

# **NSFT Library Services**

## **Annual Report**

**April 2023 – March 2024**

|              |                            |
|--------------|----------------------------|
| Author:      | Rob Kelly, Library Manager |
| Review date: | April 2025                 |

## **Introduction**

This report outlines our services and provides an overview of activity during 2023/24 and sets out some of our plans for 2024/25.

## **Library services and staffing**

The library provides a multidisciplinary service to support staff and students with the knowledge and evidence they need to provide excellent healthcare.

The library supports the work of the NHS by:

- Supporting decision making on treatment options, patient care, and safety
- Informing policy, service redesign and pathway development
- Enabling lifelong learning, research and promoting innovation

We achieve this through the services and support we offer to NHS staff and students including:

- Literature searching skills training
- Conducting in-depth literature searches for evidence
- Facilitating access to online journals and resources via the OpenAthens access management system
- Supplying copies of research articles and books
- Current awareness services
- Table of contents alerts

## **Funding**

In 2023/24 the library received funding from:

- NHS England, through the NHS Education Contract
- Norfolk and Suffolk NHS Foundation Trust

## **Staffing**

There are four members of staff in the library team (3.8 WTE)

- Library Manager (1 WTE)
- Electronic Resources Librarian (0.8 WTE)
- Librarian (1 WTE)
- Library Assistant (1 WTE) - Vacancy

## **Library users**

Our user base consists of staff employed by Norfolk and Suffolk NHS Foundation Trust.

Medical, nursing and AHP students from the University of East Anglia, University of Suffolk and City College Norwich may also use the library.

At the end of March 2024 there were 2,500 registered library users.

## **Support for courses and wellbeing**

Courses and initiatives specifically supported by the purchase of key study texts and resources include:

- Cognitive and Analytic Therapy Practitioner course
- Foundation and Intermediate Family Therapy courses
- Menopause Aware programme

NSFT staff enrolled on nursing pathways at UoS and UEA, OT apprentice and Clinical Associate in Psychology have also been supported.

## **Key Activity Statistics**

In 2023/24 there were:

- 5,783 loans from stock
- 74 in-depth literature searches conducted by library staff
- 63 new eAudiobooks added to the collection

## **Activity statistics overview**

| <b>Library activity</b>                           | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> | <b>2022/23</b> | <b>2023/24</b> |
|---|----------------|----------------|----------------|----------------|----------------|
| Book loans from stock                             | 7,819          | 2,368          | 3,828          | 5,380          | 5,783          |
| Inter library loans received – books and articles | 824            | 909            | 850            | 756            | 665            |
| Registered Athens users - active                  | 1,568          | 1,600          | 1,692          | 1,807          | 1,951          |
| Mediated literature searches                      | 76             | 79             | 56             | 60             | 74             |

Books loans increased by 7.5% on previous year, upward trend continuing as we aim to return to pre-Covid levels.

## Performance

The 2022/23 annual report identified areas for development and activity, this is how we performed:

|                |  |
|----------------|--|
| <b>We said</b> | Preparing for the move of the library from the upper plateau at Hellesdon Hospital due to the redevelopment of the site. |
| <b>We did</b>  | Book collection has been rationalised, older stock weeded and disposed of.   |
| <b>We said</b> | Working towards completing NHS England's Quality and Improvement Outcomes Framework for 2023/24.                         |
| <b>We did</b>  | Completed framework submitted to NHS England in January 2024.  |
| <b>We said</b> | Restructuring the library team, creating a new post to support operational delivery of the service.                      |
| <b>We did</b>  | Librarian post successfully recruited to in November 2023.   |

### Comments from NSFT staff regarding the impact of the library service:

*"I have found the library service to be crucial in my patient care journey. It has allowed me to access evidence-based information that aids in providing the best possible care to my patients."*

**Trainee Psychiatrist**

*"I love the library and have noticed a lot of new starters to the Trust see it as a real benefit. I would not have been able to complete my nursing apprenticeship without it."*

**Mental Health Nursing Apprentice**

*"The library has been invaluable in helping my development as a therapist - the reading which I have accessed through it has enabled me to grow and improve my practice immeasurably."*

**Case Manager**

*"I have always found the library service team to be exceptionally helpful and responsive to the needs of individuals seeking their help and support. It is an invaluable service."*

**Cognitive Behavioural Psychotherapist**

*"NSFT library staff have gone the extra mile, recommended reading material and sources as well as supported me in research. They are invaluable to supporting developing the Trust and services."*

**Manager**

### Looking forward

For 2024/25 the principal areas of development and activity will be:

- Implement the recommendations of the 2024 Quality and Improvement Outcomes Framework report from NHS England.
- Promote the NHS Knowledge & Library Hub and train NSFT staff to search it effectively.
- Capture locally produced evidence and knowledge and add it to the NHS Norfolk & Waveney Shared Repository.