



Annual Report Highlights for 2020-21

Overview

Starting with a lockdown and finishing with a new self-issue system 2020-21 has been action packed and challenging. Our LKS team rapidly adapted to delivering a virtual service in the early days and gradually moved back to a blended service of face-to-face and virtual services. Although we initially suspended book loans, we were well set up to offer digital resources and have increased our ebook offer and continue to offer training via MS Teams. We have been proud to support the Executive with numerous bulletins and evidence searches, and providing a quiet space for staff to work.

I am indebted to the LKS team who remained positive and continued to deliver a quality service in the face of numerous challenges. Access to knowledge and information to support patient care and service delivery continued throughout the year.

Barbara Moye

Library and Knowledge Services Manager



Highlights

A new library management system (Vsmart) was implemented across the region during Spring 2020 across the region which presented numerous challenges which the team had to rapidly adapt to.

Access to LKS e-resources has improved with the new intranet Nexus being launched in August 2020, and our pages are continually developing. Plans for a dedicated library website to support access external to the Trust has been postponed due to other priorities within the Trust but our interim pages have been updated, to give us more presence.

In March 2021 a new Self issue system was implemented enabling members to borrow books any time of day or night, supporting staff who work evenings, weekends or who want to visit outside of work time.

Wellbeing has been a focus in 2020 and we extended our wellbeing collection, purchasing books by speakers at the Connecting across Boundaries event, including healthy eating and menopause, with a booking system to reserve the books with help from the Communications team.

We supported the Physiotherapy Professional Lead for Unscheduled Care Services by adapting elearning from another trust on Falls Awareness elearning, saving the cost of commercial development in a timely manner.

A summary of our annual service statistics and changes to the resources we hold are shown in the appendices at the end of this report.

Impact of COVID

Due to the COVID-19 pandemic and the resulting national restrictions and guidelines 2020-21 was a year of many changes. For the first 3 months we had to work remotely but the LKS team rapidly adapted to delivering a virtual service using our early adoption of MS Teams to keep in touch and offer online training, extending this to piloting an online drop-in library chat every day. We have adapted the physical space to be COVID-safe, introducing acrylic screens, removing some workspaces, introducing quarantines for books and infection control measures. The physical library space is now fully open again Monday-Friday 8.30am – 4.30pm but with reduced staffing onsite and home working on a rota.

We were well set up to offer digital resources and have increased our ebook offer with new purchases and additional national provision by Health Education England (HEE). We worked closely with other NHS libraries to extend all existing book loans for three months but had to suspend book loans initially, gradually easing this as we returned in July 2021.

The team worked at full capacity to provide evidence to support the Executive and working groups. Several were shared across the region or with other NHS library services nationally. For example:



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(Monday to Friday, 8.30am until 4.30pm)

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- Regular weekly bulletins of the evolving COVID-19 evidence base affecting our organisation
 - Educational resources to support home schooling for the People Directorate
 - Ethics bulletins to the Head of Research & Development
 - Evidence searches for the Remote Working and Recovery Planning working groups
 - Impact of COVID on BAME staff and patients which was utilised for Executive briefings and fed into the Trusts support planning and risk assessments

“The research you’ve pulled together is absolutely great.”

“That is such a helpful summary. Thank you for doing such a comprehensive job at such short notice.”

We have been proud to support the wider Trust offering temporary office space to the Pharmacy Department and enabled the Clinical Practice Educators to use a dedicated space for essential support to the nursing students.

The LKS team responded to a call for volunteers for redeployment to assist clinical teams. The library manager and one library assistant were redeployed, providing discharge support at West Berkshire Community Hospital and ward administration at St. Marks Hospital from November 20 to February 2021. This was an opportunity to support clinical staff in a practical way, giving us insight to the pressures staff were working under, and proving the versatility and flexibility of the LKS team. The remaining LKS staff prioritised our own services to ensure provision of the most vital library and knowledge services.

Quality Improvement (QI)

We built on a previous QI project to improve the turnaround time for delivering evidence searches by piloting a triage process to prioritise requests. The pilot was a success and now requests for research or literature are prioritised based on the reason, enabling business critical or patient critical requests to be balanced against service improvements or project work, and considering requestors deadlines.

We have searched for many topics, not just COVID related, including:

- Use of drug saliva testing as an alternative or adjunct to urine drug screens within inpatient mental health services
- Use of journaling as a tool for self-reflection or behavioural change in pain management
- Treatment of vitamin D deficiency in children with cerebral palsy
- Rehabilitation of long COVID-19 patients
- Improving the student NHS placement experience
- Service user initiatives to reduce the use of restraint
- Models for psychological skills training of nurses who support cancer patients



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Staff changes

Roelien Clarke and Lisa Manning joined the LKS team as Library Assistants during lockdown, following the departure of our previous library assistants.

Ian Macey, librarian, retired in March 2021 and has been replaced by another experienced professional, Helen Williams, who joined us in September 2020. In May 2021 she will be joined by Anna Shipway.

Demonstrating Impact

We have developed two case studies demonstrating how using the LKS impacts on patients and staff. These will be submitted to the national impact dataset which Health Education England collate. Further details available on request.

- Development of the Emotionally unstable Personality Disorder Pathway Project
- Supporting family and carers of people with dementia who identify as LGBT or BAME

In addition the service featured in a national report by Health Education England, [Library and Knowledge Services Value Proposition: The Gift of Time](#), identifying key benefits of a library and knowledge service within an NHS organisation.

Partnership working

Externally, we continue to support Public Health Berkshire West colleagues through a service level agreement and help local hospice staff. Regionally, all NHS library managers have networked to ensure services share experiences and best practice during the COVID pandemic, and we have worked especially closely with colleagues at Frimley Health and Royal Berkshire Foundation Trust.

This year we worked collaboratively with the library at Royal Berkshire Foundation Trust to develop health literacy awareness amongst young adults aged 16-18 in local schools. We jointly delivered health literacy training to students at five schools and are now building on this to offer a train the trainer pack to enable schools nationally to deliver the training in their own setting. The School Library Association and CILIP (the Chartered Institute for Library and Information Professionals,) have supported us to engage beyond our Berkshire region.

The LKS team produce Learning and Development News extending the reach of learning opportunities offered by Learning and Development, and the wider Trust. Three team members have signed up to be allies to the BAME, Pride and Purple staff support networks and will assist those groups and ensure LKS services are inclusive to all staff. New books were purchased to tie in with the Connecting Across Boundaries event in October and the team helped behind the scenes with filtering Q&As on the day.



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Future plans


We continue to offer a blend of virtual and physical services with all staff working at times from home or in the library. The focus for 2021-2022 is set out in our annual plan below.

Team name: Library and Knowledge Service


Berkshire Healthcare
NHS Foundation Trust

TEAMS Plan on a page 2021/22 (Team Objectives)


Our vision: To be recognised as the leading community and mental health service provider by our staff, patients and partners.

 **True North goal 1: Harm-free care**

✓ To provide safe services, prevent self harm and harm to others

We will do this by:

1. Create an updated library service and library space meeting the roadmap requirements of the Trust to support study, work and wellbeing of users.
2. Extend the schools health literacy pilot project to a wider group of young people, and deliver health literacy training to staff to support patient skills in self management.

 **True North goal 2: Supporting our staff**

✓ To strengthen our highly skilled and engaged workforce and provide a safe working environment

We will do this by:

1. Identify barriers to staff accessing services/resources remotely and independently through user mapping/focus groups and a space review.
2. Design a new website and update Nexus pages to support digital first equitable offering to all staff, students and other members.
3. Develop a marketing plan to raise awareness amongst all staff of library resources and services, improving access and use of evidence.
4. Introduce new training to deliver changes in national HEE provided databases and systems in 2021/22
5. Introduce pilot knowledge management initiatives (e.g. randomised coffee trial/experteas) to develop knowledge mobilisation skills in team
6. Create a library vision and strategy by September 2021

 **True North goal 3: Good patient experience**

✓ To provide good outcomes from treatment and care

We will do this by:

 **True North goal 4: Money matters**

✓ To deliver services that are efficient and financially sustainable

We will do this by:

1. Deliver baseline submission for Quality Improvement Outcomes Framework (QIOF) by Sept 2021
2. Review QIOF and establish an improvement plan

The team look forward to working with all our colleagues in the year ahead whatever it holds for us all.

For further information about the LKS please contact us by email or check out the Berkshire Healthcare website or intranet.



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Appendices

Resource Changes

New resources

- PsycTherapy offering videos of real psychotherapeutic sessions
- Clinical Key Psychiatry and Clinical Key Nursing – collections of ejournals, ebooks with additional clinical summaries, images and alerts.
- Access to Action Learning journal
- A wider range of ebooks to improve access for remote workers

Continued subscriptions

- Emerald Health and Social Care ejournals
- Stahl Online collection of neuropsychopharmacology books by Dr Stahl
- Wiley Medical and Nursing collection
- Springer Tailored Collection
- Mark Allen Internurse collection
- 17 individual journals
- 42 CPD Online licences from the Royal College of Psychiatry and 20 licences to the British Association for Psychopharmacology for medical staff
- Royal Marsden Manual of Clinical and Cancer Nursing Procedures
- SocIndex database of sociological research
- Educational board games

Connecting across Boundaries

Books purchased to support the Connecting across Boundaries event are shown below.

Punk Rock of Business	Jeremy Dale
Mixed Blessings from a Cambridge Union	Elizabeth N. Anionwu
Gut Health & Probiotics	Jenny Tschiesche
Real Lunchtime Food, Delicious, Healthy Lunches to Suit Your Family's Busy Lifestyle	Jenny Tschiesche
Speak Up. Say what needs to be said and hear what needs to be heard	John Higgins, Megan Reitz
The new hot: taking on the menopause with attitude and style	Meg Mathews



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Other resource changes

We stopped subscriptions to the Patient Experience Library and PEPWeb after evaluating usage and value for money.

A range of board games were purchased at the end of 2019 to make training memorable, interactive and stimulate discussion. They were underutilised during the pandemic but are now fully available again to support team meetings, professional training days, away days, or wellbeing sessions. The range includes: Communication; Infection Control; Leadership; Priorities; Stress Game; Removing Barriers and Safeguarding.

National resources are also provided including BMJ Best Practice, and ebook collections including the Oxford Handbooks.

Statistics

Many of our usual metrics have dropped slightly reflecting a drop in demand as all staff concentrated on COVID-19 priorities. Additionally promotional opportunities at events were cancelled or moved online, and the LKS had reduced capacity due to redeployment.



Library members DOWN from 1104 to 1025



Books loans and article requests DOWN from 8131 to 7219



Evidence searches slightly DOWN from 169 to 143



Training DOWN from 85 to 47



Inductions constant at 22



OpenAthens users UP 830 to 987



OpenAthens users as % of headcount UP from 19% to 23%



Knowledgeshare subscribers STATIC at 590



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