Library Strategy 2017-2020

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<td>Date Written:</td>
<td>March 2014</td>
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<tr>
<td>Date Revised:</td>
<td>December 2016</td>
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<tr>
<td>Approved By:</td>
<td>Library Steering Group</td>
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<tr>
<td>Date Approved:</td>
<td>10th March 2017</td>
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<tr>
<td>Ratified by:</td>
<td>Operational Management Board</td>
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<tr>
<td>Date Ratified:</td>
<td>21st March 2017</td>
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<tr>
<td>Next Due for Revision:</td>
<td>December 2019</td>
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<tr>
<td>Date Strategy Becomes Live:</td>
<td>1st April 2017</td>
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<tr>
<td>Version No.</td>
<td>Updated By</td>
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<td>v2.0</td>
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<td>V3.0</td>
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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 Workforce Design and Education Group. It has been produced 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 fulfil the purpose of healthcare library and knowledge services as expressed in Knowledge for Healthcare: a development framework for NHS library and knowledge services in England 2015-2020:

- To provide knowledge and evidence to enable excellent healthcare and health improvement.
- To use the expertise of their staff to ensure that NHS bodies, staff, learners, patients and the public have the right knowledge and evidence, when and where they need it.

The library service is committed to the standards documented in the NHS Library Quality Assurance Framework (LQAF) England (version 2.3a April 2016).

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 Workforce Design and Education Group (WDEG) 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**

NUJ; CILIP; LIS-MEDICAL; Libraries for Nursing; Health Libraries Group; LIS-PUBLIC-HEALTH; LIS-E-RESOURCES; Core Content Discussion List; LIS-TRAINERS; Knowledge for Healthcare Working Groups

**Regional**

HEE South Library and Knowledge Services Strategic Management Network

SWIMS network

Combined Trainers’ and Search Skills Group

ILDS Group

Acquisitions Group

SWIMS Board

**Local**

Librarians’ Journal Club

Bournemouth University Library Review Group

Portsmouth University NHS Librarians

University of Southampton and NHS Libraries Group

Patch library group (Dorset, Somerset, Wiltshire)
4. Context

4.1 Knowledge for Healthcare: a development framework for NHS library and knowledge services in England 2015-2020

This framework was published with the aim of articulating the direction of travel for healthcare library and knowledge services, to inform priorities and decision-making.

The vision is to enable ‘NHS bodies, their staff, learners, patients and the public to 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’. A Policy for Library and Knowledge Services was produced by HEE in October 2016.

The Library Strategy is informed by this framework and mirrors the structure and themes of this document. The framework indicates the direction of travel of NHS Library and Knowledge services over the next 5 years, and this strategy aims to encompass the same vision and ambitions. Its implementation will depend upon continued involvement in and vigilance of progress in the framework, engaging with outcomes and recommendations of the various workstream task and finish groups.

4.2 NHS Library Quality Assurance Framework (LQAF) England. (NHS Strategic Health Authority Library Leads, 2010). Updated 2016 v2.3a

The LQAF enables robust quality assessment of healthcare library and knowledge services, and provides a clear focus for action planning across all NHS organisations, steering local quality improvement plans by setting direction for service managers. The LQAF is currently under review; pending any future development, the current version will continue to inform the progress and development of this Library service, and the strategic aims as outlined in this strategy.

4.3 Trust aims and objectives

The library will actively support the Trust’s vision of providing an outstanding experience for every patient, incorporating the goals of care, choice, staff, and value, supported by the values of patient centred and safe, responsive, friendly and professional.
5. **Strategic Aims: Salisbury NHS Foundation Trust Library Service 2017-2020**

Based on the themes of the Knowledge for Healthcare Framework

### 5.1 Service Transformation: delivery of a pro-active customer-focused service

**5.1.1 Core Service Offer:** Develop, promote and implement a core service offer applicable to every healthcare library in the region.

**5.1.2 Delivery of service at point of need:** Embed clinical librarian service in clinical and management settings.

**5.1.3 Targeted services:** production and development of Current Awareness Bulletins and other alerting services in liaison with other NHS libraries.

**5.1.4 Responsive services:** provide a responsive service delivering evidence based information in response to specific requests in a timely fashion.

**5.1.5 Networking/cross-sector LKS collaboration:** Coherent provision of service across the sector, ensuring best use of staff and knowledge resources.

**5.1.6 Organisational Knowledge Management:** active contribution to the organization of knowledge in other departments to enable easy access to a range of information throughout the organisation.

**5.1.7 Document Supply:** Ensure prompt, efficient and cost effective delivery of requested articles.

**5.1.8 Patient and Public Information:** Develop and increase the engagement of the library service with the delivery of information to patients and the public.

**5.1.9 Marketing and Promotion:** ensure high level of awareness of library service within the organisation.
5.2 **Resource Discovery: quick and easy access to knowledge for healthcare**

5.2.1 Optimising use of new technology: multiple platforms, mobile devices, equitable seamless and mobile access to high quality e-resources.

5.2.2 Collaborative procurement of electronic resources: national and local.

5.2.3 Streamlining back office functions: inter-library loans, SWIMS management, Link Resolver etc.

5.3 **Workforce Development: effective leadership, planning and development of healthcare library and knowledge services workforce**

5.3.1 Develop an appropriately skilled healthcare knowledge workforce.

5.3.2 Redesign roles to meet changing needs.

5.4 **Quality and Impact: improving quality, demonstrating impact (on patient care and safety, patient experience and outcomes)**

5.4.1 Increase in evidence of impact: surveys, feedback, case studies, Value and Impact toolkit.

5.4.2 Increase in quality: LQAF rating.

5.4.3 Increase in usage: proportion of staff using LKS.

5.4.4 Improvement in service offer: Clinical/outreach service, patient and public, STPs.

5.5 **Optimising Funding: investment in knowledge services**

5.5.1 Funding model for local services

5.5.2 Improve return on investment
References


3. Knowledge for Healthcare work programmes web page


5. Library Website www.library.salisbury.nhs.uk
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 Impact Assessment

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

TITLE: LIBRARY STRATEGY

AUTHOR: HEAD LIBRARIAN

MARCH 2017

REVIEW DATE DECEMBER 2019