

COMET Library Annual Report 2016 - 2017

This report outlines the services offered by The COMET Library Service, describes Library developments during 2016-2017, and provides statistics of core Library activity.

The Library is monitored under the NHS Library Quality Assurance Framework (LQAF) which provides direction for development of services. The 2016 assessment was rated green with 96% compliance.

This year the library has been able improve services and offer extended training sessions, especially in subjects such as Critical Appraisal, Study Skills and Literature Searching. A major change is the move from the Heritage Library Management System to the regional Sirsi-Dynix system, which provides simplified management of the library stock as well as app-based access to reservations, renewals and searching.

1. Services

The COMET Library is a multidisciplinary library service, located in the Centre of Multi-professional Education and Training in the Luton and Dunstable Hospital. As well as providing services to the staff and placement students in the Luton and Dunstable Hospital NHS Foundation Trust. The library has a Service Level Agreement with NHS Luton and NHS Bedfordshire (Public Health). Other local NHS and social care staff are also eligible to use the Library Services.

The Library offers services to all employees of the organisations it serves and aims to contribute to overall patient care by supporting education and best practice for all staff groups. It is part of the regional East of England Health Libraries Network (EEHLN) and operates under the Learning and Development Agreement with the East of England SHA.

2. Funding

In 2016-2017 the Library Service received its funding from:

East of England SHA – via the Learning and Development Agreement
Public Health Luton and Bedfordshire Core Public Health - a Service Level Agreement for provision of Library Services
SIFT – via Medical Education

3. Staffing

Library staff from April 2017.

The library employed a new Assistant librarian who is due to arrive in May 2017
The library employed a new Library Technician in May 2016

Head of Library and Learning Resources (Librarian) – part time 0.7WTE
Assistant Librarian – full time
Library Assistant – part time 0.6WTE
Library Technician - part time 0.2WTE
Library Volunteer

4. Library networks

The Library works within Knowledge for Healthcare enabling all NHS workforce members to freely access library and knowledge services so that they can use the right knowledge and evidence to achieve excellent healthcare and health improvement.

Developing NHS librarians and knowledge specialists to use their expertise to mobilise evidence obtained from research and organisational knowledge to underpin decision-making in the National Health Service in England

Developing NHS library and knowledge services into a coherent national service that is proactive and focussed on the knowledge needs of the NHS and its workforce.

Regional memberships:

ELMS Development Group
Mobile Devices Group
Eden Document Supply Cooperative
London Public Health Group

National memberships:

CILIP (Chartered Institute for Library and Information Professionals) and Health Libraries Group LIS-Medical

5. Service activity and developments

Activity and developments were in line with 2015 - 2017 service objectives and key developments.

Supporting evidence-based practice – objective: to improve efficiency to ensure sources of knowledge are brought together to allow professionals to base decisions on best available current knowledge

BMJ Best Practice: A point of care tool from BMJ Evidence Centre designed to support clinicians in their decision making from diagnosis to treatment.

BMJ Case Reports: BMJ Case Reports is a relatively easy means for clinicians across all specialities to have work published. The subscription enables users to publish as many cases as they like, access all the published material on the site and reuse it for personal use and teaching. All articles are peer reviewed.

Royal Marsden Manual Online, 9th edition: Access is now online with an Athens account.

Up-To-Date: this is a point of care resource to find answers to clinical questions. Doctors tend to find it an easy, useful resource, even though it is American.

Clinical Skills: A clinical skills website, offering simple examples of practical clinical skills for HCSWs and Nurses.

Anatomy.tv: Visual Anatomy of the human body accessible on iPads and PCs.

The library advertises all new resources with a monthly mailing list, as well as a Twitter and Wordpress site.

The library provides two portal sites to advertise resources to staff on Protopage.

The library provides a YouTube channel where all training materials will be uploaded as videos.

Some key developments and statistics

1. Physical and PC developments

The library is limited in space due to its location; however we have managed to increase the amount of usable space. Often users are unable to find physical space for study so the library has prioritised fitting extra desk space. Although only two extra seats were added in 2016 the library corridors have had bench bookshelves fitted which allow further seating.

Lighting. In 2016 the lighting in the library was refurbished and replaced with brighter LED lights. Study spaces were fitted with 'smart lights' with adjustable light levels, colour temperature and USB charging.

Library WiFi and display screens. The library WiFi and network continue to be very popular allowing staff access to the high speed internet connection. The library has mounted flat screen monitors throughout the library with Google chromecasts which advertise new resources and training to staff.

Study 'Seats' in the library area 15 (13 in 2015-2016)

The library IT room has become a very popular area and is a mix of clinical and non-clinical PCs. The library in 2016 employed a part-time library technician to maintain this room and the range of lendable devices that is growing considerably.

10 Windows 7 PCs

8 Trust Network Clinical PCs (increased from 3 in 2015 - 2016)

2 Macbook Air PCs with SPSS statistics (replacing older windows laptops)

6 iPad Air 2 devices

100 iPad Mini Devices (for use by medical students)

1 Mac Mini

1 Nexus 9

A Cabinet with Bluetooth speaker and presentation dongles

This will allow 32 staff to access a PC system, tablet or laptop (up from 26 in 2015-16) and an increasing number of these will be enabled to access the hospital e-learning modules.

Over 2015 and 2016 the library prioritised the purchasing and fitting of 'thin client PCs' which allow access to clinical applications off the wards, and e-learning. These prove to be very popular and will continue to increase.

Medical Student iPads

The library lendable devices system now has been extended to lend every Medical Student at the hospital an iPad containing all the documentation and access to e-resources they require. These are all managed and distributed by the library. The library now maintains 100 student iPads managed by an Apple Configurator 2 system.

Charge Points

The library has multiple fast charge points for mobile phones and tablet devices.

2. Collection development – objective: to improve and update collections and ensure easy online access for all staff

The library moved over to the regional Sirsi-Dynix system in December 2016 and the move went smoothly. All records of all books were added to the regional system, which is available for users to search elms.nhs.uk

In 2016 the library undertook an extensive weed of books, removing all low circulation titles over 10 years old from the collection. This was due to a lack of shelf space especially impacting upon exam texts. All weeded books were reviewed by a librarian for currency and then removed. This has allowed the library to focus on a significant updating of the book stock with the areas of Nursing, Gerontology, Midwifery, Cardiology, Biomedical Science and Exam Texts receiving special attention in regards to the scope of the collection.

Areas for update are influenced by the feedback received by the yearly library survey and requests for interlibrary loans.

Medhand Mobile Books. The library offers 300 'medhand ebook' codes to staff which allow staff members access to up to 8 eBooks in one year. All codes for 2015 - 16 have been assigned and titles such as the Oxford Handbook series prove to be popular.

New books: during the year, **349** new books were purchased for Library stock from Tomlinson's Books who offer 20% discount to NHS libraries.

Books were purchased for a wide range of disciplines reflecting the multi-professional user base. The selection was guided by user recommendation, new publication monitoring, Core Collection Guides issued by the BMA and RCN, recommended reading lists from UCL Medical School and Bedfordshire University, and liaison with practice development staff and individual departments.

New books are advertised on the library Twitter and Wordpress sites. Current awareness services such as Protospace and QXMD read are used to promote resources and further reading.

User cards with PINs enable logins which allows the requesting and renewal of loans online, this will be of particular benefit to remote users who require loans and are not based at the hospital, books are posted to other NHS locations across Luton and Bedfordshire with longer loan periods.

User account can be accessed with the BookMyne app for Apple and Android devices.

Books which are not available from the collection are either purchased or sourced from other libraries within East of England.

The 24/7 self service machine continues to prove popular. It is however due to move for the installation of 4 more study spaces. It will continue to be available in a new location.

Loan statistics 2016 - 2017

All movement of books, loans renewals and returns.

2016 - 2017 5929

2015 - 2016 7718

3. Journals – objective: to extend access to electronic resources whilst ensuring value for money

Response to feedback: Surveys inform us that users would like extended access to full-text however funding and usage is an issue.

2016

23 Journal Subscriptions

11 Journal Donations

The library monitors downloads to ensure cost effective investment. The library is at the moment focusing on discovery services to increase the usage of our resources and inform purchasing. We will then improve the journal provision within our budgets.

4. Document supply – objective: to deliver documents and papers in support of the information and knowledge needs of all staff and students working to deliver high quality health care to NHS patients

Documents and papers: those not available to users for whatever reason can be requested from the Library's document supply service. This remains a key Library activity and is funded by the library. Users may submit article references via the website, in person, by phone or email.

Requests: these are either downloaded or sourced from the East of England's document supply network (EDEN), the BMA Library and the British Library.

Number of articles supplied to users (from own stock, electronic downloads or inter-library requests)

2016 - 2017 855

2015 - 2016 729

5. NHS Athens management – objective: to ensure all staff are able to maximise their access to professional academic resources by having a current Athens account. Eduserve Open Athens is an authenticated system to manage access to eResources.

The COMET Library: acts as the Athens Administrator for Luton and Dunstable, Luton and Bedfordshire NHS staff and social services.

Athens administration continues to generate a great deal of Library activity in terms of assisting users with registration, management and renewal of Athens accounts, promoting Athens access and the provision of information and training in accessing the resources.

Users have access to a wide range of electronic resources purchased at national, SHA and local levels – in addition to e-journals; these include 8 healthcare databases, e-books and the e-BNF.

A personal NHS Athens account is required for all electronic resources, which can be accessed via NHS Evidence <https://register.athensams.net/nhs/nhseng/>

Luton & Dunstable Hospital NHS Trust	1106
Bedford and Bedfordshire Core Public Health	35
Luton Public Health	25
Hospices in Bedfordshire	25
GPs, Practice Staff and CCG staff in Bedfordshire	166
Healthcare Provider Organisations for NHS in Bedfordshire	9
Total	1366

Total Accesses on the Luton and Dunstable Account

2016 - 2017 12,412

2014 - 2016 13,827

6. Literature searching – objective: to offer mediated literature searching on behalf of users, in support of evidence-based patient care and service development, and also offer literature search advice and assistance to support users in their continuing education.

The library staff: clinical and non-clinical searches using the NHS Evidence healthcare databases, the Cochrane Library and other relevant sources are undertaken by request. Results are sent by email, as links or pdf attachments, and full-text copies of papers are provided.

7. Information enquiries and assistance – objective: to provide services for professional practice

The library is staffed between **Monday to Friday 8 – 6.30**

A large number of enquiries concern the use of NHS Athens passwords, routes of access to the growing collections of e-resources, e-learning and assistance in downloading information.

Other common enquiries include the sourcing of documents or other resources to support patient care, or copyright or referencing guidance on the use of published information.

Users frequently access the service for advice on academic matters, and librarians assist in advising on referencing, abstract writing for publication and creating search strategies.

8. New users and induction – objective: to ensure all new staff are aware of library services and available electronic resources

All users: those who register in person are offered an induction/orientation tour of the Library.

The library staff participate in the induction program for new junior doctors and consultants

Corporate Induction. The Assistant Librarian has a slot every month to explain services available for all staff

The library is included in all induction paperwork as well as the trust Ambassador magazine.

Video clips outlining different aspects of the service are available on Youtube. The library tweets regularly @thecometlibrary

Public health staff: those not based at the hospital can register with the Library remotely.

ELFT, EPUT and CCS staff based locally to the library are able to use the service, however parts of the service which incur cost or staff time such as ILLs and literature Searching are referred back to their home library service.

Numbers of new users registering with the Library

2016 - 2017.	676
2015 - 2016	452

9. Training – objective: to offer bespoke training in search skills using healthcare databases

The library provides training in search skills, for individuals and small groups, arranged by appointment.

The library 'outreach' training network, consisting of 6 laptops/ipads and a 4G wireless network for offering training in rooms without IT systems, or at external locations has proved very useful and the library service is able to offer training at any location regardless of IT provision.

The library service offers literature searching, study skills and critical appraisal training sessions both as group and one-to-one sessions. Sessions are advertised on the internal email, mailing lists and Google calendar.

10. Using the library "as a place" - objective: to offer a quiet place for study and "time out" 24/7 access; assistance with enquiries, training, induction and informal help during office hours

The small library space: designated for silent study and "time out". Many staff come to read the daily newspapers. Non smelly food, hot or cold drinks in lidded, non-spill cups are acceptable

The IT room: is also for quiet working but quiet conversation is acceptable. There is a code of conduct in line with IT policy that includes a ban on food. The IT room cannot be booked or reserved, it is available 24/7 for all groups of staff to use for work and study and is often very busy.

The library internet and Wifi is unblocked and allows access to all sites. As a policy personal use of library PCs is permitted however at busy times such as lunchtime staff requiring PCs for work can ask leisure users to free up a PC.

Number of visitors:

2016 - 2017 28000

2015 - 2016 25482

Impact of the Library

The library recently undertook a survey to identify the impact of the library on patient care.

70% of users who took part said they use the library for their personal and professional development.

40% of respondents use the library service for direct patient care.

25% of respondents use the library for the IT facilities.

3% stated they did not use the service.

80% stated they 'gained new knowledge as a result of using the library services or resources'

Feedback received in the Anonymous Feedback Box

Fast wifi, stable IT equipment, friendly staff. What more could you want? Keep up the hard work.

The service I have received from your library service has been excellent, Responses have been very quick and journal articles are always found and sent onto me.

Staff always friendly, very clean always. Could do with more computers when very busy but overall very well run library.

Really great resource, very relaxing to study and take breaks.

Conclusion

The library service is a popular and modern service, with a well maintained and current book stock alongside an efficient and cost effective interlibrary loan and journal collection. The e-resources and IT facilities of the library are very popular and our focus on point of care resources and usability is highly valued by staff. We hope to continue our developments into 2017 - 18.

Please forward any comments to john.barbrook@ldh.nhs.uk