



Manchester University
NHS Foundation Trust

Trust Library Service Annual Report 2017-18



May 2018

Introduction

In 2017-18 we saw the coming together of the library services from University Hospital of South Manchester and Central Manchester University Hospitals as part of the Single Hospital Service (SHS) for the City of Manchester merger. The merger took place on 1 October 2017.

In preparation ahead of the merger the two services had started to operate in alignment following the secondment of Joanne Whitcombe from CMFT to UHSM in July 2016.

This annual report covers the financial year period 2017 -2018

A single Library Service for Manchester University NHS Foundation Trust

Pre-merger

There are three library service points located at Oxford Road Campus, Trafford General Hospital, and Wythenshawe Hospital. In the run up to the merger a number of work streams were developed to begin the process of bringing together the two services. These work streams were easy to implement service changes that required no Human Resources implications or major budget implications as the two libraries were still part of separate trusts.

These pre-merger work streams focused around

- Service Alignment
- A standardised service offer
- Scoping a business case for a single Library Management system (LMS)
- Aligning online licenses
- Introducing library staff across sites to each other

Following the submission of a successful business case to the SHS project board funding was obtained to move Wythenshawe Library to Heritage Cirqa, and Oxford Road Campus Library to 2CQR.

Post-Merger

On 1 October 2017 we moved to a single management structure with a Head of Library Services managing the service and the library team working together from the three bases.

On 16 October 2017 the new library service went live on a single cross site LMS losing only 6 hours of down time on the day of the transfer.

On 1 January 2018 online resources that are licensed on a calendar year basis were renewed for the new organisation. Due to alignment of 1 April starts a single OpenAthens org ID was possible from this date.

On 1 April 2018 the remaining online resources were licensed for the new organisation.

Finance & procurement

At the beginning of the 2018-19 Financial Year we are still operating the two library sites on different budget codes and requisition points.

Quality Assurance - External

For our 2017 Library Quality Assurance Framework (LQAF) submissions we submitted two separate returns from University Hospital of South Manchester and Central Manchester University Hospitals as the period covered by the SAT was pre-merger.

The library service at UHSM returned a 98% compliance score

The library Service at CMFT returned a 93% compliance score

| NW % compliance score for LQAF 2017 showing number of LKS with the % compliance score | | | | | | | | | | | | |
|---|-----|----|----|----|----|----|----|----|----|----|----|----|
| No. | 100 | 99 | 98 | 97 | 96 | 95 | 94 | 93 | 92 | 90 | 89 | 88 |
| | 6 | 3 | 6 | 7 | 3 | 2 | 2 | 1 | 1 | 2 | 1 | 1 |

Both services were RAG rated as Green.

Quality Assurance - Internal

The library service is subject to internal quality assurance in terms of human resources, organisational development, finance, and mandatory training compliance. These are monitored via divisional reporting systems and trust dashboards.

All staff are given a Personal Development Review and are expected to maintain mandatory training compliance. For 2017-18 was 100% at year end.

Additional Quality assurance is monitored on a Library Balanced Scorecard (BSC). These Key Performance Indicators link to our local service standards.

The BSC draws on customer feedback from service users, compliance against the BMA core lists for book stock, cost per download metrics for online resources, and delivery of services to local deadlines.

Library Activity 2017-18

The joint Library Service submitted a joint return for the FY 17/18. These data were collated from all sites and will form a benchmark set for the coming years.

- 116,873 online articles downloaded
- 29,770 Issues & Renewals
- 5909 registered OpenAthens users
- 2,287 Articles supplied to own readers
- 1,295 followers on Twitter
- 342 users trained on library resources
- 295 Literature searches

Library Service Impact

Impact is measured by direct feedback from service users which complete online and printed qualitative data capture forms which are systematically collected and made available from our website quarterly.

Where follow up is offered then a case study interview may be produced as result.

| The training I received has contributed towards: | % |
|---|-----|
| Patient care - administration/records | 14% |
| Patient care - specific drug or therapy query | 29% |
| Patient care - rare condition or specific problem | 14% |
| Patient care - audits/standards/guidelines | 29% |
| Teaching - patient education | 29% |
| Teaching - staff/students colleagues | 14% |
| Continuing professional development | 71% |
| Research (personal) - planned or in progress | 57% |
| Research (funded project/degree) - planned or in progress | 14% |
| Publication - paper/review/report/book | 29% |
| Cost improvement at MFT | 0% |
| Cost improvement - other | 0% |
| Changed my practice for the better | 29% |

Creating a new learning environment

Following two successful bids to the Health Care Libraries Unit in January 2018 we were able to refurbish and create new learning zones in the libraries at the Oxford Road site and Wythenshawe Hospital site.

At Oxford Road the book stock was taken from the mezzanine floor to the stock area on the bottom floor of the library where the archived print journals are kept. The shelving from the mezzanine floor was taken by Orthopaedic Medical Records department.

The area was then repurposed to study space with new furniture procured from Godfrey Syrett. The new furniture contained a mix of work spaces, booths, sofas, and high backed chairs that contained power units with plug and USB sockets.

At Wythenshawe Library a similar project was implemented by removing journal shelving and replacing it with the same types of units supplied by Godfrey Syrett.



Oxford Road



Wythenshawe

Achievements from 2017-18

Oxford Road Campus & Trafford General Hospital Library

- 93% LQAF score for 2017
- Created new learning space on mezzanine floor
- Introduced 2CQR Self Service Kiosks
- Supported University of Manchester Sleep Disorders research
- Supported Manchester BRC and NIHR CRF annual reviews
- Expanded opening hours to include Saturdays
- Successful bids to HCLU
- Integration of resources as part of the merger
- Alignment of services with Wythenshawe Hospital Library
- Consistently high feedback on training and literature searches

Wythenshawe Hospital Library

- 98% LQAF score for 2017
- Created new learning space in library
- Migrated LMS from Liberty to Heritage Cirqa
- Supported Manchester NIHR CRF annual reviews
- Successful bids to HCLU
- Integration of resources as part of the merger
- Alignment of services with Oxford Road and TGH Library
- Consistently high feedback on training and literature searches