



Library Strategy April 2016 – March 2021







**Royal Orthopaedic Hospital NHS Foundation Trust Library Strategy April
2016 – March 2021**

Strategic intent:

This Royal Orthopaedic Hospital Library Service strategy is designed to support the Trusts vision to be first choice for orthopaedic care. It has been developed in consultation with Trust staff through a user survey and staff forum. Workstream 7 of the Trusts strategy, Knowledge Leader, aims for the ROH to be at the cutting edge of knowledge, education, research and innovation. This workstream brings together the significant skills and attributes of the organisation around education and training, research and innovation, outcomes and audit. The library service provides a fundamental foundation for these 3 pillars of activity, and needs to continually evolve to enable the achievement of these aims.

All NHS Health Library services fall under the stewardship of Health Education England (HEE). HEE sets out their vision for the provision of library and knowledge services (LKS) nationally through their Knowledge for Healthcare (KfH) framework. The strategic aims of KfH are;

- service transformation,
- quality and impact,
- resources discovery and
- workforce development.

These aims complement the strategic direction of the Trust, therefore this strategy supports the delivery of the trusts ambitions, and satisfies the needs of the KfH framework.

Working practices:

The Royal Orthopaedic Hospital Library falls within the Birmingham and Black Country Patch which collaborates to deliver library services under the Base-library banner. This confers the benefits of both economies of scale and the sharing of a far greater catalogue of resources and services than any one library could deliver alone. The stated purpose of the group is “to provide leadership and strategic direction to deliver efficient, innovative and quality Library and Knowledge services.” .

The Royal Orthopaedic Hospital library gives all staff free online access 24 hours a day to;

- An extensive journal collection,
- A range of searchable medical databases.
- An online library catalogue which can be used to reserve books or renew existing book loans.
- An online ordering system for journal articles and literature searches.
- Members can also return books to the returned book box 24 hours a day.



The library building is open seven days per week between 8:00 am and 9:30 pm giving access to a study area with computing, printing, photocopying and access to our print journal collection and books.

A recent library satisfaction survey highlighted that the library has; excellent service standards, knowledgeable staff, quick response to requests, the facilities and environment are conducive to study, efficient document supply system and easy access to journals. Opportunities that were identified for the service included; promotion and advertising of library services including opening hours, journal collection and access to Basedoc, promotion of services to non-medical staff, development of multi professional resources and resources to support Bands 1-4. There were also requests for more reliable access to wi-fi.

The performance of our library service is annually monitored by Health Education England and we are measured using the Library Quality Assurance Framework (LQAF). The LQAF defines the key performance indicators for library services. In 2015, the ROH library services scored 70.45% of the required KPI's. The library aims to deliver a 95% score within 2 years.

Strategic objectives:

Short term objectives (24 months):

The priority objective for the first 24 months of the strategy will be to increase multi-professional membership of the library and uptake of its services, to deliver on the outcomes and feedback from the annual library survey, to actively participate in delivering the strategy of Base-library, and achieve 95% within the annual LQAF.

Long term objectives (5 years):

To develop the facilities by reconfiguring and opening the space in conjunction with the development of the Knowledge Hub, providing an environment conducive to learning with break out areas, self-study areas, quiet reflection space and interactive spaces.

To invest in resources to support the development of a multi professional workforce and ensure that education and staff development are embedded in the work of the Trust. We will update and renew the book collection providing core texts in a selection of formats making them accessible to all staff. The journal collection will be maintained and enhanced to reflect the Trust's strategic intention.

To develop a dedicated internet and wi-fi network for the centre, enabling access and participation in social media (vlogs / youtube/ blogs /skype etc.) Offering access via laptops and ipads and encouraging the use of personal devices with access to wireless printers or large screens for group online meetings and discussions. Information technology provision will be enhanced with access to reference managing software and interactive modelling.

References:

<https://hee.nhs.uk/sites/default/files/documents/Knowledge%20for%20healthcare%20-%20a%20development%20framework.pdf>



Phase one – 24 months (April 2016 - March 2018) Increase membership and update of services and engage with base-library strategy

Activity	Measure	Outcome	Deadline
Promotion of library services (Service Transformation)			
Develop a suite of information leaflets and posters. Collaborate with the communications team to highlight news, events and services.	Physical existence of these products on the library counter, on noticeboards, and in a library information pack Library membership figures	Increased uptake of services by 10% year on year. Increased library membership, book loans, document supply.	March 2018
To create a social media presence for the library – twitter, facebook, website	Link to Base-library website from the ROH internet/intranet. Twitter and facebook feeds promoting library services and events	Clear web presence on both the intranet and intranet, where hits can be monitored.	March 2018
Embed library services information in handbooks and information/induction literature provided by the Trust	Identification of and inclusion in handbooks and literature for multi-professional staff	Visible increase in working relationships with colleagues across the Trust, and visits to the library.	March 2018
Improve multi professional offering (Resource Discovery)			
Develop links with other professionals, identifying champions.	Inclusion in departmental meetings/events. Requests for literature searches, Stock suggestions	Increased take up of library services measured by general usage figures	March 2018
Review library stock and run journal survey	Weeding / replacement of stock older than 10 years, Purchase of requested items. Response to journal survey.	More relevant stock evidenced by loan figures	Annually – March 2018
LQAF (Quality and Impact)			
Develop a robust system to evidence for communication and consultation in delivery of library services.	Documentary evidence of meetings, communications and decision making processes.	Full compliance with the evidence requirements of LQAF Increased LQAF score to 95%	September 2018
Conduct an annual Library survey	Survey conducted, response rates	Action plan, and improvements noted	March 2018
Workforce development			
Improve the skill mix of library staff	Restructure of the roles of library staff Allocation of appropriate tasks	More cost effective and appropriate staffing Reduced staff costs for routine library task	March 2018
Evidence a development plan for staff	Compliance with the Trust appraisal system. Attendance at training events	Annual appraisal and PDP for all library staff.	Annually from March 2018



Phase two: Long term objectives (April 2018 to March 2021)			
	Ambition	Risks for achievement	Deadline
Development of facilities	To develop the facilities by reconfiguring and opening the space in conjunction with the development of the Knowledge Hub. Providing an environment conducive to learning with break out areas, self-study areas, quiet reflection space and interactive spaces.	Trusts strategic direction Knowledge Hub Strategy Financial constraints Economic climate	March 2021
Investment in resources	To invest in resources to support the development of a multi professional workforce and ensure that education and staff development are embedded in the work of the Trust. We will update and renew the book collection providing core texts in a selection of formats making them accessible to all staff. The journal collection will be maintained and enhanced to reflect the Trust's strategic intention.	Technology infrastructure Financial constraints	March 2021
Enhancements in technology	To develop a dedicated internet and wi-fi network for the centre, enabling access and participation in social media (vlogs / youtube/ blogs /skype etc.) Offering access via laptops and ipads and encouraging the use of personal devices with access to wireless printers or large screens for group online meetings and discussions. Information technology provision will be enhanced with access to reference managing software and interactive modelling.	Technology infrastructure Financial constraints	March 2021

