

Library and Knowledge Service

Strategic Plan 2017-2020



Strategy on a page

Our Vision:

To advance excellence in health and patient care in our local communities

Our Mission:

To provide the best evidence, knowledge and learning experience to:

- enable high quality patient care leading to the best possible outcomes and experience for patients and their families
- improve the health and wellbeing of the local population

We will:

Facilitate evidence-based practice and research to enable the delivery of high quality care

Provide a proactive, customer-focused service

Enable easy and convenient access to library and knowledge services for all customers

by:

- providing evidence searches to support clinical and management decision-making
- delivering a Clinical Librarian service
- developing our services to support staff engaging in research
- offering a range of information skills training

- actively seeking ways to meet customer needs
- providing current awareness services, tailored to individuals' areas of interest
- investigating knowledge management opportunities
- supporting lifelong learning

- providing a single online knowledge hub
- using social media, digital resources and mobile applications
- delivering outreach services
- strengthening partnership working across the library community

1. Purpose and scope of strategy

A strategic framework is required to drive the direction of the library service over the next three years. Considerations include:

- Ensuring the Library and Knowledge Service (LKS) strategy supports the aims and objectives of the organisations it serves.
- Employing the principles within *Knowledge for Healthcare*, Health Education England's development framework for library and knowledge services.
- Providing high quality services to staff and students in both the acute and community sectors, covering a wide geographical area.
- Maximising staff, resources and facilities to provide more efficient, value for money services.
- Exploiting new technologies as customers change the way in which they access information resources.
- Meeting the standards set out in NHS Library Quality Assurance Framework (LQAF) England.



2. About us

Our intention is to develop the Library and Knowledge Service into an outstanding service that underpins the aims of the organisations it serves, enabling them to provide excellence in health and patient care in our local communities.

We will do this by providing the best evidence, knowledge and learning experience to:

- drive high quality patient care leading to the best possible outcomes and experience for patients and their families
- improve the health and wellbeing of the local population

The LKS is based within the Health Informatics Service and is located in Nightingale House, Whiston Hospital. It provides outreach and clinical librarian services as well as 24/7 access to physical and online resources. Our resources and services are available to staff and students from the following organisations.

- Clinical Commissioning Groups in Halton, Knowsley and St Helens
- GP practices in Halton, Knowsley and St Helens
- North West Boroughs Healthcare NHS Foundation Trust
- Community Health Services
- St Helens and Knowsley Teaching Hospitals NHS Trust

Our resources

- A large, well-resourced library with 23 PCs, WiFi, printing and scanning facilities and a spacious study area
- 5000+ books
- 8000+ e-journals
- UpToDate Anywhere, an evidence-based 'point of care' database
- Library website

Our services

- Enquiry service
- Clinical Librarian service
- Evidence searches
- Assisted literature searches
- Daily current awareness service
- Information skills training
- Document supply



3. Context

This strategy has been developed in the context of organisational strategies as well as a number of reports and frameworks:

- **Health Education England (2015) *Knowledge for healthcare: a development framework for NHS library and knowledge services in England 2015-2020***

HEE's framework has been produced to inform the way forward for healthcare library and knowledge services. Key priorities include the delivery of customer-focused services and providing quick and easy access to relevant evidence.

"Healthcare library and knowledge services are a powerhouse for education, lifelong learning, research and evidence-based practice. Our ambition is to extend this role so that healthcare knowledge services become business-critical instruments of informed decision-making and innovation."

- ***NHS Library Quality Assurance Framework (LQAF) England***

NHS Library and knowledge services are assessed each year against nationally agreed standards so that they are able to demonstrate their fitness for purpose and identify any gaps in their service management and provision.

- **Department of Health (2010) *Liberating the NHS: an information revolution***

Information is a key component of evidence-based practice leading to quality patient care.

"High quality health and care services depend on good information. The right person having the right information at the right time can make all the difference to the experience of a patient, service user or carer. Good information also enables care professionals to make the process of care safer and more efficient."

- **Department of Health (2014) *Hard truths: the journey to putting patients first. The Government response to the Mid Staffordshire NHS Foundation Trust public inquiry***

The Government's response to the Francis Inquiry recognises the importance of having a trained and motivated workforce.

"...in particular for staff to have well designed jobs, access to appropriate training and education, support to maintain their health and wellbeing and safety and to be involved in decisions that affect them."

- **NHS England (2014) *Five year forward view***

The Five year forward view, along with the STPs which support its implementation, focuses on change, sustainability and working collaboratively with local partners.

- **St Helens and Knowsley Teaching Hospitals NHS Trust. *Trust objectives.***

The Trust's "5-star patient care" has 5 core objectives – care, safety, pathways, communication and systems. It also recognises the importance of developing the organisational culture and supporting its workforce.

- **St Helens and Knowsley Teaching Health Informatics Service. *Informatics Shared Service Strategy 2017 - 2020.***

As part of the Health Informatics Service, the LKS shares its values of supporting first-class patient care.

"We will be a customer focused Informatics service providing agile, innovative solutions to improve efficiency and support the delivery of safe, first-class patient care."

4. Aims and objectives

4.1 To facilitate evidence-based practice and research to enable the delivery of high quality care

How will we deliver this?

- 4.1.1 We will facilitate evidence-based practice and research by providing comprehensive literature searches to support decision-making for clinicians, managers and commissioners. Assisted searches will also be offered to combine the searching expertise of the library staff with the subject knowledge of the library user. We will engage with non-users and promote our search services to encourage evidence-based practice across the health community.
- 4.1.2 We will deliver a Clinical Librarian service to take library and knowledge services into the clinical setting, providing quality information at the point of need to support patient care, service improvement, research and professional development.
- 4.1.3 We will develop our services to support staff participating in research. We will work with the Research Development and Innovation Department to promote resources and services and engage with departmental and other research forums within the organisation.
- 4.1.4 We will offer a range of training opportunities to equip customers with the skills and confidence to find and appraise evidence resources effectively and apply this to their practice. We will support flexible learning opportunities making use of social media, e-learning and mobile apps.

4.2 To provide a proactive, customer-focused service

How will we deliver this?

- 4.2.1 We will deliver a marketing strategy that will actively seek ways to meet customer needs. We will be a responsive service continually striving to develop and improve the customer experience.
- 4.2.2 We will provide a comprehensive, personalised current awareness service to meet the information needs of the individual. Daily Knowledge Alerts encompassing the latest research, best practice, guidance and CPD opportunities will ensure our customers have the right knowledge and evidence, at the right time, in the right place.
- 4.2.3 We will investigate Knowledge Management opportunities to ensure that organisational knowledge is not isolated and lost within teams and departments. This allows knowledge and expertise created within our customers' organisations to be captured, retained and shared across the whole organisation.
- 4.2.4 We will support lifelong learning and continuing professional development. We will work with the clinical education, training and development departments to identify requirements and ensure staff and students are informed of key resources and services.

4.3 To enable easy and convenient access to library services for all customers

How will we deliver this?

- 4.3.1 We will provide a single online Knowledge hub from which customers may access online library resources, current awareness updates, literature searching, document supply and training resources.
- 4.3.2 We will use social media, digital resources and mobile applications to expand access to information and enhance the user experience.
- 4.3.3 We will deliver outreach library services to ensure that all staff, no matter their location, have access to the information and support they need.
- 4.3.4 We will work with partners in public libraries to enrich the information offered to patients and carers to better manage their health and wellbeing. We will also collaborate with partners in health and higher education to improve access to resources and services.

5. Evaluation and implementation

The strategy will be reviewed on an annual basis to take into consideration any changes in national or local policies.

An action plan will be produced with specific, measurable objectives which will be monitored regularly at LKS team meetings.