

## Annual Report 2014 – 2015

The library has worked throughout the year to fulfil its mission to support a culture of evidence based practice, learning and continuing professional development within Arthur Rank House and in the wider palliative care community.

The last couple of years have seen activity drop from its peak in 2010 and 2011, particularly for book loans, which was a direct result of the cessation of the End of Life Care Modules, run 5 times over the two year period. The education department is for now concentrating on its core one-day and half-day courses pending the move towards independent status, scheduled for May 2015, and the building of the new hospice which is due to open in Autumn 2016. The vision is for an expanded education output supported by an improved library space which will provide opportunities for increased activity and the development of services.

The lack of space and computers continues to hamper efforts to attract more people into the library although the space we do have is often used as a quiet place to study and work.

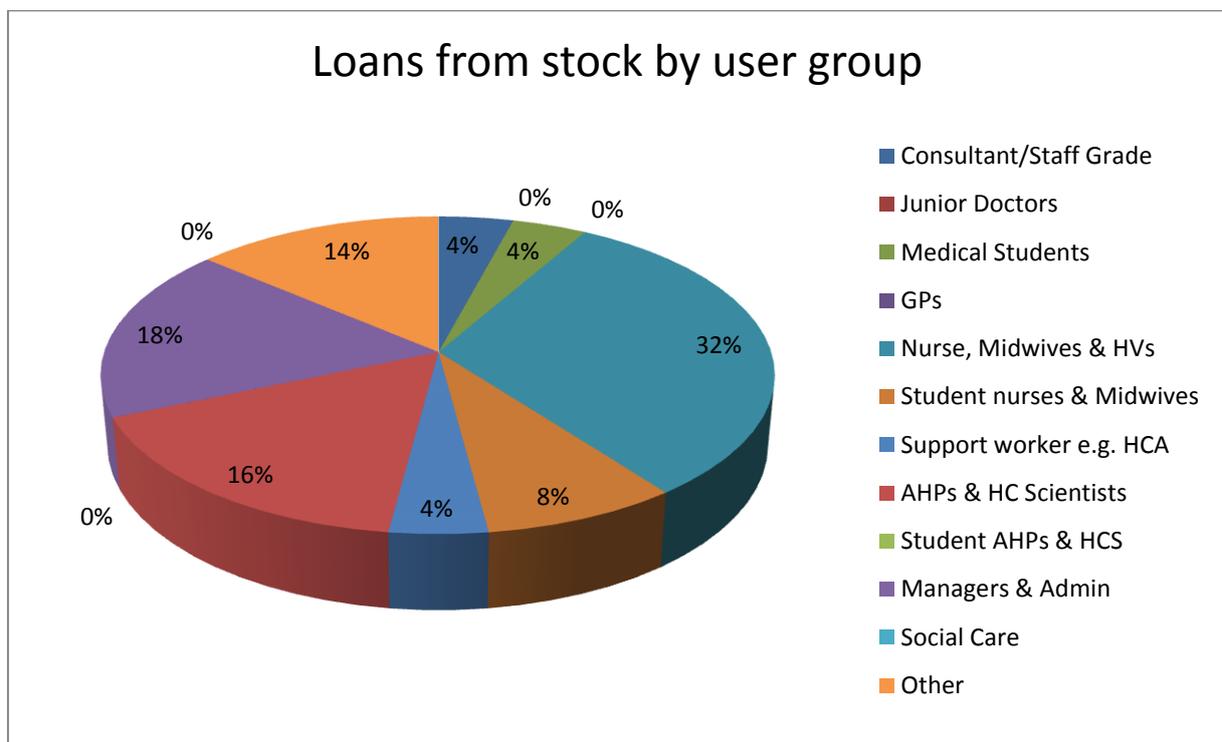
### Customer activity April 2014 – March 2015

New users: 15

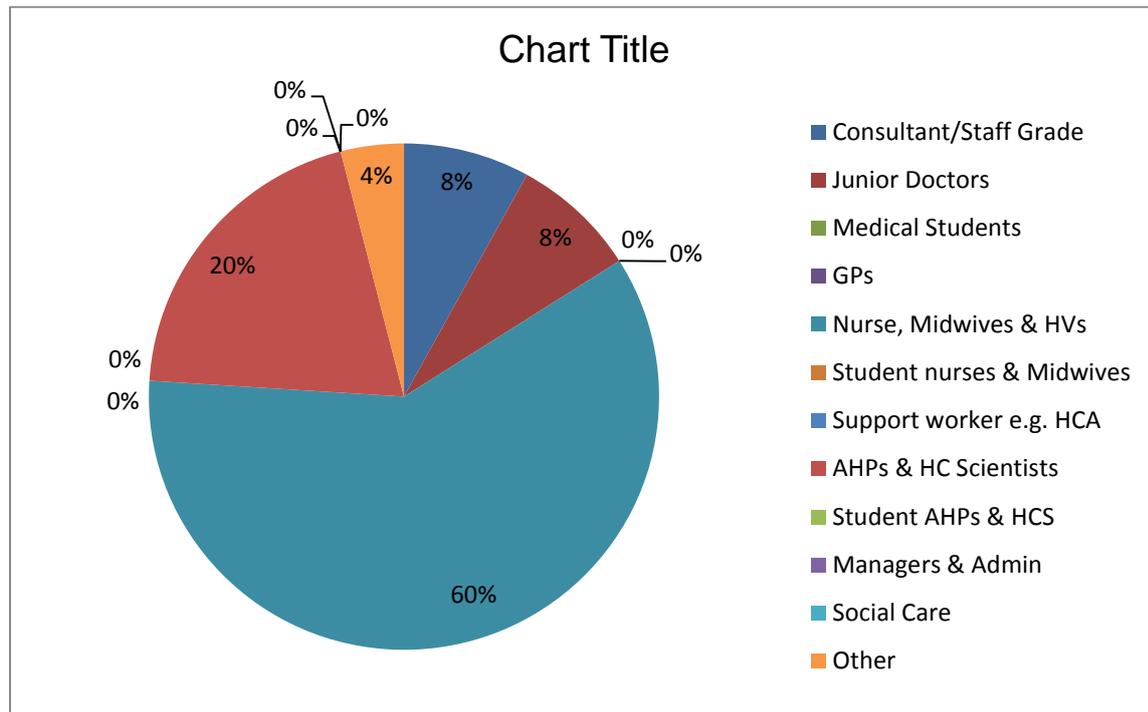
1:1 library inductions: 9

Library skills training: 1

Loans: 272



Literature searches: 25



Books borrowed from other libraries: 32

Photocopies received from other libraries: 14

Books lent to other libraries: 23

Photocopies supplied to other libraries: 24

### Positive impact on the organisation

See appendix

### LQAF

LQAF was completed for 2014 with a compliance score of 69%, up from 53% the previous year. We were able to demonstrate improvements in a number of areas, most notably the introduction of service standards, further developments to the library pages of the website, using evidence to inform service developments and demonstrating the positive impact of the service. The 'bookshop' service offered to staff was highlighted as an area of good practice.

### Workflows

Use of the serials module began last year so journal check-ins are now registered on the system. The upgrading of the bar-codes on book stock has been completed so all are now compatible with the LMS. This will make issuing and discharging of books more efficient and stock-taking much quicker and easier.

### Website

The library pages of the website have been added to and, following some training, the librarian has lead on transferring ARH content to a new section of the CCS website. A lot of time was spent on this but a number of factors meant it has not been completed, among them problems with loading content and lack of capacity due to workload.

## **Service Standards**

Standards have been set for literature searching and interlibrary loans/document supply. An ILL audit revealed that 80% of requests were processed within two working days. There were a number of reasons why the standard was not met in 20% of cases:

- The library was unstaffed at the usual times, either as a result of annual leave, meetings or CPD activities
- Volunteers, who usually do the straightforward requests, had not been in
- Delays were caused because the request was not available from the resources to which the volunteers have access and so had to be referred to the librarian.

The East of England network is currently piloting reciprocal arrangements with other regional library networks for document supply which reduces the number of articles which need to be dealt with by the librarian. If this pilot is successful and becomes a permanent arrangement at least one of the causes of delay will be reduced.

Another audit will be carried out in the near future and it will hopefully show an improved success rate, at least 90%.

People for whom literature searches are completed are now routinely sent a request to complete an online evaluation of the service. Feedback so far has been very good demonstrating the service is useful and valued by those using it. We are also checking that requests are completed within the timescale specified in the standard. In most cases they are and where it isn't being met, this is because of the nature of the search and is by agreement with the user.

## **Volunteers**

Regular meetings with the volunteers are scheduled approximately every three months and are highly valued by them. Each meeting comprises a mix of discussion and training. One-to-one sessions are arranged on an ad hoc basis to address specific training needs where this would be more effective than the group sessions.

## **ELMS**

The librarian continues to be a member of the ELMS Development Group which provides a source of peer support and continued learning opportunities.

## **New Hospice**

Plans for the new build are now well underway and they include a bigger space for the library based in the education department. This will be a great improvement to the working conditions and will provide scope for developing the service.

## **Going forward**

Huge changes will be taking place within the next couple of years. A definitive date has not yet been announced for the move from the NHS to independent status but it is likely to be within the next two to three months. This will drive much of the agenda for the rest of 2015 and into 2016.

- The librarian will become the administrator for the new ARH Athens account
- Copyright issues will need to be investigated
- Complete the 2014-2015 LQAF with the aim of improving on the 69% compliance achieved for 2013-2014
- Begin using the Interlibrary loans module of Workflows. The aim is for this service to be paperless within the next year
- As part of the preparations for moving to a new hospice building, a user survey will be carried out to determine the future direction and priorities for the library

## Appendix

### Examples of impact

- **Relaxation CDs produced by the Therapy team**

The team wanted to create their own CDs, to give to patients and their families, incorporating three pieces of classical music. The library was asked to find out who owned the copyright for the music and get permission for the team to use it on their CDs. After several weeks of emailing and chasing various organisations, and departments within those organisations, the necessary permissions were granted and the three CDs have now been produced and are being used by users across the service.

- **Search requested on evidence for the benefit of venting gastrostomies in cancer or palliative care** (Specialist Registrar, November 2014)

'Thanks again for your help, it was very useful. It enabled me to give a presentation to colleagues from ARH and Addenbrooke's hospital, generating discussion on how best to care for our patients'

- **Diabetes management at the end of life** (Consultant, August 2014)

'I needed an up to date literature review to inform standard development for a re audit of diabetes management'

- **Use of acupuncture or acupressure to manage symptoms in palliative care** (Physiotherapist, 2013)

With the evidence from the results of this search, the physiotherapist secured a training place and this year began administering acupuncture to selected service users