

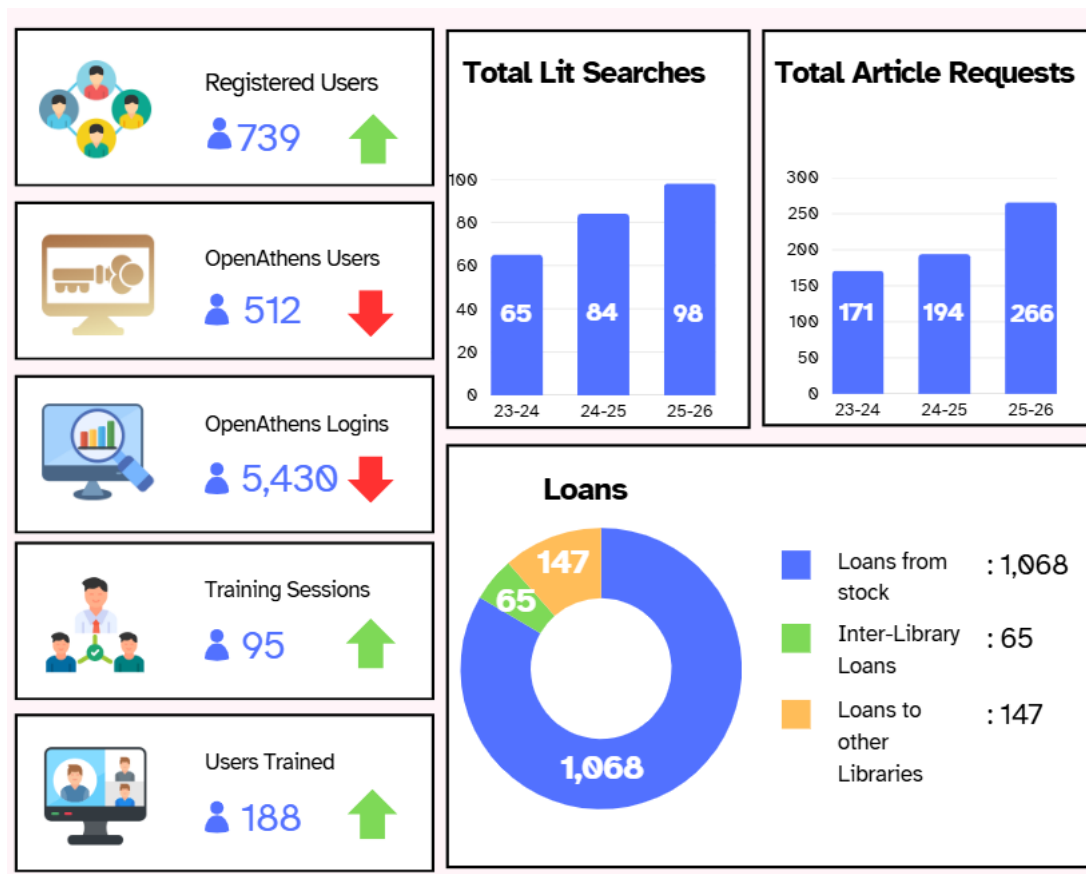


Library & Knowledge Service Annual Report 2025-26

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The Year in Numbers





Outstanding Care – Provide the best care and support

Librarians have helped with updating of policies and SOPs for the organisation. They check the references are the latest available but also if any other Trusts are using other sources. This is an area we would like to be more involved with to save time and ensure the latest evidence-based practice is used.

Compassionate Workforce – Be a great place to work

In June 2025, we supported our Learning & Development team with video material for the One Show. They produced a segment on work experience, particularly in roles which are not the norm in healthcare, although the library was featured for thirty seconds, showing lots of staff using the space, Su was not featured. The photo below shows Su working with work experience students on a ten year-book check, and understanding why it is important to have information that is up to date.



Figure 1: Su with work experience students being filmed for The One Show



Jen and Su supported two large mass-recruitment events for Health Care Support Workers. Jen played a vital part in signposting and leading candidates to correct areas. Su provided interview assistance.

Continuous Improvement – Maximise our potential to improve and deliver best

The librarians were tasked with a quality improvement project to increase attendance at librarian led training, as we had low attendance numbers for group training, but a steady number for one-to-one training.

In Q2 the librarians created a project brief for that quarter, considering KPIs, focusing on particular staff groups, as well as risk mitigation:

Goal: Increase attendance at librarian-led training sessions by 30 people in Q2.

Objectives:

- To target specific staff groups within both trusts.
 - Clerical
 - Apprentices
 - Networks: Multicultural, sunflowers, etc.
- Offer multiple opportunities to book onto sessions
 - Both face to face and using MS Teams
- Liaise with key contacts to determine training needs

Mitigating Risks:

- Minimum of two participants booked on by day before. Maximum 15 people.
- To increase numbers of group sessions, we do not want too much choice, so three sessions around lunch + one medical terminology session per week.
- Excel sheet to keep track of sessions in addition to the calendar

In Q3, the librarians worked with L&D colleagues to be trained on the ESR platform – the hope of having another channel to promote training sessions. Results have been limited via ESR, but they found that sending a monthly advertisement to the comms team provided more staff engagement than attempting to submit weekly.

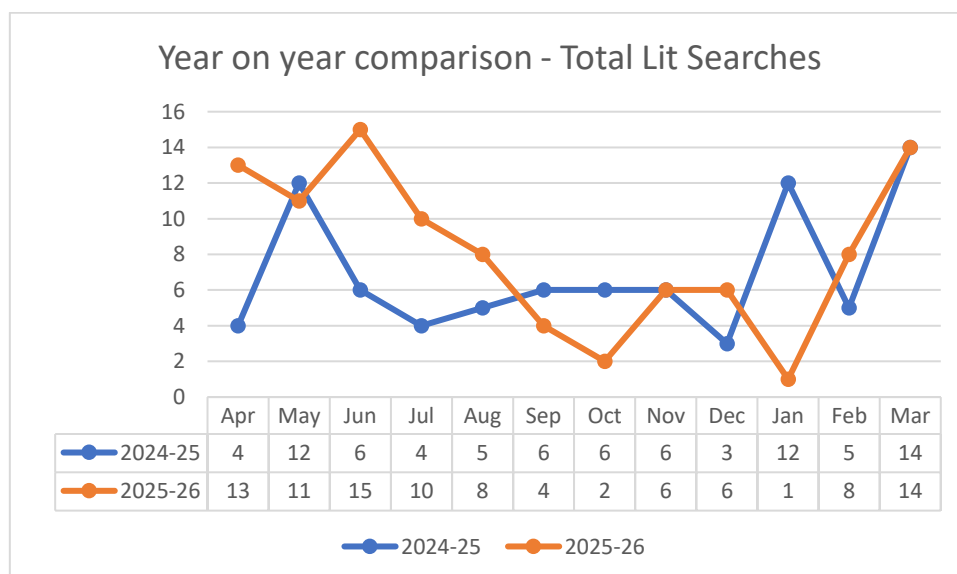
Contacting specific departments was another route to promote the sessions. There was a particular increase of admin and clerical staff attending medical terminology sessions. Attendance numbers for the year can be seen below:

ESR Category	Health Literacy	Medical terminology	Finding the Evidence	Referencing	Essay Writing	Computers for the Terrified	Total
Additional Clinical Skills	0	1	1	1	1	2	6
Additional Prof., Scientific & Technical	27	3	1	0	0	6	37
Admin & Clerical	25	24	0	0	0	7	56
Estates	0	0	0	0	0	2	2
Healthcare Scientists	1	0	0	0	0	0	1
Med & Dental	0	0	1	1	0	5	2
Nursing & Midwifery	4	0	4	2	0	6	16
Students	7	1	3	0	0	0	11
Volunteers	0	0	0	0	0	2	2

We set ourselves a variety of KPIs to increase the work that we do. One of these was to increase the number of evidence searches by **10%**.

We wanted to produce at least **91** searches in 2025-26. At the end of March 2026, we had worked on **98** total evidence searches. **This is an increase of 17% on the previous year.**

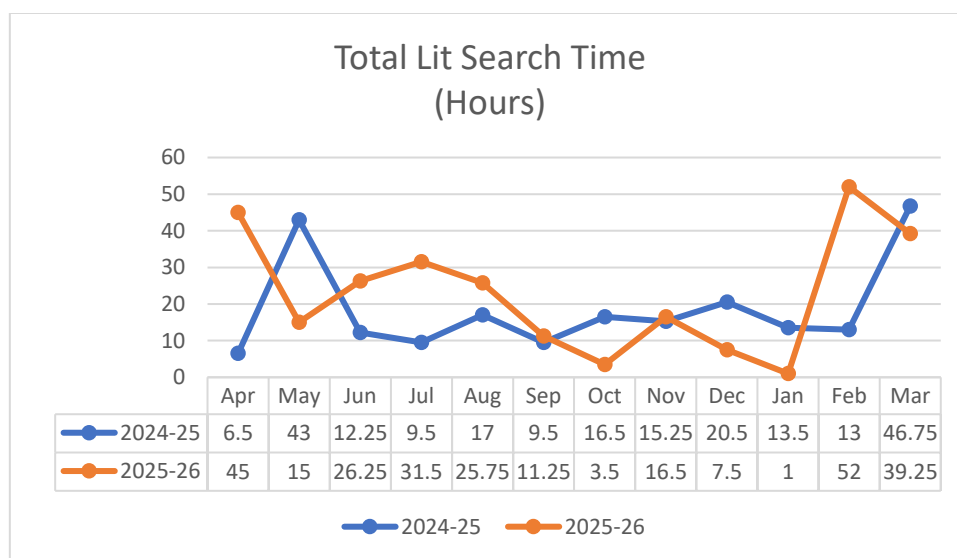
An increase in searches potentially means an increase in time overall for the year. This can be seen in the graph below, June had fifteen searches and March had fourteen.





Time taken in 2023-24(hours) was **223.25**. In 2025-26 the time taken was **274.5**, **an increase of 23%**. However, if this is compared to the figures in 2022-23 which was **332** hours (prior to the LKS Lead being in post), this is still a **decrease in time of 17%**.

The LKS saved staff approximately **11 days** (full 24 hours) of time by producing these evidence searches.



The total number of summarised searches to complete for 2025-26 was 17. The total figure was **20** of these in depth, lengthier searches. **This is an increase of 33% on the previous year.**

These were some of the topics that were covered in the summarised searches:

- Encouraging multi-ethnic staff to speak up about violence
- MSK physiotherapy skill mix, rota models and assessment pathways
- Impact and outcomes of early intervention programmes for health visiting programmes dependent on maternal age
- Support for internationally educated medics, nurses and staff
- Reducing overcrowding in emergency departments
- Pressure ulcers
- Pregnancy asylum seekers maternity support

Resources

Due to financial constraints across the organisation, the decision was made to not renew UpToDate. Extensive research and reports were produced which were presented across multiple senior level meetings. The organisation will continue to use BMJ Best Practice which was nationally procured in 2018 by NHS England.

We believe this may in part be the reason for a decline in our OpenAthens usage data, but will keep monitoring this over the coming financial year.



Training

The figure for total number of people trained for the year was 117. **This figure increased to 188, an increase of 102% compared to last year.** This figure also includes Computers for the Terrified which is currently only available to WUTH staff (and those who have been TUPE'd), the training is mainly run by our library assistant, but all members of the team have provided support this year. The total number of people who had been trained in **2024-25 was 93.**

Health Literacy is promoted in the NHS; there is free eLearning available on ESR which introduces to the topic and provides an overview of tools. The training offered from the LKS team expands on this and provides a space to practice using the tools in role play. To offer this training, the team had to attend an overview training session and a "train the trainer" session provided by NHSE.

Medical Terminology is another session created by a librarian as we saw a potential way to support admin and clerical staff who may be new to the NHS and this has also shown to be popular.

Computers for the Terrified is to support NHS staff with digital literacy. There have been requests for Microsoft programmes as well as how to use an Apple piece of software. There is no specific training, the team work with the end user to provide the support to build confidence and skills.

Our Partners – Provide seamless care working with our partners

Collaboration

A journal club has been successfully set up to provide CPD for students and preceptees, from nursing and AHPs. This is open to both organisations. Moving forward the journal club will be split (nursing journal paper and a second focusing on an AHP paper) but attendees may attend whichever they prefer. The offer will also be hybrid sessions to have face to face as well as online presence.

"Contacted the Library service for support in creating an AHP influenced journal club to enhance AHP learners and preceptees knowledge in critiquing a paper i.e. develop research skills or ""toolkit"" for early year career development. This is, in addition to the nursing influenced journal club where invites to all nursing, midwifery and AHP learners and preceptees are invited to both clubs for inclusivity and MDT approach to patient care.

The library searched a variety of papers following suggestions from the clubs' attendees for relevant and up to date papers to critique."

Thank you, it would not be possible without your knowledge, skills and proactive approach to support our learners and preceptees in practice." – Clinical AHP Educator



Service Improvement

The LKS Lead attends a bi-monthly QI, Innovation and Engagement Faculty Meeting with Wirral Community Health and Care colleagues.

Su was invited to be a regular attendee after presenting to the organisation's EDT meeting attendees about services they may not be aware the library provides, for example journal clubs and summarised searches.

Digital Future – Be a digital pioneer and centre for excellence

Computers for the Terrified

Jen has provided information to the IT helpdesk so that they may potentially signpost people to her.

One of our librarians began the work to create an introductory teaching session on AI, which we hope will launch in 2026/27.

The library sector in the NHS are looking at ways to improve digital literacy, we are awaiting their new Knowledge for Healthcare strategy.

Infrastructure – Improve our infrastructure and how we use it

Library Space

The organisation had a critical incident in Q3-Q4 and the library space closed from 8th December 2025, and fully reopened on the 7th of April. The service was fully virtual, but all bookings for the IT suite ceased until reopening as the room and main library space had medical equipment placed across multiple desks. The space was locked due to keeping the area as sterile as possible and ensure security for the equipment.

This had an impact on the librarian training QI project, we look to restart the next cycle in 2026-27

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 a total of 3 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)	Landfil l Space (cu yd)	Electricity (kwh)
Wirral University Teaching Hospital NHS Foundation Trust Library		269	332	3	2,137	464		694
	Inventory	37	45					
	Recycled	113	113	1	480	195		269
	Reused	119	174	2	1,657	269		425
Recycled Totals		113	113	1	480	195		269
Reused Totals		119	174	2	1,657	269		425
Grand Totals		269	332	3	2,137	464		694

Contact Details

McArdle Library
Education Centre
Arrowe Park Hospital
Arrowe Park Road
Upton
CH49 5PE
Tel: 0151 604 7223
Email: wuth.library@nhs.net

