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#amilliondecisions

Library Services staff can help you make evidence based decisions



Library Services Annual Review Apr 2016 – Mar 2017

This annual review highlights service developments, provides some customer activity information and gives some future actions. Library staff have continued to work towards a vision:

To be an excellent library, information and knowledge service for
NHS staff and students across Bolton so that the
best possible patient care is supported by the best possible evidence.

Library Services: what an impact!

Priorities and objectives for Library Services are aligned to the Trust's strategic goals; these have been updated for Apr 2017 – Mar 2018.

The Library Manager monitors and reviews an operational plan to help manage service developments. The strategic plan for Library Services includes a commitment to report annually on this and also a marketing plan, the Library Services Quality Framework and a procedures manual. A full report on these was given at the Workforce Committee in July 2016; this annual review includes some headline information.

The Clinical Librarian post was filled in March 2016 but became vacant in Mar 2017; the annual review for this period has been postponed. Sandra Johnson is now taking on this role, building on the work she had been doing as the Associate Clinical Librarian – congratulations to Sandra on her promotion. The team should see a new Library Assistant join by June 2017.

What we aimed to do by March 2017

- ✓ Set objectives for service developments for 2015-16 – these took into account the new Trust goals and values
- ✓ Publish a Collection Development Policy – this is available on BOB and will be regularly reviewed
- ✓ Develop and re-launch a training programme – tutorials remain popular (52 staff and students attended a tutorial last year) and a new training section was added to the Library Services intranet pages, including a new series of 'Find, Access, Use' guides



Quality, Safety and Patient Experience

Some Clinical Librarian impact case studies:

Guideline for developmental care of neonates: "helps ensure a safe and efficient patient journey and a better patient experience" [Neonatal Nurse]

Late onset cobalamin A deficiency in adolescents: better understanding of the condition by the parents [Neonatal Consultant]

AAC support interventions for adults with a learning disability: "will inform future practice and contribute to evidence based practice" [Speech and Language Therapist]

Valued Provider

Contributed to the Trust's health and wellbeing agenda by tweeting about Know Your Numbers and Stress Awareness Day

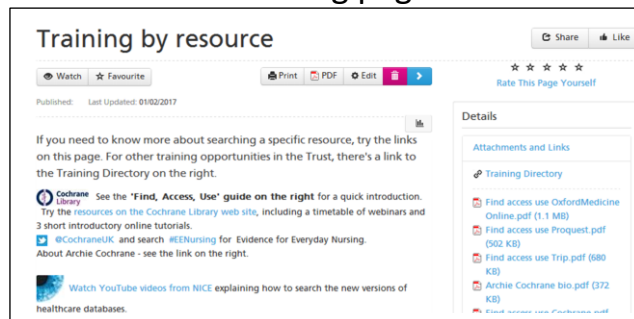
Increased @libraryboltonft followers from 80 to 175



Impact!

A great place to work, research and study

Inducted 47 non-commissioned nursing students
Published training pages on BOB



Fit for the future

Library staff took part in **Human Library events** designed to promote social inclusion, and challenge prejudice and stereotyping. Won a regional library Quality Improvement Award - Silver.

Successfully bid for regional library monies to support a joint Life Lounge/Health and wellbeing project with Bolton University; this will broaden our cancer and dementia stock by including recommended titles covering patients' and carers' experiences.



What we did for you

Athens accounts	1640 (up)
Books issued	5778 (down)
Document Delivery	1950 (down)
Enquiries (sample week)	201
Inductions (groups)	471 people
Searches	170 (down)
Tutorials	52 people (down)
Registered members	4457 (up)

Library Manager's comments: the slight downward trend continued with enquiries and group inductions remaining static. The continued upward trend in Athens accounts is welcome as most e-resources are accessed via Athens – contact library@boltonft.nhs.uk to set up an account, or check your details.

How well we did

<u>Performance monitoring</u>
Answer the phone within 4 rings = 100%
Simple enquiries should be answered immediately or within two hours = 100%
Deal with document supply requests within one day of receipt = 100%
Supply search results within 5 working days or to agreed deadline = 100%

From April 2017, exception reporting will be applied to the Clinical Librarian service.

What we bought (excluding bid money)

Uptodate	£22,400
E-journals	£15,100
E-books	£1,100
Other e-resources	£1,200
Print books	£5,400

A substantial amount of bid money from HEE allowed the conversion of the old Quiet Study Room into a new bookable Meeting Room and a smaller Quiet Study Room. From opening in late June 2016 to the end of March 2017 the Meeting Room was booked 46 times, including for staff mindfulness sessions.

What we aim to do by March 2018

- Pilot an 'Evidence Synthesis Service'
- Support the health and wellbeing of NHS staff, patients and the public
- Actively take part in Bolton Health Information Network