

Newcomb Library & Information Service

Business Plan 2018 – 2019

Newcomb Library Mission

To promote safe, compassionate, effective care by supporting the clinical effectiveness, education, training, professional development and research needs of all stakeholders.

Support for Trust priorities

Quality

We will deliver high quality, timely, and cost-effective resources to enable decision-making, learning and development

Integration

We will deliver training, support and outreach, delivering library services aligned to the Trust strategy, priorities and values

Growth

We will deliver services that enhance the Trust's reputation for research, innovation and service development

Strategic Goals

- To maximise the resource usage through training and outreach
- To strengthen resource collections and enhance availability and accessibility of resources
- To develop our literature search service
- To market resources and services to users and potential users
- To optimise the environment for study and research
- To streamline our processes to maximise staffing resources and develop new services
- To facilitate better access to research carried out by the Trust
- To ensure the Library has the staffing levels and skills to fulfil this plan
- To ensure adequate financial resources are available to fulfil this plan
- To ensure governance and quality assurance by reporting on our activities to key stakeholders

	OBJECTIVES	TARGET DATE	IMPLEMENTATION PLAN (includes comments on resources needed, anticipated constraints)	SUCCESS CRITERIA How will you know when you have carried it out successfully	REVIEW (to be updated every 3-6 months)
1. Strategic goal: To maximise the resource usage through training and outreach					
1.1	Ensure users become proficient in the use of e-resources by running courses enabling their use and updating teaching tools	Continuous	Organise, advertise and deliver a rolling programme of courses, including "Making the Most of OpenAthens" Delivering departmental training on request	Courses advertised regularly All requests from departments fulfilled	Jan-Sept 2018: Training opportunities advertised at induction sessions, through leaflets and posters, by global email, on the internet and intranet and via Homertonlite. Oct 2018: Group training courses (except Twitter) are not popular. Concentrating on one to one sessions and delivering short e-resource orientation sessions within other courses (e.g. Band 6 Nurses).
1.2	Continue to develop the information skills training service	Continuous	Update teaching tools as required Develop new courses as necessary	Teaching tools updated New courses developed as needed	2018: all training courses updated to reflect changes /new resources 2015: new Twitter course developed with good uptake 2015-16: Reference Management course amended to focus on Mendeley 2018: Looking to add TRIP to Finding the Evidence course
1.3	Extend our outreach	Continuous	St Leonards pop-ups organised and advertised Ensure all departments know they can invite us	Response to outreach requests Regular St Leonards "pop-up" library sessions are used Positive feedback from users	2018: Visits to St Leonards happen every 2 months, are well-advertised and always attract customers.

			<p>Attendance at Homerton events / away days, etc.</p> <p>Possible constraints:</p> <ul style="list-style-type: none"> • Budgetary • Library staffing levels 		<p>2018: Library input at various away days and events such as Nurses & Midwives Day, AHP Day</p> <p>Oct 2018: We have approached the Hackney Ark lead with a view to offering a pop-up along the lines of St Leonards' sessions.</p>
2. Strategic goal: To strengthen resource collections and enhance availability and accessibility of resources					
2.1	Maintain up-to-date, multidisciplinary resources suitable for all user needs	Continuous	<p>We will provide a range of resources to suit all disciplines and levels. Success is measured in part by annual user survey satisfaction and other feedback. All resource, book and journal requests from staff are considered and trials set up if relevant.</p> <p>Possible constraints:</p> <ul style="list-style-type: none"> • Budgetary 	<p>Satisfaction levels with range of resources good</p> <p>Recommendations received and acted upon</p> <p>Usage of resources</p>	<p>2018: NELa-wide survey results showed largely positive feedback regarding the range of resources and also suggestions for new resources, User requests are received and responded to throughout the year.</p> <p>2018: On-going collection development: Medical Humanities, Books on prescription, well-being resources.</p>
2.2	Signpost resources effectively	Continuous	<p>Possible constraints to access:</p> <ul style="list-style-type: none"> • Local ICT issues • Issues with nationally/regionally procured software 	<p>Access to the library catalogue (listing book and multimedia stock) provided for all</p> <p>Access to the journal holdings of the library provided via A-Z listing on NICE Evidence website and through Browzine app purchased in July 2017</p>	<p>September 2018: The library catalogue is accessible via http://newcom.cirqahosting.com. Most e-books are now accessible directly from the library catalogue.</p> <p>2018: A-Z listings of journals can be accessed via OpenAthens and via Browzine</p>

2.3	Continue to evaluate the journal collection and electronic vs print access to the collection for value for money.	Ongoing		Journal collection evaluated for usage and price.	<ul style="list-style-type: none"> • Sage: cost 2017-18 = £3490 Mar-Aug 800 downloads, cost per download £1.82 • Oxford: cost 2017-18 = £10668 Jan-Aug 2479 downloads, cost per download £2.87 • Wiley: cost 2017 = £15357 Jan-Aug 4617 downloads, cost per download £2.22 • Clinical Key: cost 2017-18 =£19512 Apr-Aug 1423 downloads (bks & journals), cost per download £5.71
2.4	Review methods of identifying new value for money resources	Ongoing	Article reviews User suggestions Product trials to evaluate resources, eg journal collections, for value for money	Methods of identifying new resources reviewed	<p>Apr 2018-Oct 2018: new e-book and physical book purchases, are often made in response to user-requests;. Usage of e-books monitored on a monthly basis.</p> <p>May 2018: Virtual Ashridge renewed for 2018-10 with no price increase. Usage figures monitored.</p> <p>Oct 2018: trial of GIDEON – infectious diseases resource</p>
2.6	Increase usage of resources	Ongoing	Improved marketing	<p>Usage statistics for physical resources and library registrations increased</p> <p>Usage statistics for electronic resources increased and increased OpenAthens registrations</p>	<p>September 2018: Loan statistics Apr-Aug 2017 continue to show a decrease</p> <p>Oct 2018: OpenAthens statistical dashboard has changed. Reviewing this to see if it is still [possible to get year on year comparable statistics.</p>

					<p>Most resources are also IP enabled so many users are by-passing OpenAthens</p> <p>Most publisher statistics show increased usage</p>
3. Strategic goal: To develop our literature search service					
3.1	Develop the literature search service offered to support quality improvement and service development projects	Ongoing	Raise awareness of the service Respond to requests for literature searches promptly Commit to realistic deadlines	Feedback from users Response times	Oct 2018: 49 literature searches carried out Apr-Sept 2018. Using KnowledgeShare to record and format searches.
3.2	Collect information on user satisfaction with / impact of the service	Ongoing	Develop a way of recording user satisfaction with / impact of the service	High levels of satisfaction Able to demonstrate impact	2017: process set up to collect impact information for literature searches and useful information being collected. 2018: Impact case study successfully submitted to HEE national database and further case studies planned.
4. Strategic goal: To market resources and services to users and potential users					
4.1	Promote all new services / resources as well as any changes to resources / services	Continuous	Access to New Books information via Heritage and via the intranet and websites Web sites updated with information/links Use of new Screensavers to promote the library Homertonlite Twitter Posters Presentations Global emails/emails via library management system Develop/obtain/user guides Staffing levels may impact on level of	All new services and resources, trials of resources are promoted and all changes to services and resources are promoted	May 2018: Stall at Nurses and Midwives Day Regular contributions to Homertonlite No longer publishing new books lists as new books can be viewed on the online catalogue Book of the month – inter and intranet and also in Homertonlite

			<p>promotional activities Courses Surveys</p>		October 2018: 844 Twitter followers
4.2	Promote resources / services during Knowledge Awareness Week (KAW)	May 2018	<p>Obtain/create appropriate promotional materials April 2018 Schedule events and advertise them at key intervals before and during the week, including on Intranet. (May 2018) Create an activity relevant to the resources being promoted and organise prize (April 2018) Organise promotional display stand (May 2018) Advertise and run relevant courses during the week (April & May 2018)</p>	<p>KAW events promoted Library services and e-resources promoted: e-books Activity designed, advertised and entered Stand displaying information KAW courses attended</p>	
4.3	Promote resources /services at all induction sessions	Ongoing	<p>Evaluate content and update our slides in the Trust induction presentation. Set up and staff a library “stall” during the tea break, hand out leaflets, etc. Input to new doctor’s monthly induction Include “Introduction to e-resources” presentation as part of junior doctor sessions – adapt length of presentation to suit F1, F2+ sessions Evaluate relevancy of content and update</p>	<p>Resources promoted at all induction sessions Content of presentations up-to-date</p>	<p>April-September 2018 Content of slides reviewed 2018 : Library stall held during the fortnightly “Welcome to the Homerton” induction We deliver a 10 min introduction to the library as part of the DME session with 2 slides August 2018 Stall at junior doctor induction. +1x 1h F1 “Introduction to e-resources” sessions and 2x 30m F2 “Introduction to e-resources” sessions April-September 2018 20m “Introduction to e-resources”</p>

			student (nursing/ midwifery/ medical) presentations to reflect new resources and services and changes to services		session included in all medical student induction programmes Nursing & Midwifery student sessions delivered as organised with tutors 2018: also doing regular induction sessions for Care Certificate candidates.
5. Strategic goal: To optimise the environment for study and research					
5.1	Ensure that the library environment is conducive to study and research	December 2018	Evaluate the library space with a view to updating furniture and ensuring the space can be adapted to future ways of working (e.g., greater use of mobile devices)	A safe and secure environment and facilities suitable for reading, studying and other activities associated with scholarly teaching and research are provided	Oct 2018: New wellbeing corner established. New tables and chairs purchased in 2016 Unwanted shelving removed in summer 2017 and the desk layout changed.
5.2	Monitor usage of 24/7 Learning Hub	Ongoing		24/7 Learning Hub usage increases	Statistics for Hub Cards to be collected
6. Strategic goal: To streamline our processes to maximise staffing resources and develop new services					
6.1	Examine and streamline administrative procedures	Ongoing	Continue to identify more cost-effective ways of working	Staff are not spending undue time on administrative procedures	September 2017: New procedures for inputting new users consolidated No longer using paper membership forms Oct 2018: setting up a “welcome to the library procedure to go out via the LMS.
6.2	New services	Ongoing	Introduce new services as appropriate Possible constraints: <ul style="list-style-type: none"> • Budgetary • Library staffing levels 		

7. Strategic goal: To facilitate better access to research carried out by the Trust					
7.1	Evaluate how best to collate staff research	Ongoing	Find out how other Trusts are setting up repositories		September 2018: Ongoing project, possible NELa-wide repository solution 2018: adding QI posters to the library catalogue.
8. Strategic goal: To ensure support from high quality staff					
8.1	Ensure all LIS staff mandatory training is up-to-date	Ongoing		Mandatory training up-to-date	September 2018: All staff mandatory training is up-to-date
8.2	Ensure LIS staff update their skills to provide improved services by attending appropriate library study days/workshops	Continuous		Regional/national study days/workshops etc. are attended	September 2018: All staff taking up relevant opportunities for training, visits and workshops
9. Strategic goal: To ensure adequate financial resources are available to fulfil this plan					
9.1	Monitor library budgets to ensure spend does not exceed income	Ongoing		Within budget	September 2018: Monthly meetings with management accountant happening 2018: Library budget decreased by over 20% due to lack of consultation by Finance Department during budget setting period. £15K of the shortfall has since been restored to the budget.
9.2	Maintain contract for library services to ELFT	Ongoing		Contract renewed	September 2018: ELFT signed contract for services 2018-2019
9.3	Investigate additional funding sources / contracts	Ongoing	Bid for relevant funding	Relevant funding identified and bid for	October 2018: no bids so far this year

10. Strategic goal: To ensure governance and quality assurance by reporting on our activities to key stakeholders					
10.1	Ensure that the library service meets all LQAF criteria	September 2018	Submission of LQAF self-assessment	LQAF submitted	October 2018: LQAF completed and HEE visit planned for November
		December 2018	Develop an action plan to enable library services are fully compliant for service standards	Action plan developed	
10.2	Inform all stakeholders and library users of 2016-17 progress and achievements	September 2018	To produce an annual report in print and on the website / intranet	Annual report produced Annual report published	September 2018: Annual Report produced & published
10.3	Review the library strategy annually in consultation with stakeholders and LIS users	Ongoing	Library "strategy on a page" produced Full strategy updated	Strategy written and approved	September 2018: Strategy on a page produced in 2015. Ongoing work to develop a fuller document in response to Knowledge for Healthcare and to sit within an overall Education Strategy for the Trust..
10.4	Survey all LIS users and potential users about services	December 2018		User survey run	
10.5	Hold regular meetings of the Newcomb LIS Development Group and ensure the group adequately reflects all stakeholders	Ongoing	Identify new members for the group	Regular meetings of Newcomb LIS Development Group held	2018: Regular Development Group meetings are being held

Homerton values – Our values

Safe We promote safe practice amongst Homerton staff through the resources we provide and the support we offer for their use

Personal We deliver a user-focussed service, developing in response to the needs of our users and encouraging suggestions and feedback

Respectful We provide services and resources for all, supporting the diverse needs of all user groups

Responsibility We embrace change and innovation, report on our activities and strive to improve our effectiveness

Newcomb Library & Information Service

Space to think... Knowledge to act

