

The
University
Of
Sheffield.

The
University
Library.

Library Services to Sheffield
Teaching Hospitals NHS
Foundation Trust
2010/11



The Health Sciences Library.

Bringing the evidence to your fingertips

Sheffield Teaching Hospitals
NHS Foundation Trust



An information revolution

This year, we've seen the Government's vision for the future of the NHS. With an emphasis on patient involvement, clinical outcomes and the empowerment of health professionals, an information revolution has been identified as a key factor in influencing future success. A partnership approach to healthcare, with "no decision about me without me" has been highlighted and depends upon good quality information being accessible in the right place at the right time. Health Information Prescriptions are being broadly implemented throughout healthcare and have recently been introduced within STH. The availability and accessibility of health information from websites and via social media applications is rocketing and that information is of varying quality.

This increased drive to enable informed patients who are actively involved in healthcare decisions demands equal impetus to support health professionals in locating, accessing and appraising information to support their practice. The Royal College of Nursing, for example, has recognised that its members will be better placed to support informed patients by improving their own abilities to work with information.

The RCN has defined and published a set of information literacy competences (Finding, using and managing information), which are mapped to the Skills for Health competences and KSF dimensions.

Over the course of the year, STH members of staff have been undertaking a great deal of information related activities with the support of the Health Sciences Library.



Alison Little
Librarian
for the NHS

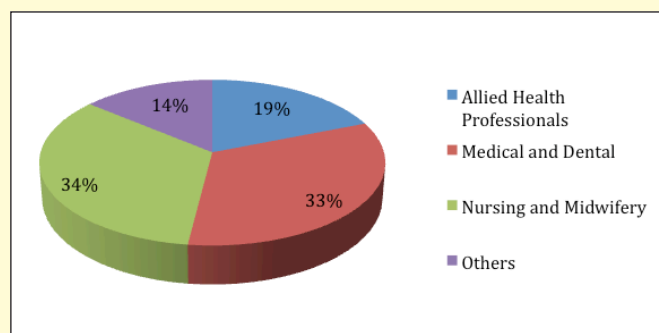
The impact of Library services

During 2010/11 we have begun to undertake some work to identify what impact the Outreach Service has on your work. Following information skills training sessions and appointments to work through specific literature searches with customers, we contacted 50 members of STH staff and received a 50% response. Of respondents, 50% felt that the help from a Librarian had saved them time, with half suggesting that they had previously spent over 10 hours trying to obtain information relating to their clinical question. Additionally, 80% of respondents stated that the information retrieved had or would in the future have a direct impact on some aspect of patient care. 100% would recommend the service to their colleagues, 92% would use the service again and 56% felt that the Library Outreach Service was something we should promote in their department.

Bringing the evidence to your fingertips:

Outreach and access to electronic resources.

Electronic resources from national, regional and local packages were accessed almost 12,500 times by over 1,500 STH staff with Athens accounts during 2010/11. Individuals registered to access those resources are spread across the professions as illustrated by the chart below and include over 500 new registrations made throughout the course of the year. During the coming year, the Library will ensure that those community staff moving into STH are migrated into our Athens organisational domain.



Through its Outreach Service, the Library has supported staff in locating, accessing and appraising information via a series of face to face activities.

- We have introduced a half day workshop "finding the evidence to support your practice", which has run 3 times during the year. 100% of participants at these workshops agree that they would recommend the session to their colleagues and that they would themselves benefit from further information skills sessions, with participants describing the workshop as "very good" and "excellent".
- Our weekly drop in clinic, introduced at RHH during 2009/10 has now been extended to the NGH site. The drop in session is held at RHH each Tuesday 13.00-14.00 and at NGH each Wednesday 11.00-12.00.
- An increased drive in working with medical groups has taken place, resulting in over 70 medical staff meeting with a Librarian for information skills training. These sessions have ranged from a lunchtime short demonstration (for example with Stroke and Geriatric Medicine) to a half day workshop including group critical appraisal activities and discussion (for example with Ophthalmology).
- Through our involvement with the Central Induction and Foundation Development Programmes, we have met with around 500 new members of staff to provide them with an introduction to what the Library has to offer.
- Support for the Learning and Development Department's Evidence Based Practice one and five day courses has continued, as has support for projects and initiatives being carried out by the Evidence Based Council.

Collection development

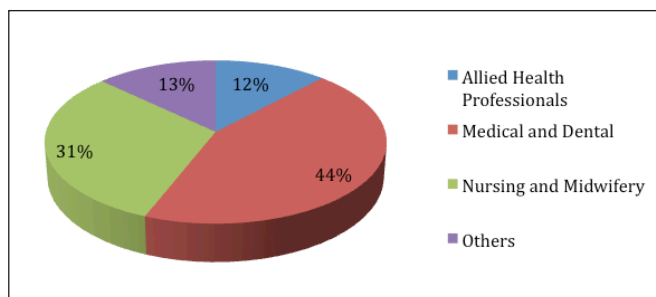
During Summer 2010, we carried out a consultation exercise with clinical departments to identify those print subscriptions in the collection that are no longer important to our customers. By maintaining subscriptions to important and required titles only, we were able to take out STH electronic subscriptions to new titles, making them available directly to the desktop for all STH staff.

- Drug and Therapeutics Bulletin (at the request of Pharmacy)
- Royal Marsden Manual of Clinical Nursing Procedures (which had been broadly requested by staff throughout STH)
- Scott-Brown's Otorhinolaryngology (at the request of the ENT Directorate and to enable us to measure the uptake of e-books by STH users)

Bringing the evidence to your fingertips:

The physical library.

During 2010/11 3326 members of NHS staff have been actively using our physical library sites, primarily at RHH and NGH. Current library registration is spread across the professions as illustrated by the chart below and includes an average of 51 new registrations each month.



- Over the year, around 15,000 visits have been made to Library sites from STH customers. Primarily these visits have been to the sites at RHH and NGH, and over 600 visits have been made to other sites of the University Library.



Lending services review

In the past year we have made a number of significant improvements in response to feedback from Library customers regarding loan periods, requests and fines. We undertook a trial and issued each book for a normal loan period unless someone else had already requested it, in which case the loan period was shortened. We also shortened the period of time that we kept requested books for customers. This has increased the speed of supply of books to customers. In addition, people could renew books as many times as they wanted, provided no-one else was waiting for them. Following the trial period we undertook a survey and the responses showed that customers were overwhelmingly in favour of the new changes. As a result, they have been incorporated into our Library policies.



- During 2010/11 NHS customers have made around 16,000 loans from the University Library's collection. In addition we have obtained over 450 documents and publications for STH from elsewhere, through our InterLibrary Request Service.
- In January we refurbished an area of the main Reading Room in the Library at RHH to accommodate a separate open access IT area for STH. This was in response to customer comments regarding access when the IT classroom is in use for group sessions. In addition to the 20 machines in the classroom, there are now 5 open access STH networked PCs available for use in the Libraries at RHH and at NGH.
- In September we opened the Dr David Ryan Room, a new flexible study space in the Library at RHH. This was in response to requests for better group study facilities, particularly from students. The project received funding from the University's Development and Alumni Relations Office, from the legacy of Dr Ryan, MBChB 1970, from the 2010 Student Medical Society, the Faculty Learning and Teaching Committee and the University Library.

Quality assurance

During Summer 2010, we undertook assessment against the Library Quality Assurance Framework for NHS England (LQAF). The Library's service to STH customers achieved 78% compliance to the framework, which compares favourably with a 70.5% average across participating libraries throughout NHS Yorkshire and the Humber. Additionally, we were selected as runner up for a national LQAF innovation award in recognition of the work carried out in STH clinical departments to promote the use of information resources at times to coincide with the publication of Annual Evidence Updates.



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Contacting us.

If you have any comments or questions on the issues covered in this year's Annual Report, please contact the Librarian for the NHS:

Tel: 0114 2268834

Email: a.little@sheffield.ac.uk

You may also want to look at the Library's web pages for STH users at <http://www.sheffield.ac.uk/library/services/nhsstaff>

and you can follow STH Librarian on Twitter at <http://twitter.com/STHLibrarian>