



Francis Costello  
**LIBRARY**

Evidence • Research • Learning

**Francis Costello  
Library**

**2014/15**

---

Includes highlights of service developments,  
customer activity and indicates future actions  
for the year ahead

**Annual Review**

## Contents

<b>1.0</b>	<b>Purpose</b>	<b>Page 2</b>
<b>2.0</b>	<b>Profile</b>	<b>Page 2</b>
<b>3.0</b>	<b>Key service developments 2014/15</b>	<b>Page 2</b>
<b>4.0</b>	<b>Performance overview 2013/14</b>	<b>Page 3</b>
<b>4.1</b>	<b>Strategic management</b>	<b>Page 3</b>
<b>4.2</b>	<b>Business plan 2013/14</b>	<b>Page 4</b>
<b>5.0</b>	<b>User experience</b>	<b>Page 4</b>
<b>5.1</b>	<b>Facilities</b>	<b>Page 4</b>
<b>5.2</b>	<b>Feedback</b>	<b>Page 4</b>
<b>6.0</b>	<b>Quality and efficiency</b>	<b>Page 5</b>
<b>6.1</b>	<b>Quality standards</b>	<b>Page 5</b>
<b>6.2</b>	<b>GMC National Training Survey</b>	<b>Page 6</b>
<b>6.3</b>	<b>NHS Library Quality Assurance Framework</b>	<b>Page 7</b>
<b>6.4</b>	<b>Staff professional development</b>	<b>Page 7</b>
<b>7.0</b>	<b>Metrics and activity</b>	<b>Page 7</b>
<b>8.0</b>	<b>Finance</b>	<b>Page 9</b>
<b>8.1</b>	<b>Summary budget 2014/15</b>	<b>Page 9</b>
<b>9.0</b>	<b>Impact</b>	<b>Page 9</b>
<b>10.0</b>	<b>Promotion and marketing</b>	<b>Page 11</b>
<b>11.0</b>	<b>Conclusion and future actions</b>	<b>Page 12</b>
<b>Appendix one: Francis Costello Library strategic aims and objectives 2013-16</b>		<b>Page 13</b>
<b>Appendix two: Francis Costello Library Business Plan (final version) 2014/15</b>		<b>Page 14</b>
<b>Appendix three: Activity metrics for 2014/15</b>		<b>Page 18</b>
<b>Appendix four: Report on trials of Point of Care Tools</b>		<b>Page 20</b>
<b>Appendix five: Archive Officer Report for 2013/14</b>		<b>Page 25</b>

## 1.0 Purpose

This report provides a summary review of the work and activities undertaken by the Francis Costello Library at the RJAH Orthopaedic Hospital NHS Foundation Trust for the 12 month period April 2014 to March 2015.

## 2.0 Profile

The Francis Costello Library is the specialist health library at the RJAH Orthopaedic Hospital NHS Foundation Trust. The library supports the work of the Trust by providing education, information and evidence to inform management decision-making, research, and safe, effective patient care. We do this through provision of both core/traditional library services *and* through innovation, outreach and engagement activities.

Current service characteristics are:

- physical library space within the Institute of Orthopaedics building currently comprising one open plan reading room, an IT Room and a small seminar room owned by the Post-graduate office
- staffing of 3.81 whole time equivalent (wte) consisting of 2.18 wte professional qualified librarian positions, 1.0 wte senior library assistant, and 0.63 wte library assistant
- a collection of approximately 3500 books, 60 current journal subscriptions and a comprehensive archive relating to musculoskeletal disorders and orthopaedics
- user base of circa 700 people, around 97% of whom are Trust employees
- occupational groups that use our services the most are consultants, registrars, allied health professionals, health care assistants and nurses
- a quality library service well respected by our users, delivering a consistently high level of service for provision of interlibrary-loans and literature searches supplied in a timely manner

## 3.0 Key service developments of 2014/15

Each year we seek to develop and evolve the library service (over and above the core operational library services we provide) to match the changing needs of our users in the dynamic NHS environment. It should be noted that our capacity to undertake this work can be frustrated by factors beyond our control! Despite this, we can again report significant developmental achievements over 2014/15:

- **Synthesised literature search service**  
We responded to user demand and introduced a synthesised literature search to complement our existing well-used standard search service. Synthesis enhances search results by providing a brief narrative summary (synthesis) of key articles. Early indications of user satisfaction from those requesting this additional professional service are high
- **Bibliotherapy**  
The introduction of Time to Listen shared reading groups for patients on both MCSI and Sheldon Wards is intended to make a positive contribution to patient experience within the Trust. The shared reading model is one developed nationally by the

Reader Organisation, and there is ample evidence to prove that shared reading groups significantly improve the quality of life of people living with dementia, depression and chronic pain as well as improving social interaction. Volunteers have been recruited to ensure the sustainability of the project

- **Outreach in clinical and non-clinical areas**

Our initial clinical outreach programme was expanded by undertaking our first visits to ORLAU, Research, Information Governance and the Information departments of the Trust. In consultation with senior nursing staff, we also launched Evidence Update folders for Healthcare Professionals which have been delivered to all clinical areas. These contain a range of up to date journal articles in 10 subject areas and information on Trust values and quality strategy. They are intended to be an accessible method for nurses and healthcare professionals to stay well informed

- **Bite-sized training**

Bite-sized training sessions lasting thirty minutes and running in the lunch hour were introduced in January 2015. Each session has been repeated twice and topics covered so far include Twitter, Prezi and Apps with more planned. Twitter was particularly popular with requests for more sessions. The aim of the sessions has been to introduce staff to resources and show them how they can be used in a professional capacity for research, current awareness and continuing professional development etc.

- **Bid for RFID and library security**

A bid for funding for a self-service machine and radio frequency identification (RFID) software and security system has been submitted. It is felt that this would be of benefit to users and the organisation for a number of reasons such as:

- freeing up staff time, allowing more opportunity for outreach work
- preventing the loss of valuable stock
- modernising the library
- improving the 24/7 experience.
- increased confidentiality for library users compared to the manual system we currently operate

## **4.0 Performance Overview 2014/15**

### **4.1 Strategic Management**

#### ***Francis Costello Library Strategy 2013-2016***

During 2014/15 we continued to push forward with meeting our four strategic aims (as outlined in appendix one of this document) through the deliverables in our business plan (see 4.2 below)

It is salient to note here that during 2014/15 wide-reaching and fundamental changes to NHS health libraries have been outlined via publication of Health Education England's Knowledge for Healthcare development framework. An implementation plan is currently being formulated by the national Library Knowledge Service Leads and this will have an impact on the Francis Costello Library's strategic and operational autonomy over the next five years.

## **4.2 Business Plan 2014/15**

Our business plan is the key document in which we describe the tasks and activities we are going to undertake over the year in order to meet our strategic aims.

We formulate our business plan as a team, using our library strategy, the NHS Library Quality Assurance Framework, stakeholder views and our knowledge of the needs of the Trust as the basis for deriving our targets. Of the seventeen objectives within this year's plan, sixteen were seen completed successfully – the result being a furthering of the library's profile and impact within the Trust. The one objective not seen through to conclusion requires acceptance of a funding bid for which we are awaiting a decision.

Beyond the library business plan deliverables, communication between the library staff and the Knowledge Manager was maintained and included occasional involvement of library staff in the Trust's knowledge management workstreams as and when appropriate.

Trials of Point of Care decision support tools were undertaken towards the end of 2014 to see if there was any appetite for such a tool by clinicians within the Trust. A specialist orthopaedic resource called OrthoEvidence has since been purchased for the Trust. A full report can be found at appendix four.

The 2014/15 business plan, with final review, can be found in appendix two.

A brief report of the work undertaken by the Archives Officer can be found in appendix four.

## **5.0 User experience**

### **5.1 Facilities**

The roll-out of Windows 7 across the Trust has benefited both library staff and users by the provision of new I.T. equipment in the Library I.T. room and some library staff PCs. Beyond this, the required changes to library facilities (as previously documented) have not progressed. Moreover, further potential changes to the library estate have been mooted and both their acquittal and potential impact to the library service remain ambiguous at the time of writing.

Paradoxically, it is a recognised trend in both academic and health libraries that the physical space of the library environment is even more imperative to users in the increasingly digital environment. "Library as place" is of growing importance at a time when people struggle to find suitable space for getting work done, and at it is for this reason that the physical library environment is maintained and protected.

### **5.2 Feedback**

The trend continues of being very well respected and highly thought of by our users.

Throughout the year:

- 14 compliments were recorded about both the library staff/service
- 0 complaints were received
- 8 purchase suggestions were actioned in accordance with our Collection Development Policy

Compliments include:

"I would like to thank you for providing such a helpful, proactive service"

## 6.0 Quality and efficiency

We continued active participation, contribution and engagement with other library services/organisations in order to benefit from efficiencies. The unified Library Management System (OLIB) shared with SaTH health libraries, systematic regional inter-lending and document delivery, and our informal partnerships with Staffordshire University and Keele University are all examples of this work.

Library staff have also 'LEAN' reviewed several internal processes, one example being the sourcing of journal articles for our users, to improve efficiency and optimise our capacity for high yield activities and user engagement.

### 6.1 Quality Standards

In December 2014 we undertook our annual consultation of our library quality standards. We continue to provide a very high standard of service and publish our performance against most of our standards on a monthly basis on our library web pages and in the library. The dashboard report below gives an overview of the excellent performance in 2014/15:

Target	Thresh old	Annual Perform ance	Achieved 2014/15	Travel (since 2013/14)
<b>Internal processes</b>				
% Article & book requests processed within 2 working days	>= 95%	✓	100%	➔
% of requested articles supplied	>= 95%	✓	98%	➔
% article requests from stock supplied within 2 working days	>= 95%	✓	100%	➔
% external article requests supplied within 5 working days	>= 50%	✓	99%	⬆
% external article requests supplied within 10 working days	>= 95%	✓	99%	⬇
% of searches supplied within 5 days or timescale agreed with user	>= 95%	✓	100%	➔

Legend:

Direction of travel since last report	⬆	Performance has improved - on target
	⬆	Performance has improved - not on target
	➔	Performance maintained
	⬇	Performance declined

The remainder of our library quality standards are audited periodically throughout the year, results for 2014/15 as follows:

Standard	Compliance rating	Audit
General enquiries responded to within 2 working days of receipt	100%	Data collection during 2 sample weeks
Requests for synthesised searches are supplied to the user's deadline, or in 7 working days	100%	Literature search recording spreadsheet
Article requests sent to other libraries will be supplied within 2 working days	100%	Monthly data collection recording sheet
Outstanding book/article requests are checked once per week	100%	Weekly check dates recorded on rear of book/article request forms
Book requests will be processed within 1 working days	100%	Data collection during one sample calendar month
Book title suggestions will be acknowledged within 5 working days and, where purchased, supplied to the user within 1 week of receipt from our supplier	87.5%  100%	Customer feedback spreadsheet  Green data collection bookmarks
Journal title suggestions will be acknowledged within 5 working days	N/A – no journal suggestions received this year	Customer feedback spreadsheet

## 6.2 GMC National Training Survey

The quality of our library service was also reinforced in the results of the 2014 GMC National Training Survey (undertaken by doctors in training in the specialty of Trauma and Orthopaedic Surgery on placement at the Trust). For another consecutive year we have scored well above the national mean and median, as can be seen below:

trust/board outlier summary												
Report By is equal to / is in Post Specialty by Trust/Board and Survey Year is equal to 2014 and Post Specialty is equal to Trauma and orthopaedic surgery and Trust / Board is equal to Please select, The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust and N > 2 <a href="#">View</a>												
Trust / Board	Indicators											
	Overall Satisfaction	Clinical Supervision	Handover	Induction	Adequate Experience	Work Load	Educational Supervision	Access to Educational Resources	Feedback	Local Teaching	Regional Teaching	Study Leave
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust												

The shaded green box for “Access to Educational Resources” indicates that we are a ‘regional outlier’ due to our very strong performance.

### 6.3 NHS Library Quality Assurance Framework

All health libraries within the NHS are subject to robust, independent quality assessment by Health Education England against 49 criteria. In 2014 we submitted our self-assessment to Health Education England West Midlands (HEWM) claiming 96.59% compliance – a percentage increase of 1.8% on the previous year. This has since been verified by HEWM and is well above our target of attaining the regional mean.

### 6.4 Staff Professional Development

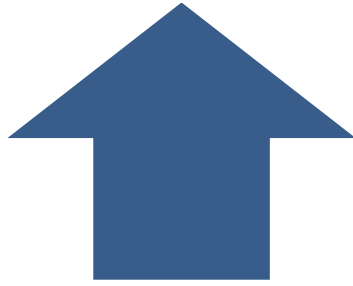
Professional development undertaken by library staff includes:

- E-book one day conference
- Abstracting with confidence one day course
- Attendance at Health Libraries Group Conference in Oxford
- Para-professional training day
- Read to Lead (Reader Organisation) residential course
- CILIP Mentoring Training
- CILIP Executive Copyright Briefing 2015
- Making your service visible study day
- UHMLG Spring Forum

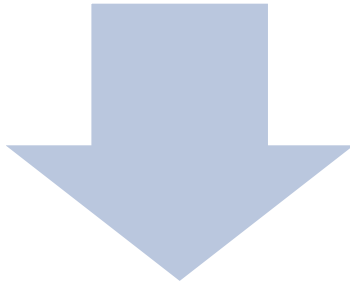
### 7.0 Metrics and Activity

The library continues to gather statistical data for a wide range of library activities and services – the majority of which we are compelled to collect for our annual statistical return submission to HEWM, although some of the data is used to inform our own planning and to evaluate our performance. In 2014/15:





- Use of online library forms increased by 127% this year
- New user registrations increased by 65%
- No. of literature searches undertaken by library staff increased from 111 in 2013/14 to 273 in 2014/15



- Book loans reduced by 30%
- No. of article requests purchased from the British Library decreased by 53%

The increase in usage of our new online library forms is in part due to 2014/15 being the first full year of data collection; yet despite this their usage has exceeded our expectations. The journal article request form is by far the most heavily used and changes to Copyright law removing the mandatory requirement to collect a signature has further simplified the process for requesting a journal article online. Supply of journal article requests remains one of our most heavily used core library services and the number of requests received by the library in 2014/15 (1026) is not dissimilar from the previous year. However it is very significant that the number of articles we have sourced from the British Library (BL) has more than halved, from 213 in 2013/14 to 100 in this year. One statistically insignificant but important trend which we have observed is the increased number of articles which BL have not been able to supply to us over the past twelve months – either due to Copyright restrictions or because they do not hold the journals required. It is unclear whether the streamlining of BL document supply services are to blame for this trend, but as the BL is more often than not our source of ‘last resort’, this results in a slight increase in the amount of unsatisfied requests for our users.

The increase in new user registrations is attributable to the adoption of a new FCL procedure aimed at proactively seeking new members. Library staff now habitually visit the monthly corporate induction sessions held for new staff during their morning breaktime to raise awareness of library services and resources. This change was effected when an evaluation of the previous procedure (sending letters to all new employees to invite them to join the library) demonstrated a very poor response rate, and hence we decided to adopt the less passive approach outlined above. However it does remain a challenge to translate new (and therefore by default, dormant library members) into ‘active’ library users and this is the focus of some of 2015/16 workstreams.

In terms of library resources, the decrease in loans mirrors a national trend and whilst we are committed to retaining an up to date lending collection for our users, our reference collection remains the most heavily used and important section of our book stock. Only minor adjustments were made to our journal subscriptions and e-journal statistics show usage is similar to last year, showing an increase of 1%.

A detailed overview of 2014/15 activity metrics (along with 2013/14 for comparison) can be found in appendix three.

## 8.0 Finance

It is no longer realistically feasible to identify our main income funding streams following changes to tariff and the cessation of library funding being ring-fenced in LETB funding streams. Expenditure went according to plan. Library staff training and education has been supported either via the Trust’s Training budget or has been largely cost neutral (with the exception of incidental expenses).

### Summary budget 2014/15

Income		Expenditure	
Trust & LETB	£166759	Library staff	£120800
Other	£1000	Books & journals (incl. ebooks)	£42100
		Document supply & ILL	£800
		IT hardware & software	£3950
		Other	£109
<b>Total</b>	<b>£167759</b>	<b>Total</b>	<b>£167759</b>

Staffordshire University continued to provide a contribution towards the purchase of books and resources to support their students when on placement at the Trust.

## 9.0 Impact

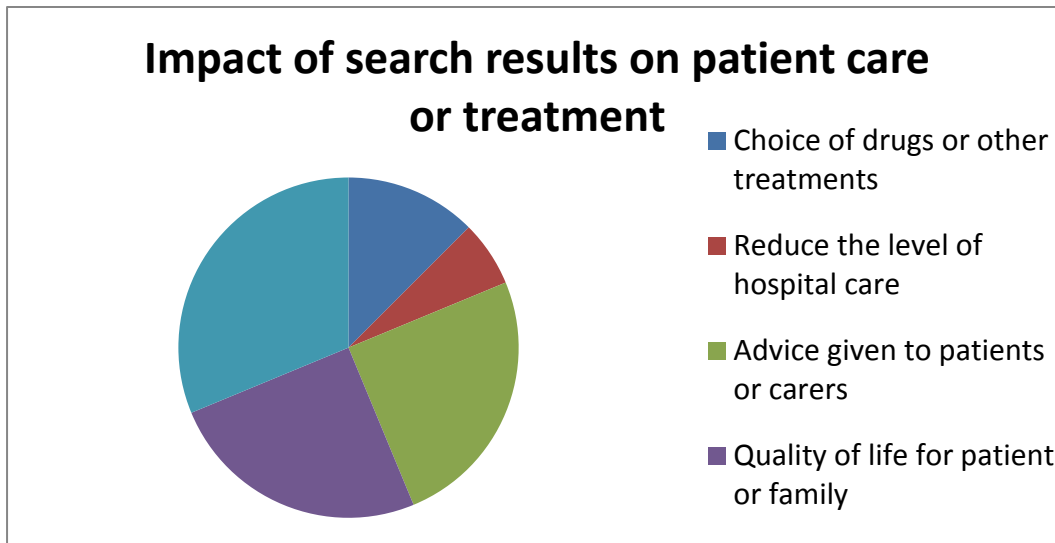
Our professional literature searching service continues to be both a well-used and vital one. In 2014/15 the number of search requests rose by 21%, which is the highest annual increase we have ever recorded. This unprecedented rise may be in part due to promotion of this service through the outreach visits to both clinical and non-clinical areas.

The number of synthesised searches completed since the service was introduced is 7% of the total. However, it is early days and this service was not introduced to replace standard searching, but to provide an enhanced service for those with more specific needs. Feedback so far includes *“I found your previous synthesised literature review extremely helpful. Thank you for the fantastic work you have provided me with. I am extremely grateful* (Research Physiotherapist).

The number of completed Impact assessments has reduced when compared to 2013/14 but there has been a significant rise in satisfaction ratings from those who responded. 100% of responders rated the relevance of search results as either ‘completely’ or ‘mostly relevant’. None thought results were either ‘partly’ or ‘not at all’ relevant.

Positive comments received from either completed Impact Assessments of standard search results range from *“This information will aid a research project I am working on within the department, which in turn will help physiotherapists to develop further research and ultimately help patients in the near future”* (Researcher), to *“It contributed to our submission to NICE on cartilage repair”* (Lecturer).

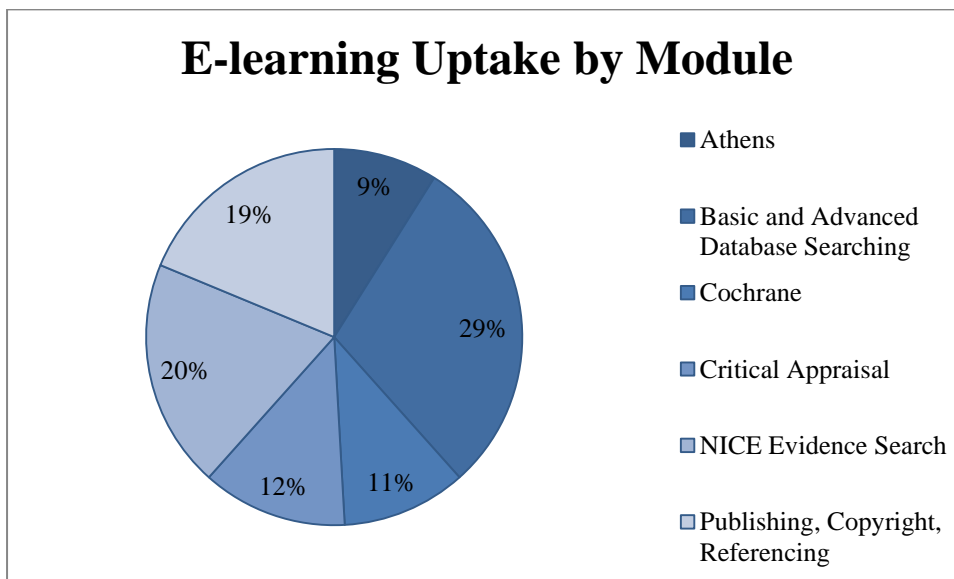
When asked whether search results had an impact on any aspect of patient care or treatment, respondents ranked guideline or pathway development, quality of life for patient or family, advice given to patients and carers, choice of tests and reducing the length of stay as the main impact areas.



We have also promoted current awareness by publicising our ability to set up recurring search alerts following completion of a literature search. As a result, 15% of total searches now generate monthly alerts, thus enabling staff to stay up to date in their chosen topic area.

We also try to measure the impact of our information skills training. Uptake for e-learning modules has continued at a steady pace this year after the initial surge when they were launched the previous year. Modules have again been undertaken by individuals from a cross-section of staff groups and departments with nurses being the largest user group.

This chart shows the spread of information skills training e-learning modules undertaken:



*Basic & advanced database searching* remains the most popular module but *Publishing, copyright & referencing* and *NICE Evidence Search* have also had good uptake. Responses to survey questions asking what effect the e-learning has had include “*Able to search more effectively so it took up less of my time*” (Staff member involved in business and commissioning) and “*a proper understanding of publishing and referencing*” (medical staff member). Many respondents believed what they had learnt would contribute to changes to patient care in the future especially in terms of guideline development, service redesign and advice given to patients or carers.

Face to face training in information skills is still offered with *Healthcare Database Searching, Critical Appraisal* and *Understanding Medical Statistics* delivered as either group or 1-1 sessions as required. A common response in impact assessments was that the training had influenced research and advice given to colleagues.

In January we introduced 30 minute “bite-sized” training sessions run in the lunch hour. So far six sessions have been held covering Twitter, Prezi and Apps. Evaluation has been in the form of quick feedback sheets at the end of the session and has been largely positive with comments including “*great idea, I would not have considered Twitter [as a professional tool] if not for this session*” “*Excellent thanks. I never knew about this, will be useful and invigorating to have – help creativity*” (about Prezi) and “*great time to have the sessions*”.

Statistical data relating to impact assessments and training can be found in appendix three.

## 10.0 Promotion and marketing

We continue to use both the ‘library corner’ of the monthly Trust newsletter and Weekly Digest when necessary to promote the library, and to publicise training dates. These publications reach both users and non-users in the Trust.

<b>Activity</b>	<b>Review/evaluation</b>
Procurement of a range of promotional FCL branded goods to be distributed at outreach events and when new users join the library. Presented in an A3 plastic wallet which also contains library information and an enquiry card that can be returned to the library	The pack has been well received at outreach visits and events, although no enquiry cards have been submitted to the library. The design of the cards will be reviewed as a result
Special library themed edition of Communic@te which was distributed widely electronically within the Trust.	This issue was entirely devoted to highlighting both new library services – synthesised literature search service, Time to Listen project, bite-sized training sessions as well as existing ones - current awareness, electronic and print journals and e-learning. It continues to be a useful promotional tool and will be included in Evidence Folders for Nurses and Healthcare Professionals, as well as being given out at training events
Dementia training sessions for clinical staff – FCL dementia book display and provision of dementia booklist for trainees	This was appreciated by the trainer and will increase awareness of library resources to back up Trust initiatives and ultimately contribute to patient care.

Promoted Healthy Apps at Trust Members Day “Getting the Balance Right”.	FCL staff member participated in the day thereby helping to raise awareness amongst Trust members of technology and technological resources to promote individual health and well-being.
Nurses’ Day 2014. Library stand promoting 6cs and related library resources	It is difficult to quantify the results of this event, although we handed out a number of promotional packs and answered several enquiries. Supporting a focused nursing event is also important, given that we wish to increase engagement with this group

## 11.0 Conclusion and Future Actions

The Francis Costello Library team always set ourselves ambitious targets and this year has been no exception. The service has evolved significantly, not least through the launch of the synthesised literature searching service, the programme of outreach and the innovations including the launch of bite-sized training sessions and bibliotherapy for improved patient wellbeing.

Whilst the provision of library services ‘beyond physical library walls’ will doubtless continue to meet a need for some of our users, the evidence-base supports most of our users’ desire to retain hard copy resources and the calm, quiet physical library environment conducive to study, learning and research.

As ever, the library staff remain the service’s biggest asset and have excelled in their performance in 2014-15. Furthermore, our knowledge of orthopaedic and related resources is seminal to the expert service we provide, and sets us apart from more generic health library service providers in the locality.

We are therefore entering into 2015-16 in a strong position on which we will continue our crusade to inform management and clinical decision-making through the provision of timely and high quality information to Trust staff at their point of need.

## **Appendix one: Francis Costello Library Strategic Aims and Objectives 2013-16**

### **9.1.1 Ensure the organisation remains relevant and dynamic**

- Provision of timely, accessible information to Trust staff for informed decision making
- Horizon scanning on the NHS, orthopaedic and health library landscape
- Robust business planning / review cycle for the Francis Costello Library to ensure our deliverables further the strategic aims in this strategy
- Proactive risk management of Francis Costello Library business activities
- Fostering innovation both within the Trust and the Francis Costello Library

### **9.1.2 Provide staff with education and resources tailored for knowledge and skills development**

- Provide information to our stakeholders in a tailored manner
- Assimilate the Francis Costello Library activities with broad workforce education policies
- Work in partnership and share information with other Trust education providers
- Facilitate skills of Trust staff and students on placement to enable and empower evidence-based decision making
- Take a proactive approach in supporting lifelong learning, CPD / revalidation activities

### **9.1.3 Central to management, clinical and research communities**

- Proactive engagement with staff user groups to advance library impact within the Trust
- Inform research activities and clinical decision-making by provision of specialist knowledge
- Integration in management decision-making at a senior level
- Demonstrate impact of information and value-added library services on patient care and organisational effectiveness

### **9.1.4 Optimise efficiency in library service delivery**

- Integrate costing principles in service delivery and development
- Streamline appropriate library processes using LEAN principles to improve efficiency
- Measure library service performance via our quality standards
  - Monitor library staff skills mix and roles to ensure relevancy and currency
- Strategic approach to marketing library services – concentrating on high yield activities which have a maximum return on investment with regard to their overall impact
- Associate Director of Human Resources/CKO champion library at Executive Management level
- Address infrastructure and library environment issues

**Appendix two: Francis Costello Library Business Plan (final version) 2014-15**

<i>FCL Strategic Aim 1: Ensure the organisation remains relevant and dynamic</i>							
<b>Key task (Departmental objective)</b>	<b>Link to LQAF</b>	<b>New task or continuation from 2013/14?</b>	<b>Measurable target[s] (Deliverables)</b>	<b>Lead / by whom</b>	<b>Planned start date</b>	<b>Planned completion date</b>	<b>Notes</b>
Ensure contingency for LMS	4.2a	New	<ul style="list-style-type: none"> <li>Define FCL LMS requirements</li> <li>Contact LMS suppliers and potential partners</li> <li>Formulate options appraisal</li> </ul>	LSM DLSM [LF]	June July Oct	July Oct Dec	Completed.  Completed
Forge new partnerships/engagement with other orgs/agencies to benefit our service, and mitigate risk	1.1c 1.2c	New	<ul style="list-style-type: none"> <li>Identify and contact orgs</li> <li>Tangible evidence of partnership working</li> </ul>	LSM DLSM	Apr	Mar	AG working with Public library for MCSI project
Embed personalised customer engagement in our service	1.2e 1.3c 5.3a	New	<ul style="list-style-type: none"> <li>FCL team meeting notes</li> <li>Assurance of customer care skills via 1:1 meetings</li> <li>Anecdotal user satisfaction</li> </ul>	All	Apr	Aug	Ongoing
Revise current literature search service	3.2a 5.3e	New	<ul style="list-style-type: none"> <li>Adopt a new template for improved presentation of results</li> <li>Librarians to undergo training in synthesised searching</li> <li>Explore possibility of providing synthesised search service and its effect on delivery times/staff workload</li> <li>Relaunch of service</li> </ul>	DLSM (AG)  ALL	May  May  Jan	June  July  Jan	Completed  Completed  Completed

**FCL Strategic Aim 2: Provide staff with education and resources tailored for knowledge and skills development**

<b>Key task (Departmental objective)</b>	<b>Link to LQAF</b>	<b>New task or continuation from 2013/14?</b>	<b>Measurable target[s] (Deliverables)</b>	<b>Lead / by whom</b>	<b>Planned start date</b>	<b>Planned completion date</b>	<b>Notes</b>
Outreach programme to Nurses/HCAs	5.3a 5.3b	Continuation	<ul style="list-style-type: none"> <li>Deliver 3 monthly rolling programme of visits to clinical areas</li> <li>Evaluate after first cycle of visits using anecdotal feedback</li> <li>Review display materials and resources used</li> </ul>	DLSM (AG & LF) DLSM (AG)  DLSM (AG & LF)	May May  Aug	July May  Sep	Completed, and new cycle underway Completed  Completed
Resource collection folders to ward staff	5.3c 2.1d	New	<ul style="list-style-type: none"> <li>Scope project following feedback from first cycle of outreach visits</li> <li>Establish procedure for implementation and operational responsibility for updating</li> <li>Evaluate &amp; review usage after first 6 months</li> </ul>	DLSM (AG)  DLSM (AG)  DLSM (AG)	May  Dec  Carry forward	June  Jan	Completed  Completed  For 2015/16 plan
MCSI bibliotherapy project	1.3c 3.2b 5.3a 5.3l	New	<ul style="list-style-type: none"> <li>Explore potential for partnership work with PL</li> <li>Co-ordinate service provision for initial pilot</li> <li>Review pilot by evaluating feedback</li> <li>Arrange volunteer meeting</li> <li>Cascade training if required to volunteers to ensure sustainability</li> <li>Attend training to support this project</li> </ul>	DLSM (AG)  DLSM (AG) DLSM (AG)  DLSM (AG) DLSM (AG)  DLSM (AG)	Apr  Sept Mar  Feb Mar  Mar	May  Sept Mar  Mar Mar	Completed  Completed Completed  Completed Completed
Ensure Trust values are embedded into FCL working practices	3.2a	New	<ul style="list-style-type: none"> <li>Raise awareness of values with library staff</li> <li>Annual appraisal for all staff</li> </ul>	LSM All	May	June	Completed



Pursue options for provision of POC tool within the Trust	4.1b	Continuation	<ul style="list-style-type: none"> <li>Survey/questionnaire to clinicians to gauge awareness and any current usage</li> <li>Liaise with Orthopaedic Librarians as to any POC tools currently in use by Orthopaedic hospital staff</li> <li>Set up trials and evaluations</li> <li>Write report and options appraisal</li> <li>Explore funding possibilities</li> </ul>	DLSM (LF)	May	June	Completed
	5.3h			DLSM (LF)	May	June	Completed
	1.2c			DLSM (LF)	Nov	Dec	Completed
				DLSM (LF)	Jan	Jan	Completed
Provide a range of alerting services appropriate to the customer base	5.3g	Continuation	<ul style="list-style-type: none"> <li>Update resources webpages with links to alerting services</li> <li>Set up TOC alerts and alerts from literature searches on behalf of staff</li> <li>Develop and promote social media channels as current awareness tools</li> <li>Document current process for evaluating &amp; monitoring alerting</li> <li>Discern future requirements to comply with LQAF and to suit our users</li> </ul>	ALL	Ongoing	Ongoing	
				DLSM	Ongoing	Ongoing	
				DLSM (LF)	June	July	Completed/ongoing
				DLSM (LF)	Jan	Jan	Completed
				DLSM (LF)	Jan	Mar	Some work underway & carry forward 2015-16
Provide informational online presentations for user guidance	5.3b	Continuation	<ul style="list-style-type: none"> <li>Link to supplier ebook tutorials on library webpages</li> </ul>	DLSM (LF)	Nov	Nov	Terminated
Be responsive to user training needs	5.2a	New	<ul style="list-style-type: none"> <li>Develop and deliver bitesized training sessions for social media and web 2.0 tools</li> <li>Adjust training IAs</li> <li>Arrange annual critical appraisal/medical statistics training with trainer</li> </ul>	DLSM (LF)	Dec	Feb	Ongoing
	5.2c			DLSM (LF)	Aug	Sep	Completed
	5.2d			DLSM (LF)	Oct	Oct	Completed

*FCL Strategic Aim 3: To be central to management, clinical and research communities*

<b>Key task (Departmental objective)</b>	<b>Link to LQAF</b>	<b>New task or continuation from 2013/14?</b>	<b>Measurable target[s] (Deliverables)</b>	<b>Lead / by whom</b>	<b>Planned start date</b>	<b>Planned completion date</b>	<b>Notes</b>
Ensure equity in the delivery of library services	1.3a 5.3a	New	<ul style="list-style-type: none"> <li>Adjust current policies or procedures which treat user groups differently</li> </ul>	All	May	Sept	Completed
Support growth and direction of Trust private patient facilities	5.3h	New	<ul style="list-style-type: none"> <li>Comprehensive search and production of document summarising results</li> </ul>	DLSM (AG & LF)	Dec	Dec	Completed

### Appendix three: Activity metrics for 2014/15

	2014/15	2013/14	Notes/remarks
<b>Users</b>			
New user registrations	139	84	
Total user base	714	696	
<b>Journal Subscriptions</b>			
Print	4	12	
Electronic	44	45	
Print & electronic	12	6	
Total subscriptions	61	63	
Total downloads from electronic journal subs across all titles	2084	2108	
Top 5 most used electronic journal titles	<ol style="list-style-type: none"> <li>1. The Lancet*</li> <li>2. Journal of Bone &amp; Joint Surgery</li> <li>3. Arthroscopy</li> <li>4. Spine</li> <li>5. Journal of Arthroplasty</li> </ol>	<ol style="list-style-type: none"> <li>1. Spine</li> <li>2. Bone &amp; Joint Journal</li> <li>3. Arthroscopy</li> <li>4. Journal of Bone &amp; Joint Surgery</li> <li>5. Spinal Cord</li> </ol>	*This title is purchased nationally
<b>Article Requests</b>			
Supplied to own users	1026	1150	
Supplied to other libs	153	156	
Top 5 most requested journal titles	<ol style="list-style-type: none"> <li>1. Journal of Sport Rehabilitation</li> <li>2. Developmental Medicine &amp; Child Neurology</li> <li>3. Acta Anaesthesiologica Scandinavica</li> <li>4. Knee</li> <li>5. Lancet</li> </ol>	<ol style="list-style-type: none"> <li>1. Journal of Children's Orthopaedics</li> <li>2. British Journal of Anaesthesia</li> <li>3. Archives of Physical Medicine &amp; Rehabilitation</li> <li>4. Acta Anaesthesiologica Scandinavica</li> <li>5. Developmental Medicine &amp; Child Neurology</li> </ol>	Excludes requests from our own subscriptions
<b>Books</b>			
Loans to own users	1340	1914	
Loans to other libs	201	86	
Loans from other libs	351	90	
New additions to stock	309	279	
Total bookstock	3429	3528	

		<b>2014/15</b>		<b>2013/14</b>	<b>Notes/remarks</b>
Top 3 most loaned titles		1. Nolan, Y, Health & Social Care. Level 3 diploma. 2. Picard, O. Medical Interviews: a comprehensive guide to CT, ST & Registrar interview skills. 3. WHO Classification of tumours of soft tissue and bone.		1. Nolan, Y, Health & Social Care. Level 3 diploma. 2. Gopee, N. Mentoring & Supervision in healthcare 3. Oxford Handbook of Orthopaedic & Trauma Nursing	
<b>Literature searches</b>		273		111	
Literature search impact assessments				63	
<b>Enquiries</b>					
Procedural/directional		4004		3640	Calculated from 2 sample weeks
Information resource related		1872		1040	Calculated from 2 sample weeks
<b>User Education (delivered in-person)</b>					
1-1 training sessions		42		59	
Group training sessions		9		4	
<b>User Education (e-learning modules)</b>					
ATHENS		10		34	
Basic and Advanced database searching		33		96	
NICE Evidence Search		22		54	
Critical appraisal		14		49	
Cochrane		12		7	
Publishing, Copyright & citations		21		41	
E-learning impact assessments		12		28	
<b>Online Library Forms</b>					
Registrations		35		1	
Article requests		73		48	
Literature searches		3		0	

## Appendix four:

### Report on trials of Point of Care Tools

In line with LQAF requirements “to support clinical and management decision making”, and the suggestion that this might be achieved through the use of Point of Care e-resources, Francis Costello Library investigated Point of Care Tools to establish whether there was an appetite for such a resource amongst staff at RJAH.

Point of Care tools are evidence based clinical decision support systems authored by physicians to help clinicians make the right decisions at the point of care. They provide graded synthesised evidence on a range of clinical topics. Research has shown that the benefits of such tools can include increased patient safety, reduced complication rates and shorter hospital stays.

The Deputy Library Manager attended a study day in Leicester where tools were presented and demonstrated and it was decided to trial two of the most popular, well established tools which were UpToDate by Wolters Kluwer and DynaMed published by Ebsco. At the request of a consultant a trial of the Point of Care/Current Awareness Tool OrthoEvidence was also arranged to run simultaneously. Representatives from Ebsco and Wolters Kluwer subsequently visited the Trust to demonstrate the products in more detail to the Library Services Manager and Deputy Library Services Manager and discuss arrangements for setting up trials.

It was arranged to launch trials at a meeting of the Multi-Disciplinary Clinical Audit Meeting (MDCAM) to which we had been invited by a consultant. This meeting was subsequently cancelled and so the Medical Advisory Committee (MAC) was used as a launchpad instead. Attendees watched a PowerPoint presentation and demonstration of UpToDate and DynaMed and were given a brief overview of OrthoEvidence along with handouts giving login details.

The trials were published via all available channels – Communic@te, Weekly Digest, library webpages, the desktop popup box, library social media accounts, speaking ad hoc to SpRs before Friday teaching and emails to all staff, Athens users, SpRs and Consultant groups etc. Marketing materials were also provided by the publishers and displayed around the hospital.

### Strengths and Weaknesses

The strengths and weaknesses of each of the resources as perceived by library staff are as follows:

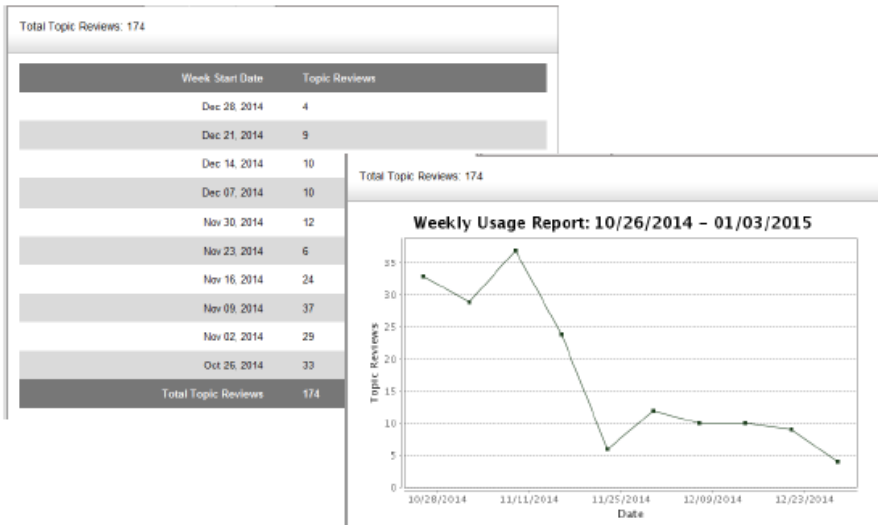
	Strengths	Weaknesses
<b>UpToDate</b>	<ul style="list-style-type: none"><li>• Well established</li><li>• Graded evidence</li><li>• Graphics database</li><li>• User friendly</li><li>• Synthesised evidence – original content not just bulleted summaries of studies</li><li>• Just developing mobile version</li><li>• Set up link resolver</li></ul>	<ul style="list-style-type: none"><li>• Priced by the number of clinicians in the Trust according to Binleys represented by a specialty in UpToDate</li><li>• Uses US drug database and dosages</li><li>• Only selected international</li></ul>

	<p>to link to our journal subscriptions as matter of course</p> <ul style="list-style-type: none"> <li>• Certified trainer programme</li> </ul>	<p>guidelines</p> <ul style="list-style-type: none"> <li>• Orthopaedics not one of the specialties listed although rheumatology is</li> </ul>
<b>DynaMed</b>	<ul style="list-style-type: none"> <li>• Updated very quickly/daily</li> <li>• Mobile compatible</li> <li>• UK drugs repository</li> <li>• Contains NICE guidelines &amp; international</li> <li>• Content from 500 top journals</li> <li>• On or offline</li> <li>• Certified Trainer programme</li> <li>• Graded evidence</li> </ul>	<ul style="list-style-type: none"> <li>• Marketed in terms of currency/quality over coverage &amp; ease of use</li> <li>• Limited and basic orthopaedic content</li> <li>• Less well known as EBSCO previously targeted marketing at librarians rather than clinicians</li> </ul>
<b>OrthoEvidence</b>	<ul style="list-style-type: none"> <li>• Content highly relevant to our staff groups</li> <li>• High quality evidence</li> <li>• Easy to read reports</li> <li>• Low cost compared to other products available</li> <li>• Easily accessible via website</li> <li>• Mobile app for ipad</li> </ul>	<ul style="list-style-type: none"> <li>• Not a true point of care tool - more for current awareness</li> <li>• Search facility underdeveloped</li> <li>• Not Athens authenticated</li> <li>• Little known Canadian company</li> </ul>

### **UpToDate**

Access was available via an icon on the intranet apps page as well as via Athens. Mobile access was not available for the trial. A total of 174 topic views were recorded over the one month trial period which included the run up to Christmas

## Total Topic Views Nov - Dec 2014



## Top Specialties Nov - Dec 2014

174 Total Topic Views

### Top 10 Topic Specialties

Rank	Topic Specialty	Total Topic Hits
1	Adult Primary Care and Internal Medicine	32
2	Rheumatology	28
3	Pediatrics	22
4	Adult and Pediatric Emergency Medicine	17
5	Neurology	14
6	Allergy and Immunology	11
7	Endocrinology and Diabetes	8
8	Nephrology and Hypertension	8
9	Drug Information	7
10	Patient Information	6

## Top Topics Sept - Nov 2014

174 Total Topic Views

### Top 10 Topics

Rank	Top Specialty	Topic Title	Total Topic Hits
1	Adult Primary Care and Internal Medicine	Medical consultation for patients with hip fracture	13
2	Adult Primary Care and Internal Medicine	Practice Changing UpDates	5
3	Rheumatology	Total hip arthroplasty	5
4	Adult and Pediatric Emergency Medicine	Hip fractures in adults	4
5	Allergy and Immunology	Inborn errors of metabolism: Classification	4
6	Neurology	Mitochondrial structure, function, and genetics	4
7	Allergy and Immunology	Overview of phenylketonuria	4
8	Neurology	Acute traumatic spinal cord injury	3
9	Pediatrics	Developmental dysplasia of the hip: Clinical features and diagnosis	3
10	Gastroenterology and Hepatology	Hepatic encephalopathy in adults: Treatment	3

The high number of hits for hip fracture is probably due to the fact that this was the topic used by library staff for demonstration purposes!

### DynaMed

Access was again available internally via an icon on the intranet page and offsite via Athens. Access to a mobile app was also available by means of a free download using a personal id number obtainable from the library. Usage data was only given for November which was 33 sessions logged 22 searches and 17 views of Fulltext via HTML. Subsequent access was deemed to be low.

### OrthoEvidence

The trial of OrthoEvidence was arranged last minute following the request of a consultant, and did not perhaps get as much promotion as the others. It was only briefly covered in the presentation to consultants as access had only been given to library staff earlier in the day therefore giving limited time for familiarisation and to prepare, although hand-outs and access codes were given out.

As it is not Athens authenticated, for the trial purpose, access was via a web address using a generic password. Unfortunately this did not really allow for the tailored current awareness usage for which it is designed. Nineteen different log-ins were recorded in the run up to Christmas. The lack of Athens authentication and the fact that a URL and passwords needed to be remembered may have been a barrier to usage. Its design lends itself more to CPD and current awareness than for use at the point of care as it provides high quality synthesised reports of the latest research articles.



## **User Feedback**

Questionnaire surveys were written using Survey Monkey and these were also well publicised. Despite this, feedback was very low and in the case of UpToDate and DynaMed despite a couple of enthusiasts who had used the tools elsewhere, it was decided there was not enough interest to warrant such expensive purchases.

Feedback for UpToDate included:

“it is a wonderful evidence based website for medical topics. This has helped me in taking decisions at crucial periods of time during my clinical practice particularly with very poor patients”

“This helps in better management of patient care and hence early discharge thus saving the NHS a huge amount of money”

And for DynaMed:

“There is too much information to make it a useful clinical tool, but it is good for research”

In the case of OrthoEvidence, again feedback was low. Positive feedback included:

“Highly relevant to MSK pathology and much more comprehensive in breadth than other orthopaedic surgery journals”

“I like the fact that anything I find on OE is high quality ...and I trust it. It's confirmed many of my clinical decisions and on occasion, made me pause to rethink some of my prior held beliefs”

## **Lessons Learned**

The poor take-up and feedback during the trials can perhaps be attributed to the following factors which ought to be borne in mind in case of similar exercises in future:

- time of year with staff being busy in the run up to Christmas,
- minimal opportunities for library staff to access relevant staff groups
- lack of a champion higher up in the organisation
- running trials of three products simultaneously
- differences in marketing materials supplied by providers

## **Outcomes**

1. Based on high costs and low usage during the trial it was decided that purchase of the Point of Care tools DynaMed or UpToDate could not be justified at this time.
2. As the cost implications of OrthoEvidence are much lower, and the content is more tailored to our specialist needs focussing on Orthopaedics, it was decided to trial OrthoEvidence at the Trust over 12 months to gain a better view. It was felt that as OrthoEvidence had only been added to the trials last minute it had not been as widely publicised as the other resources. In addition, the developers declared a willingness to work with us as they further develop the product.

Louisa Fulbrook  
Deputy Library Services Manager  
March 2015

## **Appendix five: Archives Officer Report for 2014/15**

The Hospital Archives continue to be looked after by volunteer Archives Officer Marie Carter. With the centenary of the start of the First World War in August 2014, there has been much interest in the role of the hospital during the conflict. The Archives Officer has been working closely with the Qube Arts Centre, Oswestry on a major exhibition showing the work of Robert Jones and Agnes Hunt during the First World War. This is scheduled to open in September 2015. She has also worked with Dave Adams, Anatomy Department, to produce an exhibition on the Baschurch Home from 1914-1918, which is currently on display in the hospital main entrance.