



Shared Library Service Annual Report 2013/14

Produced by the Library Team – June 2014

51,700
loans from
stock

Health Service
Journal (HSJ) now
available to all SaTH
and Shropshire CCG
staff

The Shrewsbury and Telford Hospital



NHS Trust

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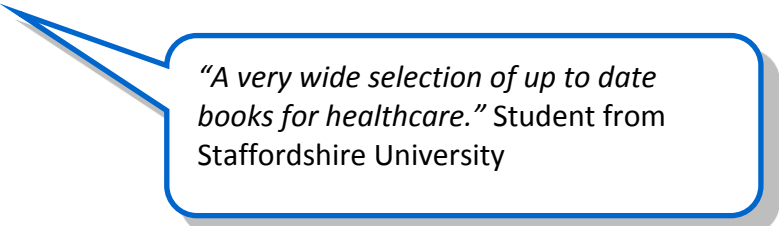
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Introduction

Now for something entirely different, we hope, an annual report which is readable and answers the questions you probably want to ask. If it doesn't work for you, let us know, because we rely on feedback to enlighten us when developing your library service. If we don't answer the question you wanted, let us know, our contact details are at the end of the report.

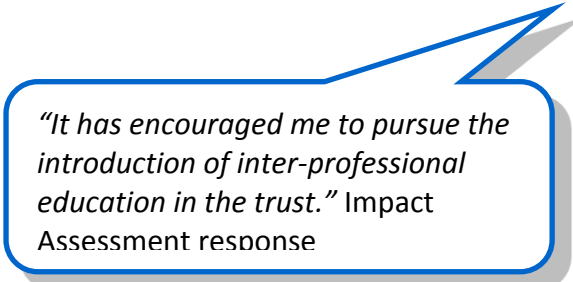
Why do we need a library?

Shrewsbury and Telford NHS Hospital Trust is a teaching hospital serving medical students from Keele University, nursing students from Staffordshire University, postgraduate doctors in their early years plus students on placement from a number of other courses and universities. As such they require access to a professional library service including textbooks, journals and eResources. In addition, we also provide library services to the Community Health Trust, Shropshire County CCG, GPs and Public Health.

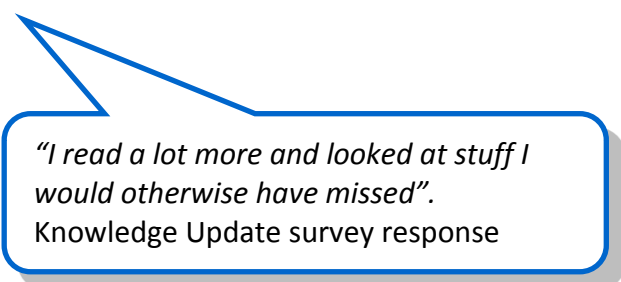


"A very wide selection of up to date books for healthcare." Student from Staffordshire University

The Francis Enquiry highlighted the importance of continuing professional development (CPD) for all staff in the NHS, not just the professionals. The growing importance of revalidation in ensuring that up to date practices are used in the treatment of patients is becoming more and more crucial in terms of putting the patient first. As well as providing resources to support CPD, we are also extending our collections to support staff from Bands 1-4 who wish to develop their careers.



"It has encouraged me to pursue the introduction of inter-professional education in the trust." Impact Assessment response



"I read a lot more and looked at stuff I would otherwise have missed". Knowledge Update survey response

Another aspect supported by recent research and the findings of Francis and others, is the importance of the application of evidence-based practice to ensure the most appropriate treatment for patients. Some of this is delivered through CPD, but we also support it with alerting services, research and literature searches and resources such as UpToDate.

"The information is supporting work in progress to develop an evidence base for service changes within the hospital."
Literature Search customer

"Excellent resource, I use it most days and it provides real clinical benefit." Consultant Endocrinologist about UpToDate

In addition to the traditional resources of a library, one of our biggest uses is access to a PC or a WiFi signal. All staff and students registered with the library can access these resources (24/7 at PRH & 18/7 at RSH). Our spaces are also heavily used for meetings, study groups, leisure reading or just somewhere quiet to sit and replenish the batteries in a hectic day.

22,200

IT logins at
Shrewsbury

"This is a great library and I love coming here to work. The facilities are good, staff friendly and helpful and it seems that there is a real 'person-centred' environment'. Thanks very much." Response to Library Survey

Isn't everything available via Google & Wikipedia?

Sometimes it can seem like the answer is yes, especially when you receive millions of hits from just a couple of words put into a Google search. However, our response would be; "No, but they can be a good starting place".

As the amount of information on the Internet continues to increase exponentially with a growing amount of personal opinion within that, finding good quality peer-reviewed information becomes harder. Using Google or Wikipedia to get a grasp of a subject you are ignorant in is a good starting place, but using that as your final source is likely to put your patient at risk.

The library provides access to resources which are not always freely available. These are often from learned journals which have been peer-reviewed to ensure their validity. In addition, we also provide training in how to find and use these resources, or we can carry out the search for you. At the end of the day we want to ensure that the best resources are used when developing services or guidelines.

"The search will be used to update a hospital policy. This in itself will impact on patient care as all interventions should be based on current knowledge." Impact Assessment response

126

Literature searches
carried out for staff

"This search is being used to inform a research study looking at nursing values and culture. It is likely to inform how we influence nursing culture in the future and also influence the development of a framework for professional standards for nursing." Impact Assessment response

I thought it was all about Kindles and eBooks!

Although the number of eBooks and eJournals available has grown massively, many users still prefer physical books, so we try to cater for both. The technology has improved, but users still despair at the hurdles placed in their way, e.g. multiple passwords, lots of different web sites and lots of different user interfaces. We are working hard to identify how to continue to improve the user experience.



Our eBook supplier's platform allows us to offer eBooks as part of our collection that are only purchased when people actually use them, to ensure we get value for money from them, but users get instant access. For us, 2013-14 was actually our busiest year since we moved to the Learning Centre with over 50,000 issues from stock.

Can I access your services with my iPad/smartphone/tablet?

We redesigned our web pages last year to ensure that they contain the information you are looking for. These web pages are also available from anywhere via the Internet, so you can do that work wherever you are. At the same time we ensured that they are accessible, whatever PC or mobile platform you are using. The pages will respond automatically whatever the size of your screen or type of device.

We have recently moved our eBooks to a platform which makes it simpler to access via PC, tablet or smartphone. These can be accessed away from the libraries via your OpenAthens password and can also be downloaded to different devices for offline reading.



I still can't get it to work on my computer/iPad/smartphone/tablet. Can you help?

We estimate that our staff responded to over 15,000 enquiries last year, so we probably can. We are also continuing to develop the skill-sets of our staff so that they can assist with the growing number of enquiries related to the technology our users are working with. This includes increasing their experience and knowledge of iOS and Android, as well as PC-based developments, such as Windows 8 and Microsoft 365. So whether it's a question about where to find a book, how to retrieve that lost file or just "Why won't it print?", we can probably help.

'Thank you also for your excellent tutorial yesterday. We both went away feeling that we had learnt a lot and felt much more confident in our ability to conduct searches....I have set myself a goal to get started with Twitter as I can see it does have a use'

The libraries are big, couldn't that space be better used?

We don't think so. As the amount of stock has reduced because of the growing use of eJournals rather than physical stock, we have redesigned the use of that space. This has meant that we have been able to increase the facilities for students who need to work together in groups as well as making space for impromptu meetings and specialist collections such as the Leadership Collection. We also have plans for further changes in the next couple of years to ensure that we are able to deliver what we believe our users will need.



This year the Trust's reconfiguration programme required the conversion of the management suite at PRH into the new Ward 17. This required the Health Library to lose 2 metres from the length of the main library room. Despite a complete reconfiguration of the space use and the need to move the entire stock several times, the library staff continued to deliver the service.

In addition, plans were drawn up to use part of the space within the Learning Centre at RSH to support our colleagues in Staffordshire University whilst they refurbished the Faculty of Health (a project currently on hold). We also helped our colleagues at Keele University when they had an urgent need for space to run the OSCEs for the medical students.

How much does it cost?

Resources such as UpToDate do not come cheap, but we try our best to get the best deals for the Trust. Sometimes it can be cheaper for users to purchase an individual journal subscription if it is a

low-use item, rather than us purchasing access for the whole Trust, but we work together with colleagues in the patch to set up consortia to reduce the prices we pay. Next year, our new books will cost less as we have agreed a new contract with 25% discount and no charge for covering the books.

With continued cost improvement work and an emphasis on lean processes our major costs now are staff costs, but we still deliver a personalised service 46.5 hours a week on two sites.

Income from outside the Trust	£175,000
SaTH staff costs	£237,425
Non-staff costs	£122,263

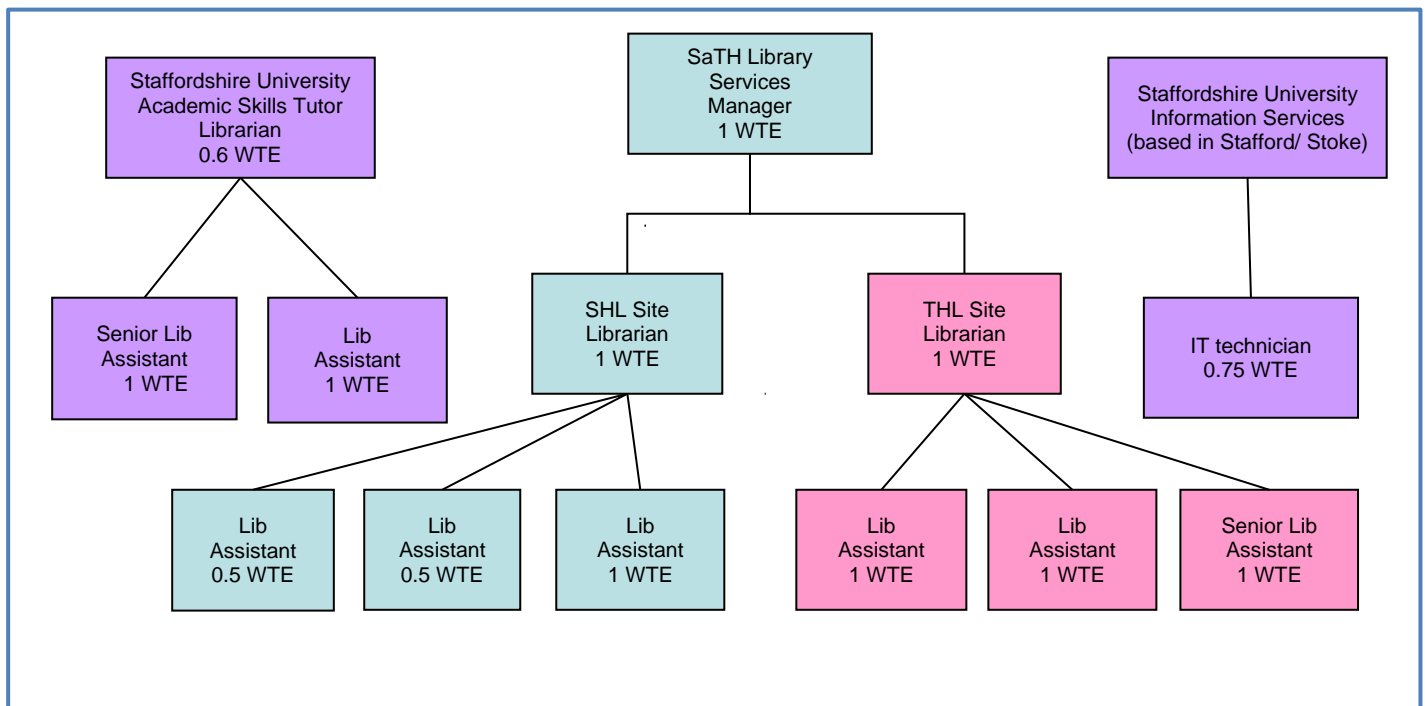
10,450
topic views in
UpToDate

"The library staff are wonderful and very very helpful if you need anything at all!"
Medical Student Survey

"Brilliant, you library people are so helpful."

How many people work in the libraries?

Staff working in the libraries are employed either by SaTH or Staffordshire University. The organisation chart looked like this:



At the end of the year we completed the procedure of making the Band 2 Library Assistant post at PRH redundant as most of the tasks carried out by this post were no longer required. In 2014-15 we will reassess our structure with the aim of making our workforce more robust in delivering services at the beginning and end of the working day.

What are you proud of achieving in the last 12 months?

- Despite many commentaries on the demise of libraries and the future of reading physical books, we still had the highest footfall and issue numbers since the service was set up.
- We contributed to the improvement in patient care in the Trust by redesigning the Health Library at PRH to free up space for the transformation of the management cell into a new ward. We also continued to deliver the library service during the significant physical disruption caused by this building work.
- When requested by the Trust to control expenditure, we managed to deliver increased levels of service within budget.
- We continued to assist staff in accessing the information they need to ensure the best possible treatment for patients.

"Only recently started to receive but feel has been useful to alert me to relevant articles published some of which has potential to alter practice or advice given to parents/carers" – Feedback on Knowledge Updates

"The acquired knowledge has been embedded in research and will be published in a journal. This will impact on the antenatal care of patients."

Will we still need a library in 2020, and if so, how will it have changed?

- The number of students based at our two sites is likely to grow given the continued favourable feedback of recent times. As teaching styles change, students will need more space for group work.
- The pressures on staff to improve their CPD, to revalidate their professional skills or to develop their roles, will also continue to grow and they will all need a strong and versatile library service to support them.
- The amount of information available on the Internet will also continue to grow, with the proportion of "junk info" also increasing. With this increase, the identification of "real" information will become the challenge. Developments in Google's search engine will help, but they will be countered by the increased skew towards a profit-making outcome. This will make the skills of our library staff essential in the process of seeking knowledge.

Therefore that is a definite "YES"

If I could accurately foresee what the library would look like in 2020, I would be in a different job! It might be full of staff and students with Google Goggles linking them directly into information feeds and built-in communication systems so that staff can be available 100% of the time. Maybe the teaching will be delivered by holographic professors based in Harvard. Just maybe the NHS will be paperless. If this is to be the case, then the safe, quiet and comfortable library will be the best place to go to replenish our reserves of resilience.

Oh and don't forget the flapjack and a cup of coffee!

"Sharp, quick, prompt and perfect!"

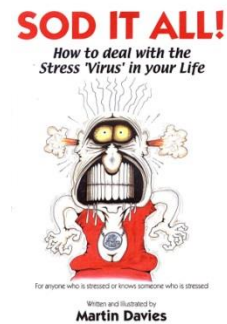
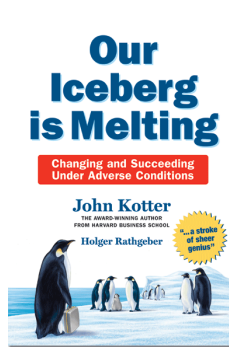
3,060
hot drinks sold in the
Shrewsbury Health
Library

Have you actually got anything that is “fun” to read?

Assuming that you are not a member of the Adams family with a preference for “look and feel” anatomy books, the answer is still yes. We have leisure collections in both libraries comprising of books donated by library users. These include everything from Sophie Kinsella’s *Mini Shopaholic* to E L James’ *Fifty Shades of Grey* (we can provide a carrier bag if you don’t want anyone to know what you are reading!). Books can be loaned by any member of staff registered with the library and no fines are charged if you forget to renew (we also accept donations, if you believe others would enjoy reading your old books).

So what’s the best book you read this year?

Our favourite was “*The 100-Year-Old Man Who Climbed Out the Window and Disappeared*”. This is available from our Leisure Collection. Or if you are looking to develop your skills, why not try; “*Our iceberg is melting*”. Or if you are feeling stressed, try; “*Sod it all!*”.



Our most popular non-fiction titles were:

- Illustrated textbook of paediatrics - Lissauer, Tom; Clayden, Graham. (2012)
- Nursing research: principles, process and issues - Parahoo, Kader. (2006)
- Research methods in health: investigating health and health services - Bowling, Ann. (2009)
- Oxford handbook of clinical medicine - Longmore, Murray. (2010)
- Neurology - Turner, Christopher. (2009)
- Doing a literature review in health and social care: a practical guide - Aveyard, Helen. (2010)
- Rheumatology and orthopaedics - Marsland, Daniel; Kapoor, Sabrina. (2008)
- Medical guidelines 2012/13: general adult medicine - Bedside Clinical Guidelines Partnership.
- Core clinical cases for medical students: a problem-based learning approach for succeeding at medical school - Chang, Joy; Mehta, Chirag. (2011)
- Nursing research: generating and assessing evidence for nursing practice - Polit, Denise F. (2012)
- Get ahead: medicine: 300 SBAs for finals - McNeillis, Benjamin. (2012)
- Lecture notes: general surgery - Ellis, Harold. (2011)

Contact details

Our web-site is <http://library.sath.nhs.uk>

Tweet to @sathlibraries
Facebook: sathlibraries

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