

Implementation Plan 2016-17

The Library Service Strategy for 2016 to 2019 is available at <http://www.sonhslks.com/useful-documents.html>

Our implementation plan covers the first year of the strategy to July 2017 and is divided into 4 strategic aims.

The implementation plan will be monitored at monthly Library staff meetings, monthly meetings between Library & Knowledge Service Manager and Head of Education and Training, and formally through Library & Knowledge Service Annual Report each year.

Aim 1. Providing quality assurance of services whilst continually seeking ways to improve productivity and efficiency to support the delivery of high quality healthcare

Action	Target date	LKS Lead	Resources	Key Activity Indicators / Outcomes
Produce Annual Report	May 2017	MMO	Time Met from existing budget	Benchmark data, monitored through usage statistics and user surveys
Monitor & develop quality of services	December 2016	MMO	Time Met from existing budget	The Library Quality Assurance Framework (LQAF) submission to HENW Compliance maintained at 98% or above
Develop communication & team working through regular library team meetings	Monthly	MMO/GM/S W	Time Met from existing budget	Open & appropriate communication; monitored e.g. through meeting records & annual reviews

Aim 2. To better understand how Knowledge Management can impact the Trust as a learning organization

Action	Target date	LKS Lead	Resources	Key Activity Indicators / Outcomes
Work with the Education & Training Department to identify areas of the Trust where KM could be usefully and easily embedded	July 2017	MMO	Time Met from existing budget	Develop a KM culture within the Trust.
Develop & launch clinical subject areas	July 2017	MMO / SW /	Time	Evidence-based information & other resources to

LIBRARY & KNOWLEDGE SERVICE

on the Trust intranet & Library website		GM	Met from existing budget	support patient care and staff development will be more readily available at the point of need; monitored through usage statistics and user surveys
---	--	----	--------------------------	---

Aim 3. Continue to raise awareness of the service through our marketing and communications strategy.

Action	Target date	LKS Lead	Resources	Key Activity Indicators / Outcomes
Promote 24/7 self-service issue system	July 2017	SW	Time Met from existing budget	Increase /maintain the number of registered Library & Knowledge Services users to 30%+ of Trust Staff
Continue to ensure our involvement in Trust inductions for all grades and specialties of staff	July 2017	MMO	Time Met from existing budget	Increase /maintain the number of registered Library & Knowledge Services users to 30%+ of Trust Staff

Aim 4. Ensure that all Trust educational and training activities continues to have access to key evidence based resources and support..

Action	Target date	LKS Lead	Resources	Key Activity Indicators / Outcomes
Work with colleagues in the Education and Training Department and attend the Educational Governance Committee meetings	July 2017	MMO	Time Met from existing budget	Enable evidence based quality assurance for all Trust educational activities.

MM O'Mahony

Library & Knowledge Service Manager

Published July 2016

Reviewed July 2017