Library Strategy 2014-2017

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<th>Post Holder Responsible for Strategy:</th>
<th>Head Librarian</th>
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<tr>
<td>Directorate Responsible for Strategy:</td>
<td>Quality Directorate</td>
</tr>
<tr>
<td>Contact Details:</td>
<td><a href="mailto:Jenny.lang@salisbury.nhs.uk">Jenny.lang@salisbury.nhs.uk</a></td>
</tr>
<tr>
<td></td>
<td>01722 336262 Ext 4469</td>
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<tr>
<th>Version No.</th>
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<tr>
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<td>Jenny Lang</td>
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TITLE: LIBRARY STRATEGY
AUTHOR: HEAD LIBRARIAN
VERSION 2.0
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1. Introduction

This document provides a strategic framework for the delivery and development of library and knowledge services at Salisbury NHS Foundation Trust over the next three years. It identifies the aims, the background and justification for them, and the actions necessary to achieve them. It will be reviewed annually by the Library Steering Group and progress on the actions will be reported to the Education Quality Assurance Group. It has been written by the Library Manager following consultation with library users and stakeholders, and the Library Steering Group.

2. Mission Statement

The Library at Salisbury NHS Foundation Trust exists to support the provision of high quality healthcare in the Trust and surrounding area, by enabling access to the knowledge base of healthcare and by promoting and facilitating its effective use. The service must focus on the Trust’s objectives and priorities. The service must be available to all staff and students working within the Trust. The services and resources should reflect the multidisciplinary nature of healthcare and support the ongoing personal development of staff by forming part of a comprehensive learning resource. The library service is committed to the standards documented in the NHS Library Quality Assurance Framework (LQAF) England (version 2.3 May 2014).

3. Structure and Reporting Mechanism

3.1 Chief Knowledge Officer

The Trust’s Chief Knowledge Officer is the Medical Director.

3.2 Library Steering Group

The Library Service is overseen and supported by the Library Steering Group. See Appendix A for membership and terms of reference.

3.3 Workforce Committee

The Library Service reports to and is supported by the Workforce Committee. The Head Librarian is a member of the Education Quality Assurance Group (EQAG) which reports to the Workforce Committee. For membership and terms of reference, see Appendix B.
3.4 Networks

The Library Service is involved in the following networks:

**National**

NULJ; CILIP; LIS-MEDICAL; Libraries for Nursing; Health Libraries Group

**Regional**

Thames Valley and Wessex Library Strategy Team

Acquisitions Group

SWIMS Journals Group

SWIMS (across all of South of England)

SWICE (South West)

Trainers’ Group (South West)

Search Skills Group (TVW)

Staff Development Group (TVW)

Marketing and Publicity Group

South Central E-resources Special Interest Group (SCERSIG)

**Local**

Dorset and Somerset Library Managers

Wiltshire NHS Librarians

Librarians’ Journal Club (Wilts, Dorset, Somerset)

Bournemouth University Library Review Group

Portsmouth University NHS Librarians

University of Southampton and NHS Libraries Group
4. Context


The strategic aims outlined in this document are based on the above standards, and indicate the areas of service in which the library aims to improve and develop over the next three years.

4.2 Trust and Directorate aims and objectives

The library will actively support the strategic objectives of the Trust, the Directorates and specifically the Quality Directorate.


5.1 Maintain, monitor and report on quality of library services by the following methods:


Aim: Maintain compliance rate with this quality standard

How: regularly monitor level of compliance with individual criteria, produce gap analysis and action plan to improve compliance level, liaise with other libraries in region over actions required to achieve compliance, complete regular self-assessment, carry out peer review visits, comply with regional system for assessment and reporting.

When: annual assessment, regular monitoring and actions

Measurement of achievement: percentage compliance level as calculated by regional and national assessors.
5.1.2 Innovation

Aim: develop innovative practices in the library service to ensure high standards and effective delivery of services.

How: contribute entries to annual Sally Hernando Award for Innovation in NHS Library and Knowledge Services, in at least one of the four areas, Marketing, Organisational, Process and Product.

When: develop innovative services, enter the awards annually.

Measurement of achievement: acceptance of entry, winning of an award.

5.1.3 Learning and Development Agreement: maintain compliance with the requirements of the LDA for library services.

Aim: Deliver library service that complies with the requirements of the LDA.

How: Ensure requirements are known, monitored, adhered to, and actions reported to the EQAG meetings.

When: regularly, with reporting at quarterly meetings.

Measurement of achievement: level of compliance as assessed at EQAG meetings.

5.1.4 Impact of library services

Aim: produce evidence to demonstrate that the library service has a positive and direct impact on patient care and the performance of the Trust.

How: gather information to demonstrate impact by regular survey questionnaire, particularly after literature searches and training, but also for Subject Bulletins and electronic alerts. Request evidence of impact whenever opportunity presents. Collate results of impact surveys and produce reports to demonstrate effectiveness of service.

When: regularly throughout the duration of the strategy.

Measurement of achievement: evidence of reports that demonstrate direct impact of the library service.
5.1.5 Health Education England Library and Knowledge Services Review.

HEE is currently undertaking a review of NHS library and knowledge services with the aim of creating a 15 year LKS development strategy to align with HEE priorities. The review will identify future leadership requirements, service models and continuous quality improvement methodologies to ensure that LKS remain a fundamental and integral part of NHS service provision.

Aim: ensure future library service is aligned with outcome of HEE LKS review.

How: contribute to review by partaking in surveys and focus groups; ensure informed of outcome of review; liaise with LKS in region to identify most appropriate actions to ensure library services deliver as recommended by review.

When: over the duration of this strategy, depending initially on production of HEE review.

Measure of achievement: identification of areas for development in review and analysis of level of compliance with recommendations.

5.2 Ensure efficient and seamless access to the knowledge base by the following methods:

5.2.1 Literature Searches

Aim: make a direct impact on patient care and Trust policies and service delivery by searching relevant sources for information both in response to requests and pro-actively.

How: carry out literature searches as response to requests and pro-actively, in a timely manner; produce results with a summary; evaluate accuracy and acceptability of results by survey; assess impact of literature searches by survey; pro-actively advertise the service and seek out opportunities to contribute.

When: constantly throughout the duration of the strategy.

Measure of achievement: number of searches carried out; analysis of reasons for searches; reports of effectiveness and impact of searches.
5.2.2 Current Awareness Bulletins

Aim: ensure staff are kept up to date with relevant information in subjects related to their specialty.

How: production of Current Awareness Bulletins tailored to discussed needs of departments, containing relevant and easily accessible information in a regular production cycle. Ensure efficiency of production by liaising with other libraries where appropriate and where quality does not diminish as a consequence of a shared exercise. Ensure Bulletins meet requirements by regular monitoring.

When: regularly throughout the duration of the strategy.

Measure of achievement: number of bulletins produced, range of subjects, number of recipients, efficiency and accuracy of production method, results of evaluation surveys and other feedback, evidence of impact.

5.2.3 Electronic alerts

Aim: ensure staff are kept up to date in their subject areas with latest information produced.

How: production and distribution of electronic alerts for tables of contents of journals and specific subject searches for individuals. Maintenance of web page displaying latest tables of contents of subscribed and other requested journals.

When: constantly throughout the duration of this strategy.

Measure of achievement: number of etocs and subject alerts disseminated; number of recipients; feedback from recipients; evaluation survey; evidence of webpage; evidence of number of accesses if possible; number of article requests from etocs; evidence of impact of service.
5.2.4 Document supply

Aim: provide full text of journal articles in response to requests.

How: responsive, efficient, timely and accurate supply of full text journal articles, via electronic means where possible, at no cost to the recipient. Maintain accurate records of articles requested and supplied and produce statistics of numbers and costs. Also supply journal articles from our own stock to other NHS libraries on a reciprocal, no-charge basis.

When: constantly throughout the duration of this strategy.

Measure of achievement: numbers of articles supplied, comparison with previous years and with other libraries, feedback from customers on use of articles, evaluation and impact surveys from literature searches which also inform on use of articles.

5.3 Maintain and raise the profile of the library ensuring potential customers are aware of services provided by the following methods:

5.3.1 Marketing and publicity

Aim: For all potential users to be aware of all library services and think of the library first when challenged with finding information to support patient care, service development, research or any other requirement.

How: publicise the library at every available opportunity, to include posters, emails, broadcasts, displays, post-its, web page, screensavers, roadshow, attendance at Hospital Round, Clinical Governance Half Day, any other appropriate events; items in Cascade Brief, Clinical Governance newsletter, regional libraries newsletter.

When: constantly throughout the duration of this strategy.

Measure of achievement: records kept of number and type of publicity events, records of impact of specific events e.g. roadshows, attendance at hospital events; impact on levels of activity in library and engagement with departments.
5.3.2 Outreach services

Aim: to engage with departments and have a recognized, expected and regular role within departments on the front line.

How: market the library service directly to chosen departments with the aim of developing the already existing clinical librarian service and having a regular presence within departments by the following methods:

- Search Surgeries;
- Journal Clubs;
- Ward Rounds;
- Team Meetings e.g. Cleft, Midwifery;
- On site training;
- Trust meetings e.g. EOLC, Infection Control

When: Regularly throughout the duration of the strategy

Measure of achievement: records of meetings, ward rounds etc attended, records of outcome of attendance, evidence of impact of service.

5.4 Engage with the provision of information to patients/public by the following methods:

5.4.1 Public Health Steering Group

Aim: ensure the Public Health Steering Group is supported in achieving its aims by provision of regular and timely relevant information, both pro-actively and responsively.

How: attend Public Health Steering Group meetings, contribute to meetings and follow up with information searches where requested, provide regular information bulletins on Public Health containing information from various sources, assist in production of reports and strategies when required.

When: regularly throughout the duration of the strategy.

Measure of achievement: evidence of regular bulletin production, regular meeting attendance, regular contribution of information and participation in other events and meetings where required; evidence of Public Health Group annual report as measure of group’s achievement of it aims supported where appropriate by library services.
5.4.2 Healthcare Information Group

Aim: support accurate and appropriate delivery of patient information by the Trust in the most appropriate format; support the Trust in maintaining its compliance with the Information Standard; support work towards development of Patient Information Centre.

How: regular attendance at HIG meetings, provision of information to support the Trust’s Patient Information Policy e.g. list of approved evidence sources; support individuals writing patient information by carrying out relevant literature searches; support the Trust’s policy by checking of selected patient information leaflets annually; contribute information and support to the development of the Trust’s Patient Information Centre.

When: Patient Information Centre dependent on Trust programme; other elements regularly throughout the duration of the strategy.

5.5 Embrace the latest technological potential to ensure the widest dissemination and accessibility of information sources by the following methods:

5.5.1 Mobile technology

Aim: for library staff and customers to be able to access information via electronic resources immediately at the point of care.

How: make use of mobile technology availability to enable access to electronic resources e.g. databases, ejournals, ebooks, point of care resources, BNF, Anatomy TV, BMJ learning etc, using apps and other methods to access these resources on mobile devices; this done in liaison with other libraries to ensure the most efficient methods and to avoid duplication of effort. This will require upskilling of library staff, presence of library staff in clinical areas, and acquiring of mobile devices for the library.

When: this is a long term project over the course of the strategy, which will require a project plan with specific targets.

Measure of achievement: successful access to electronic resources via mobile devices; evidence of them being productively used in this way; evidence of library staff accessing resources using mobile devices in clinical areas.
5.5.2 Point of Care Resources

Aim: to achieve return on investment for point of care resource purchased.

How: to publicise, advertise, promote, and train in the use of the point of care resource; to establish password-free icon on intranet and ICID, to promote use of resource on mobile devices; library staff to become certified trainers in its use.

When: constantly throughout the duration of the strategy.

Measure of achievement: statistics of use; evidence of use at the point of care; evidence of publicity and training; evidence of impact of use of the resource, gained by survey.

5.5.3 Social Media

Aim: raise profile of library and library services and enable easier access to information.

How: establishing a library presence using social media, e.g. a library blog; also to promote access to other resources using social media and other relevant technology e.g. apps, RSS feeds, scoop-it etc.

When: develop over the duration of this strategy.

Measure of achievement: publicly accessible library blog; evidence of use; evidence of impact; promotion and development of use of apps, RSS feeds, other alerting mechanisms to ensure speedy access to up to date information; examples of these.

5.6 Value for money

Aim: ensure adequate funding level to continue to provide value-added service.

How: engage with those in the organization who will allocate the Tariff funding; liaise with other NHS libraries, Health Education Thames Valley, Health Education Wessex, and Library and E-learning Resources Manager for TVW, to establish appropriate level of funding for library services; negotiate receiving appropriate allocation from Tariff funding.

When: immediately and annually during the period of this strategy.

Measure of achievement: receipt of appropriate level of funding to enable maintenance and development of quality library service, to contribute to Trust objectives and ensure return on investment.
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<th>Appendix</th>
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<td>A</td>
<td>Library Steering Group Membership and Terms of Reference 2013</td>
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<td>B</td>
<td>Education Quality Assurance Group (EQAG) Terms of Reference</td>
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**Privacy Impact Assessment**

No amendment has been made to the methods by which personal data is processed by the Trust and therefore it is the opinion of the Library Manager that a Privacy Impact Assessment is not required for this policy.

**Implementation Plan**

An Implementation Plan has been completed and can be found at Appendix C.

**Equality Analysis**

An Equality Analysis has been completed and can be found at Appendix D.