COMET Library Annual Report 2017 – 2018



@cometlibrary cometlibrary.wordpress.com

www.bedfordshirehealthlibraries.nhs.uk https://bit.ly/2vyb0eu

This report outlines the services offered by The COMET Library Service, describes Library developments during 2017 - 2018, and provides statistics of core Library activity.

The Library is monitored under the NHS Library Quality Assurance Framework (LQAF) which provides direction for development of services. The 2017 assessment was rated green with 90% compliance.

This year the library has been able improve services and offer extended training sessions, especially in subjects such as Critical Appraisal.

The library has also fully refreshed the library reading room, in response to user feedback and has recruited two new staff with a new graduate librarian due to start in 2018.

1. Services

The COMET Library is a multidisciplinary library service, located in the Centre of Multi-professional Education and Training in the Luton and Dunstable Hospital. As well as providing services to the staff and placement students in the Luton and Dunstable Hospital NHS Foundation Trust. The library has a Service Level Agreement with NHS Luton (Public Health). Other local NHS and social care staff are also eligible to use the Library Services.

The Library offers services to all employees of the organisations it serves and aims to contribute to overall patient care by supporting education and best practice for all staff groups. It is part of the regional East of England Health Libraries Network (EEHLN) and operates under the Learning and Development Agreement with the East of England SHA.

2. Funding

In 2017-2018 the Library Service received its funding from:

East of England SHA – via the Learning and Development Agreement
Public Health Luton and Bedfordshire Core Public Health - a Service Level Agreement for provision of Library Services
NUT – via Medical Education

3. Staffing

Library staff from April 2018.

Head of Library and Learning Resources (Librarian) – part time 0.7WTE
Assistant Librarian – full time
Graduate Librarian – full time (Post due for advertisement over the summer for autumn 2018 – autumn 2020)
Library Assistant – part time 0.6WTE
Library Technician - part time 0.2WTE
Library Volunteer

4. Library networks

The Library works within Knowledge for Healthcare enabling all NHS workforce members to freely access library and knowledge services so that they can use the right knowledge and evidence to achieve excellent healthcare and health improvement.

Developing NHS librarians and knowledge specialists to use their expertise to mobilise evidence obtained from research and organisational knowledge to underpin decision-making in the National Health Service in England

Developing NHS library and knowledge services into a coherent national service that is proactive and focused on the knowledge needs of the NHS and its workforce.

Regional memberships:

ELMS Development Group
EDEN (East of England Document supply)
SEEDS (South & East England Document supply)

National memberships:

CILIP (Chartered Institute for Library and Information Professionals) and
Health Libraries Group LIS-Medical
National LKS Website Working Group

5. Service activity and developments

Activity and developments were in line with service objectives and key developments.

Supporting evidence-based practice – objective: to improve efficiency to ensure sources of knowledge are brought together to allow professionals to base decisions on best available and current knowledge

Our service provides:

BMJ Best Practice: A point of care tool from BMJ Evidence Centre designed to support clinicians in their decision making from diagnosis to treatment.

BMJ Case Reports: BMJ Case Reports is a relatively easy means for clinicians across all specialities to have work published. The subscription enables users to publish as many cases as they like, access all the published material on the site and reuse it for personal use and teaching. All articles are peer reviewed.

BMJ Learning: High-quality continuing medical education for doctors and other healthcare professionals. It features hundreds of accredited, peer-reviewed learning modules in text, video, and audio formats.

Medical Masterclass: Developed directly by the RCP, Medical Masterclass is the most comprehensive resource to prepare you for your MRCP exam.

Medhand eBooks: Texts such as Oxford Handbooks can be provided by the COMET Library as an 'App Book' from Medhand. the library can supply up to 8 books in one year, on a mobile phone or tablet.

Royal Marsden Manual Online, 9th edition: Access is now online with an Athens account.

Up-To-Date: this is a point of care resource to find answers to clinical questions. Doctors tend to find it an easy, useful resource.

Bedfordshire Core eBook Collection: A collection of the most popular point-of-care and reference eBooks, available to all clinical staff in Bedfordshire

EBSCO Information Systems: EBSCO is the leading provider of research databases, e-journals, magazine subscriptions, e-books and discovery service to libraries of all kinds.

EBSCO Medline: MEDLINE Complete includes more than 1,300 journals not found with full text in any version of Academic Search, Health Source or Biomedical Reference Collection.

EBSCO Discovery Service : EBSCO Discovery Service provides libraries with a powerful discovery layer providing a unified index of a library's resources and a single search experience.

The library advertises all new resources with a monthly mailing list, as well as a Twitter and Wordpress site.

The library provides a YouTube channel where training materials are uploaded as videos.

The library provides a monthly drop in session in Luton Central (public) library, for the public and community staff.

Some key developments and statistics

1. Physical and PC developments

Space constraints limited the ability of the library to fit extra seating with the present layout, so the library has replaced all the furniture in the library reading room, including journal storage. The library only keeps recent journals in the library reading room, with older editions going into archive storage.

All the tables and seating was replaced with new desks and seats, after user feedback and taking into account the personal study preferences of customers. Replacement desks, although still of the popular traditional ‘carrel’ design are lower and less imposing than the older models. This has led to an increase in seating space, and better airflow and light penetration in the reading room. We also have the possibility to add a further 4 seats in the future, but would prefer to only do this when capacity issues occur.

All study spaces will be fitted with Charging, both mains and USB and adaptive lighting.

We added two new lendable Macbooks Pros to our collection, for use with SPSS which are popular and well used.

After feedback from the staff surveys the library is planning an upgrade of all IT room PCs to SSD drives over 2018, which are very fast hard drives reducing the time that staff take to use library PCs. So far we have completed two desktops, and 8 more PCs will be upgraded during the standard maintenance cycles.

Study Spaces in the library 17 in 2017/2018, up from 15 in the previous year.

The library IT room has become a very popular area and is a mix of clinical and non-clinical PCs. The library in 2016 employed a part-time library technician to maintain this room and the range of lendable devices that is growing considerably. In 2017 the technician has proved to be a valuable asset, and the IT room is a key area of the hospital.

10 Windows 7 PCs
8 Trust Network Clinical PCs (increased from 3 in 2015 - 2016)
2 Macbook Airs with SPSS statistics
2 Macbook Pros
5 iPad Air 2 devices
100 iPad Mini Devices (for use by medical students)
1 Mac Mini
1 Nexus 9
A Cabinet with Bluetooth speaker and presentation dongles

This will allow 34 staff to access a PC system, tablet or laptop and an increasing number of these will be enabled to access the hospital e-learning modules.

In 2017 the library upgraded the thin client PCs to extended arms, to allow more desk space for paperwork. Two library public access PCs have been upgraded to high speed SSD drives, with the rest due for upgrade in 2018.

Medical Student iPads

The library lendable devices system continues to lend every Medical Student at the hospital an iPad containing all the documentation and access to e-resources they require. These are all managed and distributed by the library. The library now maintains 100 student iPads managed by an Apple Configurator 2 system. This has proved to be cost effective, and popular with excellent feedback from medical students.

Charge Points

The library has 10 fast charge points for mobile phones and tablet devices in the study room, with 10 easy access sockets for charging laptops and other larger items.

2. Collection development – objective: to improve and update collections and ensure easy online access for all staff

Ebsco Discovery and Bedfordshire Health Libraries

A major development is the implementation of Discovery Systems for all staff in Bedfordshire, and the commissioning of a county wide website at **bedfordshirehealthlibraries.nhs.uk**. This offers clinical staff seamless access to eJournals, eBooks and resources via simple and intuitive interfaces.

All access is without passwords, however an Athens password is required to download full-text. It was developed for ease of use, and allows the 'serendipitous' discovery of related resources, improving the visibility of the library collection.

Since the publication of Discovery in December, the system has seen 3000 searches, 5,500 full-text downloads and 3,300 abstract requests. Full accurate statistics will be available in the next library report.

Other Developments

In 2017 the library undertook an extensive weed of books, removing all low circulation titles over 5 years old from the collection. This was due to a lack of shelf space especially impacting upon exam texts. All weeded

books were reviewed by a librarian for currency and then removed. This has allowed the library to focus on a significant updating of the book stock with the areas of Nursing, Gerontology, Midwifery, Cardiology, Biomedical Science and Exam Texts receiving special attention in regards to the scope of the collection.

Any books that would normally be disposed of are now delivered via the African Oyster Trust to universities and clinics in Gambia.

Areas for update are influenced by the feedback received by the yearly library survey and requests for interlibrary loans.

Medhand Mobile Books. The library offers 300 'medhand appbook' codes to staff which allow staff members access to up to 8 eBooks in one year. Especially popular is the ability to 'cross search' the BNF and 100s of other books.

EBSCO Gobi eBooks. The library now purchases titles via EBSCO Gobi, allowing eBook access via library discovery for all clinical staff in Bedfordshire. The library now includes the regular purchase of eBooks, where it complements the Discovery service and use case.

New books: during the year, **429** books were purchased for Library stock from Tomlinson's Books who offer 20% discount to NHS libraries.

Books were purchased for a wide range of disciplines reflecting the multi-professional user base. The selection was guided by user recommendation, new publication monitoring, Core Collection Guides issued by the BMA and RCN, recommended reading lists from UCL Medical School and Bedfordshire University, and liaison with practice development staff and individual departments.

New books are advertised on the library Twitter and Wordpress sites. Current awareness services such as Protopage and QXMD read are used to promote resources and further reading.

User cards with PINs enable logins which allows the requesting and renewal of loans online, this will be of particular benefit to remote users who require loans and are not based at the hospital, books are posted to other NHS locations across Luton and Bedfordshire with longer loan periods.

User accounts can be accessed with the BookMyne app for Apple and Android devices.

Books which are not available from the collection are either purchased or sourced from other libraries within East of England.

Loan statistics 2016 - 2017

All movement of books, loans renewals and returns.

2017-2018 4558

2016 - 2017 5929

3. Journals – objective: to extend access to electronic resources whilst ensuring value for money

Response to feedback: Surveys inform us that users would like simple access to Journals, for which we implemented 'Discovery' in 2017

We hold at present:

23 Journal Subscriptions

11 Journal Donations

Recent investment in a subscription to Medline Complete with Full-Text providing full-text access to 1300 popular journals such as JAMA

Paper purchases of New England Journal of Medicine, Nursing Times and BJN.

The library monitors downloads to ensure cost effective investment. The library is at the moment focusing on discovery services to increase the usage of our resources and inform purchasing. We will then improve the journal provision within our budgets and reduce traditional paper subscriptions with a move to cost-effective digital collections.

4. Document supply – objective: to deliver documents and papers in support of the information and knowledge needs of all staff and students working to deliver high quality health care to NHS patients

Documents and papers: those not available to users for whatever reason can be requested from the Library's document supply service. This remains a key Library activity and is funded by the library. Users may submit article references via the website, in person, by phone or email. With the implementation of Discovery, users can also request ILLs from the service, via a simple to use form.

Requests: these are either downloaded or sourced from the East of England's document supply network (EDEN), SEEDs and the British Library.

Number of articles supplied to users (from own stock, electronic downloads or inter-library requests)

2017 – 2018: 566

2016 - 2017 855

5. NHS Athens management – objective: to ensure all staff are able to maximise their access to professional academic resources by having a current Athens account. Eduserve Open Athens is an authenticated system to manage access to eResources.

The COMET Library: acts as the Athens Administrator for Luton and Dunstable, Luton and Bedfordshire NHS staff and social services.

Athens administration continues to generate a great deal of Library activity in terms of assisting users with registration, management and renewal of Athens accounts, promoting Athens access and the provision of information and training in accessing the resources.

Users have access to a wide range of electronic resources purchased at national, SHA and local levels – in addition to e-journals; these include 8 healthcare databases, e-books and the e-BNF.

A personal NHS Athens account is required for all electronic resources, which can be accessed via NHS Evidence https://register.athensams.net/nhs/nhseng/

Luton & Dunstable Hospital NHS Trust	**1046**
Bedford and Bedfordshire Core Public Health	**28**
Luton Public Health	**32**
Hospices in Bedfordshire	**29**
GPs, Practice Staff and CCG staff in Bedfordshire	**171**
Healthcare Provider Organisations for NHS in Bedfordshire	**10**
Total	**1316**

Total Accesses on the Luton and Dunstable Account **10,436 from 560 active and used accounts**

6. Literature searching – objective: to offer mediated literature searching on behalf of users, in support of evidence-based patient care and service development, and also offer literature search advice and assistance to support users in their continuing education.

The library staff: clinical and non-clinical searches using the NHS Evidence healthcare databases, the Cochrane Library and other relevant sources which are undertaken by request. Results are sent by email, as links or pdf attachments, and full-text copies of papers are provided.

The library team are now implementing SBAR focused searches, in preference to PICO which are shown to have better understanding from clinical staff, and also shadow colleagues to improve quality of work provided.

The library has produced 55 literature searches used for patient care, guidelines and education while each librarian can produce 2-3 'mini searches' in their day-to-day activities.

7. Information enquiries and assistance – objective: to provide services for professional practice

The library is staffed between **Monday to Friday 8.30 – 6.30**

A large number of enquiries concern the use of NHS Athens passwords, routes of access to the growing collections of e-resources, e-learning and assistance in downloading information.

Other common enquiries include the sourcing of documents or other resources to support patient care, or copyright or referencing guidance on the use of published information.

Users frequently access the service for advice on academic matters, and librarians assist in advising on referencing, abstract writing for publication and creating search strategies.

The library team also supports meetings with lendable devices, audit with SPSS lendable laptops, and many non-library roles such as assisting staff in producing professional signage.

8. New users and induction – objective: to ensure all new staff are aware of library services and available electronic resources

All users: those who register in person are offered an induction/orientation tour of the Library.

The library staff contribute in the induction program for new junior doctors, medical students and consultants

In the Corporate Induction, the Assistant Librarian has a slot every month to explain services available for all staff

The library is included in all induction paperwork as well as the trust Ambassador magazine.

Video clips outlining different aspects of the service are available on Youtube. The library tweets regularly @thecometlibrary

Public health staff: those not based at the hospital can register with the Library remotely.

ELFT, EPUT and CCS staff based locally to the library are able to use the service, however parts of the service which incur cost or staff time such as ILLs and literature Searching are referred back to their home library service.

Numbers of new users registering with the Library

2017-2018 **538**

2016 - 2017. **676**

9. Training – objective: to offer bespoke training in search skills using healthcare databases

The library provides training in search skills, for individuals and small groups, arranged by appointment.

The library 'outreach' training network, consisting of 6 laptops/ipads and a 4G wireless network for offering training in rooms without IT systems, or at external locations has proved very useful and the library service is able to offer training at any location regardless of IT provision.

The library service offers literature searching, study skills and critical appraisal training sessions both as group and one-to-one sessions. Sessions are advertised on the internal email, mailing lists and Google calendar.

The library now offers extended critical appraisal sessions, discussing systematic reviews and quantitative research.

10. Using the library "as a place" - objective: to offer a quiet place for study and "time out" 24/7 access; assistance with enquiries, training, induction and informal help during office hours

The small library space: designated for silent study and "time out". Many staff come to read the daily newspapers. Non smelly food, hot or cold drinks in lidded, non-spill cups are acceptable

The IT room: is also for quiet working but quiet conversation is acceptable. There is a code of conduct in line with IT policy that includes a ban on food. The IT room cannot be booked or reserved; it is available 24/7 for all groups of staff to use for work and study and is often very busy.

The library internet and Wi-Fi is unblocked and allows access to all sites. As a policy personal use of library PCs is permitted however at busy times such as lunchtime staff requiring PCs for work can ask leisure users to free up a PC.

The library redesign in 2017-18 has added extra study spaces, with each space equipped with power and charging facilities, new desks and seating. The library was overnight cleaned, and the shelving refreshed. Feedback was positive, and the library is lighter and able to accommodate mixed study preferences.

Number of visitors:

This statistic is for the library reading room only; the 'digital' statistics including the IT room have been collected for 6 months via discovery.

Reading Room/Office

2017 - 2018 34934

2016 - 2017 28000

2015 - 2016 25482

IT room

Since December 17

Users of the IT room and 'e-library service' as a 'guest'. Statistics are now captured via the discovery service.

15489

2017 library performance survey results (Performed in 2018)

85% of users who took part said they use the library, and 37% more than once a week..

9% Do not use the library

In answer to the question "does the library and its staff provide a good service" 56% strongly agreed and 29% agreed. No disagreements

22% of users used the library electronic resources

68% of visitors used the Hospital PCs and 55% the library PCs

Half of all users used the library for quiet study, 65% used the books and 25% journals

Other popular uses were eLearning, photocopying, scanning and staff advice

3% stated they did not use the service.

The library as a place to study, IT facilities and staff assistance all rated highly in meeting needs.

The book collection, ILL service, journals and training all rated highly, with some areas for improvement (improving coverage in certain subjects, which will be a 2018 priority)

Feedback received in the Anonymous Feedback Box

Really great resource, very relaxing place to study and take breaks

COMET is great! I like how you can access anything

Incredibly helpful and friendly staff

First module in a while. library staff excellent, couldn't have done it without them

Conclusion

The library service is a popular and modern service, with a well maintained and current book stock alongside an efficient and cost effective interlibrary loan and journal collection. The e-resources and IT facilities of the library are very popular and our focus on point of care resources and usability is highly valued by staff. We hope to continue our developments into 2018 – 19, with the increase in staff allowing further regular training, outreach and academic support.

Please forward any comments to **john.barbrook@ldh.nhs.uk**