

This report summarises performance indicators, key events and areas of development for the JET Library from April 2013 – March 2014. The Library is a partnership service between Mid Cheshire NHS Foundation Trust and the University of Chester and also works with East Cheshire NHS Trust and Cheshire & Wirral Partnership NHS Foundation Trust.

Membership

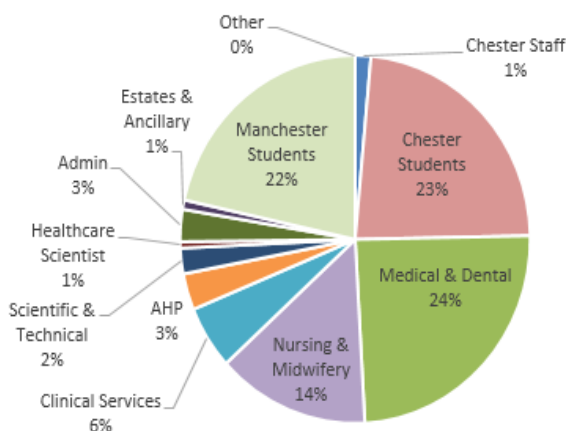
Membership of the library remains open to all staff, students and volunteers within the Trust as well as staff and students from the University of Chester.

Reference access to the general public is by arrangement, or from the LEARN, SCONUL & Cheshire & Mersey access schemes.

Overall membership figures have increased by around 297 people (2.83%). This has been a result of an increase across all NHS categories, masked to a degree by the 1.5% decrease in the in-take of University of Chester students.

Total membership = 1596

Breakdown of library membership



Fast facts 1st April 2013 – 31st March 2014:

Total NHS expenditure of £39,258 on information resources, 1200 books added (including University stock), access to over 7713 journals, 7914 books issued with 12817 renewals, 2309 uses of out of hours service, 449 MCHFT Athens users with 3514 accesses, 894 ILLs (books & articles) supplied, trained/inducted 961 people over 164 sessions.

Library developments

Thanks to a successful £4K HENW bid, the library foyer area has now been refurbished, with a large Ordnance Survey map of the area and comfortable seats as a breakout area for problem-based learning sessions.

➤ **Future development:** The library has bid successfully for £16K from HENW to improve the library counter and office area. Work will be completed during 2014/2015. Installation of a quiet study area with computers (University of Chester & NHS) is under investigation towards the back of the library. Approx. £2,500. An upgrade of the security system to RFID technology. This would be a first step to moving to self-issue. Approx. £20K.



Library resources

The JET Library is currently chiefly funded for training-grade doctors, University of Manchester medical students & University of Chester nursing students.

The library has been working closely with the MCHFT Finance Department to streamline the centralised purchase of books and journals. The library now manages book collections in some departments, to reduce duplicate purchases, provide advice on current editions and maximise access to resources within the Trust. The Library was successful in obtaining £2K Library Development Fund bid to develop book collections for the IT Department and the Library at Eagle Bridge.

The library continues to receive subsidised access to resources through North West consortia purchases and has extended the journal collection by upgrading to Medline Complete. We saved £3.5K in a consortia purchase of Anatomy TV which has been renewed until March 2015. BMJ Best Practice, BNF & BNF for Children are now available to download through MCHFT Athens as apps for Android and Apple devices.

We have also saved £1980 by cancelling Medical Masterclass & Handbook of Practice Management online which were both very poorly used.

➤ **Future development:** Approval has been received to renew the consortia purchase of Royal Marsden online. Approx. £3.5K for 3 years. We are looking into how this and other resources, such as point-of-care evidence summaries such as BMJ Best Practice, can be integrated with electronic patient records (cost TBC).

Community outreach service

The Community Outreach service is now getting well established with its client base. People are now regularly asking for training and information searches. This year there will be particular emphasis placed on promoting the service to practice managers, staff and CCG members. Key projects include repeated attendance at Protected Learning Time meetings to promote the service to GPs and CCG members and fully establishing the Outreach Clinics at Eagle Bridge.

- **Future development:** Feedback from Eagle Bridge will be used to expand the outreach service to other practices and new customer groups.

Library staffing

This year Julie Potter joined our team as our new Learning Resource Assistant, responsible for general enquiries and interlibrary article and books requests. John Gale is our new Trust Librarian, responsible for literature searching, training and current awareness services.

Training

The IT Suite in the JET Library can now be booked for E-learning sessions, internal courses and meetings.

Courses run by the library have now been re-vamped and include:

- *Best Evidence. Best Practice. Best Outcomes.* - Overview of key places to search for high quality evidence)
- *Staying Afloat in the Digital Deluge* – good practices in current awareness.
- *A Guided Tour of Athens* – what resources you can access with your MCHFT Athens account.
- *Finding High-Quality Patient Information* – tips for finding and writing patient information.
- *Adopting a critical eye for research* – critical evaluation of research articles.



- **Future development:** The Library hopes to work with Michelle Hitchen, the new e-learning technologist to develop short online courses to support the use of library resources. The library has already purchased the necessary software.

Library Quality Assurance Framework (LQAF)

The library has taken a 1% drop in compliance level to 83% in the 2013 accreditation. This is against a mean of 91.3% for Acute Trusts in the North West. This is largely as a result of staffing shortages and non-equitable funding to support staffing groups.

Current awareness

Bulletins are produced to support the Pressure Sores Group, Falls Prevention and a weekly bulletin highlights recent guidelines and reports. This year we have introduced a new bulletin to support Education in Healthcare. The latest bulletins are available on the Library website: <http://www.mcht.nhs.uk/research-and-development/jetlibrary/updates/>

Other bulletins received are circulated & advice for tailoring personal updates is available.

Literature search service

Despite staff shortages, we have carried out 99 literature searches this year. The service is now well embedded within the Trust Project Office and all search results from the last six months are available on the Trust intranet with satisfaction ratings and evaluations of their impact.

Customer comments on literature search service

"Fantastic resource. I simply would not have had time within my working day to complete this search myself and certainly not to this standard. The evidence obtained was vital to support my arguments for a need for a particular service with a local hospital."

"The results have been used to develop a care pathway at the request of the CCG thereby reducing ENT referrals."

Storytelling project

This project is in partnership with Cheshire East Public Library service and Trust volunteers to help improve patient satisfaction and engagement during their stay at the hospital. £1K was received from the Library Development Fund to purchase a collection of short stories, poems and Pictures to Share books for the volunteers to use with patients. Part of the funding included bibliotherapy training for library staff and volunteers. A trial of the project is currently underway on Ward 21 which supports rehabilitation.

- **Future development:** If successful it is hoped that use of the collection can be rolled out for use within other ward areas.