Epsom and St Helier University Hospitals NHS Trust
Annual Library Report
2013-14

1. Introduction

The following report indicates what the key achievements have been during the financial period 1st April 2013 to the 31st March 2014 for the Hirson Library and the Sally Howell Library which make up Epsom and St Helier University Hospitals Library and Information Services.

The library has a joint library strategy with Croydon University Health Services Trust and Kingston Hospital NHS Trust. The strategy was ratified in June 2013 at the Medical Education Committee meeting.

The implementation plan for the service has been written and it is being followed.

The key achievements and objectives met for this period have been mapped to those that are indicated in the 2012-2015 Epsom and St Helier University Hospitals NHS Trust Library Services implementation plan authored by the current Library Services Manager – Potenza Atiogbe. The outstanding work is also indicated as future work.
2. Statistics

Figure 1 shows what the activity for the library services was during the April 2013 to March 2014 period. The activity for the previous three years has also been included to facilitate discussions about the changes to the activity.

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<tbody>
<tr>
<td>Number of users</td>
<td>3264</td>
<td>3537</td>
<td>4029</td>
<td>4272</td>
</tr>
<tr>
<td>Loans from stock</td>
<td>5646</td>
<td>8882</td>
<td>5290</td>
<td>6814</td>
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<td>Online articles provided</td>
<td>2709</td>
<td>3242</td>
<td>3320</td>
<td>2729</td>
</tr>
<tr>
<td>Inter Library Loans (books)</td>
<td>692</td>
<td>177</td>
<td>134</td>
<td>254</td>
</tr>
<tr>
<td>Photocopies</td>
<td>1658</td>
<td>2008</td>
<td>1088</td>
<td>457</td>
</tr>
<tr>
<td>Literature Searches</td>
<td>704</td>
<td>477 (441)</td>
<td>403</td>
<td>515</td>
</tr>
<tr>
<td>Teaching and Group Sessions</td>
<td>117</td>
<td>40</td>
<td>20</td>
<td>18</td>
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Figure 1. Library Activity during the financial periods April 2010 to March 2011 April 2011 to March 2012, April 2012 to March 2013 and April 2013 to March 2014 for Epsom and St Helier University Hospitals NHS Trust Library and Information Service

Brief commentary:

From figure 1 it is evident that some of the activity measures have decreased apart from the number of registered library users, Inter Library Loans (books), loans from stock and literature searches.

Although a lot of users do tend to do their own searches by using different point of care tools such as UpToDate, PubMed and the healthcare databases, the literature search service is still very popular. It is a service that is heavily promoted.

With the development of the library website with links to Evidence Search, My Journals and the healthcare databases, users may be finding the literature and full text journals themselves without having to seek help from library staff. In addition the brief help sheets that have been created by library staff which indicate how to access the electronic journals and more may be leading to users downloading articles themselves. When sending out literature search results we now provide information about how to download the full-text articles if the full-text is available. This facilitates users doing it themselves. The above may offer some explanation as to the very small decrease in the number of online articles provided by library staff in comparison to the previous year.

Self-photocopying services have been available since 2012. This has led to the users being less reliant on library staff to photocopy articles for them. Coupled with the fact that more print content is available electronically, this may explain the decline in the number of photocopies provided by library staff.
The reduction in the number of training sessions may be due to healthcare staff not having the time to attend a full training session and needing more access points to library training e.g. eLearning. As with last year we have noticed an increased demand for bite size training sessions e.g. 5-10 minutes quickly demonstrating a resource face to face. These sessions still need to be more robustly recorded in the next financial year.

3. Key Objectives met

The following briefly explains what key objectives were met

- **PCs**: All the PCs in the Sally Howell Library were purchased and installed. The Bradbury Postgraduate Medical Centre Council kindly provided funding for two of the PCs.

- **Funding**: Securing an SLA with the public health teams in Sutton and Merton. The Library Services Manager and Deputy Head of Library Services provided a literature search service for Public Health Merton. The search focussed on using the evidence to facilitate Public Health Merton with choosing suitable methods to improve the health and wellbeing of older adults in the borough and enabling them to live independently for as long as possible.

  Continuing to see whether SIFT funding can be received for the medical students from St George’s. This has gathered a bit of momentum with the Directors of Medical Education now being in discussions about the funding.

- **Library print stock**: Continuing to increase book stock to cover key subject areas across both sites. We are continuing to withdraw redundant stock. This has the dual purpose of freeing up shelf space and facilitating new stock to be added. In addition we sell withdrawn stock at reasonable prices to facilitate generating income across both library sites.

- **Stock development**: The majority of the print collection of the journals are now available electronically. An alphabetical (A-Z) folder of the titles available electronically via Athens are available across both sites. In addition a folder of the covers of the journals where format changes have been made is available across both sites. 15 titles were purchased from Elsevier as well as other titles purchased from NHS authorised suppliers such as Swets.

- **Electronic resources**: The library continues to and did purchase 40 OnExamination vouchers for the range of exams such as MRCGP, MRCPCH and MRCS for the doctors in training. These have proved to be extremely popular. The library will continue to purchase OnExamination vouchers

- **WIFI access**: This is now available across both sites. Ten licenses are purchased for use by library users only. A record is kept of who use the WIFI to establish how popular the service is

- **Medical examinations**: The Library Services Manager (LSM), Deputy
Head of Library Services and the Site Librarian participated in the MRCP examinations in Epsom

- **Marketing and communications:** There was continued development of the external library website with photographs being uploaded, more pages added e.g. electronic books page and quick links to register for and update your Athens account. In addition a critical appraisal resources page has been added to the website which includes links to critical appraisal sources and indicates what critical training is available via the library.

- **Knowledge Awareness Week – May 2013 at St Helier:** The Deputy Head of Library Services and Library Services Manager manned a stand

- **Health and Wellbeing days January 2014 at both Epsom and St Helier:** The Deputy Head of Library Services and Library Services Manager manned a stand across both sites

- **Pens:** Marketing pens continued to be purchased.

- **Inductions:** The library continues to have slots on the junior doctors induction where the library is endorsed by the Directors of Medical Education. In addition the library has a slot on both the student midwives and student nurses inductions. These have proved to be a good opportunity to promote the service.

- **Collaboration with the South London Libraries:** Continued joint purchasing of electronic journals from Wolters Kluwer.

- **Library training** is continuing to appear in the electronic and print trust training directory.

- **Collaboration with the Postgraduate Medical Centre (PGMC) team and HR Organisational:** This work is still on-going. A virtual server for Moodle was purchased and installed as well as licenses to an eLearning authoring software Articulate Storyline. Work began on creating eLearning modules specifically to record the competency of doctors in training and also develop bespoke library modules. See more about this below.
• **eLearning development:** The library has invested via procurement of Articulate and also by the Deputy attending the TAP Training Foundation Learner Engagement and Training Needs Analysis courses to ensure that the eLearning modules are developed appropriately. Other London Health Libraries including Croydon University Hospital Library are working with Epsom and St Helier to develop modules that can be shared and thus avoid duplication.

• **Personal development:** The skill mix documents are continuing to be created and used to ensure that all staff members get access to staff development opportunities.

• **Revitalising the Library Environment:** The comfortable chairs and study chairs at St Helier were all reupholstered to ensure that the library has an atmosphere which is fit for and conducive to studying.

• **Meeting attendance:** The LSM continues to attend a lot of Local Faculty Group meetings to promote the resources and services available in the library and other pertinent Trust meetings such as the Cancer Information Prescription Services meeting. The Deputy shares meeting attendance.

• **Library Management System (LMS):** Heritage Cirqa and the OPAC is available online.

• **Staff development:** Continuing to develop the staff to enable current services to be widened e.g. the LSM is undertaking an MBA. The Epsom based Library Assistant is enrolled on an NVQ course and has started to attend the sessions.

  The Deputy is doing an IT course which gives her the skills to provide eLearning support to both the library and also the PGMC.

  The Epsom Site Librarian attends the London Health Libraries Staff Development Group meeting and continues to attend relevant courses to update her skills. The St Helier Library Assistant gets development by one to one in-house training sessions.
4. Future Aims

The library is working towards the following aims and objectives over the next few years:

- **eLearning:** Using the software Articulate Storyline to create some bespoke library eLearning modules. The proposed modules are:
  - *Introduction to the library services*
  - *The wonderful world of Boolean*
  - *Thesaurus searching*

- Continuing to move the junior doctors induction from an external provider to modules developed and hosted locally using the software Articulate Storyline and the LMS Moodle.

- **Fit for Purpose:** Continuing to ensure that both libraries are fit for purpose. This includes harmonising protocols and procedures, adequate staffing via intelligence gathered via the skill mix document and more.

- **Procedures, Protocols and standards:** Continuing to harmonise procedures and protocols across both sites and recording them for quality assurance and to facilitate inductions of new staff.

- **WIFI enabled loanable laptops:** Ensuring these are available across both sites. This will facilitate Internet access when all the PCs are occupied.

- **Service Developments:**
  - Piloting running journal clubs with a few specialties
  - Scoping out and investigating the need for a clinical librarian service, this work has begun
  - Current Awareness Services (CAS): The deputy with support from the LSM and the Site Librarian in Epsom will be investigating the types of CAS that ESTH Library could offer including Netvibes
  - Investigating knowledge management activities in the Trust and how the Library can better support these
• **Revitalising the library areas:**
  - Continuing to revitalise the library areas across both sites with a focus on the Sally Howell Library Services which will include:
    - Creating a coffee area near the display shelves
    - Having a Perspex display near the entrance to facilitate more light in the library and create the illusion of additional space
    - Benching to be sited in the PC room giving more space when the PC room is full
    - Rearranging the work room facilitating more space and creating a more conducive working area for library staff
    - Creating a display section with Trust publications and the latest journals.

• Continuing to try to claim the space in the Hirson Library which is currently occupied by Medicines Information. This room will be used for additional PCs and for group study sessions.

• **Library Management System (LMS):** Implementing the available Heritage Circa facilities including self-renewals

• **Regional Resource Sharing:** Further regional resource sharing initiatives with the other South London Libraries

• **Collaboration:** Increased collaboration internally e.g. the Post Graduate Medical Centre, communications department and externally e.g. Uganda partnership, South London Libraries, Orthopaedic librarians and more.