



Francis Costello
LIBRARY
Evidence • Research • Learning

**Francis Costello
Library**

2015/16

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

Annual Review

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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 2015 to March 2016.

2.0 Profile

The Francis Costello Library (FCL) 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 Postgraduate 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 using 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 2015/16

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. Developmental achievements over 2015/16 include:

- **Implementation of automated self-service**
The procurement of an electronic self-service machine is of real benefit to library users, providing an enhanced and modernised experience but also improving the library's information governance compliance.
- **Library Open Day**
In support of the Trust's Health and Wellbeing Day, we issued an open invitation for all Trust staff to visit the library for a range of events and activities including food tasting, bibliotherapy, competitions, therapeutic colouring and the launch of the latest *mood boosting books* collection (a national collection of uplifting titles which includes fiction and poetry). In conjunction with a library stall at the main Health and Wellbeing Day venue, the open day initiative enabled us to reach and engage a wide variety of

users and non-users alike from across the organisation.

- **Subscriptions to OrthoEvidence Database and AAOS exams package**
The library has subscribed to a database providing high quality evidence based critical summaries of the clinical literature. This is to support current awareness for junior doctors, SpRs and consultants and has also proved popular amongst physiotherapists and allied health professionals who are actively engaged in research. (See appendix six). We also took out a subscription to an electronic exams package to support the SpRs through their FRCS examination and are now evaluating this.

4.0 Performance Overview 2015/16

4.1 Strategic Management

Francis Costello Library Strategy 2013-2016

During 2015/16 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).

The library's three year strategy expires in December 2016 and as such it will be necessary to set a new strategic direction in the forthcoming year. Health Education England's Knowledge for Healthcare development framework: an implementation plan for NHS England's health libraries will have significant impact on the Francis Costello Library's strategic and operational autonomy over the next five years.

4.2 Business Plan 2015/16

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. In 2015/16 we made a conscious decision to focus our energies on demonstrating the value and increasing the impact to the Trust of our unique specialist professional librarian skills, thus raising our profile and proving our worth at a time of significant financial constraint and continuous change in the health landscape. We have therefore strengthened the quantity and quality of current awareness/alerting services (to drive up standards of clinical and management decision making) and provided evidence folders (updated quarterly) in all clinical areas containing the latest evidence on core topics including continence control, the Six Cs, fall prevention, nutrition and patient-centred care.

The 2015/16 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 five.

5.0 User experience

5.1 Facilities

User feedback validates the importance of an aesthetically pleasing library environment which is conducive to learning and study. Whilst the décor, design and capacity of our

current facilities are no longer fit for purpose, progress has been made this year to improve the lighting which is now compliant with health and safety requirements. The procurement of new desks and chairs for laptop users which are DSE compliant and have power sockets at desk level are also a welcome improvement to our facilities.



Left: the new seating and desks for laptop users with the online catalogue showing in the foreground

5.2 Feedback

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

Throughout the year:

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

Compliments include:

“The library team has been a brilliant support to me whilst studying for my degree!”

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.

6.1 Quality Standards

It is a requirement of the NHS quality assurance framework for libraries that we consult our users and potential users about our quality standards on an annual basis. This year we incorporated this consultation into our library survey. 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 2015/16:

Target	Thresh old	Annual Performance	Achieved 2015/16	Travel (since 2014/15)
Internal processes				
% Article & book requests processed within 2 working days	>= 95%	✓	100%	➔
% of requested articles supplied	>= 95%	✓	99%	⬆️
% article requests from stock supplied within 2 working days	>= 95%	✓	100%	➔
% external article requests supplied within 5 working days	>= 50%	✓	98%	⬇️
% external article requests supplied within 10 working days	>= 95%	✓	100%	⬆️
% of searches supplied within 5 days or timescale agreed with user	>= 95%	✓	100%	⬆️
Trust and national quality standards				
LQAF compliance at or above WM average	WM mean 92.52%	✓	97%	➔

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 2015/16 are 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	100%	Customer feedback spreadsheet Green data collection bookmarks
Journal title suggestions will be acknowledged within 5 working days	100%	Customer feedback spreadsheet

6.2 GMC National Training Survey

The quality of our library service was also reinforced in the results of the 2015 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 are a 'regional outlier' due to our very strong performance for access to educational resources. Anecdotal feedback from the specialist registrars on rotation at the Trust is that our reference collection is particularly renowned and a highly valued resource.

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 48 criteria. RJAH's verified compliance score for 2015 is 96.59% (the regional mean is 92.52%). There are significant changes expected to the Framework in the forthcoming year, not least a mandatory requirement that all health libraries will need to evidence their contribution to provision of patient and public health information. Further details of the Framework can be found at <http://www.libraryservices.nhs.uk/forlibrarystaff/lqaf/>.

6.4 Staff Professional Development

Professional development undertaken by library staff includes:

- Familiarisation visits to the British Library document supply centre, Boston Spa
- Electronic resources webinars
- Attendance at Healthcare Databases Advanced Searches update in Nuneaton
- Attendance at University and Health & Medical Librarians Group Spring Forum
- Medical Terminology training
- Attendance at a current awareness study day in Leicester
- Myers-Briggs FCL team development sessions
- CILIP WM network members day

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 Health Education West Midlands, although some of the data is used to inform our own planning and to evaluate our performance.

Of particular note this year:

- Literature searches have increased by 26%
- Use of online library forms has increased by 44%
- Book loans have increased by 37.5%
- No. of articles requested has increased by 23%

A detailed overview of 2015/16 activity metrics (along with 2014/15 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 2015/16

Income		Expenditure	
Trust & LETB	£170892	Library staff	£124992
Other	£1477	Books & journals (incl. ebooks)	£40996
		Document supply & ILL	£900
		IT hardware & software	£2100
		Other	£1904
Total	£172369	Total	£170892

Staffordshire University continued to provide a contribution towards the purchase of books and resources to support their students when on placement at the Trust. We were also successful in obtaining partial funding from the Orthopaedic Institute towards procurement of an orthopaedic exam package to support the registrars in preparing for their FRCS examinations.

9.0 Impact

Literature Searching Service:

We have continued to see further growth in usage of our professional literature searching service. In 2015/16 the number of search requests rose by 26% on the previous year. This figure exceeds even last year's significant growth. This rise may be attributable to our efforts in promoting standard and synthesized searches to our colleagues when attending Trust events and meetings, eg. staff induction and Clinical Excellence Committee.

When asked whether the search results have impacted on the outcome for patient care, we received the following feedback from the impact assessments–

“changed the protocols for CT scanning of these patients”

“Hoping to do screening clinics to treat patients sooner therefore hoping for less severe treatment later on”

“This has aided me to begin and justify developing spinal trauma bracing guidelines as there is very little evidence existing”

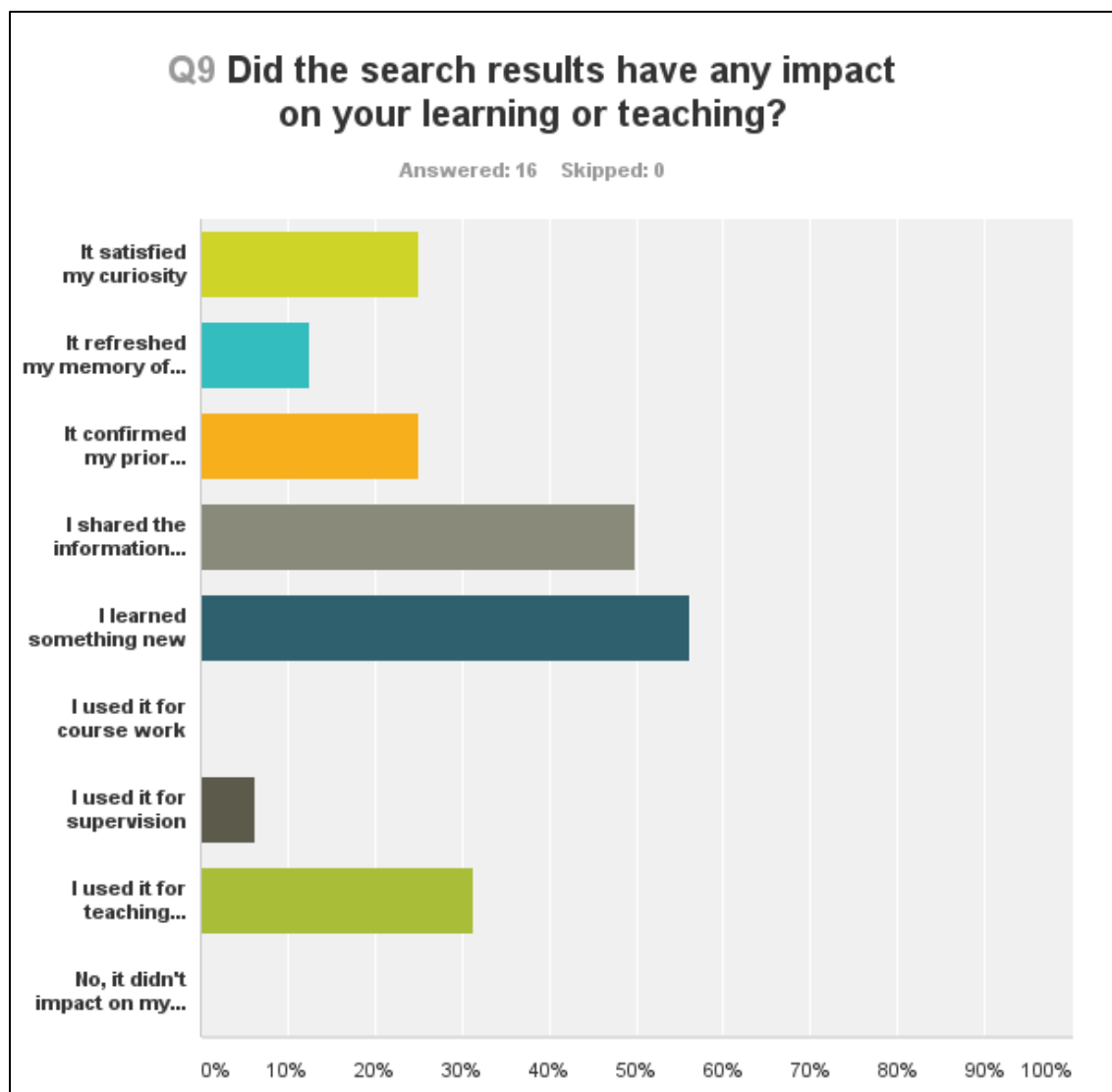
Demand for the more complex synthesized searches has doubled from last year, and now stands at 15% of the total number of searches requested, with high levels of satisfaction from those using this service. This enhanced service is not intended to replace standard searching as it meets more specific needs, but nevertheless we are pleased that this service has shown significant growth.

Satisfaction with synthesized searches remains high, with 100% finding the results 'completely relevant'. When asked whether the search results have impacted on the outcome for patient care, we received the following feedback –

“able to choose an alternative surgical treatment for difficult cases”

“Informed clinical practice, passed onto colleagues and bettered knowledge provided to patients regarding subject area”

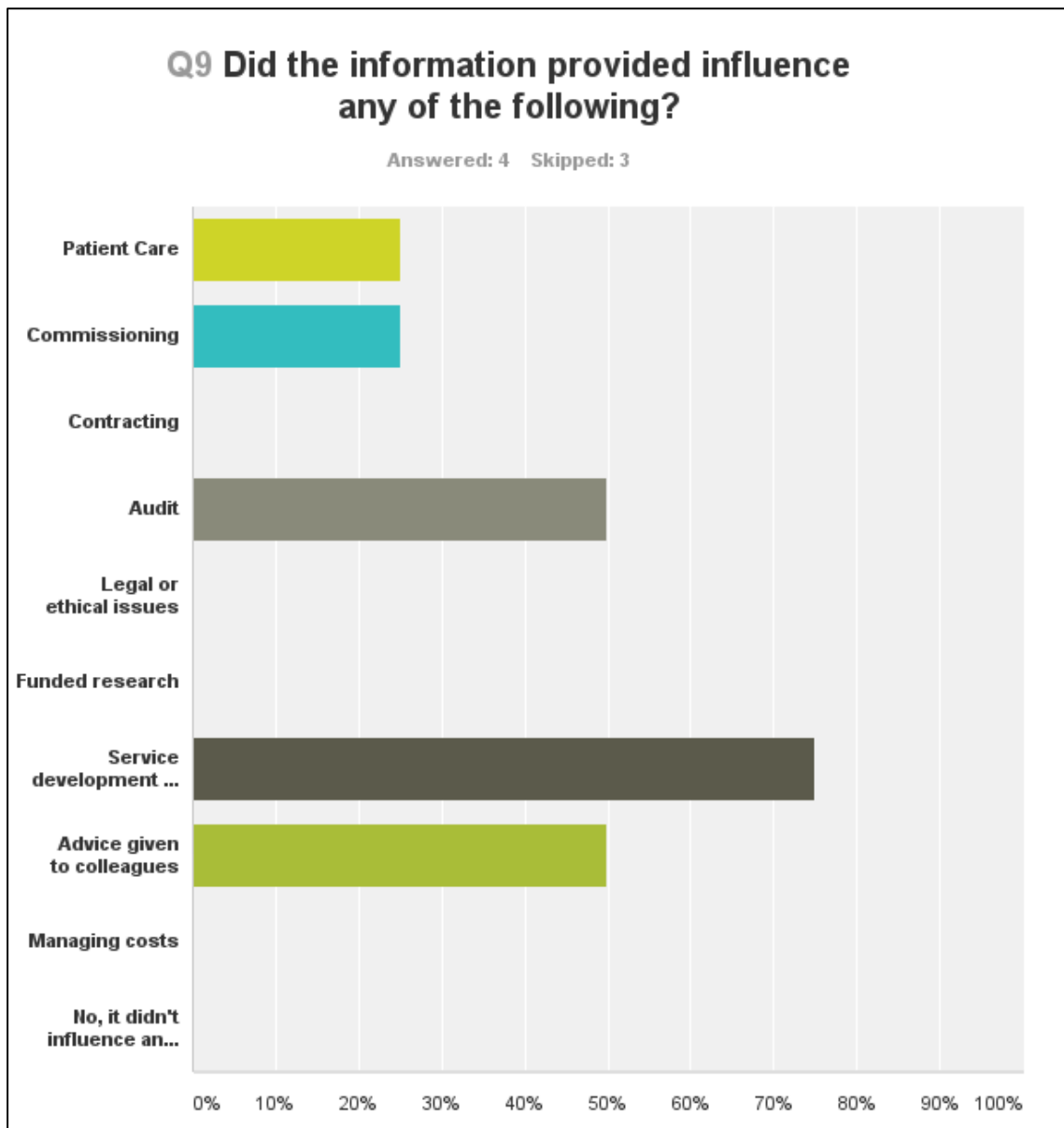
The effects of search results on learning or teaching shows a spread of beneficial effects for the recipients, thus showing the importance of this service across a wide spectrum of individual development.



Current Awareness (recurring search alerts):

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

We monitor the satisfaction and relevance of ongoing search alerts to ensure that we continue to meet individual needs. The impact assessments for this service show that this form of current awareness has measurable benefits to the recipients –

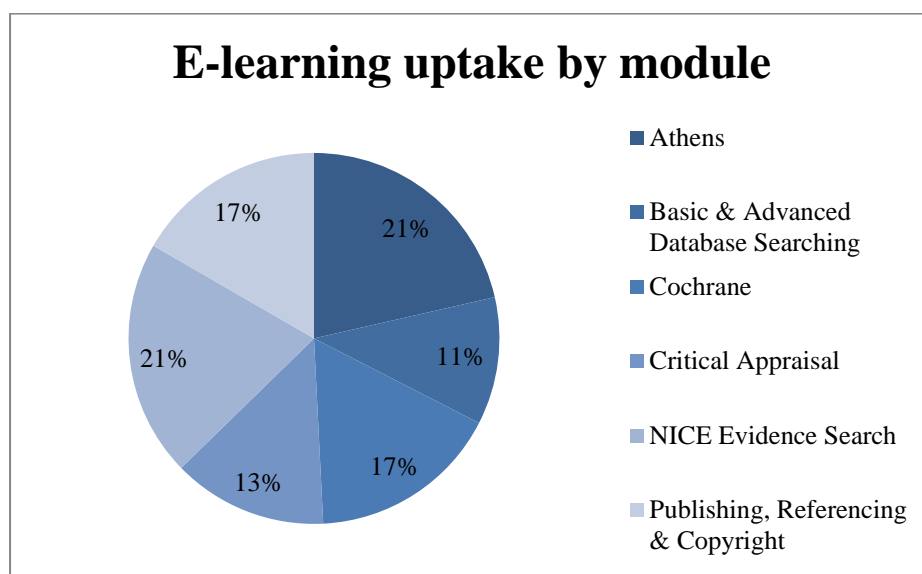


One user of the current awareness service noted that as a result of the information they had received they *“Updated falls procedures in the Trust. keeping abreast to current topics/research regarding falls- share information with falls links”*.

Information Skills Training:

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. Modules have again been undertaken by individuals from a cross-section of staff groups and departments over 50% of whom were nurses.

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



Completion of e-learning was fairly evenly spread across modules this year although in contrast to previous years a little surprising that *Basic and Advanced Database search* was the least popular. Responses to survey questions included "...option of completing training at a date and time convenient for my schedule through the option of an e-learning module is very helpful" (Medic) and "good access to information to improve my practice and maintain revalidation" (Nurse)

Face to face training in information skills was also delivered in response to demand. The usual sessions on *Healthcare Database Searching*, *Critical Appraisal* and *Understanding Medical Statistics* were delivered as either group or 1-1 sessions as required. Groups included HCAs and staff working towards the Care Certificate, and nurses and AHPs on the Orthopaedic Practice course. FCL staff also facilitated two sessions on *Introduction to Medical Terminology* which proved very popular with nurses and non-clinical staff. Responses to survey questions asking how staff had applied the knowledge and skills learnt on the course elicited comments such as it had helped understand dictation and more fully understand and check referral letters.

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

10.0 Promotion and marketing

We continue to use the 'library corner' of the monthly Trust newsletter to promote the library, and to publicise training dates. As part of a revamp of Trust communications the *Weekly Digest* has ceased publication and has been replaced by a 'Forward look', compiled by the Trust's Communications team.

Activity	Review/evaluation
Library Open Day	The unforeseen clash between the Health & Wellbeing Day elsewhere in the hospital and our own event on the same day resulted in a disappointing response

Activity	Review/evaluation
Health & Wellbeing Day 2015 - Library stand promoting our 'Reading Well' book collection and related library resources	An extremely busy event at which we made many individual contacts and handed out 50 promotional packs
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
RJAH Staff Training Day – Library stand of learning and teaching resources	Whilst turnout to this event was lower than was hoped, it remains important for the library to be visible within the RJAH wider learning culture and staff development
FCL Twitter	The Library continues to use Twitter as a marketing and promotional tool and now has a growing following of both staff and external bodies. Tweets are regularly retweeted by the Trust to its wider audience.
FCL Facebook	The Library has recently set up a Facebook Group and hopes to develop this as another network opportunity for contact with hospital staff, particularly nurses over the next 12 months

11.0 Conclusion and Future Actions

It is not always easy for libraries to make their voice heard and this report is testimony to the perseverance of the Francis Costello Library team in our commitment to push the boundaries of how library services are delivered within the health environment. The many examples of how FCL services have directly impacted on clinical decision-making and patient care in section 9.0 of this report are proof, were it to be needed, of the role that libraries have to play in the provision of high quality healthcare.

The expertise of the FCL team - not least our knowledge of orthopaedic and related resources and our ability to tailor our service to the needs of each user, is seminal to the high quality service we provide and which we know is valued by our users. Looking ahead, our ability to adapt and innovate is fundamental in remaining relevant and responsive to the needs of our users, and the re-shaping of health library service delivery under the auspices of the NHS Knowledge for Healthcare Framework.

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) 2015-16

<i>FCL Strategic Aim 1: Ensure the organisation remains relevant and dynamic</i>							
Key task (Departmental objective)	Link to LQAF	New task or continuation from 2014/15?	Measurable target[s] (Deliverables)	Lead / by whom	Planned start date	Planned completion date	Notes
Drive up standards of healthcare and decision-making by provision of tailored alerting and current awareness services	5.3g	Continuation	<ul style="list-style-type: none"> Discern user requirements for alerting (library survey) Promote social media tools as a current awareness tool Add request recurrent search alerts & Orthoevidence to literature search request forms Disseminate examples of types of current awareness alerts 	DLSM (LF) DLSM (LF) DLSM (LF) DLSM	July September September	August September November	Completed Completed Completed
Contribute to quality of patient experience and well-being	1.2e 1.3c	Continuation	<ul style="list-style-type: none"> Recruit and train volunteers Undertake group reader therapy sessions to improve dementia patient well-being Evaluation of Sheldon Time to Listen sessions Undertake group reader therapy sessions as part of spinal injury patient rehabilitation programme Evaluation & completion of MCSI Time to Listen sessions Arrange MCSI group membership of PL for audio loans 	DLSM (AG) DLSM (AG) DLSM (AG) DLSM (AG) DLSM (AG)	Ongoing April Apr April July September	March March Mar March Aug Oct	Completed Completed Completed Completed Completed
Ensure FCL remains relevant and dynamic	1.1a 5.3a	New	<ul style="list-style-type: none"> Undertake user and non-user consultation via a variety of 	ALL	July	August	Completed

	3.2a		<ul style="list-style-type: none"> means Update ADHR on strategic LKS issues & potential impacts on FCL Undertaking activities to improve team self-awareness and add value to our team working 	LSM LSM All	April	March	Ongoing Ongoing into 2016/17
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FCL Strategic Aim 2: Provide staff with education and resources tailored for knowledge and skills development

Key task (Departmental objective)	Link to LQAF	New task or continuation from 2014/15?	Measurable target[s] (Deliverables)	Lead / by whom	Planned start date	Planned completion date	Notes
Empower evidence based decision making for the purposes of research and patient care	5.2c 5.2a 5.3h 5.3g	Continuation	<ul style="list-style-type: none"> Provide face to face critical appraisal and medical statistics training Provide chartered librarian skills and research evidence to inform critically appraised topics by partnership working with local organisations Widen access to e-learning via Trust e-learning website Ensure e-learning remains up to date Evaluation of e-learning Ensure e-learning remains relevant to user needs Update literature in line with changes to NICE website and core content procurement Provide quarterly updates of 	DLSM (LF)	Oct	November	Completed
		Continuation		DLSMs	Ongoing		Completed
		Continuation		DLSM (LF)	March	April	Abandoned
				April	May	Completed	
				April	March	Completed	
				April	June	Completed	
				DLSM/SLA			Completed
				DLSMs	January	January	Completed
				LA			Completed
				DLSM (AG)			Completed

			<ul style="list-style-type: none"> evidence for folders Collect ongoing evaluation cards and produce brief 6 month report to feedback at SNAHP 				
Support the local and national agenda for sustainability by promoting digital literacy	5.2a	Continuation	<ul style="list-style-type: none"> Devise, undertake and evaluate rolling programme of bite-sized training sessions Trial facilitation of monthly Social media group in the library Create Facebook account Publish reference list of resources tailored to local needs to enhance evidence-based decision making for clinicians 	DLSM (LF)	April	July	Completed
	5.3a	New		DLSM (LF)	January	March	Abandoned
				DLSM (LF)	November	December	Completed
				DLSMs SLA	July	July	Completed
Support workforce well-being	5.3a		<ul style="list-style-type: none"> Launch and promote well-being themed book collections Scope interest in provision of a reading group Provide staff with access to a range of healthy lifestyle apps via website Creation of reading for wellbeing page to link to healthy horizons 	DLSM (AG)	December	December	Completed
				DLSM (AG)	November	January	Carried forward 2016/17
				DLSM (LF)	September	November	Completed
				DLSM (AG)	August	October	Completed
Engage with non-users		New	<ul style="list-style-type: none"> Create web page of resources tailored to admin, clerical and non-clinical colleagues Undertake EBP search for engaging with non-users 	DLSM (AG)	December	December	Under review
				LSM	March	March	Completed

			<ul style="list-style-type: none"> implement changes Process cost new or revised library activities 				
Exploit IT to improve efficiency and governance	1.2e 4.1b	Continuation	<ul style="list-style-type: none"> Seek funding for self-issue Implement and launch automated self- issue Enable users mobile access to library information Explore options for new IT hardware to support user training Explore possibilities for realtime FCL news on FCL webpages Obtain user stats for FCL webpages 	LSM All	August September	September December	Completed Underway
		New		DLSM (LF)	December	March	Abandoned
				DLSM (LF)	November	December	Completed
				DLSM (LF)	November	December	Completed
					November		Completed
Provide a high quality, efficient library service by meeting, publishing and monitoring library quality standards	1.2d 5.3j	New	<ul style="list-style-type: none"> Process 95% book requests within one working day of receipt Process 95% article requests within two days of receipt Supply 95% basic literature search results within 3 working days Supply 95% synthesised literature search results within 7 working days Respond to 95% user enquiries within two working days Acknowledge suggestions for new book or 95% journal titles within five working days of receipt Undertake LQAF assessment activities Publish FCL annual report 	SLA/LA LA/SLA DLSMs/SLA DLSMs All LSM/DLSMs LSM LSM	July May	August June	Completed Completed

Appendix three: Activity metrics for 2015/16

	2015/16	2014/15		Notes/remarks
Users				
New user registrations	116	139		
Total user base	741	714		
Journal Subscriptions				
Print	4	4		
Electronic	47	44		
Print & electronic	8	12		
Total subscriptions	59	61		
Total downloads from electronic journal subs across all titles	1970	2084		
Top 5 most used electronic journal titles	<ol style="list-style-type: none"> 1. Journal of Bone & Joint Surgery 2. Journal of Shoulder & Elbow Surgery 3. Bone & Joint Journal 4. Spine 5. Journal of the American Academy of Orthopedic Surgeons 	<ol style="list-style-type: none"> 1. The Lancet* 2. Journal of Bone & Joint Surgery 3. Arthroscopy 4. Spine 5. Journal of Arthroplasty 	1.	*This title is purchased nationally
Article Requests				
Supplied to own users	1259	1026		
Supplied to other libs	165	153		
Top 5 most requested journal titles	<ol style="list-style-type: none"> 1. Nursing standard 2. International Orthopaedics 3. Acta Anaesthesiologica Scandinavica 4. Developmental & Child Neurology 5. Injury 	<ol style="list-style-type: none"> 1. Journal of Sport Rehabilitation 2. Developmental Medicine & Child Neurology 3. Acta Anaesthesiologica Scandinavica 4. Knee 5. Lancet 	1.	Excludes requests from our own subscriptions
Books				
Loans to own users	1843	1340		
Loans to other libs	672	201		
Loans from other libs	166	351		
New additions to stock	279	309		
Total bookstock	3570	3429		

	2015/16	2014/15	Notes/remarks
Top 3 most loaned titles	<ol style="list-style-type: none"> 1. Barker, S. Brilliant project management 2. Glasper, A. How to write your nursing dissertation 3. Ward, J. Physiology at a glance 	<ol style="list-style-type: none"> 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. 	
Literature searches	449	273	
Literature search impact assessments completed	109		
Enquiries			
Procedural/directional	2600	4004	Calculated from 2 sample weeks
Information resource related	1300	1872	Calculated from 2 sample weeks
User Education (delivered in-person)			
1-1 training sessions	43	42	
Group training sessions	9	9	
User Education (e-learning modules)			
ATHENS	27	10	
Basic and Advanced database searching	14	33	
NICE Evidence Search	26	22	
Critical appraisal	17	14	
Cochrane	21	12	
Publishing, Copyright & citations	21	21	
E-learning impact assessments	15	12	
Online Library Forms			
Registrations	24	35	
Article requests	124	73	
Literature searches	12	3	

Appendix four: FCL entry into Orthopaedic Institute Annual Report 2015/16

There is often a large gap between evidence-based treatment guidelines and current practice (Nolte and McKee, 2008). Therefore, driving forward evidence-based practice through the support of research, clinical and management decision-making has been the Francis Costello Library's (FCL) objective over the past twelve months. Increasing provision and usage of tailored alerting and current awareness services has been core to achieving this objective and the results of the library survey held last summer informed the focus of our activities which have included:

- Strengthening FCL's social media presence to include Twitter and Facebook, as these are increasingly used by clinicians for keeping up to date professionally
- Pro-actively asking all mediated literature search requestors whether they require a recurrent search alert (this can be a quick and time-saving way of keeping up to date on topics of long-term interest to the requestor)
- Making available tangible examples of the various formats which current awareness and alerting can comprise (e.g. table of contents alerts, bulletins, etc.) to help users choose the most appropriate format(s) for their needs

We are grateful to Jan Herman Kuiper for teaching critical appraisal skills and medical statistics open to all Trust staff in conjunction with FCL. This has become an annual event in the calendar and is always heavily subscribed. Likewise, FCL has provided specialist chartered librarian skills to the local musculoskeletal Critically Appraised Topics group, which has led to a number of evidence-based improvements to day-to-day clinical practice.

The FCL team have continued to work tirelessly to provide a very high quality service to our users, exceeding all of our core service standards for document delivery (book and article requests) and literature searches. The FCL team also planned and executed the first library open day, held in conjunction with the Trust's Healthy Horizons activities to raise awareness of the services and resources we offer to support staff wellbeing and development. We are particularly thankful to dietician Tony Twist for his support and provision of healthy foods and drinks as part of FCL's programme of activities, which were very much appreciated by the attendees.

Other outreach activities have included the 'pop-up library' in the Denbighs canteen. The purpose being to save Trust staff time through provision of a selection of library resources, information and library staff expertise in different locations around the Trust estate. A secondary benefit of this initiative is the awareness it raises amongst patients and visitors of the work FCL undertakes 'behind the scenes' to inform research and decision making which is directly relevant to their experience and care at the Trust.

Access to FCL's specialist orthopaedic resources is critical to the specialist registrars on the Oswestry/Stoke orthopaedic training rotation. This year a subscription to the American Academy of Orthopedic Surgeons online examination resource has been purchased to further support the registrars preparing for their FRCS examinations. We are grateful to the Orthopaedic Institute for contributing 50% of the funding for this subscription.

In an increasingly digital age, it is noteworthy that the physical library facilities are valued and heavily utilised. In response to user feedback we have also procured new workstations

for people using their own laptops and electronic devices. The desks have improved user comfort and are compliant with Health and Safety requirements. We were also successful in obtaining funding to implement electronic self-issue facilities which enables users to borrow, renew and return items efficiently and effectively at their time of need outside of staffed library opening hours.

2015-16 has been a very busy but successful year for the FCL and we look forward to further developing our service in the year to come.

Scott Rosenberg BSc (Econ), MCLIP

Library Services Manager

Appendix five: Archives Officer Report for 2015/16

The Hospital Archives continue to be looked after by volunteer Archives Officer Marie Carter. From September to November 2015, a digital art exhibition showing the work of Robert Jones and Agnes Hunt during the First World War was on display at the Qube Arts Centre, Oswestry. This was created in collaboration with the Archives Officer, who gave a talk on the opening night.

A new book on the history of the hospital was launched on 18 April 2016. This was compiled by Marie Carter from memoirs by staff and patients housed in the archives. Entitled 'A breath of fresh air: memories of the Orthopaedic Hospital', it has been well received, with around 250 copies sold so far.

Appendix six: OrthoEvidence Report

OrthoEvidence

Francis Costello Library (FCL) purchased a subscription to OrthoEvidence for 2015/16 following some research into the benefits or otherwise of Point of Care and evidence based tools for staff at Robert Jones & Agnes Hunt Orthopaedic Foundation Trust. It was felt that a tool targeted at orthopaedics rather than something general in nature was more relevant and better suited to the needs of our staff and ultimately patients.

OrthoEvidence was founded by a Canadian company in 2009. It is a clinical resource for evidence based orthopaedics. It provides access to reviews and critical appraisal of high quality orthopaedic literature along with additional author commentary.

The RCTs and meta-analyses are taken from the top 60 international orthopaedic journals which are reviewed and added monthly. They also scan a further 359 journals. They add around 100 ACE reports a month and have a database of over 3,000 going back to 2007 or sometimes further.

According to OrthoEvidence we only currently subscribe to 44% of the journals they review. This means we are getting summaries of an extra 56% of top quality research each year, although this does not allow direct access to the original research article. It was cited in a recent article in JBJS (A) aimed at Orthopaedic surgeons as a “*recommended online resource that can help educate readers on the best ways to read articles and incorporate information using an evidence-based approach*”.*

OrthoEvidence is accessed via a website which is mobile compatible. It is also available as an app on apple devices. The database is not Athens authenticated and requires registration with a RJAH code before use.

Audience and usage

It is aimed at doctors and consultants although the physiotherapists and allied health groups as well as others who are very focused on evidence based practice have also enjoyed many of its features. It has also been useful for some literature searches.

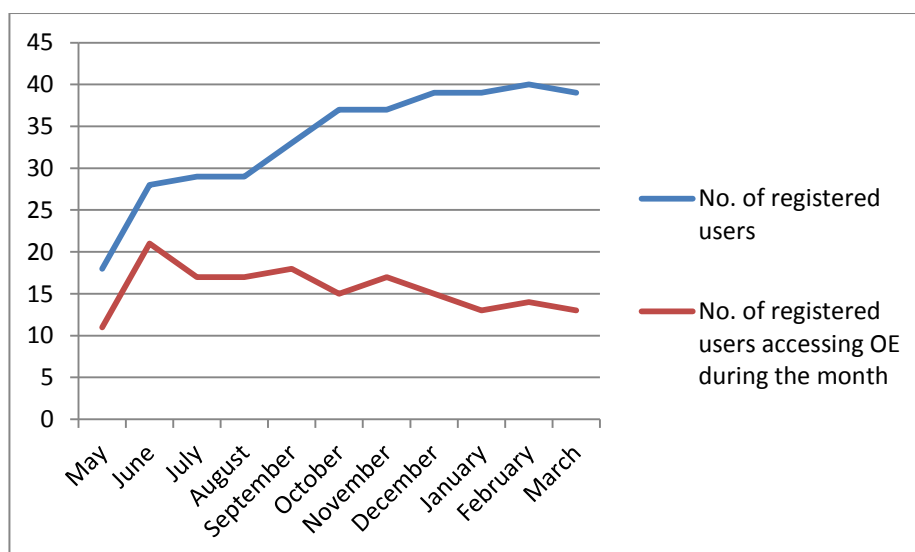


Fig 1.

Fig 1 illustrates the users and continuing rate of access per month. The number of users has been steadily increasing over the year. After the initial spike, regular usage has been steady, with a drop followed by increase around the time of the summer changeover of SpRs and again towards Christmas.

Fig 2.

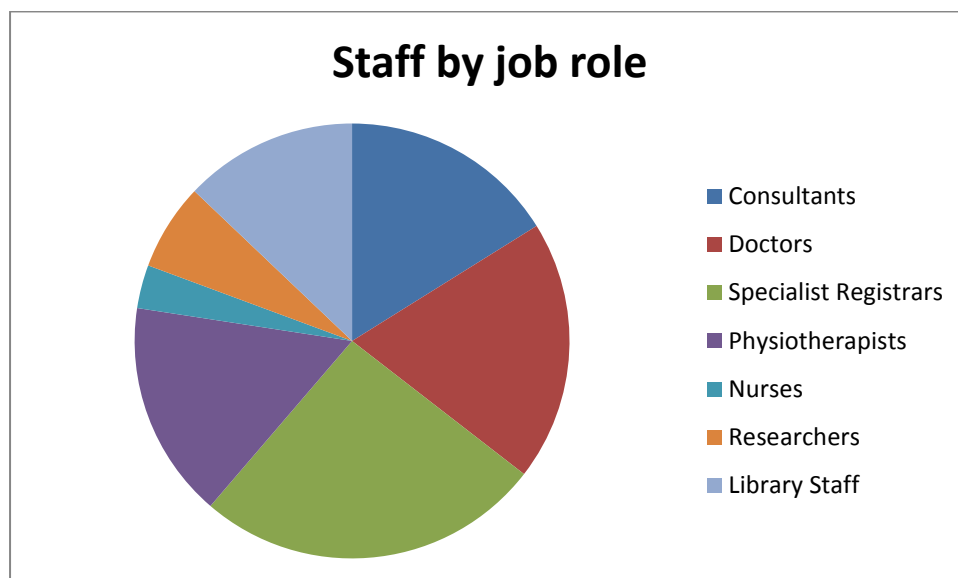


Fig 2 illustrates the take up by job role. This is essentially a reflection of how it has been promoted within the organisation this year (see below). The fact that researchers and nurses have engaged with the tool suggests it may be beneficial to extend promotional efforts to those groups too.

We are only provided with information for the number of times the site has been accessed each month so it is difficult to produce a detailed analysis of usage. Using these statistics usage works out at £6.95 per person but this does not inform us as to how many reports they may have looked at or downloaded whilst accessing the site.

Current Awareness

OrthoEvidence has been promoted in terms of current awareness rather than as a point of care tool. The doctors and SpRs were appreciative of the critically appraised evidence whilst the physiotherapists found the bulletins of latest research by topic of latest useful. The MSK group also found the video clips feature explaining aspects of research studies useful.

Promotion

The group that the resource is aimed at are not one of the easiest to reach but promotion has included: mention at doctors induction, a demonstration at Multi-Disciplinary Clinical Audit Meeting MDCAM, a demonstration at Friday teaching for the SpRs and some consultants, demonstration and promotion at the RJAH Musculoskeletal Critically Appraised Topic (MSK CAT) meetings, mention/demonstrations at team meetings such as Sally Roberts' research team and the library team, information on our webpages, articles in Communic@te and mentions on our blog and on Twitter including retweeting some of OrthoEvidence own Tweets.

The topic did not prove a popular choice for a lunchtime bite-sized session in terms of attendance. Given that the SpRs have proved the biggest user group it may be advantageous to run a Friday session again this year. It may also be worth demonstrating at SNAHP or a similar forum for nurses in the future.

The product is still in its infancy and the developers are prone to change the look of the site and add/remove functionality with little notice. This is proving difficult in terms of promoting and creating promotional material and will deter users in all likelihood. Despite this some new developments such as COREView look interesting and have the potential to be a Point of Care tool specially designed for orthopaedics.

Feedback

Feedback has not been gathered in any formal way as yet, but anecdotal feedback has been positive.

Future

As the site is still developing and improving and there are some opportunities to further engage our staff with the resource (especially given that it may have increased kudos with them due to its recent mention in JBJS). Costings remain the same for 2016/17.