

NHS Library Services

St George's, University of London Library

Annual Report 2013-2014

St George's, University of London Library serves NHS practitioners from St George's Healthcare Trust, South West London and St George's Mental Health Trust and NHS Wandsworth CCG and GP practice staff. This report summaries performance indicators, key events and areas of development for our NHS Library service from August 2013-July 2014.



Library Mission Statement and Aims

The Library's mission is to provide a top quality service supporting excellence in teaching, clinical practice, learning, and research, to a diverse multidisciplinary user group in the medical and healthcare fields

We aim to support this mission by:

- Providing a distinctive, welcoming physical and virtual environment that is fit for purpose and conducive to learning
- Promoting the sharing of knowledge by developing and managing new and traditional sources of information
- Actively seeking to ascertain the information needs of our broad spectrum of users and potential users
- Supporting the information needs of a diverse workforce and student population (and extending that support through partnerships and collaboration)
- Ensuring that users and potential users develop the necessary skills to turn information into knowledge
- Developing innovative services which are monitored and evaluated in conjunction with users and potential users, evolving as needs change
- Recruiting dedicated staff and encouraging excellence through training and development opportunities
- Monitoring and evaluating services to ensure value for money and the highest quality standards are met

Membership and NHS Loans Activity

In 2013-2014 we registered 1,262 new NHS members of staff.

In the 2013 calendar year encouragingly over 30,000 visits were made by NHS staff to the library, suggesting that library as place in this digital healthcare information age, is still relevant and valued by our NHS partners.

NHS staff checked out or renewed 136,76 books, DVDs or CDs using our self-service machines, via our desk staff or over the phone or email.

NHS Resources and Usage

New resources for NHS staff include:

- **BMJ Case Reports**. Via an NHS fellowship code NHS staff can now submit cases to this journal and access its contents remotely via NHS OpenAthens.
- **InformaHealthcare Journals**. Provided by London Health Libraries, this collection of over 170 journals are now available via NHS Athens
- **Virtual Faculty Collection**. A collection of e-journals and e-books aimed at supporting the work of all clinical teachers, trainers and supervisors in London was added to the portfolio of OpenAthens resources available across London.

We continue to provide access to **Proquest Hospital Collection** for hospital and mental health staff, and **maintained our extension of resources to selected university resources** to our NHS users via our collaboration with other medical school library services in London.

From April-June 2013 we carried out a **trial of DynaMED**, an evidence-based point of care tool. 3000 logins were made to this resource by hospital staff, but due to a financial claw in the first quarter of 2013, we were unable to secure funds for an on-going subscription. This will be revisited in 2014-2015.

In total there were **15,352 log-ins to NHS OpenAthens** resources, resulting in the following numbers of record views/downloads in a variety of selected journal collections or e-learning platforms

| | |
|---|-------|
| BMJ Journals | 3195* |
| Ebscohost Databases and Journals | 7541 |
| ProQuest Hospital Collection | 2301 |
| Ovid Journals | 5661 |
| BMJ Learning | 1385* |
| *Jan-14-July14 only | |

Training and Inductions and Promotions

Over 1100 member of NHS staff either received an induction or training during 2013-2014 during 170 sessions. From the last quarter we have been able to improve our presence at corporate trust inductions, by giving a lightening presentation, which has resulted in more sign-ups for the library and NHS OpenAthens.

Feedback from our information skills sessions include the following quotes

“Probably the most useful session I’ve had on literature searching. Very clear instructions. Good pace. Knowledgeable teacher”

“Interactive. Useful use of time and excellent to be able to conduct own searches on relevant clinical topics”

We continued with our Pop-Up Library roaming service to reach out to our NHS partners, including visits to two community sites.

Literature Searching: The CARES service

Unusually for a university library providing library service to NHS clients, St. George's offer a bespoke literature search service called CARES (Clinical and Research Enquiries Service) (<http://www.care.sgul.ac.uk>)

We delivered 144 information searches in this timescale, which represents a drop in the number of searches in the previous year.

Evaluation and Impact

As part of the South London Health Librarian' Group the library ran a user survey in 2013 on NHS user satisfaction with NHS Library services.

The survey identified that 88% of respondents rated our services as either excellent or good, but also revealed a number of areas for development such as extending off-site access to university e-resources to NHS OpenAthens users, and more marketing and promotion of resources and services. These are areas for development in 2014-2015.

Library Space

In 2013 we were successful in our bid for funding to continue our programme of library refurbishment. Due to financial constraints the plans were scaled back and improvements to lighting, new carpets, decoration and signage will be made for the beginning of the autumn term.

Staffing Issues

Zena Ali, from South Bank University joined the NHS team in March 2014, as NHS Liaison Support Librarian.

Developments for 2014-2015

The following key targets have been set for 2014-2015, identified in our 2013 NHS Library Quality Assurance Framework self-assessment for 2013 and user survey.

- Agree a SLA with St. George's Healthcare NHS Trust
- Secure future funding streams for NHS library provision for St. George's Healthcare NHS Trust and South West London and St George's Mental Health Trust
- Increase awareness and usage of NHS e-resources, including those accessible via mobile devices
- Continue to seek ways to extend access to HE resources to our NHS customers
- Develop closer working relationships with education and development staff and embed our training offer
- Secure funding for an evidence-based point of care tool across the St. George's Hospital site
- Develop new ways of delivering training, such as via interactive online tutorials or mobile resources swap shops
- Develop new website and updated hospital intranet pages

Karen John-Pierre
kjohn@sgul.ac.uk
020 8725 5433

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