



Annual Report

Review
of the
year

2018



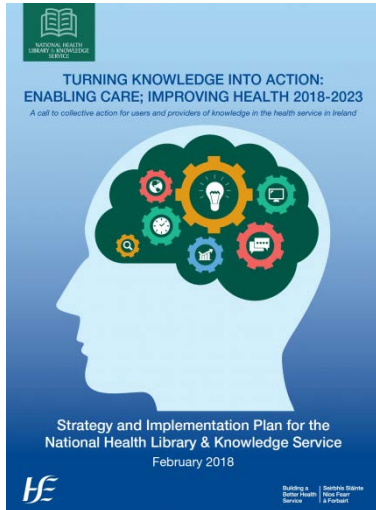
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Executive Summary

2018 saw the launch of the National Health Library & Knowledge Service five-year strategy - *Turning Knowledge into Action: Enabling Care; Improving Health 2018 - 2023*. The strategy is the first of its kind for the Irish health service and brings Ireland into line with counterparts in NHS England, NHS Scotland and with NHS Wales who have endeavored to create similar strategic documents.



As we head into the second year of our five-year strategic plan, we can look back on the first year as a period of creating a readiness for change, innovation and accomplishment. We defined the service's identity, commissioned a review of physical library sites, and built engagement and ownership across the NHLKS workforce. Library budgets were unified at national level, the new Koha library management system was launched and the service developed partnership arrangements with national divisions including: National Doctors Training & Planning, Health & Wellbeing Leads, CHOs, Hospital Groups and Academic Partners.

The launch of the National Library Management System was a major step in the NHLKS' transition towards a genuinely national service, paving the way for the sharing and coordinating of HSE library resources countrywide.

Also in 2018, the hslibrary.ie website received a long-overdue redesign, greatly expanding its functionality and interactivity. The new site has been an immediate success, with a 36% increase in page views over the previous year.

In keeping with its new organisational alignment with Research and Evidence, the NHLKS has worked with the R&D office in 2018 to advance the discovery, dissemination and archiving of research in the health services, through the research baseline project and the Open Access Research Awards.

The Research Support Service, introduced to provide healthcare professionals with remote access to advanced information retrieval skills, has proven extremely popular with HSE clinicians and managers across the country. It fulfils our stated aim of bridging the research-practice gap, and enables frontline staff to improve levels of care and health outcomes. A noticeable feature of requests over the past year is their growing complexity; search strategies and subject terms are increasingly sought by users as part of a research query.

An important goal of the NHLKS is to maximise value for money and minimise waste, so the overhaul in procurement practices has been particularly welcome. Reconfiguration of procurement at national level is already producing greater value for money, and will enable a more equitable distribution of resources across the service.

Another cornerstone of the strategy is engagement, both within the library service and with other healthcare stakeholders, and 2018 has again been a fruitful year in this regard.

The mainstay of the NHLKS' contribution to the health service is of course the daily efforts of our staff, who work tirelessly to provide the best resources, research and analysis to our health

professionals, so that they can improve the health of all our citizens. Without you, none of our plans and strategies would be achievable. So to all of you, our deepest thanks.



Aoife Lawton, National Health Service Librarian



Sinead Roche Moore, National Business Manager for Library Services

NHLKS Strategy & Vision

“Everyone working in Ireland’s health service will access and apply knowledge, wherever and whenever they need it, to deliver the best possible health and care”

That is the vision of the National Health Library and Knowledge service (NHLKS) and its new strategy launched in April 2018 outlines its ambitious plan to deliver on that vision over the next five years.



(L-R) – Brendan Leen, Bennery Rickard, Nicola Fay, Dr Stephanie O’Keefe, Sinead Roche Moore, Dr Ana Terres, Jean Harrison, Anthony Linnane

The strategy was commissioned from SMCI Associates, led by Dr Ann Wales on secondment from the Scottish Government. It is the result of consultation and information gathering exercises including site visits, online surveys, interviews with library staff and key stakeholders, an Advisory Group and an international panel of experts. The strategy and implementation plan is a call for both users and providers of knowledge to work together in new and innovative ways, using knowledge to meet the changing needs of health service staff and patients.

The newly combined NHLKS is just one of the recent changes in the HSE’s support for research, with NHLKS reporting in to the newly established Research & Evidence Department, which in turn reports into Strategic Planning & Transformation. Dr Ana Terres, HSE National Lead for Research & Evidence said at the launch of the strategy, **“Health research is impossible without health libraries”** and noted that the inclusion of NHLKS in research and evidence is **“particularly good news for the health service”**. Directly aligning library and knowledge services with research is both good sense and good practice. Enabling and facilitating research and working in partnership with healthcare professionals engaged in research has always been a core part of library services.

Our Mission

- Safer, better health care centred on the needs of patients and service users, delivered by staff empowered to make knowledge-based decisions in frontline practice.

- Accelerated transformation of health services through widespread adoption and spread of knowledge.
- A culture in which knowledge is valued as an asset and its use is integral to delivery of health and care at all levels and across all settings – primary, secondary, community and social care.
- Research and learning activity based on creation, sharing and use of knowledge to bridge the research-practice gap.
- To facilitate evidence-based practice for research, clinical decision and health policy making.
- To provide user-centred study and research facilities to promote lifelong learning.
- To supply and create up-to-date knowledge resources for health professionals to improve patient care, and improve knowledge flow to enhance health and wellbeing.
- To manage systems for the discovery, dissemination and archiving of research and innovation within the Irish health service.

2018 Key Statistics

- 184,600 views of the hselibrary website. An increase of 36.41% in pages views from Sept to Dec 2018 on the same period in 2017
- 119,359 item records in the new integrated NHLKS Library Management System
- 7,064 books borrowed through the NHLKS Library Management System since March ¹
- 1,071 research queries completed by the Research Request Service (56% increase on 2017)
- 86% satisfaction rate with Research Request Service

Library Infrastructure Updates

We would like to acknowledge in particular the support of our colleagues in the acute hospitals and the relevant hospital groups in promoting our libraries as centres of excellence to visiting accreditation teams. There is always room for improvement, and we acknowledge several structural deficits at some of our library sites. We will continue to make improvements in 2019.

At **St. Luke's General Hospital**, Kilkenny, the Dr Jim Mahon Library and Education Centre upgraded its broadband connection to enhance videoconferencing facilities. It procured and promoted the Lecturio medical education lecture series to support undergraduate and postgraduate continuing education.

In July 2018, a major refurbishment was completed of the Library and Education Centre at **South Tipperary General Hospital**, providing 24/7 access to study spaces and ICT access points. In November 2018, videoconferencing and enhanced audio-visual equipment were installed to support multi-disciplinary working.

¹ Figure since March 2018, sites added cumulatively since that date (does not include items issued prior to sites' addition to new LMS)

Work has begun on reconfiguring the Library and Education Centre at **Wexford General Hospital** to allow future provision of 24/7 access to an additional 17 study spaces within the main library footprint. Although there is a longer-term plan to construct a new education centre, the current library is in need of immediate remedial works to address issues of accessibility, electrical safety, security and capacity.

Mallow General Hospital library has been reconfigured as a Library / Education centre.

Dr Steevens' Library has introduced standing desks for library staff which are proving popular.

It is proposed to refurbish and reconfigure the existing **Cork University Hospital** library to provide a space that will adequately address all of the educational and research needs of healthcare practitioners and students on clinical placement at Cork University Hospital.

Refurbishments are also planned and underway for **Cavan General Hospital Library** and **Connolly Hospital Library**.

St Conal's Hospital Library was in much need of repair, and a major fabric upgrade of the building was started in late 2017. The main library closed in October 2017, reopening in February 2018. Despite the major renovations, the library services were maintained for all staff.

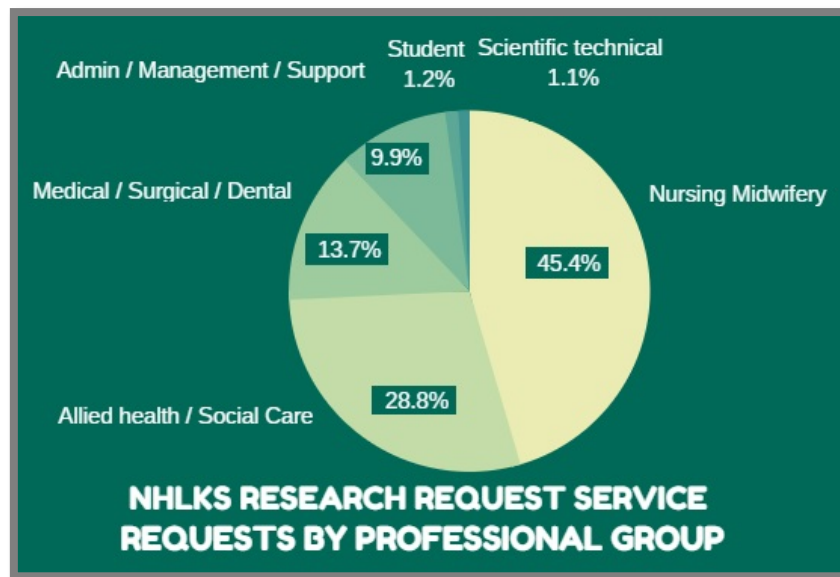
Research Support services

The Research Request Service offers a literature searching support service for all HSE staff. 2018 saw the completion of two projects flagged in last year's annual report. Firstly, the final HSE region (HSE West) went live on the centralised enquiry system. All HSE front-line and support staff now have online access to the research request service. Secondly, the National Working Group of HSE Librarians was tasked with developing a standard documented workflow to ensure a consistent and evidence based approach among library staff to answering search requests. The final report was completed in February 2018.

The issue of maintaining quality and standards in the service is important, given the 56% increase in the volume of queries completed by the service in 2018. This increase in volume was accompanied by maintenance of user satisfaction with the service (86% satisfied or very satisfied), an impressive achievement.

Speaking of the Research Support Service, Caralyn Horne, Portfolio Lead - Programme Management Office (PMO) of Community Healthcare Organisation 8, said "**Your knowledge and expertise were excellent and [our report] would not be the quality document that it is without your input.**"

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Supporting Open Research

Significant developments in the Open Access (OA) landscape occurred in 2018, and the NHLKS is working to develop research supports to adapt to this evolving environment.

The National Open Research Forum (NORF) held meetings through 2018 to develop a national approach to Open Research. Its agenda includes working towards a New National Statement on Open Research (OR), addressing principles for OR data and examining infrastructure requirements for OR. Bennery Rickard and Laura Rooney Ferris from Dr Steevens' Library represented the NHLKS on NORF through 2018.

In November NORF released the draft '*National Policy for the Transition to an Open Research Environment*'². The policy draws on recent EU policies, including Plan S³ which calls for full Open Access by 2020. It emphasizes the importance of open archives and repositories to facilitate Open Research, and the role of library and information professionals in supporting the OR infrastructure.

Open Access Steering Group

The HSE Open Access steering group met four times during 2018. An action plan for the year was drafted at a participatory workshop in January. Group members have continued their commitment to promoting and supporting Open Access research, and promoting Lenus as a research showcase. In line with the developments noted above, the OA steering group will be developing an updated Open Access/Open Research policy in 2019 to reflect the national approach.

² Full document available at http://norf-ireland.net/wp-content/uploads/2018/11/NORF-National-Statement-on-Transitioning-to-an-Open-Research-Environment_Public.pdf

³ Coalition S/ Plan S <https://www.coalition-s.org/>

Digital Services

The delivery of an integrated and interactive digital knowledge service is central to the vision of the NHLKS. Throughout 2018 the NHLKS has worked to improve and streamline its online presence and digital library services for the benefit of staff and service users.

Open Access Awards 2018

The fifth annual Open Access awards ceremony took place in December 2018 following a record number of submissions. The awards, organised by the Lenus team in Dr Steevens' Library, celebrate the work of practitioners and researchers in the Irish health services who have published their research in Open Access format.

The overall winning article, by Ailbhe Spillane and colleagues based at University College Cork, examined the physical and psychological impact of suicide bereavement on Irish families.

Speaking at the awards Dr Ana Terres, the HSE's Head of Research and Development said **"The first step to achieve impact is to make research outputs as visible and accessible as possible...it is important that every effort is made to minimize waste by ensuring that our publications are disseminated as widely as possible, not just to the privileged who have access via the payment of subscription fees"**.



Open Access awards overall winner Ailbhe Spillane at the awards ceremony

Open Access Week 2018



A one-day interactive workshop on 'Discovering open data in health' was organised by Laura Rooney Ferris, Systems Librarian in Dr Steevens' Library. The workshop was delivered by Niall Ó Brolcháin and Lukasz Porwol, Open Data Institute trainers from NUI Galway. The aim of the training was to upskill participants on discovering and using Open Data and to examine its increasing importance in the health sector.



Niall Ó Brolcháin (Right) and Lukasz Porwol (Left) delivering the Open Data training

Integrated National Library System

In 2018 the NHLKS libraries embarked on the ambitious project of bringing all existing Library Management Systems (LMS) and library records together into one unified system. To date this project has seen the migration of records from 38 library branch sites and multiple separate systems into one platform, built on Koha open source software. The new web-based national LMS has enabled standardised and more efficient processes, and allows librarians to share records across

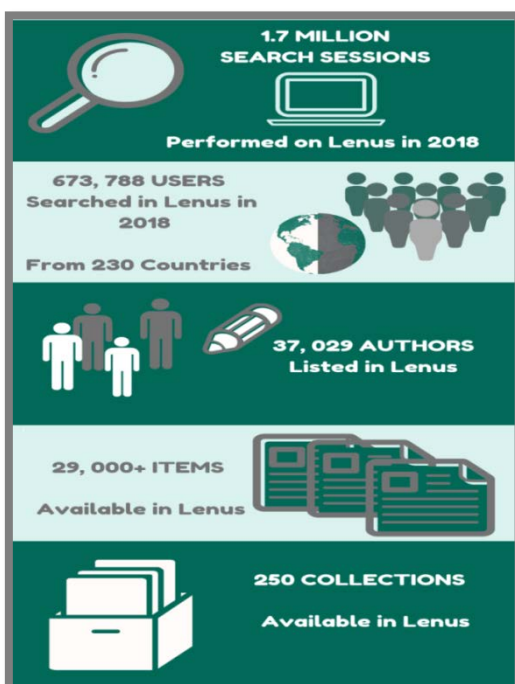
NHLKS sites. Librarians can also now view and inter-lend items across the NHLKS branches and this facility will be expanded in 2019 to make the collection fully national.

The new national library catalogue empowers library users to take more control of access to library collections and personal library accounts. Some of the benefits of the new system for library users include:

- Ability to view collections across all HSE library sites
- Online self-registration for library accounts
- Automatic email reminders for items due to be returned
- Independent online reservation and renewal of items
- Independent viewing and amendment of personal account details online
- Making requests for items in other library locations
- Making purchase suggestions online through the catalogue



The national library catalogue can be browsed at <https://books.hselibrary.ie>



Lenus, the Irish Health Repository

Lenus continues to be a central source for Open Access health research and a route for enabling Open Research. It provides the infrastructure for fulfilment of the HSE's position statement on Open Access publishing, and provides a central repository for deposit of peer-reviewed research, HSE publications and grey literature.

An upgrade of the Lenus platform was completed in summer 2018 to improve search and display functions. New features include greater filtering in search results and the integration of altmetrics into article pages. For authors contributing to Lenus, there are also enhanced author profile options.

National Electronic Resources

Nationally procured e-resources for 2019 include:

- BMJ/BMJ Journals
- BMJ Learning
- CINAHL Complete
- New England Journal of Medicine
- British Journal of Psychiatry
- BMJ Case Reports - NEW 2019
- AORN Journal - NEW 2019
- SAGE Journal Collection – NEW 2019

Knowledge Management

Subject-based current awareness digests continue to be produced regionally and locally by librarians across the NHLKS. These digests cover a variety of clinical and management areas. Currently, there is an overall subscriber base of approximately 2000 for 16 digests.

The *Strategy and Implementation Plan for the National Health Library & Knowledge Service* refers to the “**production of concise outcomes-oriented, action-focused evidence summaries**”. These summaries would represent an evolution of the current awareness digests by offering greater appraisal and analysis of information. Library staff have received training in the production of these evidence summaries, with a view to the first summaries being produced later in 2019.

Engagement, Outreach & Collaborative Partnerships

Stakeholder engagement – alliances and partnerships with those who use and rely on our services - is critical to the successful transformation of library services in the HSE. The NHLKS strategy calls on “**users and providers of knowledge to work together in new ways, to use knowledge to meet changing health needs**”, and 2018 was a year of initiatives and activity throughout the NHLKS.

Developments around the Country

Dublin Mid Leinster / Dublin North East

In 2018 the NHLKS supported the HSE’s Nurture Programme: Infant Mental Health and Wellbeing. This programme was designed to improve the information and professional supports that the HSE provides to parents during pregnancy and the first three years of their baby’s life. Bennery Rickard and Dymphna McGettigan provided expertise and advice to the programme in the area of evidence based information, copyright, and intellectual property rights.

Dr Steevens’ Library played an active part in the roll-out of the new HSE National Framework for developing Policies, Procedures, Protocols and Guidelines (PPPGs). Having been closely involved in

the drafting of the framework document itself, the library's role continued in the implementation phase via presentations and training sessions on information retrieval and critical appraisal, as well as authoring and updating training materials, in collaboration with Cork University Hospital library.

Dr Steevens' Library also provided research support to the National Quality Improvement Office Disability Services project on personal and intimate care guidance for vulnerable service users. This took the form of advice and presentations on information retrieval, as well as extensive information searching to build an evidence base for the project.

Working in partnership with the Local Government Management Agency, the Department of Health and Public Libraries, Bennery Rickard represented the NHLKS in supporting the nationwide Healthy Ireland at Your Library programme. This programme establishes libraries as a valuable source for health information within the community.

In June 2018, Nicola Fay collaborated with a journalist for the Tullamore Tribune newspaper to carry out research for an article about the role of the Library and Education Centre in supporting MRHT to potentially gain University hospital status.



A presentation at the Nursing and Midwifery Planning and Development Research Masterclass was given in March by librarian Maura Flynn. Maura also partnered with Mary Doolan, Project Officer of the Nursing and Midwifery Planning and Development Unit, to develop and facilitate a series of lunch time training sessions to support HSE staff returning to education.

In 2018, NHLKS libraries in the Midlands began using Pinterest to promote new books. Their Pinterest boards provide a visual overview of new books and specific subject collections and provide a link to the HSE Library Catalogue record for each book.



Library staff in the Midlands collaborated with colleagues from the Regional Centre for Nurse and Midwifery Education to develop and deliver training sessions to support the HSE Policies Procedures Protocols and Guidelines (PPPGs) Programme.

The Regional Librarian in the North East, Jean Harrison is a member of the HSE DNE North East Regional Centre for Nursing and Midwifery Education Board of Management. She is also a member of the North East Nursing and Midwifery Research Group (NMRG). As part of the work of this group a Research Symposium was organised (titled Nursing and Midwifery Values: Compassion, Care and Commitment) in February 2018, in Co Monaghan.

In March the NMRG hosted the first meeting of the 'Making it Happen' initiative, aimed at supporting nurses and midwives to undertake research projects or evidence-based quality improvement initiatives that have been identified and agreed by the relevant Director of Nursing/Midwifery. Advice on literature searching and accessing best available evidence was available from library services. One of the participants, the lead peer in the flu vaccine programme in Our Lady of Lourdes Hospital, undertook a literature review with library staff on the subject of flu vaccination. The programme team managed to increase vaccination rates from 38% to in excess of 70%, and their hard work and dedication has been acknowledged by the HSE.

Library staff facilitated a number of masterclasses for nurses and midwives in hospitals throughout the North East. Satisfaction ratings for these masterclasses have been over 90%.

Library inductions for DKIT nursing and midwifery students and new doctors took place in all library locations in the North East. Apart from group training, library staff also hosted a number of individual training sessions throughout the year.

Jean Harrison was a member of the National Healthcare Communications Programme group supporting healthcare staff to develop and maintain their communication skills with patients, their

families and with colleagues. A national survey of patients' views on communication with health care staff was undertaken in 2017 and a report of findings published in 2018.

HSE South

Librarians in HSE South provided systematic literature reviews to support national programmes such as the National Early Warning Score (NEWS) guideline development group and the National Cancer Control Programme's clinical guidelines in ovarian breast cancer. They continue to foster close working relationships with strategic partners such as Waterford Institute of Technology's CARE Collaboration and Oxford University's Centre for Evidence-Based Medicine.

The Regional Librarian, HSE South, Brendan Leen represents the NHLKS on the National Cancer Control Programme's Steering Group.

2018 saw the implementation of the national research request service at Cork University Hospital. Cork University Hospital library's Shauna Barrett also provided pivotal support for the National Policies Procedures Protocols and Guidelines project in conjunction with Dr Steevens' Library.

HSE West

In St Conal's Hospital, Letterkenny there were 21 RefWorks group training sessions, three CINAHL group training sessions and 24 one-to-one training sessions successfully completed in 2018. Training sessions were also carried out in conjunction with the Centre for Nursing and Midwifery Education (CNME).



Librarian Denise Duffy and HSE West Regional Librarian Tony Linnane at the Galway University Hospital Research Day in June.

Letterkenny Hospital secured funding for the purchase of 50 health and wellbeing books for the library. These will be available to all staff in early 2019.

Sligo University Hospital Library ran nine training courses for clinical staff in the use of CINAHL, Cochrane, introduction to online resources and RefWorks. The courses were accredited by the RCSI and An Bord Altranais.

The Irish Medical Council commented on its visit to Sligo University Hospital that **"the Team would like to commend the clinical training site for their library staff and facilities."**

Isabelle Delaunois, Medical Librarian in Regional Medical Hospital, Dooradoyle is a committee member of CASPIR – Critical Appraisal Skills Programme Ireland, and a CASPIR certified trainer. She delivered two workshops on the Critical Appraisal Skills Programme, one in May and one in November. She also collaborated with the Health Research Institute and the Department for Public Health on developing a workshop for the public. This led to a workshop organized for County Limerick Public Libraries on accessing reliable resources and critically appraising resources, which was delivered in April 2018 to 14 public librarians.

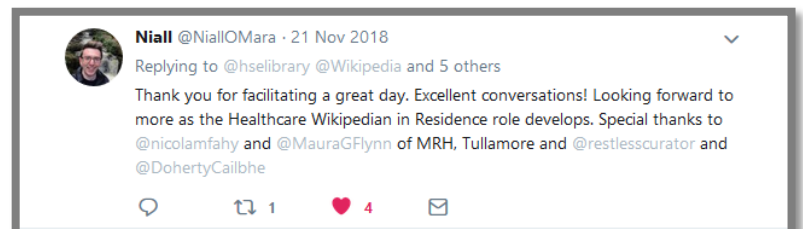
Wikipedian-in-Residence: a global first for health libraries

In partnership with National Doctors Training & Planning, the NHLKS has acquired the services of a Wikipedian-in-Residence. The Wikipedian is Dr Niall O'Mara, who is providing outreach to librarians and clinicians to promote safe and effective use of Wikipedia, engaging with healthcare staff and students to encourage them to edit and improve Wikipedia articles, organising local and national 'edit-athons' and undertaking research on the use and impact of Wikipedia on healthcare in Ireland.

This innovative programme reinforces the HSE's commitment to free and open access to healthcare information. Dr O'Mara is taking up residence across HSE libraries and engaging with staff throughout the HSE. This is a global first - Wikipedians are common but never before has there been a national healthcare Wikipedian.



The Wikipedian-in-Residence project was launched in the Education Centre in Midland Regional Hospital Tullamore. Dr O'Mara made a Grand Round presentation to fellow clinicians, outlining the nature and objectives of the project. He then facilitated a workshop, in conjunction with Dr. Rebecca O'Neil of Wikimedia Community Ireland and Dr Cailbhe Doherty of the Insight Centre for Data Analytics, UCD, for NHLKS library staff. This workshop provided NHLKS staff with an opportunity to become more familiar with the Wikipedia platform.



Health Journals Network Ireland

A major initiative took place this year in health library co-operation in Ireland. A new website was developed to assist health libraries with sharing journal article resources. The old website which facilitated this co-operation was retired and the new website, Health Journals Network Ireland, went live in May 2018. This new website has been a great success and all HSE libraries are members.

Publications by NHLKS staff

Flynn, M.G. & Farragher, L. (2018) Clinical Librarianship in the Republic of Ireland: current trends and future opportunities. *Journal of EAHIL*; Vol. 14 (2): 5-8.

Harrison, Jean et al (2019) Poster: *Supporting Nurses and Midwives in the Authors' Clinical Area in Implementing Evidence Based Quality Improvement Initiatives* - accepted for oral presentation at the Trinity Health and Education International Research Conference on Wednesday 6th March 2019.

Isabelle Delaunois & Tony Storan. Poster: "Healthy Ireland Campaign : Limerick City & County Library Service and HSE Mid-West working together to improve public health literacy". European Health Literacy Conference, Dublin 14-15 March 2019.

Protocol published on Prospero : "The psychological impact of Stevens Johnson Syndrome (SJS) / Toxic Epidermal Necrolysis (TEN) on an adult's well-being: Protocol for an integrative literature review" Pauline O'Reilly, Catriona Kennedy, Alice Coffey, **Isabelle Delaunois**, Liz Dore, Siobhan Howard, Pauline Meskell, Bart Ramsay, Cathal Scanlon, Donna M. Wilson, Sheila Ryan
http://www.crd.york.ac.uk/PROSPERO/display_record.php?ID=CRD42018111369.

Looking ahead / Next steps

The implementation of the NHLKS strategy is a key priority for 2019, particularly setting up the new structure of five virtual teams. An independent audit of physical library sites in Q1 will inform quality improvement initiatives and a strategic direction for services delivered in libraries. The ability for users to request books from any HSE library location (similar to the public library service in Ireland) will be also implemented in Q1.

The knowledge and expertise of librarians is much in demand, with many and increasing requests for librarians to join multidisciplinary teams as information advisors. Continuing professional development for librarians will be essential to keep our staff up to date with emerging technology, information standards and research, as we endeavour to improve the functioning of the health services and the health of the nation.