From annual report bore chore to action and engagement

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Library Services to King's College Hospital
Annual monitoring report 2014-15

1. Introduction
This report reviews the operation of Library Services for King's College Hospital (KCH) by King's College London (KCL) over the 2014-15 financial year.

2. Service achievements and areas for development
Work on improving the range and quality of electronic titles available via OpenAthens continued throughout the year. Additional titles were acquired and promotion continued. The impact of this can be seen in rising usage of the OpenAthens platform.

Presentations on the development were delivered to two national conferences. These presentations were recognized as innovative practices. Tensions around access to some of the titles and desired levels of user satisfaction were addressed.

Our regulations processes were greatly simplified to remove barriers to membership. We removed the need for a paper registration form and counter signature. Changes to identify management systems allowed us to deliver much quicker registration so it is now possible to have full access to the service and network in a few hours.

The summer of 2014 saw the upgrading of all university owned PCs in the Library. The new machines have large touch screen displays and the latest versions of software. Alongside these new Multi-function Devices were installed allowing consistent printing and staple systems to email and services. The "User-friendly Library" campaign worked to secure the best possible study environment by encouraging considered use of the facilities.

There were changes in the organisation of Library Services which have taken us ever closer to delivering a fully functional service. While this did not lead to significant differences in the people working with Library staff, it allowed us to further develop our services by providing a focus for underpinning future needs in all our teams.

A full programme of training in searching and handling clinical evidence was delivered with good levels of uptake and feedback.
So what to do?

For more Google - York Library Annual Action Plan
Slightly less boring

Patterns of Usage

Areas of progress

Annual Action Plan

Plans for the year ahead

Areas to work on
Library Services
Here to help

2017-18 Library Annual Update

More visual
Always a camera in my pocket
Flashback to Scarborough / Dublin
Principles for good metrics

• Meaningful
  – Relates to goals of organisation
  – Relates to needs of stakeholders
  – Re-examined over time to ensure still valid
GMC Survey

GMC Survey results for satisfaction with Library Services (% rating Very Good or Good minus Poor or Very Poor). The Trust has maintained consistent strong performance.
Words and numbers

Is this a good news story or a bad news story?
1468 staff registered up nearly 30% - some impact from changes to building access

2482 staff accessed resources via OpenAthens this year up 8%

Staff participating in a skills session rose to 272 with more people using “request a workshop”

Over 30,000 ejournal article downloads in 2017 – big increase in use of Nursing titles

OpenAthens consistent with over 4000 having an account for anywhere access to resources
Principles for good metrics

• Actionable
  – Measures what matters
  – Measures something you can influence
  – Drives changes to behaviour / services
  – Investigate not assume
Principles for good metrics

• Reproducible
  – Clearly defined in advance
  – Transparent
  – Can be replicated
  – Best available data
  – Non burdensome (to allow repetition)
Principles for good metrics

• Comparable
  – Valid over time for internal use
  – Valid externally for benchmarking
  – Respect diversity of services

http://kfh.libraryservices.nhs.uk/metrics/ for more of this sort of thing
Nearly 400 responses to our user survey

Biggest improvements since 2013

Opening hours 61% positive up 44%
much greater 24/7 access available

Ebooks 50% positive up 25%
investment made in this area (OxfordMedicine.com)

Ejournals 70% positive up 13%
remains a priority area for users

Top scores

Customer service 75% excellent or good
reflected by Customer Service Excellence award

Databases showed rising satisfaction now
at 77% for these key resources

Overall Satisfaction consistent at 75%
NHS Library Guide – gateway to evidence
10% growth in use
30,000+ uses of our searching for systematic review guide
New Keep up-to-date guide created

BMJ Case Reports
Institutional membership allows fee free publication

Ebooks
Tailored collection via eBook Central
Focus on support for coaching and leadership
OxfordMedicine.com added 92 new titles

Ejournals / point of care tools
Ejournal collections maintained bar small changes to Elsevier titles
BMJ Clinical Evidence ceased publication
DynamedPlus released a new point of care app – growing usage (1000+ users)
Making a difference

By looking at the literature behind spinal interventions we have changed practice and reduced repeated injections. This has led to us being able to reduce one whole theatre list and save over £100,000 per annum.

I used the journal article provided with support of library staff to contribute to a chapter I was writing for a new book.

84% felt Library Services use helped them acquire new knowledge.

60% reported an impact on patient care.
Progress with plans

Skills training
New E-learning materials in place for ejournals via KHP Learning Hub
Close liaison with Site Library team around training development

Quality & Impact
National Library Quality Assurance Framework compliance above required 90% level
Impact examined with over two hundred positive responses to the national impact survey

User needs
The Library user survey has helped us identify areas for further improvement to be addressed in our operational plans
Library Services achieved the Customer Service Excellence standard reflecting how we listen and respond to you

Current Awareness
New promotional video created to support Trust induction

New Keep up-to-date guide to created to support self service option
Examination of mailing list system for update bulletins
Getting better with evidence

Access to evidence is not straightforward. Library Services are working to help NHS staff develop the knowledge and skills to research faster and more effectively.

At any time

We offer online resources to allow people to build their skills at a time that suits them. The Library guides offer immediate answers to commonly asked questions plus deeper information on systematic review, referencing and resources.

Our growing e-learning offer includes modules on where and how to search. There are tips on ejournal access and details of effective search techniques.

Focus areas

We offer a regular programme of hands-on group sessions on literature searching, critical appraisal (quantitative and qualitative) and rapid access to evidence.

An online form allows any of our sessions to be requested for your team or department.

We also deliver tailored introductory sessions / updates for inclusion in team meetings or education days.

The enquiry team are there to help people to develop their understanding of what we offer and build skills. This can be carried out in person, online or through our new single phone number – 020 7848 4440.
Plans for 2018-19

Proactive customer focussed service
Creation of a cohesive e-learning offer combining locally and nationally produced modules on finding evidence

Quick and easy access to relevant evidence
Implement linking to ejournals via PubMed - easing access for users of this popular site
Improve the currency of book collections - removing old editions and adding new titles
Develop bid and roadmap for KnowledgeShare to support current awareness

Effective leadership, planning and development of services
Review Service Level Agreement to support long term partnership working
Review uptake and usage of electronic resources consulting on suitability
Complete annual quality assurance process and plan for new system expected in 2019
Solo traveller

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For details of NHS Library Services see
libguides.kcl.ac.uk/nhs
Just 9 slides

• But tricky!
  – Picking your focus
  – Watching the jargon
  – Getting the numbers (right)
  – Lining up the timings
  – Setting objectives
Seeking engagement – the Trust

• Appointments with key contacts
• Targeted, tailored emails to individuals
• Taken to relevant committees
• Shared via general channels
Results?

• Interaction with key stakeholders
• Peer to peer sharing
• New contacts
• Invitations for follow up
Seeking engagement – the Library

- Senior team targeted
- Used in team meetings
- All staff (with bonus knowledge update)
Results?

• Awareness boost to SMT
• Actions to follow up
• Positive vibes
"It's really amazing to see the impact of the service in very easy to understand and nicely designed statistics, and with direct student feedback. It's awesome to see how a good service actually affects those using it, and for me that is a huge motivator to continue and make it even better. Seeing the impact (the WHY) is so inspiring. Thanks so much for sharing it. It makes me feel really proud of our service and my colleagues. "
What next?

• What are York up to?
• Locally
  – Follow up leads and strengthen links
  – Target earlier engagement
  – Keep evaluating and improving
• Won’t change your life but might make it better!