

Trust Board

Date of Meeting 25th July 2011

Title of Report: **Library Services Strategy 2011-2013**

Author David Law, Library Services Manager

Tel:6179 Email:davidlaw@nhs.net

Summary: The Library Services Strategy 2011-2013 provides a framework for the delivery of a modern NHS library service that meets the aims and aspirations of the Trust and its staff.

Action Required by the receiving committee:

<input type="checkbox"/> Decision <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Receive for Information <input type="checkbox"/> Receive for Assurance	Decision of Committee (to be entered after the meeting)
---	---

Implications

Clinical

Strategy distributed for comment via members of the Postgraduate Graduate Education Committee and Undergraduate Faculty during 2010. No clinical issues noted although positive comment at providing information at the point of care

Patients, carers or the public

There has been no consultation with patient groups at present due to the service being staff focussed, however there will be a requirement for liaison in the future as clinical librarian services evolve and a closer relationship is created with Patient Information Services.

Resources

None

References

Library Services Strategy discussed at Oncology Team Meeting – 28/09/2010
Library Services Strategy discussed at A&E Team meeting – 17/08/2010

Assurances linked to report subject

Library Quality Assurance Framework as overseen by the Strategic Health Authority Lead Librarians group.

Assurance framework number

(if on the Board Assurance Framework)

Risks Identified:

None

Include Risk Grade (categorisation matrix/Datix number/Risk Register Number)

BACKGROUND DETAILS

1	The Strategy is centred around providing access to cost effective and appropriate knowledge resources by staff at the point of need. The strategy aims to create an outreach service that supports clinical multidisciplinary teams in the clinical environment by providing seamless and instant evidence based information. Enhanced information retrieval skills training will be available via face to face or online delivery and will provide staff with the skills to retrieve and appraise information quickly.
----------	---

LIBRARY SERVICES STRATEGY 2011-2013

***Providing Access to the Best Current
Evidence by enabling staff to become
Information Literate***

LIBRARY SERVICES STRATEGY 2011-2013

Manager Responsible for Strategy Development : David Law, Library Manager

1.0 MISSION STATEMENT

The Library Service will;

Commit to meeting the knowledge needs of the health care plans of Royal Wolverhampton Hospitals NHS Trust, Wolverhampton City PCT and General Practice Commissioners via the efficient and effective utilisation of knowledge resources

Contribute to the development of knowledge networks across Royal Wolverhampton Hospitals NHS Trust and primary care to ensure evidence based guidelines are embedded within Trust practices and enabling staff to develop skills to undertake research and support decision making with access to appropriate knowledge resources

Collaborate in knowledge and information sharing networks on a local, regional and national basis to improve service quality and improve patient care.

2.0 BACKGROUND

The Library Services Strategy 2011-2013 is based upon the requirements as outlined in the original **National Service Framework for NHS funded Library and Information Services in England (2008)**, and the **Library Quality Assurance Framework (2010)** and tailored to meet local delivery across Royal Wolverhampton Hospitals NHS Trust, Wolverhampton City Primary Care Trust and General Practice.

- Library and Information Services will be designed and delivered to support the needs of all those who provide or support the care of NHS patients within the organisation directly served.
- Resources must support clinical and non-clinical needs and must be high quality, timely, appropriate and provide value for money.
- The role of the NHS library and information staff will need to evolve in order to meet the needs and expectations of the customer base and to support the business objectives of the organisation.
- Library and information services will contribute to the production, management and dissemination of knowledge across the organisation in a range of formats.
- NHS library and information services will support staff in developing and providing patient information
- Library and information services will provide wide ranging opportunities to develop information literacy and evidence based health skills in line with organisational and professional body requirements.

3.0 CONSULTATION

There is a core requirement in line with national accreditation standards that all NHS Library Service strategies are approved at Trust Board level and are subject to consultation. The consultation process has seen the draft strategy distributed to members of the Postgraduate Education Committee, members of the Education Board of Royal Wolverhampton Hospitals NHS Trust, Consultants of Royal Wolverhampton Hospitals NHS Trust.

Library and Information Services will be designed and delivered to support the needs of all those who provide or support the care of NHS patients, within the organisation directly served.

Library and information services will support informed decision-making for clinical and non-clinical staff as well as supporting work based learning and continuing professional development. The goal is to move the focus of service delivery from the physical library space to the point of care, the workplace and to the desktop. The library space is important for quiet study and reflective learning, and also in providing facilities to interact with the knowledge base in health care.

Local library and information services will work collectively to provide a single networked service across local health communities to enhance access to specialist health knowledge.

The Library Service will seek to provide services according to core requirements, and introduce developmental areas during the period covered by this strategy

STRATEGIC DEVELOPMENT		
Access and User Involvement	Delivery Method	Target Date
Increased support for managerial decision making	Acquisition of health management information support tools, training/awareness, briefing sessions	05/2011
Support for Public Health and Health Promotion Services	Regular meetings, support for public health campaigns, Black Country Health Information Network and integration with Social Care and Acute Trust Patient Information Services	On-going
Tailored services to meet the needs and preferences of different user groups	Liaison with clinical teams to identify current/future information requirements. Pilot and roll out of evidence based newsletters	On going
Focused on supporting practice through developing effective knowledge management networks.	Develop relationships with governance department and appropriate committees	07/2011
Delivering knowledge and information services directly to the point of care supporting the development of NHS Evidence	Procure appropriate high quality evidence based resources that allow for information to be accessed at the	On-going

	point of care. Investigate the usage of specialist mobile phone applications in retrieving health information	
Closer integration within the research and development process	Membership of appropriate clinical audit and R&D committees to understand and support knowledge requirements	05/2011
Service to support the critical appraisal of key trials and studies that may impact upon patient care and service delivery	Staff skills to be developed by attendance at appropriate training courses	03/2012

Strategic Deliverable: A tailored library service to meet diverse user needs. Staff skills to be updated to support the requirements of critical appraisal

Resources must support clinical and non-clinical needs and must be high quality, timely, appropriate and provide value for money

High quality, evidence-based knowledge is required to support the changing needs and priorities of the NHS and must be freely available to all staff at the point of need. Systematic efforts must be made to identify and fill gaps in the evidence base.

The Library Service will benefit through the stable long-term arrangements for the national purchase of electronic content and archives. This will enable the Library Service to adopt new models of purchasing resources. This will reduce reliance on paper-based resources.

STRATEGIC DEVELOPMENT		
Library Resources	Delivery Method	Target Date
Marketing of Library as “Virtual Learning Knowledge Zones” to support organisational objectives relating to NHS E-learning Strategies	Marketing/Promotion across organisation raising profile of service. Link in with regional and local developments of online training	08/2011
Co-ordinated acquisition of resources through close co-operation with key stakeholders, departments and partner organisations	Review of resource acquisitions with aim of maximising value. Meetings with stakeholders, key suppliers and partner organisations	On-going
Support the development of work based and lifelong learning initiatives within the local and national NHS economies.	Work with the Education & Training	

	Departments at RWH in acquiring appropriate resources to support work based learning programmes.	On-going
--	--	----------

Strategic Deliverable: Flexible procurement will allow the resources procured to be utilised directly for clinical and non-clinical need at the point of care.

The role of the NHS library and information staff will need to evolve in order to meet the needs and expectations of the customer base and to support the business objectives of the organisation

The Library Service will strive to make a full contribution to the work of the healthcare team, and should be fully recognised as an integrated part of the team.

Library Services will model best practice and innovate, developing new staff roles that better meet the needs and expectations of an increasingly technology-literate customer base.

STRATEGIC DEVELOPMENT		
Learning Development	Delivery Method	Target Date
Develop working relationships with clinical teams to understand information requirements and develop excellent models of practice to seamlessly supply summaries of evidence based information	Project within Medical Librarian job role	10/2011
Participation in critical appraisal skills programmes enabling the introduction of clinical effectiveness support roles	Develop critical appraisal skills amongst staff/ utilise existing skills across the region.	06/2011

Strategic Development: Re-skilled library staff will allow for greater integration in the patient decision making process. Web design skill development will allow for continuous current awareness services to be available in each clinical area.

Library and information services will contribute to the production, management and dissemination of knowledge across the organisation in a range of formats.

Knowledge is derived from three sources: research, data and the body of experience of patients and health professionals. Knowledge management is concerned with mobilising the knowledge base of health care in a form that health professionals can use and apply.

Knowledge supports organisational planning, policy development, project work and patient care. This requires library and information services to develop roles in supporting the creation and sharing of knowledge, contributing to the production, management and dissemination of knowledge, exploiting information technologies to the full.

Library and information services will focus on mobilising the knowledge base of health care in a form that health and social care staff can use, and on managing information to support corporate goals and priorities.

STRATEGIC DEVELOPMENT		
Knowledge Management	Delivery Method	Target Date
Work with owners of organisational knowledge to develop policies around “organisational memory”	Project to identify holders of organisational memory. Development of database of organisationally developed knowledge	On-going
Supporting national and local policy and guidance, in line with campaigns	Marketing and promotion policy development	On-going
Liaison with Trust departments to enable robust knowledge management sharing	Closer links with new divisional structure to enable information to be easily shared	11/2011
Contribution and support to learning groups and sets	Liaison with education and training into key focus groups	On-going
Relocation and rationalisation of historical archives of knowledge to secure, accessible location	Assessment project of current holdings. Work with experts to analyse long term environmental factors in retaining textbooks	On-Going

Strategic Development: Integration with the planning processes of the organisations served including supporting the learning processes of staff and disseminating guidance and assisting in-house guidance development.

NHS library and information services will support staff in developing and providing patient information

The Library Service will develop effective liaison across the broad spectrum of information providers with a contribution to make to public health. This calls for close partnership working with NHS services (including the Patient Advice and Liaison Service (PALS), Patient Information

Officers, Public Health and Health Promotion Resource Units), as well as with other statutory services, such as Public Library services, and voluntary agencies.

STRATEGIC DEVELOPMENT		
Patient Information	Delivery Method	Target Date
Partnership and co-operative working with independent and NHS patient information providers	Work within the Black Country Health Information Network + Patient Information Centre at New Cross	On-going
Integration within organisational patient leaflet development processes	Patient Information Policy development	On-going
Advisory service to staff promoting the availability of electronic patient information services	Marketing and Promotion Policy + training sessions	On-going
Contribute and support public health campaigns both local and national	Develop links with public health department and health promotion departments	04/2011

Strategic Development: Library Service to assist with in-house patient information development, and become active partner in sharing best practice across the Birmingham and Black Country area

Library and information services provide opportunities to develop information literacy and evidence based health skills

All health workers will be encouraged to develop information literacy skills to support personal development and the need to base decisions upon evidence based principles. The Library Service will work within the local health community to deliver a co-ordinated programme of information-handling skills training.

Closer liaison will be developed with Higher Education providers to ensure that students benefit from the acquisition of information literacy skills, and are able to progress from basic skills to more specialised information-handling skills as required to enable a seamless transition into the NHS.

STRATEGIC DEVELOPMENT		
Information Literacy	Delivery Method	Target Date
Work with Higher/Further Education to create a seamless transition of students into practice	Develop a high quality "training passport" that is developed in partnership with Higher and Further Education.	On-going
Provision of advisory services and training programmes to health	Promote Information Skills	05/2011

management to support policy and organisational development issues	Training to health management, supported by briefing paper	
Provision of critical appraisal advice and training programmes	Work with the Research & Development department to assess demand	06/2011

Strategic Development: Integration with Knowledge Skills Framework, will allow the Information Skills Training Programme to be tailored to user needs. Development of enhanced information searching skills training support for undergraduates thus allowing seamless transition between higher/further education and the NHS.

An Electronic Library Zone will support the delivery of a customer-focused service and facilitate the integration of national shared resources and local services

Online services will be developed based on the understanding that many people currently have limited or developing Information Technology (IT) skills, and that NHS staff are asking for simple and guided access to information. A user centred approach will minimise barriers and obstacles to obtaining services across the web, as the user moves from nationally provided services to local provision, and as the user moves from one work location to another.

STRATEGIC DEVELOPMENT	Delivery Method	Target Date
Information Technology	Continuous review of IT facilities and assessment of fit for purpose	On-going
Web facing OPAC that provides interoperable interface with NHS Evidence search systems	Amalgamation with SIRSI system	On-going
Customised current awareness service utilising latest IT technologies	Development of evidence newsletters for specialities. Updating of KnowledgeNet to integrate e-mail alerts on key information.	On-going
Flexible learning environment with wireless connectivity via mobile technologies (laptop/PDA)	Discussion to take place with management to market the WMI Library as a "Learning Centre"	On-going

Strategic Development: Utilise current technology to provide an information rich environment. Development of web facing knowledge portals thus allowing staff working from remote locations access to quality web resources.

4.0 CONCLUSION

An integrated Library Service that is a key support to the Trust's decision making processes can be a highly valuable tool. The 2011-2013 Library Strategy focuses on developing the service to become that tool through highly skilled staff, a flexible learning environment that is accessible to all, and procurement of appropriate resources that meet the current and future needs of organisational staff.

The current service is marginalised in terms of being seen to support specifically learning and education of undergraduates and postgraduates, and struggles to be involved in the wider managerial decision making processes. This strategy resolves to place library services as a key organisational support service in building a robust knowledge management culture within the organisation.

Through local, national and regional partnerships and developments, the Library Service can become a key service in assisting the organisation in delivering its healthcare plan. A re-designed "Learning Library" will support the KSF requirements of staff, and the changes within the medical/nursing curriculum. Support for administering and developing patient information and pathways of care will be core to the Library's future, and will be delivered by a re-skilled staff base.

Partnerships and Service Level Agreements with private healthcare and commissioning bodies will be developed to promote the role of high quality evidence based medicine in the decision making process. These will be supported by training and development on using key resources, and effective support mechanisms.

The NHS Library Service of the 21st Century must provide a balanced approach to supporting its userbase, whether it is a place to study, access to core texts or online information resources. Integration by direct support for decision making (clinical or non-clinical) should be critical to the library's future.

Bibliography:

1. Improving Patient Care – Meeting the NHS Challenge to improve quality and productivity, through innovation in Library and Knowledge Services: West Midlands Library and knowledge Services Strategy 2010 – 2015. NHS West Midlands. 2010
2. NHS Library Quality Assurance Framework England. NHS Strategic Health Authority Library Leads (SHALL). 2010

* * * * *