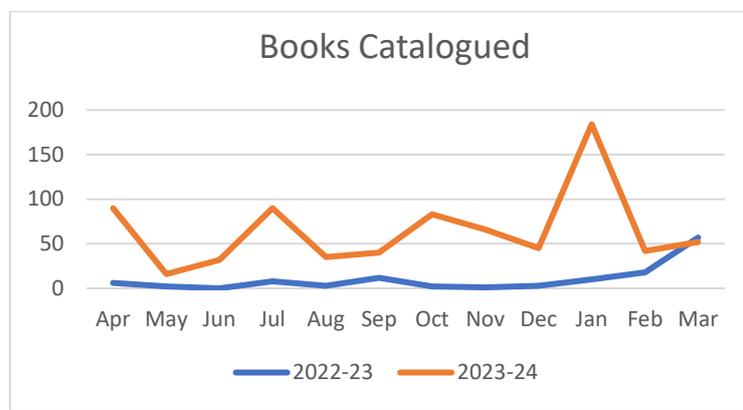
Our Partners – Provide seamless care working with our partners

Collaboration

After meeting with colleagues in the directorate, our Lead felt this was a good opportunity to showcase the work the LKS team could produce.

We explained the purpose of the summarised searches/horizon scans, for example the search on Mandatory training for Volunteers showed that other Trusts were going through a similar journey, which led to new relationships being formed across organisations.

We supported our Vocational Development team with a project for work experience in non-medical roles, from under-privileged areas of the Wirral.

Equality, Diversity and Inclusion

We have worked closely with our EDI colleagues to support increasing awareness across the Trust.

Part of this has been demonstrated in our DEAR sessions. We also create displays throughout the year to support various events, pictures below from National Inclusion Week, South Asian Heritage month and LGBTQ+ History month.

Research & Innovation

Aside from collaboration within our own directorate, we worked on building relationships with two teams that we felt could use the LKS team's expertise, which was Research & Innovation, and Service Improvement.

> *Following on from the meeting on Tuesday and the topic of innovation. This subject came up as part of the R&I Away Day last Autumn. As a group we felt that we needed to be better informed about the topic. Su kindly agreed to pull together a document. This is attached. She has done a tremendous amount of work and there is a lot to reflect on.* - Professor Simon Rogers

Achievements this year include:

- Attending R&I meetings with the ICB – occasional literature searches, feeding in updates from HEE's Community of Practice agenda on collaboration with ICB as part of a wider library service
- Attended AGM – display on Surgery.
- Research away day presentation – how both teams can work better together.
- Provided at least 4 in-depth searches

## Digital Future – Be a digital pioneer and centre for excellence

eLearning

Working with our L&D team, we have successfully added HEE's Health Literacy training module in to our ESR for all staff to access. This can be found in the staff Education Directory.

The purpose of this eLearning module is to introduce the concept of Health Literacy, including tools that can be used. We are in the process of launching a face-to-face session, where staff will be able to use some of these techniques together with others.

The map shows the level of health literacy for the region, currently at 41.5%, which is not as bad as the Liverpool region, but also not as good as the West Cheshire area.

If we can successfully run our follow up training session with staff, it will give us scope to work closer with other partners such as the Public Libraries.
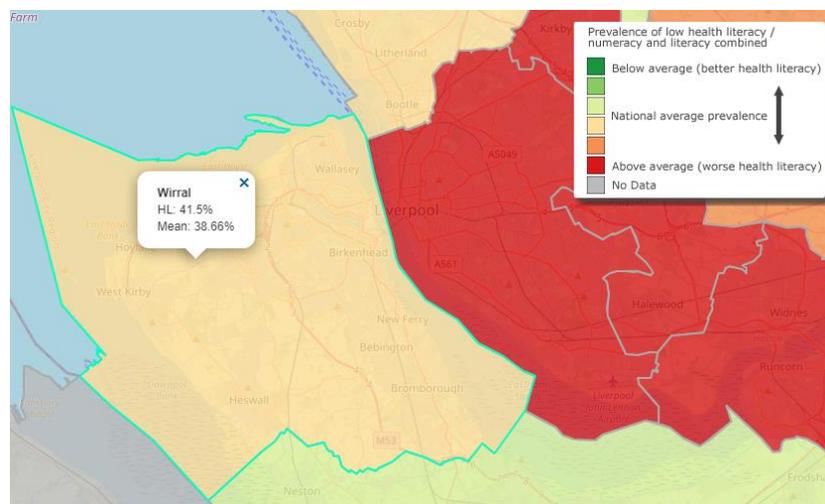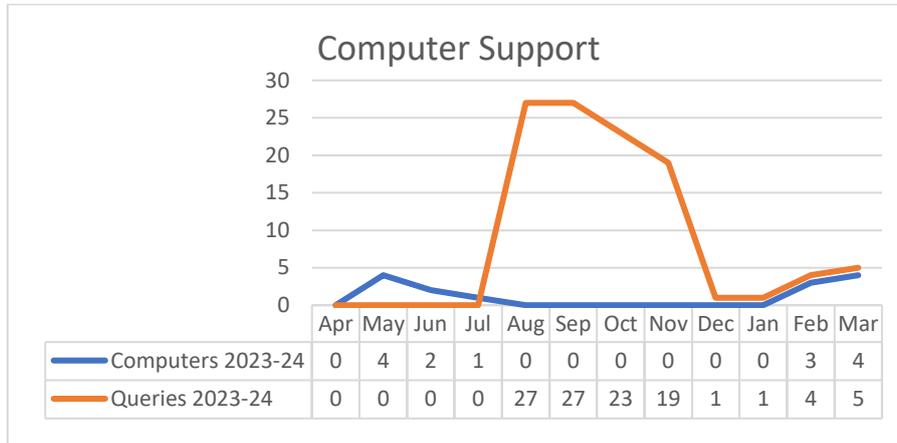

Computers for the Terrified

Our library assistant, Jen Perestrelo, took on a project to support the Vocational Development team in the Summer of 2023. Jen was able to reach out to the Hotel Services department – and was able to show staff how to access ESR. She held two sessions (8 on one, and 10 on the second), with changes in the team in Hotel Services, this has been paused.

Jen has also supported a longer-term project for ensuring Volunteers complete their mandatory training on ESR. She was provided access by the ESR team to reset passwords. This has meant that volunteer compliance numbers increased over the year.

The graph below shows the number of sessions she has run for "Computers for the Terrified", but also how many computer related queries the team were asked. We saw a large increase when the staff bulletin mentioned payslips would become electronic only – more staff came to ask how to access them.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Computers 2023-24	0	4	2	1	0	0	0	0	0	0	3	4
Queries 2023-24	0	0	0	0	27	27	23	19	1	1	4	5

Point-of-Care Tools

We worked with our colleagues in the Digital Health team and BMJ, to begin embedding BMJ Best Practice within Millenium. As the Point-of-care resource purchased by HEE, we felt this would be another way to increase usage of the resource. At time of writing, Level 1 and 2 are complete. Level 3 has been submitted as a ticket, but priority level has been lowered due to other pressures.
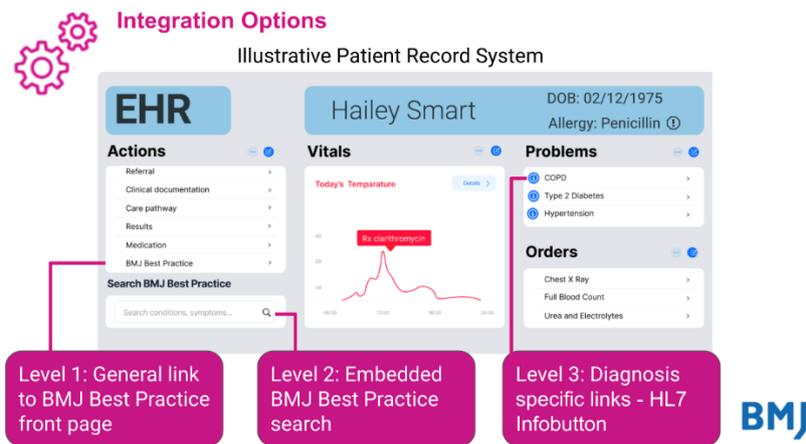
Infrastructure – Improve our infrastructure and how we use it

Stock Rotation

We looked at ways to encourage users to access our stock. If there are a lot of people in the Read & Relax area, some may not wish to go inside to browse the selection of fiction. Our Lead had the idea to repurpose the carousels for three different elements:

- New fiction books in the collection
- True Life stories (written by medical staff or on another subject)
- Quick Reads

As the stands are placed centrally around some seating, we have found more people are accessing these books, or taking a look if there is a queue at the front desk.

We have also made better use of our shelving. Due to the purchase of many books, we are making full use of display stands on the shelves to highlight new books in that topic. This has been an effective tool; we noted one new ECG book kept disappearing off the stand and was being used by medical students.

We have started to work on bulletins in a variety of specialisms, this will also include any new books that have been catalogued in the previous month on the same topic. When asked to visit other departments, we have taken the opportunity to create a list of the new books:

NEW BOOKS IN SURGERY AVAILABLE IN THE LIBRARY

- Alexander's Care of the patient in surgery. 17th ed.
- Bailey & Love's short practice of surgery. 28th ed.
- Basic surgical skills : an illustrated guide
- Emergencies in anaesthesia: Oxford handbook. 3rd ed.
- Essentials of equipment in anaesthesia, critical care and perioperative medicine. 6th ed.
- Miller's basics of anesthesia. 8th ed.
- Oxford handbook of anaesthesia. 5th ed.
- Oxford handbook of clinical surgery. 5th ed.
- Oxford handbook of perioperative practice. 2nd ed.
- Oxford texbook of plastic and reconstructive surgery Smith's anesthesia for infants and children. 10th ed.
- The ultimate CST application guide. 2nd ed.
- Wound care made incredibly easy! 4th ed.

UP TO 12 BOOKS MAY BE BORROWED WITH A LIBRARY CARD.

WUTH.LIBRARY@NHS.NET
0151 604 7223

Sustainability

The below table shows how many books were removed according to weeding processes i.e., no medical books older than 10 years, medicine books over 5 years and any damaged books. We send these to a company called Better World Books – if the books cannot be reused, they are recycled. This shows we have prevented 3 cubic metres worth of books being added to landfill; a total of 29 trees have not been used in the creation of books.

Account	End Destination of Book	Total Books ReUsed or Recycled	Books (lbs)	Trees	Water (g)	Green-house Gases (lbs)	Landfill Space (cu yd)	Electricity (kwh)
Wirral University Teaching Hospital NHS Foundation Trust Library		1,842	2,520	29	12,597	3,889	3	6,009
	Recycled	1,580	2,162	25	9,177	3,322	3	5,132
	Reused	262	358	4	3,420	567		877

Contact Details

McArdle Library
Education Centre
Arrowe Park Hospital
Arrowe Park Road
Upton
CH49 5PE

Tel: 0151 604 7223
Email: wuth.library@nhs.net