

Academy Library University Hospital of South Manchester Annual Report 2016-17

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Introduction and key successes

The Academy Library has undergone a number of changes over the last twelve months, with a series of secondments between UHSM and CMFT helping to build a strong professional relationship between the two organisations. We also said a fond farewell to Myra Ince-Reeves, our library assistant since 2009, who retired in March 2017.

Despite so many changes, the service has continued to build upon its strong foundations and this year's service highlights include:

- We continued to deliver high-quality core services with a score of 99% for the national Library Quality Assurance Framework (LQAF), maintaining our position in the top quartile for the region.
- Along with colleagues at CMFT, we provided literature search support for the Patient Safety in Primary Care Priority Setting Partnership (University of Manchester) and the Endometriosis Priority Setting Partnership (University of Edinburgh). This led to a paper being published in *The Lancet* with acknowledgments made to the librarians involved..
- We have hosted regular drop-in sessions for 'Love Nursing' sessions and apprenticeships and established the library as a career information hub.
- A new issue counter was installed in November 2016, updating the main public-facing area and providing additional space for resource promotion.
- The library maintained access to a range of high-quality electronic resources to support research, education and patient care across all staff and learner groups and continues to develop a more robust print collection in line with key user-led requirements.

- Following a successful funding bid, we have begun the refurbishment one of our seating areas, providing a more relaxed area for quiet discussions and reading.
- We reviewed our circulation rules in order to improve access to key print resources for all library users.
- We created a designated exam and revision book collection area to facilitate easy access for users and support easier management of this key area of our book stock.
- Results of the 2016 Library User Satisfaction Survey show a 100% overall satisfaction rate with the library service; an increase of 4% on the 2015 survey.

Supporting our Trust

The Trust has four main strategic aims, displayed around the UHSM Quality Diamond:



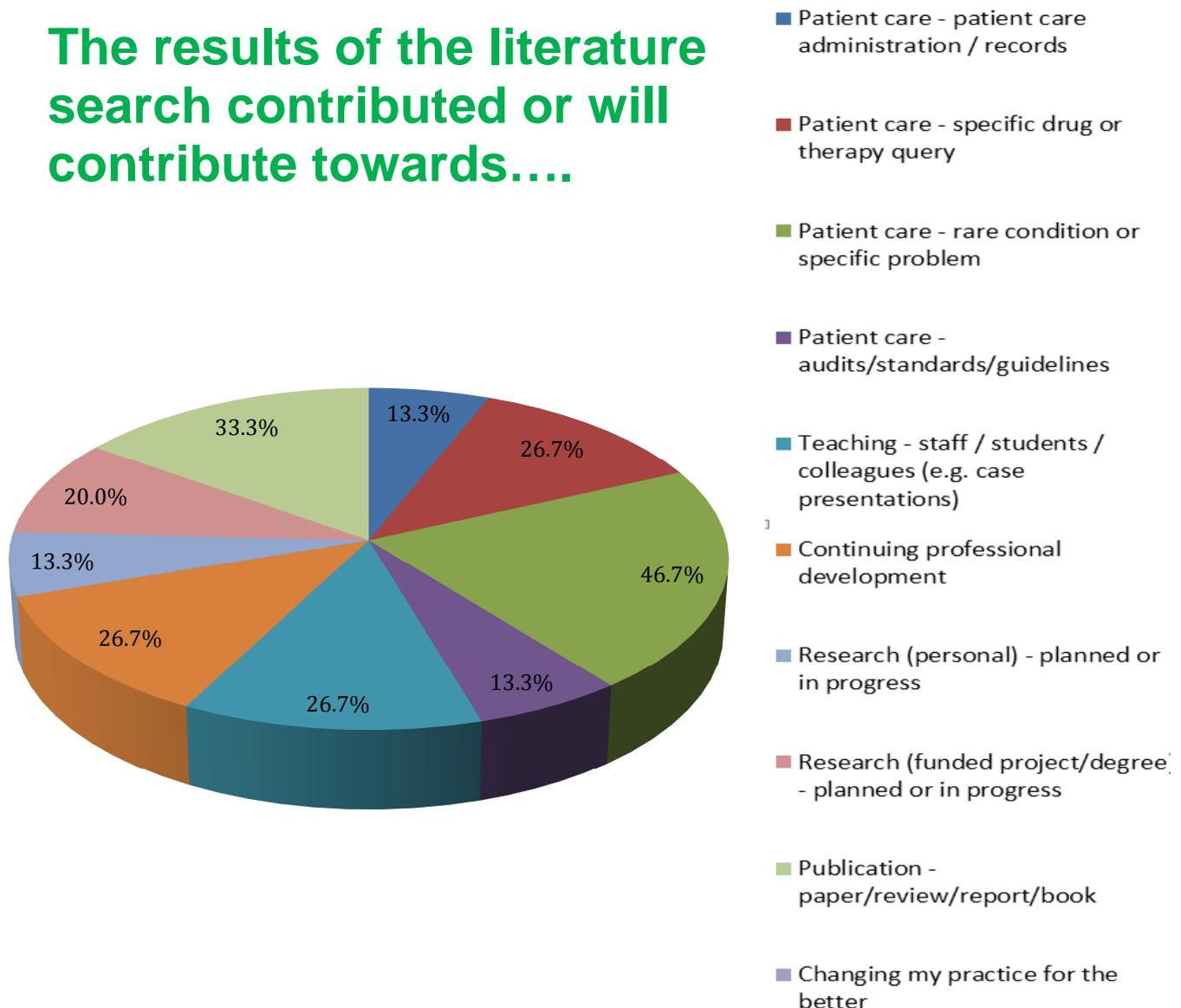
Taken from <https://www.uhsm.nhs.uk/content/uploads/2015/08/4.1.2-UHSM-2014-19-Strategic-Plan-Summary.pdf>

The Academy Library maps strategic and operational goals to these aims and provides extensive support to the Trust, through a variety of ways such as undertaking literature searches on behalf of trust staff, personalized training, interlibrary loans/document supply and collating and distributing tailored current awareness bulletins. All feedback we collect and receive for literature searching and training is matched against the Trust objectives, helping us to measure the impact

of our services - please see our statistical summary below for a graphical overview of this service.

We have a range of internal objectives for our service activity, personal to our users around clinical, research and training. By aligning ourselves in this manner, we are able to develop services that prioritise the needs of the Trust, as well as meeting the requirements of our users, all of which ultimately contributes to the Trust objective of staff engagement and their core values of "One Team". The chart below provides a breakdown of how of customers felt our literature search services benefitted them.

The results of the literature search contributed or will contribute towards....



User responses from our literature search service evaluation 2016

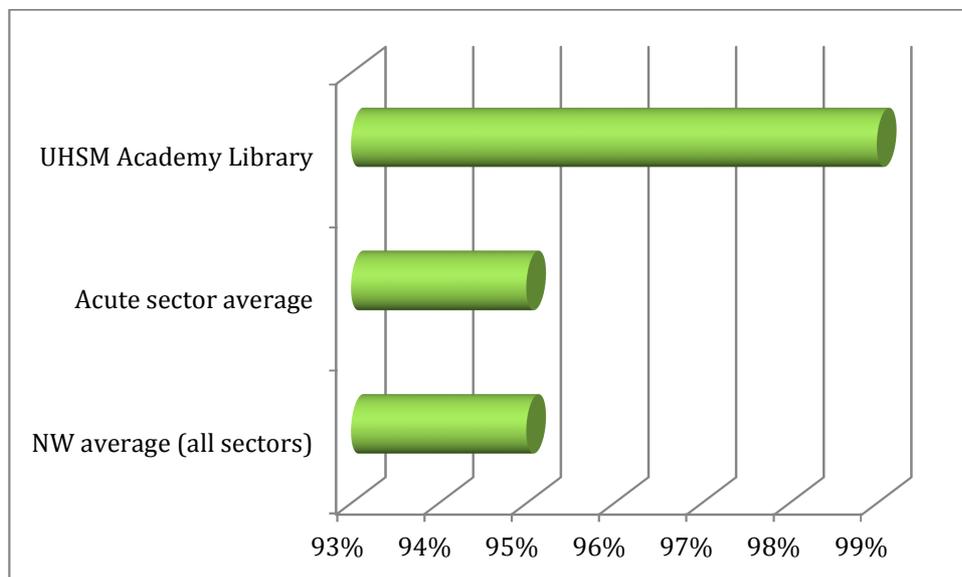
Quality monitoring

The Academy Library measures the quality of the services we provide in a number of ways. The most significant of these is our annual Library Quality Assurance Framework (LQAF) submission. Our score has improved once again this year, to 99%, which puts us above the regional average.

The results of our 2016 User Satisfaction Survey show 100% overall satisfaction with the service. Our literature search and training services provide similar satisfaction rates. We have maintained excellent standards in the processing times in dealing with document delivery requests and carrying out literature searches.

We have recently reviewed the Academy Library service standards and are in the process of drafting new standards which we hope will better reflect our key activities, allow for streamlining of reporting and recording in order to improve efficiency and ease of reporting. We will continue to monitor and develop these standards in 2017-18.

UHSM Library Quality Accreditation Framework (LQAF) compliance rates 2016



We have made good progress towards our 2016-17 service standards and have maintained a high levels of user satisfaction and service delivery activity. To ensure that service standards are maintained, our monitoring processes of core activities remain ongoing.

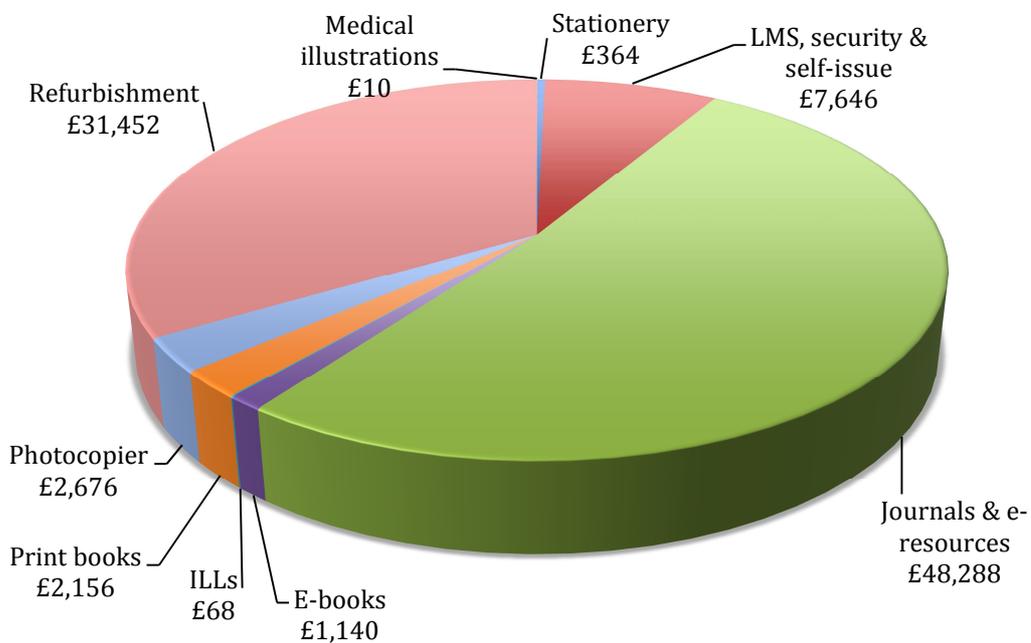
For an overview of our library standards and our continued progress towards them, please see Appendix I.

Resource development



Our new issue desk area has provided an excellent contemporary display and work space.

Although the Academy Library budget remained fairly static last year, we managed to maintain subscriptions to key resources despite financial challenges. In addition, we successfully bid for external funding from the Health Education England Library Development Fund which has allowed us to plan a programme of continued development and improvement of the physical library space.



Progress towards 2016-17 objectives

The Academy Library had a range of objectives on the business plan last year, which fed into the overall Academy Business plan. The table below provides a review of some of our key annual objectives.

Action	Date	Analysis
Investigate ways of working collaboratively with Central Manchester NHS FT and Pennine Acute NHS Trust to assist the Single Hospital Service review	Ongoing	Although a decision regarding the SHS has been delayed, The library has been working with colleagues from our SHS partners to scope the potential development of new joint services, resources and collaborative purchasing.
Develop new current awareness products that assist with strategic decision making in the Trust	Ongoing	The library has been working on a number of Knowledge Management/Business Intelligence ideas that will support the needs of the Trust and hope to take this into 2017/18.
Develop a library knowledge hub with tailored specialty and staff group pages, including Junior Doctors and medical students	Ongoing	The library has created a range of bespoke resources for staff and learners and is working to create web-based access to these tailored resources.
Redesign and redevelop the counter area in the library	December 2016	The refurbishment was completed in December 2016. Feedback has been very positive.
Address criteria 1.3c in the LQAF by disseminating our impact work in new ways	December 2016	Full compliance was achieved for this criteria and the library was successful in achieving a 99% rating, an improvement of 5% from our 2015 accreditation.
Continue to invest in eBooks	Ongoing	We have continued to build

and evaluate their usage and trends in the market		our e-book collection using a range of suppliers. The library is participating in a new e-book consortia across Greater Manchester.
Ensure wider uptake of library resources by attending Trust-wide marketing activities and exploring new ways to target non-users of the service	March 2017	We have developed a more joined-up approach to marketing & outreach activities and have been proactive in building professional relationships across UHSM Academy and the wider UHSM landscape.
Continue to develop and improve our social media channels and exploit emerging technologies	Ongoing	The library has developed a more joined-up approach to the use of social media to promote resources and professional relationships.

Future Directions

Whilst the Academy Library Strategy has already been set out for 2016-19, it is expected that this will require significant review should the Single Hospital Service be approved during 2017 to better reflect potential changes in activity and priorities as part of a new healthcare organisation serving the city of Manchester.

Work on the Academy Business Plan for 2017/18 is in progress, however these are the objectives which are expected to inform our core activity over the next twelve months.

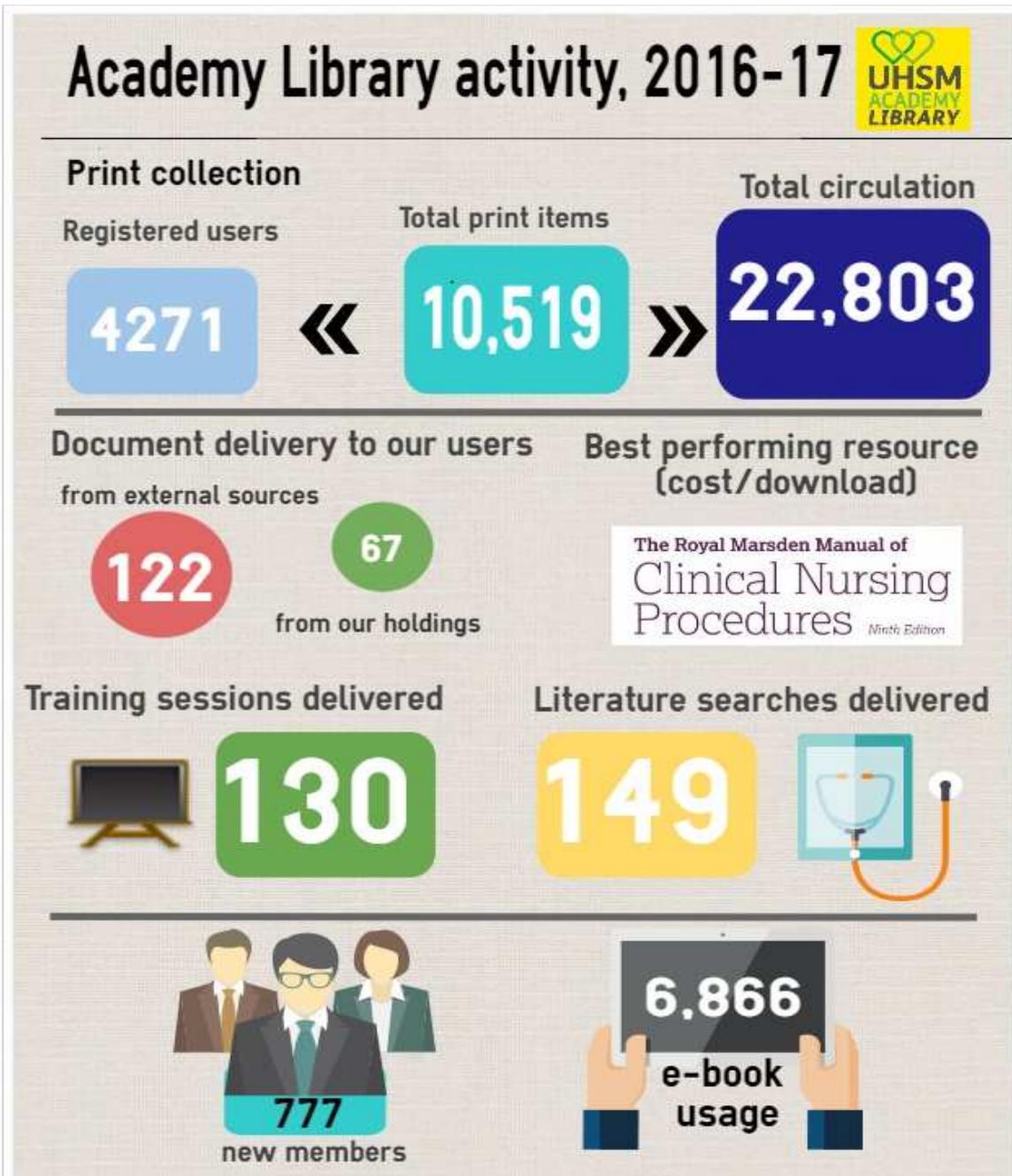
Actions 2017-18:

- Continue to work with our proposed Single Hospital Service colleagues to scope potential alignment of resources and services, explore areas for partnership working and identify opportunities for cost savings and streamlining of tasks wherever possible.
- Continue to provide and promote relevant online and print resources to support staff and learner requirements.
- Continue to review subscription usage to ensure cost effective resource provision.

- Work with Macmillan Cancer Information Support Service (MCISS) to provide information resources which will help to support the health and wellbeing of their service users
- Maintain investment in e-books to support staff and learner needs with a particular focus on the GM cancer e-books consortia project
- Work alongside UHSM's Widening Participation team and the Talent for Care team to expand the careers hub area in the library and to be actively involved in the induction program for new apprentices and work experience students from local schools.
- To develop a range of resources and materials promoting good quality health information sources for the public. To promote and distribute these resources to trust hospital and community staff via the library outreach programme, at various trust events and at the monthly trust induction for new staff.

Statistical summary

The majority of Academy Library's key performance areas have seen a positive improvement over the last 12 months, including greater use of electronic resources, increased footfall within the library, and a steady increase in the numbers of UHSM staff and learners joining the library. Our print collection has seen good usage over the last year, which bucks the trend across most services in the healthcare sector.



Appendix I – Full statistics

Activity	2013/14	2014/15	2015/16	2016/17	% inc/ dec	Notes
Total accesses to e-resources via OpenAthens	13,216	12,463	16,969	15807	-6%	
Registered library members	4,554	4,698	5110	4271	-16%	This reduction in registered users is due to new procedures for weeding records of expired users.
Loans to users	23,908	26227	27055	22803	-15%	New circulation rules were brought in February 2017. (N.B.: data includes renewals).
EBook usage	4996	4265	3778	6866	+81%	Data from Clinical Key e-book usage included for 2016-17.
Literature searches carried out	103	78	98	149	+52%	Includes contribution to 2 PSP projects.
Documents supplied from external sources	301	183	219	153	-30%	This reduction suggests that current UHSM subscriptions & holdings meet most user needs.
Books supplied from external sources	18	7	48	59	+22%	This suggests more effective collection development is required to better meet user needs from our own holdings.
Enquiries	2,210	2,158	2080	3519	+69%	
Attendees at library training sessions	96	101	123	130	+5%	

Attendees at library inductions	58	248	144	235	+63%	This does not include a number of informal induction carried out in 2016/17
Foot fall	53,008	55,601	60353	60483	+0.21%	The figures for Aug13-Mar14 are estimated as the door counter was out of service.

Service Standards	2013/14	2014/15	2015/16	2016/17	Notes
Achieve 80% overall customer satisfaction	n/a	n/a	96%	100%	Based on the response in the 2017 Library User Satisfaction Survey
Achieve 80% on our overall skills training customer satisfaction (impact survey)	n/a	95%	94%	100%	Response rate to post-training surveys remains low.
Achieve 80% on our overall literature search service customer satisfaction (impact survey)	n/a	91%	100%	100%	Response rate to literature search service surveys remains low.
Undertake 95% of literature search requests within the customer's time frame	100%	98%	96%	100%	
Process 95% of ILL requests from our own users within 24 hours of receipt	n/a	n/a	n/a		This was a new standard for 2016/17.
Achieve a green rating on the annual NHS Library Quality Assurance Standards score	94%	92%	94%	99%	New mandatory criteria will be introduced for 2017 submission.