

# Library & Knowledge Services

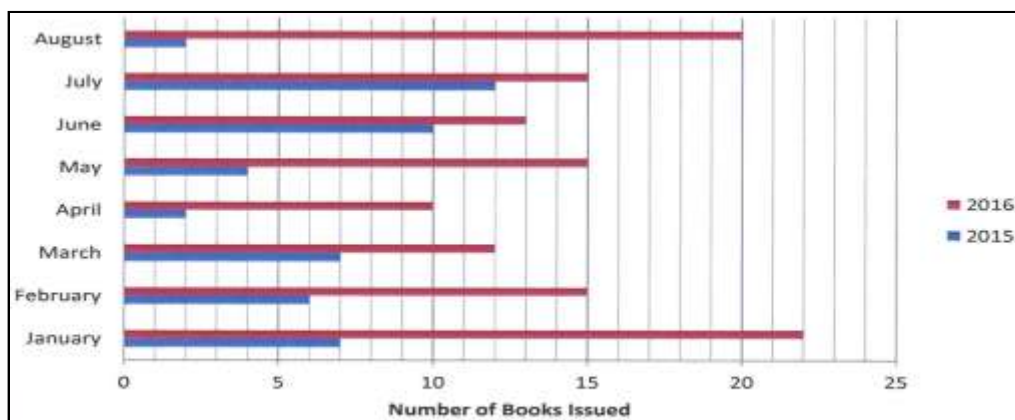
## Annual Report (April 2015- March 2016)

### Summary

- The Library, Information & Knowledge Service (LIKS) provides high quality library and knowledge services to staff and students on placement.
- In 2015 the service was awarded a 98% compliance rating with the NHS Library & Quality Assurance Framework (LQAF).
- The service continues to contribute to safe and high quality care by managing and developing access to point of care resources including UpToDate and nearly 400 new and reviewed clinical guidelines.
- The LKS team also help staff to manage information resources e.g. [Nursing Competencies](#).
- The biggest pressures on the service still remain the lack of public Wi-Fi which does not require a Trust enabled device. The slowness of the existing network often impacts on training sessions. The public Wi-Fi in the library at NTGH means there is an alternative access point that doesn't exist at the other sites.
- Silent study areas have been created at North Tyneside and Wansbeck to support staff and students education and development but there is still a need to modernise existing facilities at these sites.
- The library at the Northumbria is inadequate. It is not possible to deliver a high quality library service without room for study pace and access to PCs or a collection of books.

### Resources

- **Library website** - <http://library.northumbria.nhs.uk/>  
The site is well used and enables staff and students to access resources and library services on-site and off-site.
- **Books** – Northumbria still has the highest number of loans for books (statistics from shared LMS system) across local trusts but this has reduced in 2015-2016. Cost savings impacted on the amount of books that could be purchased although this was minimised by successful bidding for additional regional funds that was used to buy books and also charitable funds which have bought health and wellbeing stock and books to support Reading Ahead.
- **Health & Wellbeing** – all libraries have had health and wellbeing displays this year and the use of this collection of books continues to grow and illustrates how library services can have a positive impact in supporting the health and wellbeing of staff.



- **Literacy**

Library services support literacy and adult learning by providing a Quick Reads selection of books and book swaps in the 3 main libraries. As part of World Book Night free books were given out to staff, students and patients and Reading Ahead is being run in 2016.

## Finance

Cost savings put a stop on all but essential ordering. The LIKS budget has remained the same since 2011-2012 despite dramatic price increases.

## Training & Induction

- **Learning & Development** – staff, students and apprentices use the libraries to study and meet their mentors. However, there are fewer opportunities for staff which has had an impact on use.
- **Library training & induction**
  - **Training** – 532 people (284 1:1s & 17 group sessions) an increase of 50% from previous year
  - **Induction** – 1301 people (101 1:1s and 21 group sessions) an increase of over 50% from previous year

## Clinical Guidelines -

- A new [Clinical Guidelines](#) site was launched in 2016.

## Priorities April 2016 - March17

- Continue to improve the environments at NTGH & WGH evidenced by user experience survey
- LIKS Manager to be involved in public Wi-Fi project
- LIKS Manager to develop way to make clinical guidelines available to GPs
- Improve library e-learning
- Ensure services are aligned with [Knowledge for Health](#)
- Carry out user needs survey – starting with NSECH
- Investigate ways to improve the space at NSECH and secure funding for this

## Statistics summary – April 1<sup>st</sup> 2015 to March 31<sup>st</sup> 2016

- **Membership** – 4404 staff and students on placement
- **Book issues** - the total number of book loans was 11,172.
- **90 mediated literature searches**
- 3848 **information resource** related enquiries
- **Interlibrary loans** - 1374 articles & books were processed by LIKS staff.
- **UpToDate** – 15,902 topic reviews
- **LQAF** (Library Quality Assurance Framework) – 98% compliance

*Links to internal sites will not work from externally from the Trust*

*Jackie McGuire (Library & Knowledge Services Manager, Head of Clinical Guidelines), April 2016*