



NATIONAL HEALTH LIBRARY
& KNOWLEDGE SERVICE



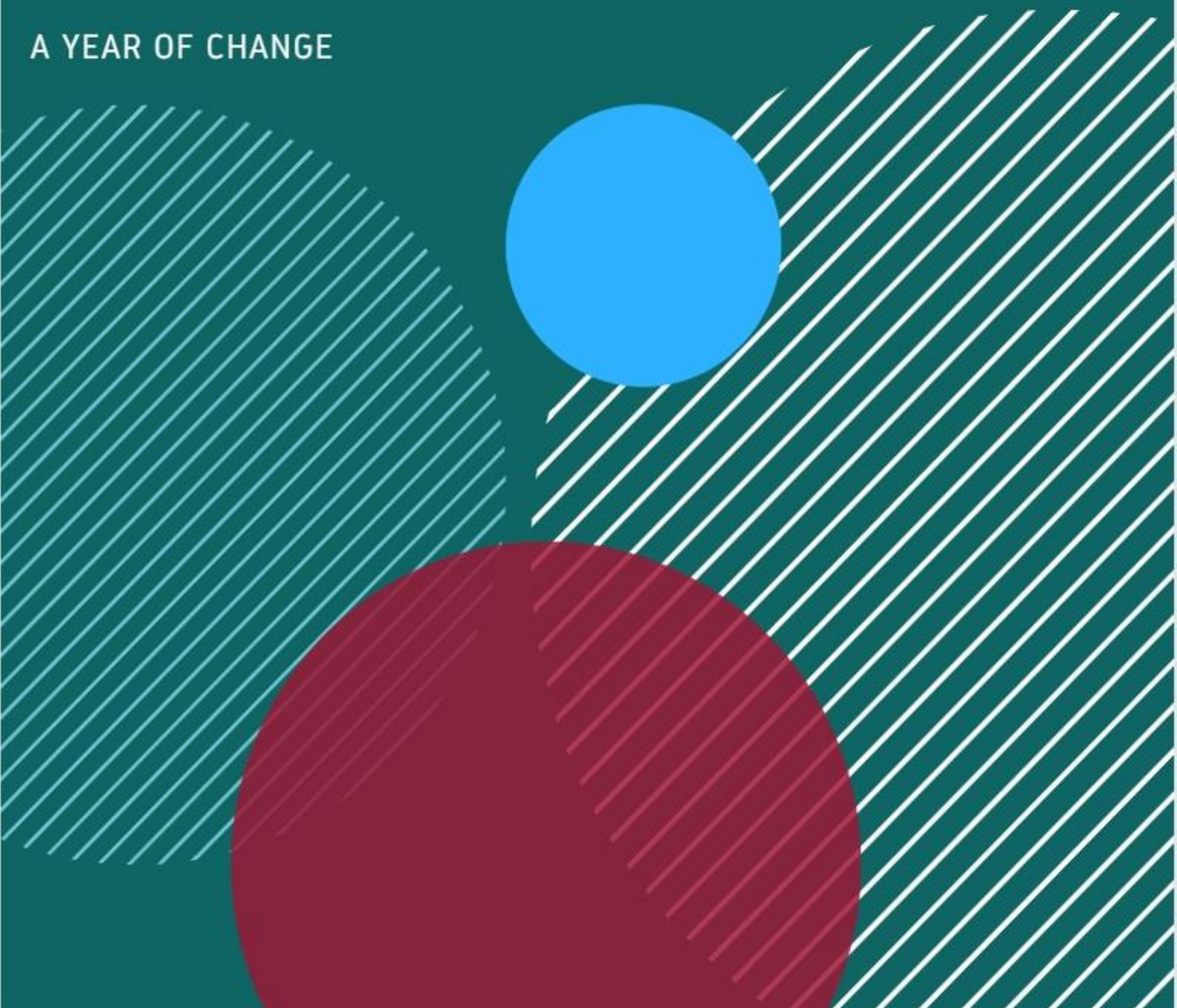
Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service

HSE, National Health Library & Knowledge Service

ANNUAL REPORT 2020

A YEAR OF CHANGE



REFLECTIONS

Strategic Highlights

2020 has been a testing year. In times of crisis, plans are tested. In our case, having a strategic plan was absolutely essential. It facilitated the library response to COVID-19 when it struck in March. There was an immediate redeployment of the majority of library staff to urgent roles in public health. All libraries shut for a time to enable this with some exceptions. Our existing strategic plan made it easy to determine what the essential services are and what support services are in the context of the pandemic. Swift decision making was required to put in place additional services aligned to the needs of healthcare workers on the ground. Our Digital and Evidence are essential services and were kept in place albeit with reduced staff. A national call was issued for other librarians across Ireland to join the COVID-19 Evidence team and librarians from many different sectors answered this call and we are grateful to them. Physical libraries became even more essential places in our hospitals for several core functions: to temporarily accommodate public health response teams and other hospital staff with social distancing requirements, to provide areas of respite for hospital staff overwhelmed particularly during the first wave, to continue their primary function: to enable access to information online or in person to inform practice, education, patient care, research and personal development.

Additional services essential to support the HSE COVID-19 response was a new [HSE COVID-19 Clinical Repository of Guidance and Evidence](#). Librarians worked with colleagues in Research and Evidence and Clinical Design and Innovation to develop the repository making guidance and evidence available for immediate frontline practice. In addition, a virtual reference desk was set up with a virtual assistant using IBM Watson technology, named 'LAMA' (Library Ask Me Anything). In person information skills training switched to online with weekly sessions available to all staff on an ongoing basis since September 2020.

Financial Highlights

The majority of the library operational budget is allocated to the national eHealth library. Preliminary analysis of usage statistics of eHealth Library resources shows a 3 to 1 return on this investment. Specifically, if the library didn't exist, the non-pay cost to the HSE would cost three times more. Continued centralisation of budgets translated to more eHealth library resources being made available nationally. Despite the challenges of COVID-19, our priority in parallel to the COVID-19 response was to:

“Ensure that in 2020 all staff working in hospital and community settings have free online access to eHealth Library services”

We are working with Section 38 organisations to expand access to the national eHealth library to everyone working in the public health service. Working with resource partners including the National Ambulance Service, Primary Care and National Doctors Training and Planning facilitated the availability of BMJ Best Practice a clinical decision support tool to everyone living in Ireland. This tool supports clinical decision making and is particularly relevant to primary care practice. Given the uptake and usage during 2020 and the imperative of accessing reliable evidence based information during a global pandemic, it has proved a great investment for 2020 and the future.

Operating Highlights

Implementation of agreed structural changes have progressed with a new Area Library Manager, Mr. Brendan Leen appointed for the HSE South (future Areas C and D). A Project Manager, Mr. John Kennedy for the National Office for Policies, Procedures, Protocols and Guidelines commenced in the HSE at the end of November, this will be a critical role for the health service. The pandemic meant that new operational workflows were required with immediate effect. Notwithstanding redeployments, remaining library staff work remotely depending on the various levels and restrictions in place. The switch to remote working was challenging for everyone and highly dependent on personal circumstances and ease of access to HSE devices, VPN and broadband. This improved overtime and we welcome systems put in place by ICT services, particularly WebEx which is used daily for meetings and the delivery of online training. All staff worked with local facilities departments in Hospitals to ensure all of our libraries were COVID-secure. Risk assessments are carried out on an ongoing basis. Libraries opened and shut in line with changing levels of restrictions and public health advice. This was challenging from an operational perspective, but everyone worked together to ensure users were accommodated with many services moving online.

Educational and Professional Developments

In January 2021 Linda Halton, Librarian based at Navan General Hospital will commence the MSc in Digital Health Transformation with the University of Limerick. Natasha Smith, Library Assistant based at Our Lady of Lourdes Hospital will commence a Professional Diploma in Digital Marketing. Laura Rooney Ferris, Library Resources Manager is undertaking a Postgraduate Diploma in User Experience (UX) Design at Dun Laoghaire Institute of Art Design & Technology (IADT). Aoife Lawton gave a presentation to Irish librarians in a webinar hosted by Maynooth University in May 2020. It was a unique opportunity for shared learning during a pandemic across a diversity of library sectors.

People Highlights

Anne Kearns joined the service in the summer bringing welcomed skills and experience. Both Anne and I had the pleasure of meeting renowned Irish Artist, Kevin Sharkey (pictured below) in December. One of his original paintings now hangs in Dr. Steevens' Library as a source of inspiration and hope.



Looking Ahead

Our priority for the year ahead will be to continue supporting the national effort against COVID-19 by assisting Public Health and frontline practice. We will do this via the provision of summaries of evidence on COVID-19 related topics, through ongoing redeployment of staff, through enhancing our calendar of online training, keeping the COVID-19 repository of Guidance and Evidence up-to-date, providing a knowledge broker service to priority HSE projects and providing onsite services where possible through our network of physical libraries. An ongoing priority will be to ensure the health and wellbeing of all our staff. In 2021, a National Office for Policies, Procedures, Protocols and Guidelines will be set up, which comes under the remit of the National Health Library and Knowledge Service. A final important development for 2021 will be to rebrand the library service in consultation with users and staff. I will continue to represent the HSE NHLKS as a member of the Library Association of Ireland Council and internationally as I take up position on the Executive Board of the [European Association for Health Information and Libraries](#)

- **Aoife Lawton, National Health Service Librarian, January 2021.**

KEY PERFORMANCE INDICATORS

Although our physical libraries were mostly closed during the year, with limited space due to public health guidance, usage of online library services increased. Our key statistics for 2020 highlight that there is a significant and growing use of our services.



NATIONAL VIRTUAL TEAMS

In line with our strategy, the library service is organized into 5 national virtual teams: Digital, Information Skills, Evidence, Knowledge Brokers and Estates. Highlights from each team are included in this report. At a time when the majority of the country are working from home, this strategy translated very well in practice. Two additional teams came about in response to working from home and in line with our strategy. There was an increased demand for eBooks particularly in the area of mental health. Funding was secured from Derek Chambers, the Implementation Lead Connecting for Life Strategy. A national book/eBook collection development policy was urgently required and librarians from all areas of the HSE responded, led by Denise Duffy, Galway University Hospital Library. The second team was an 'Events team'; this includes library assistants Natasha Smith, Marguerite Farrell and Caroline O'Driscoll. Each staff member manages a rota of virtual coffee breaks and held a very successful library staff wellness day and virtual staff Christmas party. They managed to keep everyone's spirits up throughout the year and continue to give staff light relief during a time of heightened tension and uncertainty.

Digital Knowledge Service Team

This team, led by Laura Rooney Ferris, Library Resources Manager provides the core digital infrastructure in place to support NHLKS services; managing web platforms, identities and implementing new technical solutions. The installation of RFID self-issue technology and security gates across HSE library sites was completed in late 2019.

The first project of 2020 was the realization of the national eHealth library, which saw delivery of a standardized suite of electronic resources to all HSE sites and extended access out beyond the HSE. In Q1 the rollout of access to over 25 resource platforms to all HSE staff was completed. For the first time access was also enabled for Section 38 sites to HSE Library resources like Medicines Complete, CINAHL, Wiley and Sage journal collection. The final piece of the national eHealth Library was put in place with the delivery of a national point of care tool BMJ Best Practice, which was made available to everyone in Ireland in from late January 2020.

Virtual Library Services

The shift to almost exclusively online services necessitated by Covid19 restrictions and closure of physical library services put the Digital team to the test. With many staff working from home or redeployed away from the library service the use of the collaborative online workspace 'SLACK' was scaled up. It was used as a central work and communication space, connecting library staff and partners from HIQA, Research & Evidence, HPSC and other partner organisations across the country. As our virtual workspace ramped up 46,295 messages were sent on Slack from late September 2019 to the end of December 2020.

With the urgent requirement for remote service delivery, a 'virtual desk' service was developed using Artificial Intelligence (A.I) and a staffed online chat function.

Virtual Desk is comprised of three elements facilitating initial triage, signposting and referral of enquiries;

1. **'LAMA' (Library Ask Me Anything):** This automated chatbot is active at all times on the HSE Library website and is programmed to provide responses to standard questions about library services. It was developed using IBM's Watson Assistant AI software.
2. **Virtual Desk / Live Chat:** A staffed Virtual Desk was developed and is operational for several hours daily Monday to Friday. It provides live, interactive support and issues are resolved or referred on via a ticketing system.
3. **FAQ Answers:** A knowledge base of our frequently asked questions is continually updated based on queries to LAMA and Virtual Desk

Team members Padraig Manning, the Lenus repository manager and Thomas Veale, Systems Librarian were redeployed to HPSC for a time and assisted with updating their website as well as archiving Covid guidelines to the Lenus repository. Work was also done to enhance the HSE Library website to accommodate new Covid evidence request submission and completed summaries.

With just 2 WTE working fulltime on this team to ensure ongoing access to eHealth library resources at all HSE and section 38 sites, there is significant ongoing work to continue expansion of virtual services.

Information Skills Team

The information skills team, led by Nicola Fay Regional Librarian, translated training to an online environment using WebEx. Online training has been available since September 2020 in response to significant demand from users. Sessions delivered by the team are included in the regular Staff Broadcast emails. The quality and impact of training delivered shows positive results. A survey circulated to a set of users captured some valuable feedback and impact indicators, highlighted below.

How would you rate the quality of the training?

100% rated the training as excellent or very good

Did the training you received contribute to any of the following impacts?

79% of respondents answered that the training

'Contributed to personal or professional development', other top 2 answers were:

'Improved the quality of patient care' and either 'Contributed to more informed decision making' or 'Contributed to service development or delivery'.

Some comments from attendees at online information skills training include:

“I learned a lot and plan to do additional training; the library is such a great resource for us”

“I found it great. It gave me more confidence in my ability to conduct a search”

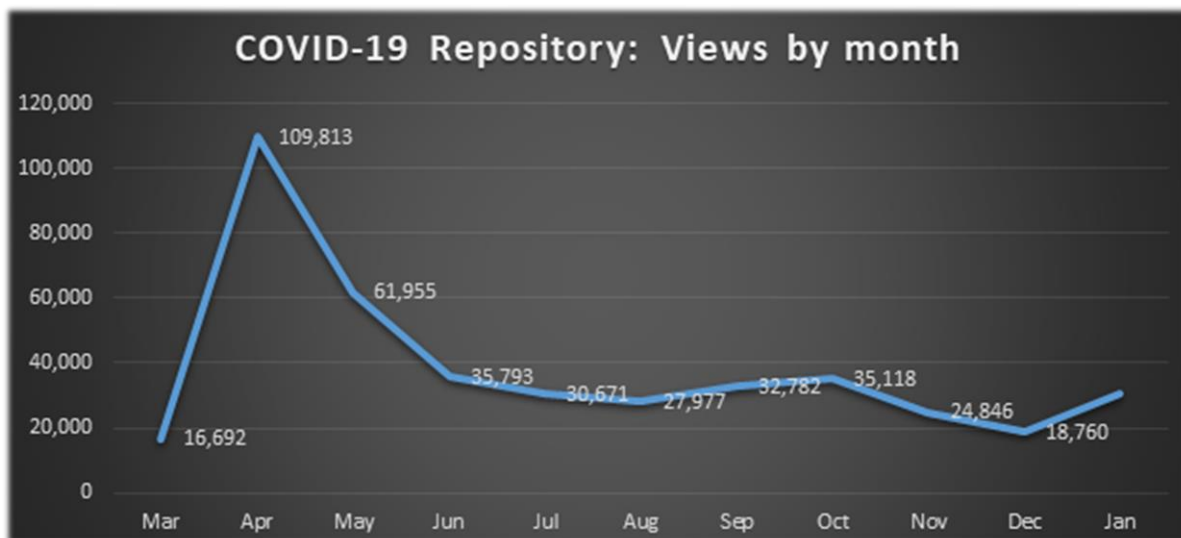
“It alleviated some of my fears re using the library”


Knowledge Broker Service

Knowledge Broker is a new service, so we expect the numbers using this service to grow it develops and expands, and awareness of same grows. The team are in the forming stage and have carried out a skills audit. They are working with priority programmes in the HSE with the primary aim of bridging to evidence into practice gap. Mary Morrissey, Psychology Lead with Health Intelligence is leading this team. Librarians working in this multidisciplinary way has been of great benefit and enables us to learn more about other professions in the health service. Knowledge Brokering team during the year and has worked on a number of projects including a recently completed one with the Head of Design of Training for the division of Health and Wellbeing.

HSE COVID-19 Repository of Clinical Guidance and Evidence


A success story of 2020 was the development of the HSE COVID-19 Clinical Guidance and Evidence Repository which saw partnership in action. An agile response to the Pandemic was to make guidance and evidence available in a one stop shop using existing ‘LibGuides’ software in use by library services. It is mobile friendly and requires no more than two clicks to get into the guidance. Usage statistics tell a tale of the pandemic, with the peak usage hitting in April 2020. Both the Digital and Evidence Library teams worked with partners in Research and Evidence, in particular Siobhán McCarthy, Alex Aristotelous Declan O’Hanlon, Natalie Cole and Dr. Ana Terrés, Assistant National Director of Research and Evidence. Our partners in Clinical Design and Innovation were: Tim Carey, Assistant National Director; Anne Horgan, Dervela Gray and Barbara Ridell.





Building a Better Health Service

National Health Library & Knowledge Service, HSE / [HSE Library Guides](#) / [Covid-19 HSE Clinical Guidance and Evidence](#) / [About - HSE Repository for Interim Clinical Guidance intended for the Clinical Community](#)



Covid-19 HSE Clinical Guidance and Evidence

* Phone users, please scroll down to view content. Queries to: clinicaldesign@hse.ie

About - HSE Repository for Interim Clinical Guidance intended for the Clinical Community

HSE Frameworks and Operational Pathways of Care

Acute / Maternity, Paediatric Hospital Information

Cancer Care

Cardiopulmonary Resuscitation (CPR)

Clinical Assessment

Coroner and Procedures in the event of death

Dentistry

Disability Services

Ethical Framework

Health and Social Care Professionals

Health and Wellbeing

Immunisation

About - HSE Repository for Interim Clinical Guidance intended for the Clinical Community

This site provides a national easily-accessible repository of clinical guidance to equip the clinical community in Ireland with the requisite information whilst working within the current COVID-19 environment.

The site contains and enables access to:

- HSE Interim Clinical Guidance to provide nationally consistent advice to the clinical community in response to the COVID-19 national health emergency, and as core services resume is inclusive of guidance for the provision of both COVID-19 care and non COVID care in a COVID environment. Guidance is based on best available knowledge at the time of completion, written by clinical subject matter experts (SMEs) working with the HSE. These SMEs have both expertise and experience of treating patients for the specific health conditions covered by the guidance.
- Summaries of Evidence prepared by the HSE National Library Evidence team and other stakeholders (these are statements of emerging evidence and do not replace clinical judgement or guidance)
- An online facility to request additional published COVID-19 evidence in relation to specific clinical questions

Interim Clinical Guidance published on this site is under the governance of CCO CAG. This guidance takes into consideration advice provided by NPHET relating to the current COVID-19 health emergency.

The content of the site is not meant to replace clinical judgment or specialist consultation, but rather strengthen clinical management of patients and provide up-to-date and relevant guidance. The guidance is iterative in nature and is subject to ongoing review to ensure alignment with emerging evidence and updates to national guidelines. This guidance must be read in conjunction with the [National HSE Infection Prevention and Control \(IPC\) Guidance for Possible or Confirmed COVID-19](#)

[Advice for Clinical Guidance Developers](#)

This guide was prepared by a HSE Subgroup for interim clinical guidance development during the COVID-19 pandemic in 2020 in Ireland. The purpose of this guide is to assist clinical programmes in the preparation of interim guidance using a consistent style, content and structure for ease of use in practice and to facilitate inclusion on the HSE Covid-19 HSE Clinical Guidance and Evidence website repository

COVID-19 EVIDENCE SEARCH AND SUMMARY service

About

The Evidence Search and Summary Service is available online at hselibrary.ie by clicking on “[Submit a General Search Request](#)”. It is available since 2017 and open to everyone in the HSE. Users request a search to be carried out by expert searchers (librarians) and results sent by email. In March 2020 the HSE had an immediate need for summaries of Evidence on COVID-19 related topics. The Library Evidence team was quickly repurposed to focus on COVID-19 topics and to produce summaries of evidence on same as a new service. In parallel, our service worked with Research and Evidence and Clinical Design and Innovation to support the development of the HSE’s [COVID-19 Clinical Guidance and Evidence Repository](#).

Data below highlights who uses the literature search service, the COVID-19 Summaries of Evidence Service and some feedback from users.

734 literature search requests for fulfilled during the year by librarians. The majority of users of this general service are Nurses and Midwives followed by Health and Social Care Professionals.

Literature Search Requests Received by Professional Group 01/01/2020 to 31/12/2020

Professional Group	Enquiries
<u>Nursing/Midwifery</u>	329
<u>AH/Social Care Profs</u>	207
<u>Medical/Surgical/Dental</u>	117
<u>Admin/Management/Support</u>	50
<u>Scientific/Technical</u>	17
<u>Student</u>	14
Total enquiries:	734

COVID-19 EVIDENCE TEAM

176 COVID-19 Summaries of Evidence were completed and housed on the COVID-19 Repository and in [Lenus](#), the Irish Health Repository. A brief survey of users of this service yielded 39 responses. This offers a snapshot into user evaluation and feedback. The survey analysis gave insights into professions using the service, location of users as well as the purpose of their request.

For example, in the Health and Social Care professions, users of this service are predominately community based. The primary purpose for requesting an evidence search is for patient care or research for work.

For nursing and midwifery staff, the primary users are hospital based. Their primary reason for using the evidence service is to inform policies, procedures or guideline development. Medical, Surgical and Dental staff using the service are primarily hospital based and their primary reason for using the service is

Key findings were that: all users were satisfied with the service 97.5% 'Satisfied' or 'Very Satisfied'

Some feedback from users:

“This is really comprehensive and very valuable to our team; I had not anticipated such a comprehensive response. I am preparing a talk for CNSs and later for GPs and the evidence summary will be invaluable. From these presentations I will also be issuing new guidance.”

“Thank you and the team for the attached evidence summary. It has been very helpful to our work on developing draft guidance for the CCO office on in-hospital resuscitation in the context COVID-19.”

“The help provided by the Librarian was outstanding”

“This is an excellent service, and a lot of staff do not know about it, I believe. I have encouraged others to use this service as it is an excellent resource. All involved in this service are excellent and very much appreciated by me”.

Library Estates

Mary Butler, Business Manager for NHLKS joined the service in Autumn 2020. Mary brings a wealth of experience from working directly in senior Hospital roles in the HSE. Mary, together with Anthony Linnane, Regional Librarian and lead for the Estates team, a number of successful milestones were achieved in 2020, despite the challenging environment. Following a 2019 external independent review (Burns report) of the library services and facilities, funding was allocated to address the gaps identified and to implement the recommendations of the report. In 2020, funding was allocated towards refurbishment across 13 Library locations to modernise and bring all locations up to a reasonable standard, as well as improving the physical environment and experience of our service users. The scope of the works included, new flooring, painting, window blinds, modernised furniture and desking, study spaces, security and access, health & safety and upgraded IT equipment. We will continue to make improvements in 2021 as funding becomes available. A new Library build is well underway in Our Lady’s Hospital Navan, and the project is due for completion in spring 2021. The new library is in a central position within the main hospital building which will ensure footfall and ease of access for busy professionals and students. It is a purpose built facility with modern fit-out, disabled and out of hours’ access, which will provide a high quality research and learning environment.



New library build at Our Lady’s Hospital Navan

COVID-19 Secure Libraries

Our response to COVID-19 was and is our priority throughout the year. A. Lawton and A. Linnane prepared a living document entitled:

“HSE Library COVID-19 Phased Reopening Guidance”

which tries to ensure the safety of all our staff and patrons.

We are on the 11th iteration i.e. version 2.1 as of the 1st December last, to account for all the new science and discoveries on COVID-19 and we condensed the document into a **COVID-19 checklist**. We emphasised strongly four main guidelines at all times:

1. Keep 2m social distancing.
2. Ensure library is well ventilated.
3. Stay no longer than 2 hours in the same confined space at a time
4. Wear a mask

To guarantee this compliance involved not just extensive staff training and retraining but also comprehensive refurbishments of our libraries.

The Estates team, made sure that such guidelines as these are carried out in all libraries and to the same standard. 293 hours were spent by the team on implementing the guidelines in libraries. The fact that we had such a team as Estates in place proved invaluable and made it easy to quickly set up as national virtual team for this emergency. We provided extensive COVID-19 related supports e.g. for staff working from home all essential equipment required to do so, from laptops, webcam and microphones are provided and we provide full support when new equipment needs to be sourced or purchased.

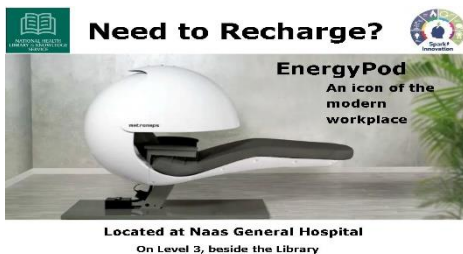


Perspex screen and shutters fitted in the Library in Our Lady of Lourdes Hospital Drogheda.

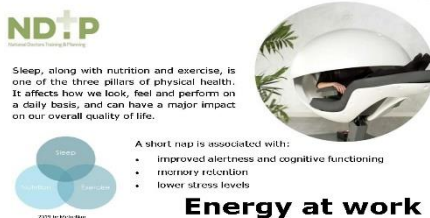
New Projects and Innovation.

Energy Pods- on shift rest facility

In collaboration with the National Doctors Training and Planning (NDTP) help has arrived for our dedicated HSE teams as NHLKS bring in Energy Pods to provide a rest facility for staff to help them overcome fatigue and stress and take a power nap during their shifts. The futuristic looking high tech device, comprise a bed covered, by a low-slung circular lid, offering soothing music, lights and vibrations designed to help you relax,



recharge and maintain energy levels. In total, three sleep pods have been purchased by the NHLKS and are installed in the Libraries in Naas General Hospital, Cork University Hospital and St Luke's Hospital Kilkenny. The aim of this project is to respond to the health and wellbeing of healthcare professionals and students in their work environment and to promote the innovative use of library space



MakerSpaces

A MakerSpace is a room or a space that contains tools and components, allowing people to enter with an idea and leave with a complete project.

The NHLKS supported by the NDTP have now started to offer this service to promote hands on learning and increase engagement with patrons. Five library sites have been identified for the MakerSpace initiative:

Connolly Hospital, Dublin; Cork University Hospital; Midland Regional Hospital, Tullamore; Galway University Hospital, Merlin Park and Our Lady of Lourdes Hospital, Drogheda

These spaces will have a variety of maker equipment and technologies to drive innovation in the clinical setting. Doctors can trial advances in patient care and diagnostics, turning research findings into real-world

solutions, building experimental devices and designing or filming procedures. Equipment purchased includes 3D printers, 360 camera and recording equipment, high spec poster printers and MakerLab trolleys.

Library sites

All Library sites have been reconfigured with extensive work carried out to ensure all are a safe place both for staff and users in response to COVID-19. Funding made available from National Director

Dr. Stephanie O'Keeffe made this possible,

together with extensive work from local library staff on the ground.

Achievements – West & North West, Mid-West

At one stage all but one staff member in the HSE West was redeployed. 8 staff were trained as contract tracers and 7 were redeployed directly to contact tracing. Justine McGreal, Ann-Marie Mahon, Lorraine Mason, Vita Whelehan, Denise Duffy, Tony Linnane, Edel Kelly and Anne Riordan were all redeployed at various times. Library staff worked outside their comfort zone and Public Health were very appreciative of their work.

Lorraine Mason joined the Knowledge Brokering team during the year and worked on a number of projects including a recently completed one with the Head of Design of Training for the division of Health and Wellbeing. Clare Healy Murphy, Librarian produced surveys for the Estates team on Wi-Fi availability and data networks. She has lent expertise on 3D printing and DTP solutions and any marketing solutions required. Julia Reynolds, Librarian was assigned to the COVID evidence team and completed many summaries and searches with other librarians including the extensive telehealth topic. Vita offers support to the virtual



reference desk, administrative support to the Estates team. Anne is the main administrative support for the information skills team. Ann-Marie, Justine and Edel have provided day to day library support to users. Books circulated went from 1125 for the first half of the year to 644 in the second half of the year reflecting library closures. Over 2100 documents were supplied and over 150 searches completed in the West.

Refurbishments and weeding of journals

Advantage was taken of the painting of Merlin Park hospital library to do a thorough weeding of the journal stocks. Library staff spent two weeks clearing out stock and prepared the library for the painters, following COVID-19 safety protocols.

North West

Sligo University Hospital Library

Like the majority of HSE Libraries, the Library at SUH closed in the middle of March and reopened in July, remaining open until December 22nd. The Library's computer area remained open 24/7 throughout the year, with a reduced number of computers to ensure distancing, and this was greatly appreciated by Hospital staff who required somewhere to study or a period of respite from their clinical duties.

Despite the closure of the Library, as many as possible of normal services continued to be offered remotely. One member of staff, Anne Clare Feely, was initially redeployed to Public Health and then returned to work in the Library. Helen Clark and Concepta Taylor made a successful transition to working from home full time or, when the Library reopened, to a combination of home/on site working.

In addition, a Christmas competition, devised by Anne Clare, secured over 70 entries and was much appreciated by the Hospital staff. The Library was included in the Hospital's "Elf" Twitter campaign which featured visits by the Elf to many of the Hospital Departments.

Some key achievements for the year include the following:

- At the beginning of March, training events provided by vendors were hosted and attended by colleagues from other NHLKS Libraries. Librarian, Helen Clark also provided database training for staff and students at St Angela's College.
- All staff have become familiar with new ways of working including the use of MiFis, headsets, Slack and WebEx
- Helen Clark was drafted onto the Evidence Team and contributed to many of the Evidence Summaries produced by the Team during the year. She also joined the Information Skills Team and has been involved in delivering training using WebEx since the service was launched. Helen assisted with the national procurement of e-books as well as being part of the database tender evaluation team.
- Concepta Taylor made a successful transition to working from home and has continued to provide valuable support to our Library users as well as keeping the Library's finances on track, using SAP. She has undertaken online training courses and continues to be an active member of the Estates Team and the VRD team.

- Anne Clare Feely, having returned from redeployment to Public Health, has been the regular presence in the Library during opened and closed periods, ensuring that Hospital staff have a point of contact on site. She is also a member of the Estates and VRD teams and has undertaken her own professional development via online courses.
- Collection development has been undertaken with the acquisition of a large number of new books.
- Regular online Friday tea breaks have given staff an opportunity to see each other and keep in touch.

St Conal's Hospital, Letterkenny

Pamela O'Connor, Librarian at SCH, Letterkenny is redeployed since March 2020 to the Public Health Dept. During this time, Pamela has continued to provide where possible, support and outreach to staff and the region on an on-going basis. Prior to the pandemic, in March 2020, Pamela provided training to two groups of community physiotherapists.

- New seating was purchased for the main library
- A room adjacent to the library was completely refurbished to provide new seating and data points. New carpet was also added and walls repainted to provide additional space for library users.
- An agency member of staff, Ms Siobhan Barrett Doherty was employed August - December to facilitate retaining library services for users.
- The staff area was secured with new access door and COVID compliant screen to ensure the safety of both library staff and users
- There was huge demand for library study space from the NUIG students and NCHDs undertaking exams so a booking system was rolled out during the COVID level 5 restrictions to allow for limited access to the main library. This was well received by users and was very well managed by Siobhan.
- WiFi access was restored to the main library.

Midwest

University Hospital Limerick Regional Medical Library

In consultation with Hospital Management, with new infection and control measures, the Library remained open 24/7 with self-service throughout all the lockdowns.

The 10 most circulated books were:

1. Surgical recall
2. Illustrated textbook of paediatrics
3. Paediatric clinical examination made easy
4. Oxford handbook of clinical medicine
5. Clinical cases and OSCEs in surgery
6. Oxford handbook of paediatrics
7. Oxford cases in medicine and surgery
8. Oxford handbook of clinical surgery

Statistics at a glance (supplied by Librarian, Isabelle Delaunois)

- 300+ articles were supplied
- 300+ books were read in the library and 300+ were borrowed.
- 28 comprehensive searches were performed (non COVID-19 related)
- 27 comprehensive searches were performed for COVID-19 as part of evidence team
- 10 quick searches were performed

Achievements – North East, East and Midlands

The North East received a boost in staffing with two new staff joining Our Lady of Lourdes Hospital Library in Drogheda. The new Librarian, Miriam Williams brings over 20 years' experience working in Irish public libraries. Natasha Smith, Library Assistant also joined the library and brings a wealth of HSE experience.

Our Lady of Lourdes Hospital (OLOLH) Library, Drogheda

- In consultation with Hospital management it was agreed to allow OLOLH Library to remain open during March – June. The primary requirement of staff at that time was the library space as a respite service. It is a well-used and valued space as demonstrated by the continuous footfall, totalling 7750 visits from May – Oct period.
- All spaces and equipment are now bookable online before entry to the library
- From December 14th December 2020, the Library has extended access to its study space from 5pm to 7pm with the new screens installed.
- OLOLH has been designated an NHLKS maker space. A 3D Printer, poster printer and 360° camera will arrive in the New Year.
- Miriam has done an extensive review of the OLOLH collection and a large collection development process is underway

Our Lady's Hospital Library, Navan

- Our Lady's Hospital, Navan Library is preparing to fly the crow's nest and move to its new custom built location on the hospital campus in early 2021.
- Linda Halton, librarian has been actively involved in liaising with management and staff in Navan to promote equity of access and resource management decision-making processes for the new site in line with the NHLKS strategy.
- An extensive collection weeding has been completed with surplus stock moved to OLOLH

Cavan General Hospital (CGH) Library

- Library space was used to accommodate Nurse Managers and contact tracing staff intermittently between March and October
- Access to 24-hour library study space remained in place throughout the COVID19 response
- The librarian has begun a collection review with collection development underway
- CGH library welcomed back RCSI undergraduate medical students in September 2020 and has since provided them with 24-hour access to safe study facilities during their time on clinical placement

- **Redeployments:** Librarians in the North East were redeployed to HSE Live to work on the COVID Helpline in March, working through one of the busiest and most uncertain periods of the COVID crisis providing support to the public in challenging circumstances
- **Revitalising Spaces and Collections:** Extensive work has been done on developing NE sites in 2020 with particular focus on delivery of the new Navan library site.

Representing NHLKS beyond the library: Two HSE librarians, Miriam Williams and Linda Halton joined the Library Association of Ireland's Health Science Libraries Group Committee

EAST

HSE Libraries East formed a team to support the Public Health COVID-19 response from the beginning of the outbreak. The team comprised of 5 staff from Dr. Steevens and SLRON Libraries including Bennery Rickard, Dymphna McGettigan, Marie Carrigan, Elaine Scanlon and Jean Rickard. Forming one of a number of enhanced data entry teams working on the Computerised Infectious Disease Reporting system - CIDR. The team worked through the peak of the pandemic collating important disease surveillance data and processed 4,962 entries on the CIDR system.

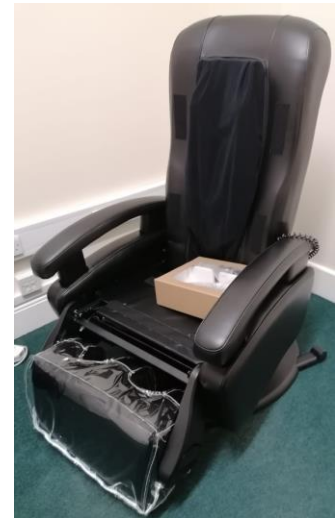
Representing NHLKS beyond the library: Gethin White was lead Librarian on 3 major national projects "RCSI/HSE – audit and Evaluation of QI projects" (published), "RCSI/HSE – Interval Cancer (Publication Pending) & HSE " Genotyping of Interval Cancers" (Publication pending). Gethin is working with Quality Improvement to develop a "QI journal club". Throughout the year, Librarians Marie Carrigan, Linda Halton and Gethin worked with the National Cancer Control Programme (NCCP) Evidence and Quality team. Librarian Dymphna McGettigan produced the HSE Health Information and Awareness calendar for 2021. Dymphna is a member of the Nutrition PPPG Steering group, supporting their guideline development. Librarian Ronan Hegarty presented virtually to the students of the MSc Information and Library Management course in Dublin Business School in 2020. Bennery Rickard completed a review of online content for Clinical Leadership Competency Framework, HSELand module for the National Clinical Leadership Centre for Nursing and Midwifery.

Virtual Staff Wellness: Gethin ran an amazing solo Dublin marathon at minus one degree Celsius in 2020 and raised €3,174 for the Samaritans. Gethin was featured for his wonderful efforts in "This Week in Our Health Service". Bennery, together with colleagues Natasha Smith and Anne Kearns, coordinated the HSE Steps Challenge 2020. HSE Library staff country wide formed the "Book Leggers" and from 14th September to 20th October walked the hi-ways and by-ways, challenging each other to take 10,000 steps a day.

Evidence Based Practice: 760 health professionals and policy makers availed of best evidence supplied by library staff on the following topics: Oireachtas Update, Cancer, Medications Management, COPD, Community Nursing, Emergency Medicine, Palliative Care, Quality Improvement, Sepsis, Health & Wellbeing and Eating Disorders

Dr. Steevens' Library

- In support of the HSE COVID – 19 response at national level, Dr Steevens Library was immediately allocated to HSE Public Health in March 2020. The Library provided a working space for; Public Health Specialists managing COVID-19 outbreaks, Contact Tracing teams and CIDR hub teams. The space was highly valued and enabled Public Health staff to work onsite through the pandemic.
- Dr. Steevens Library returned to onsite services in the summer 2020 and Gethin took up management of the Library in July 2020 as Bennery Rickard, Regional Librarian moved to Connolly Hospital. Gethin is leading the team at Dr. Steevens Library and will be rolling out a local marketing plan in 2021.
- HSE East Libraries commenced a collection development initiative in Q4.
- Dr. Steevens Library has hosted a lunchtime walks to celebrate “Love Life Love Walking Day” a number of years. The walk on 14th February 2020 was the last group event in Dr. Steevens Library in 2020. Bennery, Gethin, Dymphna and Jean guided Dr. Steevens Hospital staff on a group walk following the Slí na Sláinte from Dr. Steevens Hospital to Royal Hospital Kilmainham and back again.
- A massage chair was installed in Dr Steevens Library to assist with stress relief for HSE staff in the building, as part of the HSE Staff Health and Wellbeing initiative.



Naas General Hospital Library, Kildare

- The Library remained open providing a safe space for hospital staff throughout the COVID-19 pandemic from March to December 2020. This decision was reached in conjunction with Infection Control, creating a safe work/study environment, in response to staff demand.
- The services of the Hospital Librarian, Ronan Hegarty went online. Ronan presented, in person and via WebEx at Grand Rounds, and at inductions of new NCHD cohort and students on placements.
- 176 new books were added to the collection at Naas.
- The Library was one of four libraries selected to house an Energy Pod.

Library of St. Luke's Radiation Oncology Network (SLRON), Dublin

- Like the majority of HSE libraries, services were provided remotely in the early phase of the pandemic. SLRON Library staff Marie Carrigan and Dymphna McGettigan were redeployed to Public Health. During this time, Marie and Dymphna continued to communicate with library users and provide a TOC email alerting service, evidence search service and interlibrary loan service to SLRON staff. Marie provided an outreach service to SLRON staff working in St. Luke's Radiation Oncology Beaumont Centre in March 2020 by presenting two 1-hour group training sessions with the Physics department.
- SLRON Library produced News Update, a library newsletter aimed specifically at SLRON Library users and featuring details research output of SLRON staff.

- As an active member of SLRON's Healthy Ireland Committee, Marie created a HI staff user survey on behalf of the committee, promoted HI events locally and hosted a monthly virtual Healthy Ireland book club for staff throughout 2020.

Connolly Hospital Library, Dublin

- Connolly Hospital Library provided 24/7 access to the Electronic Reading Room for all Hospital staff and RCSI students throughout the pandemic.
- In 2020 Library services were largely provided remotely due to lockdown and Patricia McAuley managed a contact and collect service and supported Hospital staff by manning the Virtual desk on a regular basis
- The library was selected for a MakerSpace. This innovative project was sponsored by the National Doctors Training Development (NDTP) and will be rolled out in 2021. Bennery is collaborating with Maynooth University Innovation Lab to promote the MakerSpace at Connolly Hospital.
- An extensive weeding project commenced in 2020 and updating of the collection ensued.
- Collaboration with the Regional Centre of Nursing & Midwifery Education, HSE Dublin North commenced in 2020 to support the delivery of remote learning.

Regional Hospital Mullingar

- The Library space was used by staff working in Contact Tracing March – June 2020.
- To facilitate an extensive refurbishment of accommodation in the hospital, from August to November 2020 the library space was occupied by Specialist Nursing Staff and Dieticians.
- Throughout the pandemic, library staff have continued to deliver services, both online and in person, while adapting to COVID-19 guidance. The availability of WebEx has facilitated both individual and online group training sessions for library users.
- Librarian Margaret Morgan provided support in the delivery of a very successful Research Audit and Education Day in November.
- Margaret and Marguerite facilitated additional refurbishment in the latter part of 2020. Wall mounted shelves were emptied and removed. Six study carrels were removed and a work bench installed. Walls have been painted and new blinds installed. Some comfy low level seating is due for delivery in the library in early 2021.

Midland Regional Hospital, Tullamore

- Tullamore staff were delighted to welcome a new member of staff to the team, Gillian Mullins, due to a long term vacancy. Gillian has contributed significantly to the Library service and particularly to the Education Centre.
- Anne Doherty has been redeployed to Public Health and is continuing to contribute hugely to the midlands Public Health work.
- MRHT staff, and Nicola, Anne and Gillian in particular, have contributed significantly to the on-going provision of educational opportunities for midlands staff.

- Maura and Nicola have continued to deliver and support the delivery of training to our local staff using Cisco WebEx. This includes multiple PPPG sessions delivered in partnership with the RCNME in the midlands, a bespoke session for midlands Physiotherapists and numerous individual sessions to support staff members locally.
- The Education Centre at MRHT welcomed colleagues across the HSE when it hosted training for BMJ Best Practice and Ebsco Search E-Library in February and March 2020.
- Librarian Maura Flynn developed the book collection, in consultation with staff locally and the list of newly acquired books is available [here](#) on Koha.
- MRHT has been chosen as a site for a NHLKS maker space. A 3D Printer, poster printer and 360° camera are due to arrive in 2021.

Midland Regional Hospital - Portlaoise

- Mary Thompson was redeployed to Occupational Health on COVID contact tracing for part of the year. The library space was used as the Occupational Health hub for some of this time.
- During the pandemic Mary maintained the Contact and Collect book loan service, supplied searches, supplied articles as requested, on-going collection development, promotion of resources and training.
- Mary updates the Slack calendar with training opportunities available for NHLKS staff. She is also central to the scheduling of the training events on the NHLKS Events page for HSE staff.

Maura, Margaret, Nicola Fay Pamela O'Connor and Mary Thompson collaborate on the Info Skills Team. The objectives of the Info Skills have accelerated during the pandemic due to demand for online remote training.

Achievements – South

The national service saw the appointment of Niamh Walker-Headon as Library Resources Manager with a remit for procurement. Niamh brings extensive experience of working in the academic library sector in Ireland and has led two extensive EU procurement frameworks since joining our service in November 2020.

Despite many redeployments of library staff in the South to Public Health, efficiencies were achieved within the library service.

The NiSRP payroll system in the South East with payroll is now managed directly by library returning officers. Implementation in South West is due in 2021 bringing efficiencies to the service and to staff. Remote delivery of 10-week virtual EBP (Evidence Based Practice) elective module to medical students at UCC was completed by Brendan Leen, Area Library Manager. Brendan and Prof. Dermot Malone judged the RCSI Radiology Faculty EBP presentations. Brendan also contributed to Regional Research Ethics Committee. The NCCP Clinical Guideline on Gestational Trophoblastic disease was concluded with input from librarians. The development of physical and virtual library collections is supported by local NMPDU at all library sites and for UHW with support from Dr. Jane Fleming, Palliative Care.

University Hospital Waterford

- The library space has been enhanced with the installation of improved lighting and new computers for all users.
- Continued liaison with Waterford Institute of Technology CARE Collaboration

St. Luke's General Hospital, Kilkenny

- The library space has expanded its reach with the installation of additional single-unit study pods to accommodate social distancing and remote learning
- The site was one of three chosen for an Energy Pod for the wellbeing of Hospital staff.
- 2 tutorial rooms were converted into COVID-19 base for Medicine and Surgery
- Conversion of main tutorial space into large, socially-distanced hub for mandatory and other training
- Initiation of virtual Grand Rounds broadcast from the large tutorial space throughout the hospital and to other remote sites
- Installation of artwork from the Academy Award winning studio Cartoon Saloon, based in Kilkenny
- Continued collaboration with academic partners RCSI and UL via MELG Committee

Wexford General Hospital

- The Library is currently accommodating the HIPE Dept. to accommodate social distancing
- An internal partition was installed to provide 24/7 access to study spaces and ICT facilities
- New computers are scheduled to be installed Q1 2021
- Initiation of a NCHD Training Governance Group is underway

University Hospital Kerry

- While funding was secured for major library refurbishment, progress has been delayed due to the pandemic.
- Newly refurbished library will incorporate a library garden area to promote staff wellbeing and encourage greater footfall around the library service
- Appointment and induction of Melanie Surkau as Librarian, UHK

Cork University Hospital

- Complete refurbishment of the library space to include installation of new internal training room, library reception and office space
- Installation of new access system and library re-design to allow secure 24/7 access to study spaces and ICT facilities
- Electrical spec and fire rating updated to current standards
- Library space and ICT facilities given to Dietetics Dept. for duration of COVID-19 to accommodate social distancing within the hospital
- Appointment and induction of Shauna Barrett as Librarian, CUH

- An informal liaison group with library staff from Mercy University Hospital and South Infirmary University Hospital has been set up to enhance collaboration in the region.

South Tipperary General Hospital

- Library space and ICT facilities given to medical secretaries for duration of COVID-19 to accommodate social distancing within the hospital
- Upgrade to videoconferencing facilities
- Planning brief has been completed and submitted for €3m development of new Library and Education Centre in collaboration with UCC and other academic partners

St. Columcille's Hospital, Loughlinstown

- Extensive refurbishment was carried out to the library, including new library shelving, flooring and ICT infrastructure. Continued collection development and transition from print to electronic journals is in progress

Top 10 Books read by HSE staff during 2020

No. of times borrowed	Title
676	Textbook of neonatal resuscitation.
673	ACLS : Advanced Cardiovascular Life Support : Provider manual.
200	ACLS Acute coronary syndromes and stroke : acute coronary syndromes algorithm : 2015 update
181	ACLS : cardiac arrest arrhythmias and their treatment : cardiac arrest circular
162	Illustrated textbook of paediatrics
155	Oxford handbook of clinical medicine.
141	Handbook of emergency cardiovascular care for healthcare providers : 2015
137	Surgical recall
89	Nursing research : principles process and issues.
88	Essentials of nursing research

Top 5 eBooks read by HSE staff during 2020 (titles added Q4)

Leading and Managing in Nursing
 Alexander's Care of the Patient in Surgery - E-Book
 How to Do a Systematic Literature Review in Nursing: a Step- by-Step Guide
 Leadership and Nursing Care Management
 The Textbook of Non-Medical Prescribing



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Níos Fearr
á Forbairt

Building a
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Service