

Annual Report

April 2014 – March 2015

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1. Service highlights

- The Library and Knowledge Service (LKS) continued to deliver quality standard services with an overall score of 90% using the National Library Quality Assurance Framework (LQAF). Although an excellent score the assessors acknowledged it reflected the reduced staffing level covering the period
- The launch of demand driven eBook acquisitions April 2014
- The launch of EBSCO DynaMed point of care resource April 2014
- The launch of additional current awareness services (paediatrics and community nursing)
- In October 2014 trust networked computers in the Dinwoodie IT Suite were replaced with new PCs
- Plans to refurbish the Hanley Library and library office initialised in 2014 are underway after funding was secured from the HCLU Forerunner Fund.
- Extended hours for one staff member to 35hrs/wk in April 2014 (starting Sept 2014) to support community based student placements.

During 2014/15 the LKS has aimed to support the improvement of patient care and experience, drive up clinical standards and deliver a local health service that is clinically, financially and operationally sustainable in the long-term.

2. About Southport & Ormskirk LKS

The Southport & Ormskirk Library & Knowledge Service (LKS) operates two library services at both hospital sites and serves staff across the entire Integrated Care Organisation. The LKS is funded through Service Level Agreements (SLAs) between the Health Care Libraries Unit (HCLU), Edge Hill University, The University of Central Lancashire, and Southport & Ormskirk Hospital NHS Trust.



Our Mission

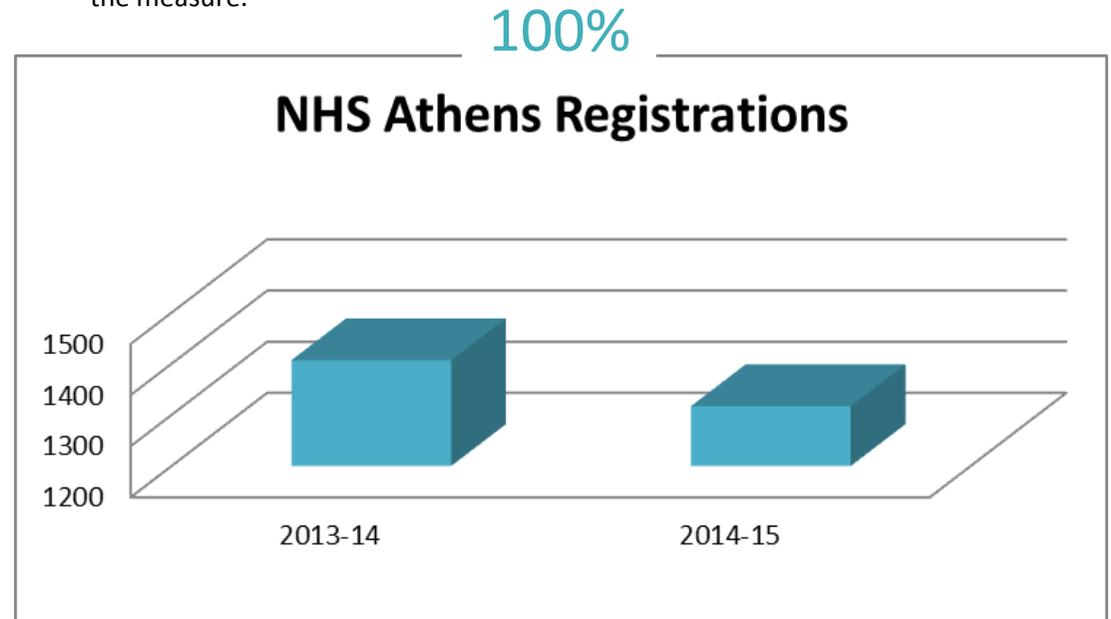
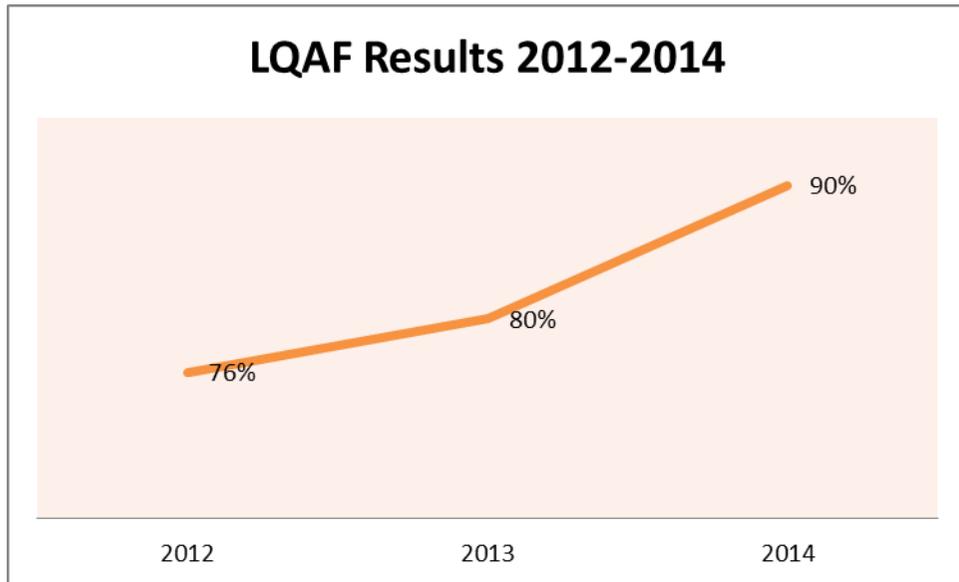
“Southport & Ormskirk Library & Knowledge Service aims to provide an integrated, dynamic, cost-effective and responsive library and knowledge service for the clinical decision making, education and research needs of all involved in patient care across the organisation.”

3. Our Services- how did we perform?

Performance is measured against five metrics.

LQAF: achieve a “green” rated score (90%-100%) in the annual Library Quality Assurance Framework (LQAF) assessment.

Users: increase /maintain the number of Library & Knowledge Services users to 30% of Trust Staff. NHS Open Athens registrations to be used as the measure.



General Enquiries: respond to enquiries in person, via phone or e-mail within **two** days; 95% of the time.

100%

Document Supply: supply any document (Inter-Library Loans) within **three** days or contact service users to explain any delay; 95% of the time.

100%

Literature Search: deal with literature search requests within **five** days; 95% of the time.

100%

4. How Southport & Ormskirk LKS has supported the Trust Values and Vision in 2014/15



*The Trust Vision is simply stated as: -
 “EXCELLENT, LIFELONG, INTEGRATED CARE”*

DOMAIN 1
 PROVIDE LIFELONG, INTEGRATED CARE ACROSS THE LOCAL HEALTH ECONOMY

DOMAIN 2
 ENSURE EXCELLENCE IN TREATMENT AND CARE

DOMAIN 3
 DELIVER PERFORMANCE, WITHIN RESOURCES, COMPARABLE WITH THE BEST THE NHS CAN OFFER

DOMAIN 4
 EMPOWER AND DEVELOP STAFF TO ACHIEVE THEIR OBJECTIVES

DOMAIN 5
 MAINTAIN ORGANISATIONAL SUSTAINABILITY

In 2014-15 the LKS...	In support of Trust's key strategic objectives	How we achieved this...
Accessible & Innovative. The LKS aims to deliver services appropriate to a busy and geographically dispersed workforce.	DOMAIN 2 Ensure excellence in treatment and care	<ol style="list-style-type: none"> 1. The LKS answered 2003 enquires from library users in 2014/15 an increase of 587 on 2013/14. 2. The LKS facilitated access to NHS Open Athens resources by Trust staff and students – (4671 usage hits 2014-15)
Library & Information Services. The LKS provides access to the best and most current published research for all Trust staff and students.	DOMAIN 1 Provide Lifelong, Integrated Care across the Local Health Economy	<ol style="list-style-type: none"> 1. The LKS can demonstrate through its performance metrics a greater engagement with the service providing more access to evidence based published research.
Quality First. To deliver a first class service for users engaged in clinical education, learning, CPD, work based research and policy development.	DOMAIN 2 Ensure excellence in treatment and care	<ol style="list-style-type: none"> 1. The LKS achieved all its KPI's in 2014/15. 2. The LKS achieved 90% in its LQAF assessment for 2014/15 3. The LKS received positive feedback from users.
Knowledge Management: The LKS seeks to engage with individuals or groups to facilitate knowledge exchange and dissemination in support of research, innovation and organisational learning.	DOMAIN 1 Provide Lifelong, Integrated Care across the Local Health Economy DOMAIN 4 Empower and Develop Staff to Achieve Their Objectives	<ol style="list-style-type: none"> 1. The LKS has continued to provide a daily Knowledge @lert to the Trust Board. 2. The LKS developed and delivered a new paediatric and Community Nursing Knowledge @lerts which are distributed electronically to relevant staff across the organisation 3. The LKS continues to provide several other current awareness services to speciality staff groups across the Trust 4. The LKS has worked with the Clinical Risk department to develop a series of Lessons Learned Bulletins 5. The Librarian sits on the Evidence Based Practice Committee and provided evidence updates for new and revised Clinical Policies.

<p>Information Literacy and Critical Appraisal:</p>	<p>DOMAIN 2 Ensure excellence in treatment and care DOMAIN 1 Provide Lifelong, Integrated Care across the Local Health Economy DOMAIN 4 Empower and Develop Staff to Achieve Their Objectives</p>	<ol style="list-style-type: none"> 1. The LKS has delivered inductions to all students on placement from the University of Liverpool, Edge Hill University and the University of Central Lancashire. 2. The LKS has delivered inductions to all new staff as part of the corporate induction day.
<p>Partnership: To work with regional and national partners to deliver access to the best available evidence for Trust staff and students.</p>	<p>DOMAIN 1 Provide Lifelong, Integrated Care across the Local Health Economy DOMAIN 4 Empower and Develop Staff to Achieve Their Objectives</p>	<ol style="list-style-type: none"> 1. The LKS worked with regional partners and with HCLU to deliver guest access to other health libraries and university libraries in the Cheshire and Mersey region. 2. The LKS participated with regional partners to purchase additional resources, such as Medline Full Text and access to selected medical journals.
<p>Communicating with Users: The LKS seeks to listen to, and engage with Trust Staff and students to create and deliver a personalised service that meets their needs.</p>	<p>DOMAIN 2 Ensure excellence in treatment and care DOMAIN 4 Empower and Develop Staff to Achieve Their Objectives</p>	<ol style="list-style-type: none"> 1. The LKS has continued to communicate regularly with users through email lists, Twitter and the LKS Website. 2. The LKS has written and published a set of publicity materials, posters and leaflets. 3. The LKS has secured external funding for pop up library banners, advertising library services, to be used in areas across the Trust and at Corporate Inductions.

5. Preparing for 2015/18

In the year ahead we will carry out a user consultation to further develop the Library and Knowledge Service to ensure that it continues to be relevant to the organisations we serve. This will inform a new 3 year strategy for the service. To ensure that the Library & Knowledge Service reflects the needs of the organisation, this strategy will be developed in conjunction with the organisational values and the organisation's six key delivery strategies. We will continue to work to ensure that the right knowledge continues to be available at the right time and place to inform patient care and to support the education and research needs of the Trust.

Key objectives for 2015-16; -

- Further promote Library Services to the Community staff
- Carry out Library impact assessment
- Maintain our "green" LQAF rating
- Revise our Marketing and Communication Plan
- Investigate the possibility of embedding KM processes within the Trust
- Investigate possible income generation opportunities

