Aintree Library
Annual Report 2016 – 2017

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Aintree Library Manager

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Introduction

2016-17 has been a busy year for Aintree Library, and we have welcomed a number of new staff to our team.

**Phil Williams** - Deputy Site Manager – responsible for the day-to-day co-ordination of the library, staff and operational issues.

**Beccy Roylance** – Information Specialist – responsible for training and development, literature searching, webpages and NHS resources.

**Lorna Goudie** – Senior Information Assistant – responsible for Inter library loans, customer service, book stock orders and journals.

We have also changed our name from Aintree Library and Information Resource Centre (LIRC) to Aintree Library, as this was the name used by most of our users.

Changes have taken place this year to the opening hours of the Library because of access issues to the Clinical Sciences Centre after 5pm and a review of levels of usage. Hours of opening were reduced by 6 hours per week and the libraries core opening times are now 8am-5pm Monday to Friday, with the Trust investigating other spaces to provide access to PC’s and study space out of hours.

We also had an upgrade of 50 PC’s in the library in January, which has been a welcomed improvement. Users have commented on the improved speed and efficiency of the IT we now have, and usage levels have increased.
Key projects delivered in 2017

Building on feedback, working with staff and the local community to increase awareness of where to find quality health information for all.

Pop up Libraries

Feedback from our users highlighted the need to raise awareness and the profile of the Library with all members of staff. We had comments that stated staff did not know that there was a library, or thought they could not use it and it was only for Doctors.

As a result, we have developed a series of pop up library events to take the library out to various buildings across both Trusts. This has enabled us to encourage people to join and promote our services and support including literature searching, online resources, training sessions and training programme, and the fiction collection. This has been a great success in increasing membership and raising the library profile and we plan to carry out more next year.
Partnership working with Liverpool Public Libraries and Fazakerly Library

Aintree Library has been working in collaboration with Liverpool Public Libraries to develop their understanding of where to find good quality patient information online.

Library staff provided training to branch managers from Liverpool Public Libraries and Fazakerly Community Library that looked at finding credible health resources that can be promoted to members of the public and library users.

A guide to finding health information has been produced by Aintree Library and shared with both Library teams as well as posters that highlight the key sources to search, and how to carry out a basic appraisal of information.

Collaborating with the local community and working to develop health information from all angles aimed to help people access evidence based information online. The training demonstrated how to navigate key quality health resources and identify key health related websites including basic appraisal skills to share with the public.
Making an Impact

This year the library carried out its Bi-annual impact survey with library users to establish the level of impact we have had on both Trusts, and how we can shape our services going forward.

92 individuals participated in the survey, inclusive of staff from both Aintree and Walton Centre Trusts, in addition to medical and nursing students from University of Liverpool and Edge Hill University.

The services most people used were access to electronic or print information (43.5%), supply of article or book (43.5%), IT facilities (38%), study space (38%) and literature search or evidence search (30.4%).

The information, knowledge or skills gained from using Aintree Library services were used in 32 instances of direct patient care, 30 instances of developing guidelines, pathways or policies, and 2 instances of commissioning and contracting. These examples particularly highlight the direct impact of Library services.

Overall, the survey demonstrates that Aintree Library clearly affects patient care and has assisted the development of guidelines and policies. The majority of feedback relating to the Library’s services and resources was extremely positive, demonstrating the Library to be satisfying the needs of both staff and students. The survey also highlighted the need for better advertising, clearer signposting, and improved communication, in order for Aintree Library to attract and engage with further users, and in doing so have even greater impact. The Library is already addressing this issue in its Marketing Plan, promotional activities, social media marketing, and greater collaboration with all of the Library’s key partners, which will continue next year.

Full Impact survey results
https://www.edgehill.ac.uk/aintree/files/2016/06/1.3c-Impact-Survey-Report.pdf
Case study 1

The Walton centre Occupational Therapist

The impact of the support from a personal perspective was significant. It saved a lot of time as the search was done for me by the Information Specialist. The support also gave me advanced knowledge to conduct future searches with a clear and concise methodological approach. This is important in my role so I can keep up-to-date with new research for evidence-based practice. All of this adds to my continuous professional development.

The search that was conducted by the Information Specialist was for a service innovation project. The search looked at existing apps and technologies relating to patient care. The evidence gained from the search will allow us to develop our own app that can be used by patients in the hospital and at home for therapy. From an organisational perspective the impact is significant as it allows patients to have more control over their own rehabilitation, it reduces cost as patients are spending less time in one-to-one therapy, and it improves the overall patient care/experience as they are spending more time at home and less time in hospital.

Case Study 2

Aintree University
Hospital Revalidation Team

The creation of the online module for reflective writing has allowed me to support both nurses and doctors with their revalidation, assisting me with my role within the Trust. My library membership has been good for my own personal development and I always spread the word about the library that it is for all staff not just medical staff.

The Clarity training that is hosted in the Library IT suite ensures that staff are able to revalidate, so they are fit for practice, which impacts on patient care. The online training on reflective writing has helped staff working in the trust to revalidate. Both nurses and doctors use the online module to support them to complete reflective statements that they use to reflect on and make changes when necessary to their clinical practice. It helps them to make decisions and impacts on care that patients receive. The nurses and doctors that I have referred this to find it really useful.
Library Activities

Other key activities the Library Team have been involved in include:

- Library staff attending ward visits with Practice Education Facilitators to develop relationships and promote library services.

- Redeveloped library pages have resulted in improved interaction including increased web page views and social media followers.

- Increased contributions to Trust weekly news bulletins to highlight services and events.

- Increased footfall, visibility and engagement within Aintree and Walton Centre Trusts.

- Increased liaison and engagement with departments to develop stock that meets the needs of the organisation, including non-clinical staff and wellbeing initiatives.

- Promotion and development of fiction collection, which has resulted in greater use.

- Annual subscriptions review and departmental liaison contributed to developing collections that meet the needs of the organisations.

- Increased promotion of bookable IT suite, which has led to increased usage.

- Training needs analysis and development of new training programme.

- Development of a Research Blog developed to share outputs from Walton Centre and Aintree.
Library Quality Assurance Framework (LQAF)

Aintree Library have been awarded 97% compliance in the recent library quality assessment (LQAF), improving on last year’s score of 96%. Criteria for assessment, this year included; working in partnership with other organisations, the positive impact of library services, supporting clinical and management decision-making, support information provision for patients, and knowledge management. The evidence submitted is verified by the North West Health Care Libraries Unit on behalf of Health Education England, and represents a standard of quality nationally, for NHS library services.

The process of measuring impact is embedded into the day-to-day services of the Library via surveys, impact postcards, case studies and feedback after literature searching and training.

The library have supported staff in a number of areas including research, audit, patient care, service developments, continuing professional development, providing patients with information, developing guidelines, and sharing information with colleagues.

The main areas library support had an impact were: generating new ideas, new knowledge, updating/gaining new skills, improving confidence, and saving time.
The Aintree Library budget remained static last year, with a small uplift for journals. We carried out a journals and subscriptions review with both Aintree and the Walton Centre staff to ensure resources are relevant and still needed. This resulted in a small number of changes to the annual subscriptions, and will help towards managing the collection in the following year with Brexit changes and inflation likely to result in higher costs.

The chart below shows the areas of significant spending. Our journals budget remains healthy and we were awarded our annual uplift, which has allowed us to stay in a number of regional consortia, including the Ovid Journals and Oxford Handbooks online, and maintain the Ovid MD subscription.

Next year we plan to investigate purchasing one or more point of care tools/clinical decision-making tools, which may be in place of journal subscriptions. We will work with Aintree Trust staff on this closely.
Key Statistics

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Focusing on growing and engaging a targeted audience of people has improved our Twitter following by 46%.
Future Directions

Going forward in 2017-18, the library will carry out a resource review in partnership with Aintree Trust. This will be a year long project to review current journal subscriptions against the benefits of point of care tools/clinical decision-making tools, which are being used more and more by health and medical libraries to underpin evidence based medicine. Following benchmarking of other NHS library services, key products will be identified for trial and we hope to work with clinicians in the trust to test and evaluate these new products, with a view to identifying the best solution for Aintree. We will also help The Walton Centre review its current subscription to Up-to-Date by providing benchmarking evidence on subscriptions, products and reviews across the region.

We would also like to develop knowledge management activities in the library, with the aim of supporting colleagues to share their knowledge and expertise, and plan to carry out key events in 2018.

We will continue to market and promote the library following our Marketing and Promotion Plan, to increase awareness and levels of use of the library, its resources, and training and staff support.

Marketing and Promotion Plan