

NSFT Library Services

Annual Report

April 2024 – March 2025

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Introduction

This report outlines our services and provides an overview of activity during 2024/25 and sets out some of our plans for 2025/26.

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 to support research. Service development and patient care
- 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 2024/25 the library received funding from:

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

Staffing

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

- Library Manager (1 WTE)
- Specialist 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 2025 there were 2,419 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

Core psychiatry trainees, NSFT staff enrolled on University of East Anglia and University of Suffolk nursing pathways, Trainee Clinical Psychologists, and Clinical Associate in Psychology have also been supported.

Key Activity Statistics

In 2024/25 there were:

- 5,789 loans from stock
- 91 in-depth literature searches conducted by library staff
- 6,386 articles downloaded via the LibKey Nomad browser extension

Activity statistics overview

Library activity	2020/21	2021/22	2022/23	2023/24	2024/25
Book loans from stock	2,368	3,828	5,380	5,783	5,789
Inter library loans received – books and articles	909	850	756	665	1,365
OpenAthens users	1,600	1,692	1,807	1,951	2,020
In-depth literature searches	79	56	60	74	91

Performance

The 2023/24 annual report identified areas for development and activity, this is how we performed:

We said	Implement the recommendations of the 2024 Quality and Improvement Outcomes Framework report from NHS England.
We did	Report received from NHS England in July 2024, recommendations being implemented through Service Improvement Plan.
We said	Promote the NHS Knowledge & Library Hub and train NSFT staff to search it effectively.
We did	NHS Knowledge & Library Hub promoted at 53 user education sessions.
We said	Capture locally produced evidence and knowledge and add it to the NHS Norfolk & Waveney Shared Repository.
We did	Content uploaded highlighting both published and unpublished NSFT research activity.

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

“The access to literature and specific articles that I could not find without the support of library staff has helped in the development of a specialist provision for children and families.”

Art Therapist

“Through the literature search I was able to improve my assessment skills and better manage the patient waiting list.”

Psychotherapist

“It serves a variety of purposes that a doctor needs, most particularly giving access to e-books and journal articles. It also provides the resumes of current research which saves a lot of time as it means I don't have to search myself.”

ST6 Doctor

“The resources and services provided by the library and its staff members have a wholly positive impact on my professional development, my ongoing practice, skills and ultimately the quality of the care provided to service users.”

Psychological Therapist

Looking forward

For 2025/26 the principal areas of development and activity will be:

- Refreshing and relaunching our network of trust-wide library champions.
- Reviewing our process for collecting data to demonstrate the impact of our services.
- Reviewing and updating our collection development policy.