HSE National Health Library & Knowledge Service Annual Report 2017

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Executive Summary

2017 has been a transformative year for HSE libraries. As the largest employer of health librarians in the State, the HSE has shown great leadership by appointing the first ever HSE National Health Service Librarian. With the assistance of many divisions throughout the HSE; particularly finance, acute hospitals and human resources, all libraries were consolidated into a new national service in February 2017 under Health and Wellbeing. The cooperation of HSE library staff across the service in working towards a national service has been exemplary.

This is the first annual report of the new National Health Library and Knowledge Service. It brings together a snapshot of the value that library staff, library infrastructure and centralised library services bring to the broader health service in 3 key areas: knowledge mobilisation, evidence informed healthcare and value for money.

HSE Librarians have contributed to national guidelines including: participation in NCCP Ovarian Cancer Diagnostic Guideline, Breast Cancer guidelines research support, support for the NCCP with literature searches for the Lung Cancer Guidelines and the NCEC for the production of the Hepatitis C Screening Guidelines. HSE Librarians participated in the NCCP Guideline Development Steering Group, NCCP Prostate Cancer Grouping and Disability Services national guidelines.

Two HSE librarians Brendan Leen and Gethin White co-facilitated a Centre for Evidence Based Medicine Oxford training workshop in conjunction with the Department of Health at Dublin Castle. Helen Clark, Librarian at Sligo University Hospital received a special achievement award from the national HR division.

Improving levels of staff wellbeing and health has been facilitated through the availability of health and wellbeing collections of books throughout the library service and through projects like ORCHID which sees the provision of consumer health information to mental health service users.

In June 2017, I had the pleasure of welcoming over 400 health science librarians from all over the world to the first International Congress of Medical Librarianship to be held in Ireland and joint European Association for Health Information and Libraries of Health, held in Dublin Castle.

Much has been achieved in our first year as a national service. We look forward to enlisting your help in co-developing the first national strategy for the library and knowledge service which is due to be launched in February 2018.

Aoife Lawton, National Health Service Librarian
Contents
Executive Summary ...................................................... 1
Vision ........................................................................... 4
Mission ........................................................................ 4
Our Values ................................................................... 4
Key Statistics ................................................................ 5
Relaunched national hselibrary.ie website ................. 5
National Research Request Service ......................... 7
Research Enquiries during 2017 ............................... 7
Standardisation of User Experience (UX) ................. 8
Strengthening Knowledge Capacity and Capability .... 8
Social Media Engagement via @hselibrary ............... 8
Integration of library resources into the electronic patient record 9
Engagement with stakeholders ............................... 9
Library Staff Engagement ......................................... 10
Library Partnerships and support for Nursing and Midwifery 11
Library Partnerships and support for Public Health..... 11
New Library Openings, Refurbishments and Out of Hours Service 11
Enhanced Organisational Effectiveness ................... 12
Engagement with Healthy Ireland Leads at Hospital Levels and CHOs 13
#EvidenceInformedHealthcare .............................. 13
Work with health professionals across the HSE to disseminate national tools to support health literacy and county profiles via Lenus and library collections 13
Lenus Statistics 2017 ................................................. 14
Promote the Health and wellbeing of all staff.......... 14
Workforce Planning and Development...................... 14
Procurement efficiencies........................................ 15
Procurement of National Library Management System15
Transition from print to electronic journals .............. 16
E Library Usage .................................................... 16
Concluding Remarks............................................. 17
Appendix 1 – A Snapshot of feedback from users ...... 18
Appendix 2: Usage of library and knowledge service in 2017 20
Vision

Delivering a national health library & knowledge service for a healthier Ireland.

Mission

✓ Make quality information easily accessible for all staff
✓ Facilitate use of evidence in practice for research, clinical decision & health policy making
✓ Enable knowledge flow for enhanced health & wellbeing
✓ Provide user centred study and research facilities to promote lifelong learning
✓ Supply and create up to date knowledge resources for health professionals to improve patient care.
✓ Manage systems for the discovery, dissemination and archiving of research and innovation within the Irish health service

Our Values

- Integrity • We serve the community with the highest levels of integrity and honesty.
- Honesty • We are honest in everything we do.
- Fairness • We believe in fairness and equality of access to information.
- Respect • We are respectful to staff, library members and colleagues at all times.
- Empathy • We recognise the importance of empathy particularly working in healthcare.
- Family • We strive to maintain a healthy work-life balance and family is important to us.
Key Statistics

- **30,411** active library members;
- **Over 26,680** book loans from 30 physical libraries across Ireland
- **Over 25,400** documents supplied to HSE staff for patient care
- **130,000** logins to the HSE library website
- **1193 visits per week** on average to each of our hospital libraries
- **2878** HSE staff trained by Library staff in information skills related training
- **Over 500** literature searches carried out by professional librarians for HSE staff
- Development of a strong social media presence - engagement with **577** new users on Twitter

Relaunched national hselibrary.ie website

A significant amount of work was carried out in 2017 for the relaunch of the national hselibrary website. This was done using an evidence informed approach, i.e. combining the values and preferences of users via a survey together with the experience of HSE library staff and the using the best evidence available for health library websites.

The result is that we have a new look website, which has been highly rated by HSE staff. It was counted on the first shortlist for the HSE Achievement Awards 2017. A website working group has been set up which brings together HSE librarians from across the country. The group are working together in a collaborative capacity to further standardise the website and consult with colleagues in Scotland and Norway for
benchmarking and best practice. The group is working towards standardising the user experience of elibrary resources.

The graphic opposite is a visual representation from the user survey. It shows that the number one thing people are looking for is journal articles.

**Q.1 What were you looking for today on our website?**

After a teleconference with Norwegian colleagues, they concurred that the functionality of hselibrary exceeded that available in Norway, particularly with regard to the National Research Request Service.

“Your website is better than ours in terms of functionality!”

*Kjell Tjensvoll, Norwegian Knowledge Centre for the Health Services*

[http://www.helsebiblioteket.no](http://www.helsebiblioteket.no)
National Research Request Service

For the first time, HSE staff in any location can use a centralised online system to submit a research request via www.hselibrary.ie.

The request is routed to a regional library service, which then allocates the request to a qualified librarian. The librarian may contact the staff member to clarify the question and then carries out a literature search, sending the results typically via email. This is one of the significant achievements of 2017 and is a direct result of establishing a national health library service under Health and Wellbeing. With just one area left to come on board, this will be completely national in 2018. A national working group of librarians has been set up to standardise the workflow involved in answering research requests. This involves teamwork and participation from all over Ireland.

Research Enquiries during 2017

Initial results indicate that Hospital Groups are the current biggest users of this service, followed by Mental Health, Primary Care and Community Healthcare Organisations. The benefit of this service is that the library service is saving busy healthcare professionals time and delivering evidence to inform decision making, patient care and research.
**Standardisation of User Experience (UX)**

User Experience (UX) is a global movement providing excellence in customer service. It encompasses all aspects of the end-user's interaction with an organisation, its services, and its products. In the HSE library services we have been working towards standardising this. For example we have introduced a new ‘Discovery Tool’ visible from the homepage of www.hselibrary.ie

**Strengthening Knowledge Capacity and Capability**

Subject based Current Awareness Bulletins are produced regionally and locally by HSE librarians in the following topics: Cancer, Community Nursing, COPD, Drop Everything and Read, Health & Wellbeing, Health Evidence Awareness Report, Integrated Care, Mental Health including (ID, Recovery, CAMHs), Paediatrics, Primary Care, Sepsis, Quality Improvement, Emergency Medicine, Medicines Management. These bulletins are all available electronically on the hselibrary.ie website.

**Social Media Engagement via @hselibrary**

A national hselibrary Twitter account has been set up with library staff from all areas of the HSE using this social media platform to promote evidence informed healthcare and raise the profile...
of our service to staff.

Integration of library resources into the electronic patient record
As plans advance for the EPR, the library service is ready for the integration of point-of-care tools to support clinical decision making. In Galway the Regional Librarian has been involved in Saolta pilot Evolve project for the HSE. In Waterford, Wexford and Kilkenny, the UpToDate point-of-care resource is integrated into “COWs” in (Computers on Wheels), Wi-Fi enabled mobile computers which are used for ward rounds and bedside consultations.

Engagement with stakeholders
Library staff are continually engaging with stakeholders in the health service across all disciplines in all areas. There has been significant engagement with various General Managers around the refurbishment and redevelopment of hospital libraries at Waterford, South Tipperary, Kerry, Connolly Hospital and CEOs of the Ireland East, SAOLTA, UL Hospital and South/South West Hospital Groups. This engagement will continue during 2018 and is essential in improving education and research infrastructures at hospital level. Engagement with librarians from other health organisations in Ireland and abroad is ongoing as is engagement with our academic partners. In Sligo University Hospital Library two successful events to engage with users and non-users were run. In February UpToDate was launched on Valentine’s Day. A competition was run to find the best slogan to complete the phrase, “I love my SUH Library because…”. In December Library Week saw competitions including The Great SUH Bakeoff and a coffee morning to raise money for the North West Hospice which brought many to the Library who might not otherwise engage with the library.

The Medical Librarian at University Hospital Limerick, Isabelle Delaunois is a committee member of CASPIR – Critical Appraisal Skills Programme Ireland and a CASPIR certified
trainer. She also collaborates with the Health Research Institute and the Department for Public Health on developing a workshop for the public. Both the Medical Librarian and Senior Library Assistant engage with the University of Limerick Hospitals by regularly attending Friday’s Grand Rounds and the CEO’s road shows. In Regional Hospital Tullamore, Librarian Maura Flynn has been training health and social care professionals in the use of research resources (see below).

There is wide participation in local committees and working groups for example librarians participate in the Midlands Research Working Group; local Academic Medical Committee and participate and help organize research events e.g. Research Day 11 October 2017 at Midland Regional Hospital, Tullamore.

**Library Staff Engagement**

The first library staff day was held in the Boardroom, Dr. Steevens in May 2017. This was the first time HSE library staff had met each other in person, despite many working in the HSE a long time. It was a unique event supported with an introduction by Dr. Stephanie O’Keeffe and presentations from library staff based all over the country. It is intended to be run as an annual event in line with the HSE People Strategy and the Values in Action movement.
Library Partnerships and support for Nursing and Midwifery
Regional librarians are members of the NMPDU Research Committee and Nursing and Midwifery Education Committees. In the North East, librarians have been involved in supporting Nursing Symposium and other Nursing Midwifery Developments/training including Evidence Based Practice training for Midwives in June. Jean Harrison, Regional librarian also prepares a newsletter for NMPDU Research committee. Library staff have delivered Masterclasses for Midwives, Nurses, Allied Health staff on Evidence Based Practice. Anthony Linnane, Regional Librarian in Galway is an active member of the NMPDU team, hospital accreditation, quality group and liaises with the medical manpower team. In the Midlands, Nicola Fay, Regional Librarian is NF is a member of the Midlands Research Group; in the North West, Librarian Pamela O’Connor provides a monthly literature search service for the National Nursing and Midwifery Informatics Group HISINM (Health Informatics Society of Ireland- Nursing and Midwifery) and provides reading lists for various CNME teaching programmes.

Library Partnerships and support for Public Health
The National Health Service Librarian, Aoife Lawton carried out two knowledge capture activities in conjunction with Mary Morrissey of Health Intelligence team for two groups: Foetal Alcohol Spectrum Disorder (FASD) and the Cardiac Rehabilitation Development Programme Advisory Group. Work is ongoing to support both national projects in conjunction with Public Health.

New Library Openings, Refurbishments and Out of Hours Service
In March 2017 a new library was opened at the CERC building at University Hospital Limerick. The library had previously been located in a prefab and this new location places the library and the library staff in the hub of clinical education and research. The new space provides access to
100 study spaces, comprising 36 individual study desks, 19 PC study desks, a training room with 20 dual computers and a collaborative room offering 4 group working spaces.

2017 is the second year that the new Dr. Jim Mahon Library and Education Centre in St. Luke’s Hospital has been in operation. New Hospital libraries like this which are integrated into education and research in hospitals are hugely successful and provide a real return on investment for the health service. The Dr. Jim Mahon library is now cited as a factor in attracting and retaining medical, nursing and allied health professionals, which is a key priority for the HSE for the future as noted in the HSE People Strategy 2015-18.

Refurbishment and provision of out-of-hours access is now in place at University Hospital Waterford, Wexford General Hospital and Naas General Hospital. The library at Portiuncula was downsized from 102m3 to 67m3. Despite this, the usage has stayed the same which is a testimony to the staff and quality of resources. In Sligo, new dividing doors were funded by Hospital Management for the Lecture Theatres adjacent to the Library.

Further refurbishments are planned and required for University Hospital Kerry, Mallow General Hospital, Connolly Hospital, Cavan, Navan, Mayo & Galway University Hospitals and Mullingar. Large-scale projects will be commencing next year in conjunction with our academic partners for: Cork University Hospital, University Hospital Waterford and South Tipperary General Hospital. The library at St. Conal’s Hospital Letterkenny is currently undergoing major renovations and will be reopening early in 2018.

**Enhanced Organisational Effectiveness**

Library staff at St. Luke’s Hospital Kilkenny attended LEAN white belt training and have implemented LEAN methodologies in the area of policies, procedures and guidelines. In the Regional Midland Hospital at Tullamore, library staff provide access to education and training facilities and provide support to clinicians at multidisciplinary team meetings using videoconferencing facilities and associated A/V equipment. HSE Library Service in the Midlands area promotes and facilitates multidisciplinary team videoconferenced meetings, webcasts,
conferences, journal clubs, Grand Rounds and in some sites, library staff co-ordinate specific training events. Regional Librarian, Nicola Fay is actively engaging with a local Project Manager to introduce FileMaker in 2018. This will allow the Library Service to provide better reporting on training provided by Library staff and has potential to capture meetings/training attended by Library staff in terms of personal CPD/CME.

**Engagement with Healthy Ireland Leads at Hospital Levels and CHO**s

HSE library staff participate in HI activities and are members of HI Committee at: St. Luke’s Hospital Kilkenny, and Sligo University Hospital with participation of library staff in walking groups. A Health and Wellness book collection is available at Sligo University Hospital Library accessible to all staff in the Hospital and CHO 1. Libraries also facilitate Pilates, yoga classes, health clinics for staff, quizzes and are involved in staff choirs. Staff at Dr. Steevens Library liaised with National Programme lead for Healthy Ireland Sarah McCormack to run physical activity campaigns, including a walks as part of Healthy Ireland RTE Operation Transformation (OT) Love Life- Love Walking Day Tuesday 14th February, 2017 and HSE Steps to Health Challenge. In St. Conal’s Hospital library staff successfully took part in the healthy Ireland step challenge in May/June 2017. Library staff are involved in all HI local events, at Merlin Park Galway, one of the HI co-ordinators, Anne Riordan is a library staff member who is proactive at rolling out walks and HI events. HSE Librarians based in Dublin are members of the Knowledge & Communications Team: Nurture Programme. Bennery Rickard, Regional Librarian at Dr. Steevens Library provided training to frontline public library staff and Healthy Ireland coordinators as part of Healthy Ireland at Your Library campaign Local Government Management Agency in December. Ronan Hegarty, Naas Hospital Librarian is a member of the Research and Education Committee at Naas General Hospital and facilitated internal and external speakers to present on the topic of wellness and a healthy lifestyle. A satellite library service is managed by Regional Librarian, Bennery Rickard at Cherry Orchard Hospital servicing users in CHO 7.

**#EvidenceInformedHealthcare**

In April 2017 a communications campaign was launched to highlight the role of HSE libraries and librarians in enabling evidence informed healthcare. This included the development of an Evidence Informed Healthcare Charter which received over 200 signatories. Managers and healthcare professionals across Ireland were ‘framed’ and asked to tell us how we were doing. All feedback is available on the HSE website.

**Work with health professionals across the HSE to disseminate national tools to support health literacy and county profiles via Lenus and library collections**

HEAR (Health Evidence Awareness Report) and DEAR (Drop Everything And Read) facilitate health literacy throughout the health service. Full issues are available on the www.hselibrary.ie
website. HSE East Librarians are members of the HSE Open Access Research Advisory group currently developing a new open access research strategy and implementation plan. The HSE Open Access Research Awards 2017 were hosted by Dr. Steevens Library in December with participation from across the health service. Details of winners are available on the www.hselibrary.ie website. Video testimonials by past open access award winners on the benefits of open access publishing recorded and disseminated for Open Access Week. Systems Librarian, Laura Ferris reconvened the National Lenus working group which brings together librarians and researchers from diverse health organisations in Ireland. Feedback from this group informs the development of Lenus going forward.

**Lenus Statistics 2017**
- Over 1380 items new items added to Lenus in 2017
- 2,365,009 Sessions (people browsing the site)
- 734,495 Users - an increase of 52.89% from 2015

**Promote the Health and wellbeing of all staff**
All mandatory courses have taken place and all staff are actively encouraged to take HI related courses, for example, stress and behaviour and lunchtime mindfulness sessions. Coaching and mentoring courses as well as customer services courses are very popular amongst staff when available. Helen Clark, Library Manager at Sligo University Hospital Library has established a Health and Wellness book collection in the Library, based on the Power of Words collections in many Public Libraries. A Little Free Library is maintained in the main library which supports the leisure reading of Hospital Staff. Additionally, the Library provides a “safe haven” for many staff who want to read the newspapers or just take some time out from a busy day. Librarian, Margaret Morgan at the Regional Hospital Mullingar has linked in with local public library services to advise on bibliotherapy for self-help and therapeutic purposes. This collection is readily available to library staff users. The HSE Midlands ran a 12 days of Christmas campaign with a mental health related book title using @hselibrary Twitter account.

**Workforce Planning and Development**
In February 2017 all libraries were consolidated into the Health and Wellbeing division and more recently under Research and Development. Two independent reports were commissioned, a staff review and a review of organizational library structures. The implementation of recommendations from the reports present both challenges and opportunities for the health service. Some work has started with the appointment of qualified librarians in areas where no qualified librarians existed, notably Naas General Hospital. Mallow and Kerry General will see new appointments in 2018. However much remains to be
done to develop and enhance the library service with a suitably structured and staffed workforce which can meet the increasing demand for information services so badly needed by its users.

In the area of professional skills, three training sessions were held in 2017, a social media course in Sligo General Hospital, website training in Tullamore General Hospital and a ‘Evidence summaries course’ in the new library at RCSI Dublin.

**Procurement efficiencies**

**Procurement of National Library Management System**

The HSE library service engaged with the Education Procurement Service to successfully procure the first national library management system for the HSE. The tender was awarded to Interleaf Technologies Ltd. The chosen system is Software as a Service (SAAS) and will be hosted in the cloud. It will bring an enhanced user experience for all HSE staff who use the library. It means that instead of searching multiple library catalogues, users will be able to search one catalogue to see what books, ebooks, journals and ejournals are held in each HSE library in the country. It
will also facilitate inter-lending of books across all locations. The implementation of the library management system is a key priority for 2018. A project manager from the OoCIO is working with the library service to deliver this.

**Transition from print to electronic journals**
There has been a general transition from print to electronic journals to meet user demand and to gain better value for money for the health service. In 2017 a national policy of retaining a max of 3-5% hardcopy journals only in exceptional circumstances has been implemented. This has stopped duplication of resources and led to procurement efficiencies. In the HSE South West for example this has resulted in efficiencies and greater equity of access to resources. Our *just in time* rather than *just in case* approach to purchasing journals ensures that we are delivering value for money for the health service.

**E Library Usage**
Website traffic to [www.hselibrary.ie](http://www.hselibrary.ie) during 2017 shows that the library website is attracting both new and existing visitors.

There was a total of 116,854 logins to electronic library resources during 2017. The chart below highlights usage by user group. Usage of hselibrary.ie is highest amongst Nursing and Midwifery with over 20,000 logins, followed closely by Medical, Surgical, Dental professions and Health and Social Care Professionals.
Concluding Remarks

This first report captures a summary of achievements for 2017. A priority for 2018 will be the launch of a national health library and knowledge strategy and its implementation. This will drive continuous change, quality and efficiency aligning HSE libraries to the evolving needs of the Irish health service.
Appendix 1 – A Snapshot of feedback from users

A full suite of case studies is available on www.hselibrary.ie

Maura Flynn @MauraGFlynn · May 12
Great to meet with members of the @AmbulanceNAS today to use @hselibrary to support #evidenceinformedhealthcare @dustymed12

Aaron Dunning @dustymed12
Thanks to @MauraGFlynn for a fantastic session on EBM, research & using library resources wt Midlands Ambulance Journal Club @AmbulanceNAS

Hillery Collins @HilleryCollins · Nov 9
Replying to @hselibrary @NmpDskw
Interdisciplinary education is the way forward in health. No I in team. Hse Library excellent resource. Excellent enthusiast people working there.

Library Impact Case Study

| Interviewee | Name: Name not disclosed  
|            | Employing body: HSE |
| Summary of problem or reason for enquiry | At the time I was completing a thesis for a masters in healthcare leadership with the RCSI. For a literature review I required reliable databases to support my thesis and provide up to date peer reviewed articles. |
| Brief description of the information found / service provided | I received 1:1 training in both sites Portlaoise and Tullamore in regards to resources available. Throughout, I received assistance and support and was aided with search strategies, references and methods to save searches for future access. |
| Immediate Impact (including quotes) | “The services provided by Dr. Steevens Library supported the project group throughout the research cycle from the initial literature review to the final publication and distribution. The expertise of librarians informed all parts of the project and greatly enhanced the final output”: Maureen Flynn, Director of Nursing, Lead Governance and Staff Engagement for Quality |
Appendix 2: Usage of library and knowledge service in 2017

44% of HSE staff registered library members

130,000 logins to HSELIBRARY.ie

25,406 documents supplied to staff for patient care

1193 visits per week to hospital libraries

26,680 books borrowed

Librarians enable evidence informed healthcare by:
- Being members of multidisciplinary teams
- Facilitating access to quality research and information
- Providing meeting facilities for knowledge exchange
- Carrying out literature searches
- Getting answers to complex research questions

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