# Trust Library Services – Wythenshawe Hospital Site Report 2017-18

The library service has undergone a number of changes over the last twelve months, the most significant of which was the merger with the library services at the Oxford Road Site and Trafford Hospital following the creation of MFT. Changes in the structure of the new organisation following the merger has also changed the library's position in the organization structure; it now being part of Education. As a consequence, the old name of Academy Library has now been replaced with Trust Library Services – Wythenshawe Hospital.

The library said a farewell to Olivia Schaff who had worked at Wythenshawe as a librarian for over 10 years. Olivia took up a new position as Clinical Outreach Librarian at the Oxford Road library in September 2017. Her replacement is Laura Russell, a qualified librarian who joined us in December 2017 from Papworth Hospital. We also said farewell to Jo Whitcombe, the library manager who left in May 2017 to begin a new life in Australia.

A further change that occurred in 2017 was the transformation of the library's physical space following a major refurbishment.

# Key Achievements

- The integration of the library services has resulted in Trust staff based at Wythenshawe having access to a much greater range of print and electronic resources.

- Close collaboration and cross-site working with new colleagues from Oxford Road and Trafford and the adoption of best practice from all sites.

- The library was successful with three Health Education England funding bids totaling £27k. This has resulted in:
  - The creation of a new careers section
  - The addition of 8 new computers, four of which have double screens
  - A refurbishment of the library including the removal of old journals and shelves which have been replaced by new soft furniture and additional study spaces
  - Improvements in the print book collections in the Wythenshawe specialist areas of respiratory medicine, breast disease and cardiology

- The library achieved a Library Quality Accreditation Framework (LQAF) score of 98%, maintaining its position in the top quartile for the region.

- The library continues to receive a 100% user satisfaction rate for its training and literature searching service.

- The recruitment of a new Librarian has enabled the library to relaunch the outreach service and introduce new training courses including Academic Writing and Writing for Publication

- Increased print book stock and number of e-books

- The library developed new links with NIHR and the Trust's Oncology Research Hub to provide quarterly statistics on staff publications

- The library increased the amount of tailored group inductions to include Physician Associated and Apprentices.

- The library was involved with work experience group inductions and activities as part of Trusts widening participation initiatives.

**Before the refurbishment 2017**



**After the refurbishment 2018**
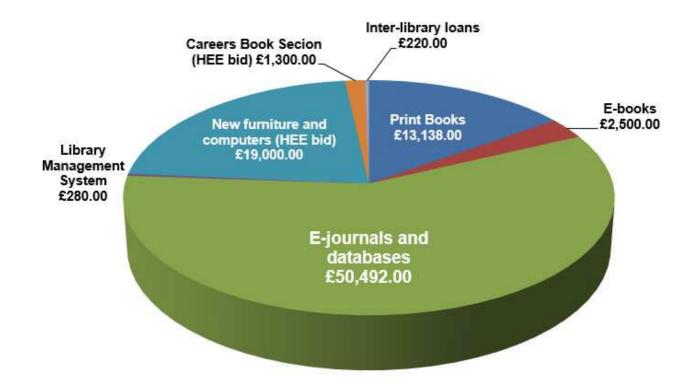


# Standards & Quality Monitoring

The library measures the quality of the services we provide in a number of ways. The most significant of these being the Library Quality Assurance Framework (LQAF) submission. The library also has a number of internal service standards which are monitors to ensure standards are maintained to provide a high level of user satisfaction and service delivery activity.

| Service Standards | 2014/15 | 2015/16 | 2016/17 | 2017-18 | Notes |
|---|---|---|---|---|---|
| Achieve 80% overall customer satisfaction | n/a | 96% | 100% | n/a | Based on responses in Library User Satisfaction Survey. Next survey due in 2019 |

| | | | | | |
|---|---|---|---|---|---|
| Achieve 80% on our overall skills training customer satisfaction (impact survey) | 95% | 94% | 100% | **100%** | Response rate to post-training surveys remains low. |
| Achieve 80% on our overall literature search service customer satisfaction (impact survey) | 91% | 100% | 100% | **100%** | Response rate to literature search service surveys remains low. |
| Undertake 95% of literature search requests within the customer's time frame | 98% | 96% | 100% | **100%** | |
| Process 95% of ILL requests from our own users within 24 hours of receipt | n/a | n/a | 100% | **100%** | Standard introduced in 2016/17. |
| We will answer standard enquiries within one working day of receipt and 90% of complex enquiries within 2 working days of receipt. | 100% | 100% | 100% | 100% | |
| Achieve a green rating on the annual NHS Library Quality Assurance Standards score | 92% | 94% | 99% | **98%** | |

## Finance & Resource Allocation

The library continued to closely monitor resource usage to stay responsive to user demands for print and electronic resources.  The library benefitted from an increased book fund which enabled a much needed improvement to the library stock.  The stock was further improved in specialist areas as a result of successful external funding bids from the Health Education England Library Development Fund which also allowed us to plan a programme of continued development and improvement of the physical library space.

Inter-library loans £220.00

Careers Book Secion (HEE bid) £1,300.00

Print Books £13,138.00

E-books £2,500.00

New furniture and computers (HEE bid) £19,000.00

Library Management System £280.00

E-journals and databases £50,492.00

## Statistical summary

The number of users registered reflects the change in calculating this figure. All inactive users are now deleted from the system after three years as opposed to one year. For a fourth successive year the number of people coming into the library has increased with a 12.5% increase in 2017-18. The fall in the number of literature search requests is concerning and the promotion of this service will be a priority for the forthcoming year.

| Activity | 2014/15 | 2015/16 | 2016/17 | 2017/18 | % change | Notes |
|---|---|---|---|---|---|---|
| Number of users registered | 4698 | 5073 | 4271 | 3386 | -21% | This fall is related to the change in policy regarding the deletion of old inactive library records. |
| Copies of articles supplied to our own readers | 91 | 25 | 67 | 29 | -57% | This suggests users are becoming more familiar with ways to remotely access articles for themselves |
| Copies of articles supplied to other regional libraries | 164 | 167 | 129 | 138 | +7% | This figure is expected to fall following the discarding of a number of journals titles in preparation for the refurbishment. |

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|---|---|---|---|---|---|---|
| Books loans supplied by other libraries | 7 | 48 | 59 | **39** | **-34%** | This has resulted from the recent investment in book stock and use of the Oxford Road Library stock. |
| Articles supplied by other libraries | 176 | 170 | 153 | **199** | **+30%** | This increase relates to the increase in older articles requested by particular specialist researchers at the Trust. |
| Literature searches carried out | 78 | 98 | 149 | **64** | **-57%** | 2016/17 included searches carried out for the Priority Setting Partnership Project. The fall also suggests an improvement in marketing is required to promote this service. |
| Attendees at library training sessions | 73 | 74 | 53 | **63** | **+19%** | In line with national trends, this figures consists of mainly tailored one-to-one sessions as opposed to group sessions. |
| Foot fall | 58570 | 60353 | 60483 | **67663** | **+12%** | The figures for Aug13-Mar14 are estimated as the door counter was out of service. |