



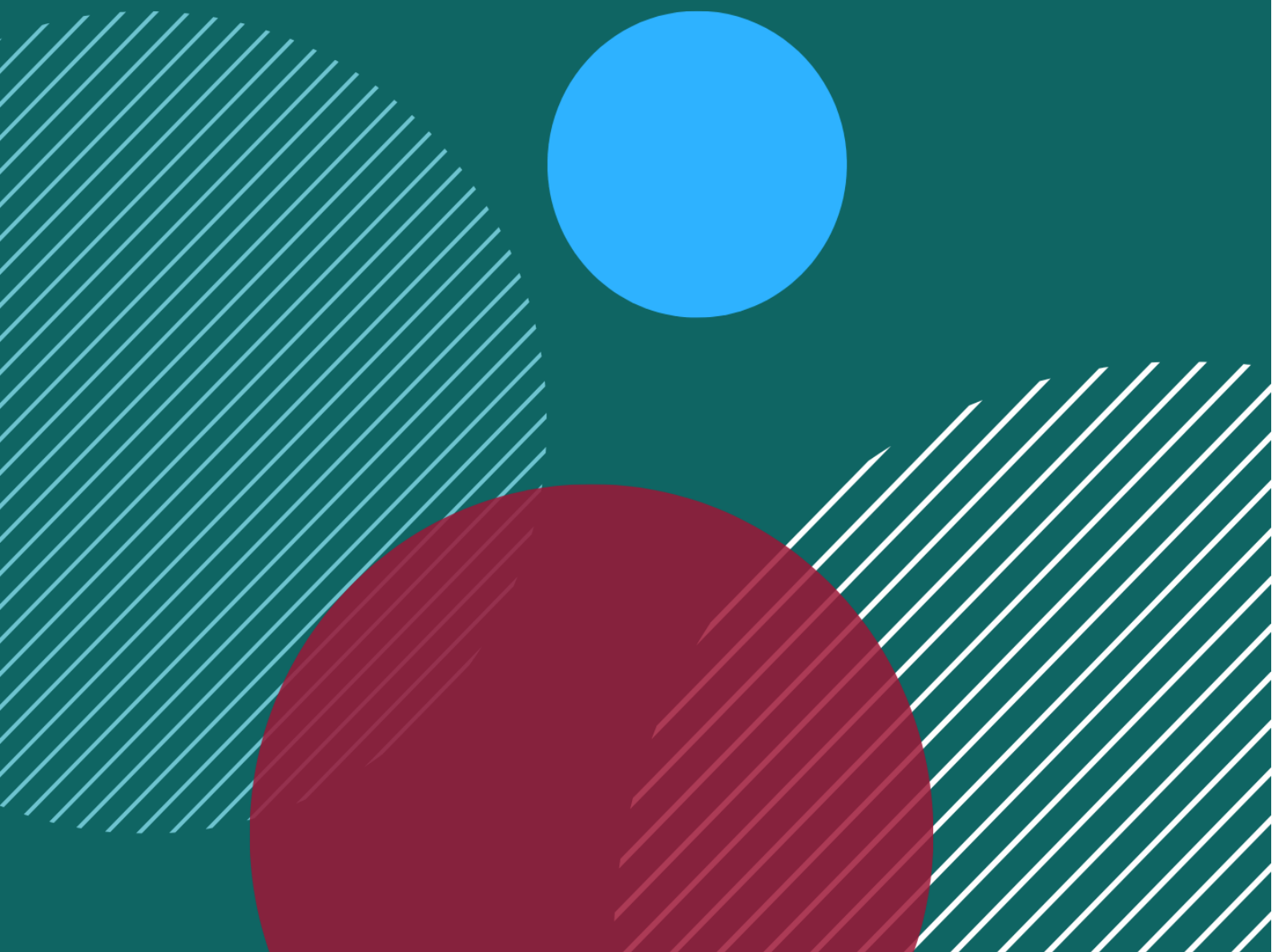
NATIONAL HEALTH LIBRARY
& KNOWLEDGE SERVICE



HSE, National Health Library & Knowledge Service

ANNUAL REPORT 2021

A YEAR OF CHANGE



REFLECTIONS

Strategic Highlights

2021 was year two of the ongoing COVID-19 pandemic. The library service, like colleagues across the HSE were part of the national response by maintaining the [HSE Repository of Clinical Evidence and Guidance](#), securing subscriptions to the most up-to-date research and making this available to all staff and partners via [hselibrary.ie](#). Our Evidence team provided summaries of the latest available evidence supporting NIAC, HIQA's HTA and our HSE National Clinical Programmes. Literature available through subscriptions which underpin the summaries were secured via EU procurement and made available by our Digital team. Our Information Skills team equipped staff with skills to search and find information. Our Knowledge Broker team helped staff to put the evidence into practice. In tandem with this our Estates team kept our libraries open and our staff equipped with all the necessary protocols in place. Our Events team kept everyone going and connected with virtual events to keep our spirits up and virtual coffee breaks encouraging staff to check in and check in. The Reform of the Centre which took place during the summer means our service reports into Strategy and Research under the New National Director, Dr. Philip Crowley.

Financial Highlights

The demand for eHealth library resources such as eJournals, eBooks, clinical decision making tools, pharmaceutical related databases all grew exponentially. In tandem we reached the end of a four-year procurement cycle in 2020 which led to significant price increases via new EU Framework procurement agreements. The demand for access to evidence based online resources via our service is at an all-time high, stretching beyond the HSE to funded agencies. To meet the demand, the budget was overstretched and several business cases were made to extend the budget for 2022. An independent report was commissioned to develop and sustain our National eHealth Library to improve patient care in Ireland. This is due for completion and distribution in 2022.

Strategic Objectives

Despite the challenges of COVID-19 our priority as outlined in the HSE Service Plan 2021 was to:

- ***Continue the reform of the National Health Library and Knowledge Service to ensure its full added value in support of evidence-based practice, decision-making and knowledge management is maximised***
- ***Set up the HSE national office for policies, protocols, procedures and guidance (PPPG) to build on the expertise acquired during the development of the HSE COVID-19 clinical guidance repository, and standardise and implement a common approach to all national PPPGs with the support of an educational eLearning module.***

Reform of the service continued but at a slower pace with the disruption and prioritisation of COVID-19. Dr. Conor Malone worked with our staff and users of our service on a research exercise to rename and rebrand our service as outlined in our 5-year strategy. This is due for completion in Q1 2022. We work with external and external stakeholders and put agreements in place with HIQA's HTA for research services and NCCP for similar evidence based research services. These partnerships have continued to strengthen the professional delivery of our service. Partnerships with the National Doctors Training Programme and SPARK Innovation saw the rollout of MakerLabs in some of our Hospital libraries.

Operating Highlights

The National Office for Policies, Procedures, Protocols and Guidelines was renamed and simplified to the 3PG National Office and two new staff joined this Office in 2021. They are Ursula Sheridan, 3PG Project Officer based in St. Conal's Letterkenny and Emer Quigley, 3PG Project Manager who joined in September. With the Reform of the Centre, the 3PG Governance Steering Group gained a new interim Chair, Dr. Ana Terrés. It was not possible to progress the eLearning module without the staff or resources in place but this is something that will be addressed in the coming year. A brand new library at Our Lady's Hospital in Navan was launched in September and the library at Cork University Hospital was completely refurbished and reopened in November 2021. The entire service was disrupted by the Cyber-attack and our Digital team worked tirelessly using workarounds to enable connectivity. The SLACK system in place since 2019 continued to prove invaluable during this attack. The majority of information and eLibrary subscriptions are only available online but staff were still able to access content through any Internet enabled device as this has been in place in the library service via 'OpenAthens' login for well over a decade.

The Health Information and Awareness Calendar created by Dymphna McGettigan is available to all staff [here](#).

Two online webinars were hosted in conjunction with BMJ's Clinical Editor Dr. Ciaran Walsh. One was hosted by the HSE QI Talktime in October and another was made openly available to students of library and information studies at University College Dublin and Dublin Business School in December. The webinars had 2 aims: 1) to promote awareness of the availability of BMJ Best Practice nationally to everyone in Ireland via the Library service and 2) to highlight patient information freely available via this authoritative source.

Recordings are available from the National Librarian's Office. Contact: anne.kearns@hse.ie

Educational and Professional Developments

In January 2021 Linda Halton, Librarian based at Navan General Hospital began the MSc in Digital Health Transformation with the University of Limerick and Linda outlines her reflections on this course later in the report. Natasha Smith, Library Assistant at Our Lady of Lourdes Hospital in Drogheda will commence a distance learning course towards a professional qualification in Library and Information Studies and has been supported by the National Library Service to undertake this. Three librarians – Helen Clark, Nicola Fay and

Maura Flynn completed the Digital Badge for PACT L2L: Commitment to Professional Development for Librarians.

People Highlights

We've had a year of change in terms of staff. Two long serving members of staff, Patricia McAuley, Library Assistant at Connolly Hospital Dublin and Pauline Ryan, Librarian at Waterford University Hospital retired. Marie Carrigan, Librarian at St. Luke's Radiation Oncology Network took up a new position with HIQA, Pamela O'Connor, Librarian at St. Conal's Hospital in Letterkenny took up a position with Public Health, John Kennedy 3PG Project Manager moved to a new role with the HSE National Screening Service and Laura Rooney Ferris went on secondment to Technological University Carlow. Ursula Sheridan, 3PG Project Officer based in St. Conal's Letterkenny joined our team this year and Emer Quigley, 3PG Project Manager joined in September.

Looking Ahead

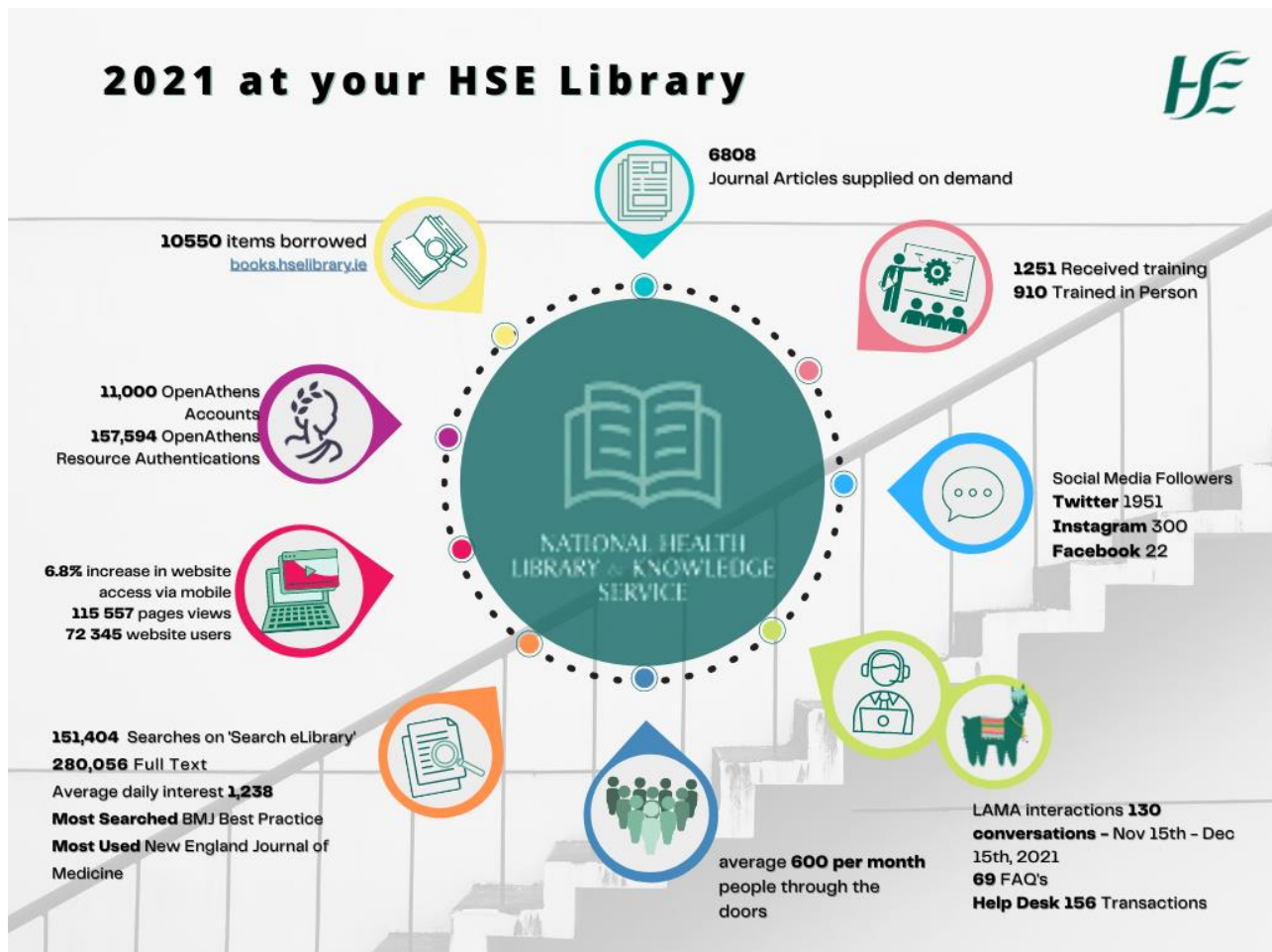
Our priority for the year ahead will be to continue to look after the health and wellbeing of our library staff; expand our evidence service to non-COVID related research queries; rebrand and communicate our services to all users and continue to implement our Strategy. Some physical libraries are in dire need of refurbishing and a priority will be to get these fit for purpose for both our library staff and users. The input of the NHLKS Strategy Steering Group during 2021 was invaluable and I would like to extend my thanks to the members of this Group for their attendance at online meetings, contributions and support. I will continue to serve as a member of the Library Association of Ireland Council and internationally on the Executive Board of the [European Association for Health Information and Libraries](#). In 2022 I take up position of Chair of the "5 Nation Library Leads" Group. The latter is a Knowledge Exchange Group between Library Leads in NHS England, Scotland, Wales, Northern Ireland and the HSE in Ireland. The Group work together to benchmark services, exchange information and improve our services using a combination of: evidence, best practice and experience.

- **Aoife Lawton, National Health Service Librarian, January 2022.**



KEY PERFORMANCE INDICATORS

2021 was marred by the Cyber-Attack and the below snapshot of services represents usage in unprecedented circumstances and not a true reflection of all activity.



Top 10 eBooks read by HSE Staff during 2021 (staff numbers in brackets)

1. **Nursing Research** – Palgrave MacMillan (230)
2. **Leadership and Nursing Care Management** – Elsevier (189)
3. **Functional Analysis in Clinical Treatment** – Elsevier (133)
4. **Principles of Biomedical Ethics** – Oxford University Press (120)
5. **Oxford Handbook of Infectious Diseases** – Oxford University Press (99)
6. **The Maudsley Prescribing Guidelines in Psychiatry** – John Wiley & Sons (98)
7. **Oxford Textbook of the Psychiatry of Intellectual Disability** – Oxford University Press (74)
8. **The Research Process in Nursing** – John Wiley & Sons (65)
9. **Continuing Bonds in Bereavement** – Taylor & Francis (65)
10. **Clinical Pharmacology for Prescribing** – Oxford University Press (61)

USAGE STATISTICS

HSE Libraries supplied a total of 6,808 journal articles. 910 people were trained in person. 10,550 books were borrowed, despite no new books being available during 2021 due to budget constraints. There is on average 600 people through the doors of libraries every month. These statistics are a snapshot of usage and highlight the importance of our staff, services and physical libraries.

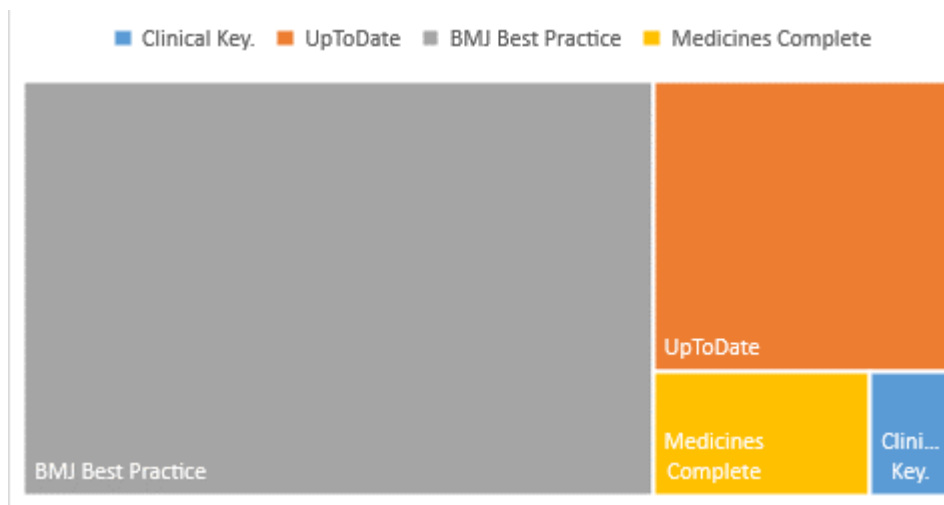


NHLKS Usage Statistics

AREA/LIBRARY	NO. OF JOURNAL ARTICLES SOURCED AND SUPPLIED (NOT AVAILABLE THROUGH EXISTING LIBRARY)	NO. OF PEOPLE TRAINED IN PERSON BY LIBRARY STAFF (EXCLUDING ONLINE TRAINING)	BOOKS BORROWED	NO. OF PEOPLE COMING INTO THE LIBRARY FOR ONSITE SERVICES (GATE COUNT)
ST CONAL'S HOSPITAL DONEGAL	29	0	123	567 (average per month)
NORTH EAST	676	35	1848	10830 (OLOLH Drogheda only)
MIDLANDS	748	127	5259	600 (average per month)
EAST	1863	193	677	7642 (Connolly & Nass only)
SOUTH	995	336	448	600 (average per month)
SLIGO UNIVERSITY HOSPITAL	145	33	835	3539 (doesn't include out of hours use)
WEST	2054	74	979	600 (average per month)
UNIVERSITY HOSPITAL LIMERICK	298	112	381	600 (average per month)

Area/Library Location (this includes a former 'region' or an individual library, the 'as is' geographic breakdown until restructuring is complete in line with Sláintecare Reforms)

Point of Care Tools Usage



Clinical Key.	51,291
UpToDate	433,299
BMJ Best Practice	1,296,815
Medicines Complete	134,681

Point of care tools are online resources that are designed to be used at the point of care, i.e. in a patient or service user-facing setting. The NHLKS subscribes to four such tools which are all very popular with staff. The figures displayed above are a snapshot of usage during 2021. BMJ Best Practice is the highest access point of care or decision making tool that the HSE Library Service subscribes to. It is a very popular resource particularly in primary care. It is nationally available to everyone in Ireland, without any need for a username and password, this has removed access barriers and enabled nationwide access to the population. Uptodate is considered by the majority of users as essential, particularly in Hospital settings. The subscription was extended in 2021 to include partner hospitals and it has proven a good investment. An independent health economist estimated that in just four months, the cost of this contract will have been paid back in terms of projected benefits such as time saved, errors avoided, length of stay reduced. Medicines Complete is a package of drug information resources including BNF, BNF-C, Sandford Guide, Stockley's which is heavily used by pharmacists, Doctors, Nurse prescribers both in community and acute settings. Finally ClinicalKey is a resource which contains content exclusively published by the publisher Elsevier. This includes a wide range of high impact journals e.g. The Lancet and ebooks. ClinicalKey's content is unique and unavailable from any other publisher.

NATIONAL TEAMS

Digital Knowledge Service Team

The priority of the Digital Library Team in 2021 was to concentrate on procurement of eHealth Library content including eBooks, eJournals, subscription based databases on the one hand and ensure access to all content on the other. In tandem with this, the team worked together to improve both the public and staff facing website and systems. A new system consortia manager was set up to manage subscriptions. The team spent the majority of their time supporting library staff with system usability queries, this is something that will be addressed in the New Year. Embracing innovation, the team developed the LAMA (Library Ask Me Anything) ChatBot via better integration with LibApps and the EDS (EBSCO Discovery Service). Further development was submitted to the Future Tech Challenge (see photo below), where the proposed project reached the National Final.



(l-r) Ronan Dalton (IBM), Pádraig Manning and Thomas Veale

Almost half a million items openly available in Lenus, the HSE's Irish Health Repository were downloaded in 2021. There were 87 valid entries to the Annual Open Access Research Awards and congratulations to all the winners and the overall winner: Kieran Walsh et al. ["SARS-CoV-2 detection, viral load and infectivity over the course of an infection"](#). J Infect. 2020 Sep;81(3):357-371. doi: 10.1016/j.jinf.2020.06.067. Epub 2020 Jun 29.



The cyber-attack negated the ability of the Digital Library team to capture usage statistics in the same way as other years. Coupled with this, some publishers do not use industry standards such as SUSHI which makes analysis of usage limited. The usage statistics below give an indication of full text resources that are SUSHI (International Standard for Information retrieval ANSI/NISO Z39.93-2014) compliant as well as high interest resources.

Most accessed journal titles:

The most used individual journal was the NEJM followed by the BMJ. Nursing journals also featured in the top 10 requested titles.

<u>New England Journal of Medicine</u>	24,809
<u>The BMJ</u>	21,056
<u>Cochrane Database of Systematic Reviews</u>	6,284
<u>JAMA</u>	5,979
<u>Journal of Advanced Nursing</u>	5,086
<u>Journal of Clinical Nursing</u>	4,643
<u>British Journal of Haematology</u>	4,062
<u>Anaesthesia</u>	4,019
<u>British Journal of Nursing</u>	3,609
<u>BJOG: An International Journal of Obstet...</u>	2,973

Most searched online resources.

Unsurprisingly the most searched resource in 2021 was BMJ Best Practice, which is openly available to everyone in Ireland. This was closely followed by CINAHL a Nursing and Health and Social Care resource.

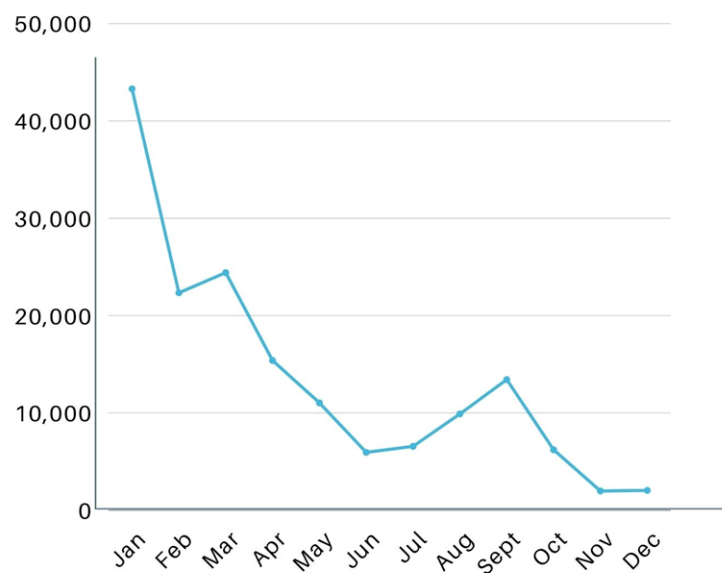
BMJ Best Practice	54,823
CINAHL Complete	48,290
MEDLINE	28,163
APA PsycInfo	6,712
Psychology and Behavioral Sciences Colle...	5,537
eBook Collection (EBSCOhost)	1,891
E-Journals	1,241
OpenDissertations	782
LENUS the Irish Health Repository	501
eBook Central	2,970

Covid-19 HSE Clinical Guidance and Evidence REPOSITORY

The repository was used heavily at the beginning of 2021 however the decline is repository usage coincided with the Cyber-attack. Usage declined again in November which is explained

COVID-19 Repository Libguide

page views
Jan-Dec 2021



by a change in domain name for the repository. This caused some broken links for a few weeks. Some of the links didn't transfer seamlessly to the new domain contact had to take place with external websites that linked to us and request they update the repository URL.

Information Skills Team

The information skills team, led by Nicola Fay, Regional Librarian, continued to deliver online training in

80

Number of training sessions advertised on the Library staff #skillszone

58

Number of training sessions developed and delivered to Library staff and users

1603

Number of staff who registered for training sessions facilitated by the InfoSkillsTeam in 2021

719

Number of library staff and users who attended information skills training online in 2021

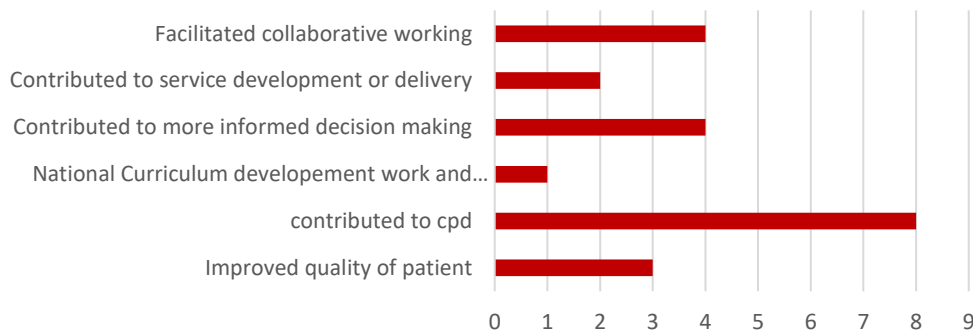
response to significant demand from users. A snapshot of statistics are shown in the infographic opposite. The team promoted training opportunities to library staff, keeping our staff up-to-date with opportunities as well as delivering 58 sessions to our users remotely. These sessions are regularly included in Staff Broadcast Training 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 have you applied the skills you have learned?

The majority of respondents answered that the training **‘Contributed to personal or professional development’**, other top 2 answers were:

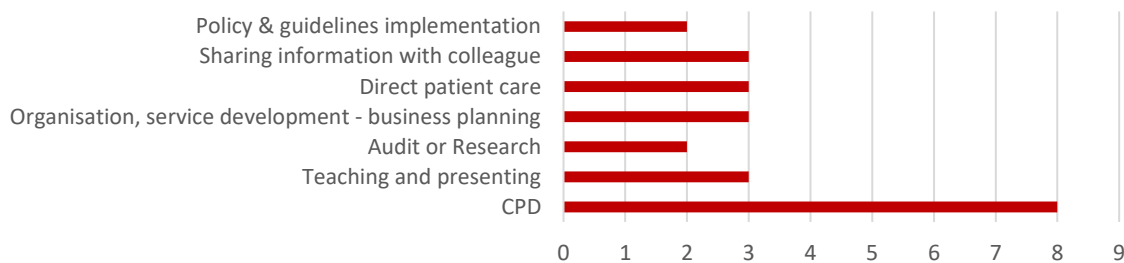
‘Facilitated collaborative working’ and either **‘Contributed to more informed decision making’** or **‘Improved quality of patient care’**.

How have you applied the skills you have learned?

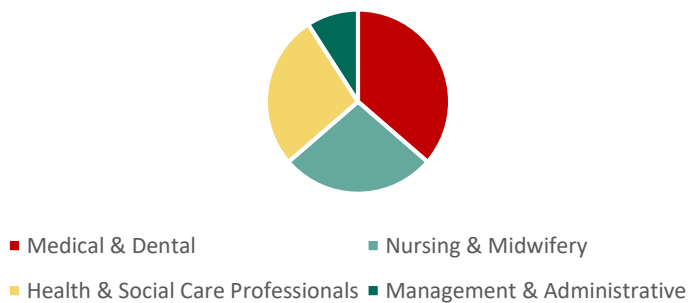


The majority of users who responded to the survey applied the skills learned as part of their continuing professional development.

How did you apply the skills learned

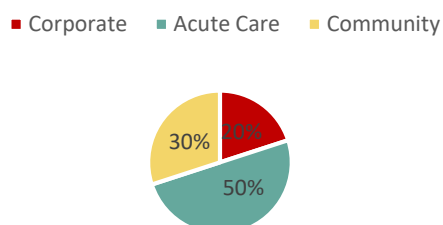


To which staff category do you belong



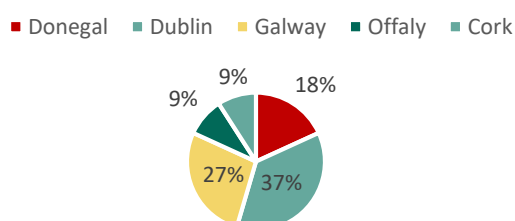
The majority of staff belong to the Medical and Dental category, followed by Nursing/Midwifery and Health and Social Care Professionals.

What is your work sector



Attendees are dispersed throughout Ireland with staff from Dublin and Galway representing the majority. The breakdown of sectors is shown in the pie chart opposite, with a good representation from all sectors.

In which county do you work





Knowledge Broker Team

The Knowledge Broker service delivered tailored services to HSE staff during the year which included the following: Crisis Cafes & Bereavement support information for HSE Public Health; Developing a national system to share learning (Workstream 4 Safety community), Facilitation of Intra Action Review (IAR) Workshop for HSE Public Health. Dymphna Lynch created an online guide for Health Literacy in October 2021, this is available at <https://hse-ie.libguides.com/hl> and is openly accessible. See screenshot below:

Health Literacy: Guide Homepage
Information & Resources on Health Literacy

Enter Search Words

Guide Homepage | Covid-19 | Assessment Tools | Patient Information | Multimedia Tools

What is Health Literacy?

Health Literacy is the ability to read, understand and use healthcare information.

(<https://www.nala.ie/health-literacy/>)

October is Health Literacy month across the globe. The aim is to promote the importance of understandable health information for all. It has been consistently shown that many people have problems reading and taking in health information. The current pandemic has been stressful for everyone, adding to an already existing health literacy problem.

Poor literacy limits access to health information and the health service, in an increasingly information-based society. People with low levels of health literacy lack the skills to negotiate the health care system and are at a higher risk of hospitalisation than people with adequate literacy skills.

Ask Athair for Health Information

Search ATHAIR for Health Information

Search 'Athair' for publicly available health information.

Athair stands for **Access to Health Information and Research**

Athair Searches:

- BMJ Best Practice
- Lenus the Irish Health Research

Did you know....

- Two in five (39%) Irish people are calling for doctors, nurses and pharmacists to use more understandable language and less medical jargon. This was followed by speaking less formally (22%) and taking more time to explain things (18%).
- 17% of people surveyed said they had taken the wrong amount of medication on at least one occasion.
- People aged 15 – 34 years were least likely to ask a doctor, nurse or pharmacist to explain things they don't understand.
- Embarrassment was ranked as the main reason for not seeking more information from a healthcare professional (24%).

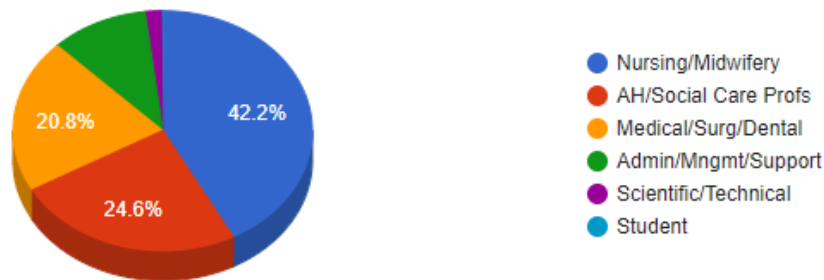
Non-COVID-19 Related Research Request Service

578 non-COVID related literature search requests for fulfilled during 2021 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 01/01/2021 to 09/12/2021

Professional Group 01/01/2021 to 31/12/2021

Professional Group



Professional Group	Enquiries	
Nursing/Midwifery	244	42.20%
AH/Social Care Profs	142	24.60%
Medical/Surg/Dental	120	20.80%
Admin/Mgmt./Support	61	10.60%
Scientific/Technical	10	1.70%
Student	1	0.01%
Total Enquiries	578	

EVIDENCE TEAM

During 2021, 37 COVID-19 Summaries of Evidence were completed and housed on the COVID-19 Repository and in [Lenus](#), the Irish Health Repository. Of these 21 were completed for the National Immunisation Committee (NIAC), 9 for National Clinical Programmes and 7 were for individual members of staff.

- 23 COVID-19 Summary of Evidence requests completed
- 3 completed requests that have not proceeded to publication (completed as Literature Reviews)
- 9 COVID-19 Summary of Evidence published
- 8 COVID-19 Summary of Evidence requests in process
- No. of hits/downloads/page views of COVID-19 Summary of Evidence via;
 - Lenus (COVID-19 Collection) to be completed
 - COVID-19 HSE Clinical Guidance and Evidence Repository (LibGuides) 39,041 Page Views
 - hselibrary.ie 36,873 Page Views

A user survey was carried out from October 14 – 29, 2021 on the impact of electronic information resources provided by the National Health Library and Knowledge Service on patient care within the Irish health service. This was part of a wider independent piece of research into the sustainability of a national eHealth Library for Ireland. There were 1,278 responses in total. Some comments are captured below:

“The help of librarians and readily available access [to library information resources] are essential and invaluable to patient care”. “An extremely valuable resource in instances where the best treatment or pathway for a patient is not clear”. “[Library information resources] help clarify clinical rationale”. “An invaluable resource. I couldn't function without access”. “Saves me a lot of time trying to find information elsewhere”. “I simply couldn't do my job without these resources”.

Library Estates Team

Two libraries were launched during 2021 at Navan and Cork. Significant improvements are now in place for



Figure 1: The new study spaces at CUH Library

all staff in these locations. A priority for 2022 will be to address 'Greening our libraries' and doing more in the area of sustainability and reducing damage to the environment.



The new library in Our Lady's Hospital, Navan

The Library Estates team carried out a survey to determine the WIFI situation across all libraries in relation to WIFI access. The situation varied widely across the country, with some libraries well supplied with fast reliable WIFI systems, while others had no access to any type of WIFI. In the middle were libraries where the existing WIFI was slow and unusable. The COVID-19 pandemic in 2020/21, along with related service disruptions and lockdowns put a halt to any possible progress in installing or improving WIFI access. The Estates Team, with their guidance documents, helped all libraries to reopen safely, particularly after the second lockdown.

Events Team

Our three member Events team organised regular virtual coffee breaks, two Staff Wellness Days online for Library Staff in July and in September. They also organised a virtual all staff meeting and a virtual Christmas staff event in December.

National 3PG Office

The National 3PG Office is part of the National Health Library and Knowledge Service, based at Dr Steevens Hospital in Dublin 8. Oversight of the project work is provided by the National 3PG Governance Group which is chaired by Dr Ana Terrés, Assistant National Director, Head of Research and Evidence.

Our Project Scope:

1. Revision of current HSE National Framework for Developing PPPGs (2016) - to deliver a concise, easy to understand practical guide for HSE staff and HSE funded services developing clinical and non-clinical national guidelines.
2. Establishing a national central portal to store and document control approved HSE national guidelines.

Project Working Groups / Stakeholder Engagement

- Working groups are in place to update the existing HSE National Framework for Developing PPPGs.
- A technical working group will agree a solution for the establishment of a National Central Portal. This will start with a small pilot group.
- A Workshop is scheduled to take place in early 2022 to identify issues with the current framework and find potential solutions to create a user friendly practical guide/handbook.

Contact Us: please email any queries to pppg.office@hse.ie

Emer Quigley | Project Manager, National 3PG Office

Tel: 0876078802 | Email: emer.quigley1@hse.ie Web: <http://www.hselibrary.ie/pppgs/>

New Projects and Innovation

Energy Pods – on-shift rest facility

In collaboration with the National Doctors Training and Planning (NDTP) the final Energy Pod arrived at Cork University Hospital Library, providing 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, four pods have been installed in the Libraries in Naas General Hospital, Cork University Hospital, University Hospital Limerick 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. Through a partnership with the National Doctors training and Planning Makerspace equipment and a trolley are in place and launched in OLOLH Drogheda, Connolly Hospital, Dublin and Cork University Hospital. The NDTP sponsored innovation with prizes available to staff in the last quarter of 2021.

The remaining Makerspaces will be launched in 2022 at Tullamore and Galway.



Top 10 Books read by HSE staff during 2021	
1.	PALS - American Heart Association American Academy of Pediatrics Dallas 2020 - xi, 330 pages : color illustrations ; 29 cm
2.	Textbook of neonatal resuscitation - AAP 2021 - xiv 361p 28 cm
3.	The Ministry of bodies - O'Mahony, Seamus - Head of Zeus Ltd / Apollo London. 2021 - 293p; 22cm
4.	British National Formulary (BNF) 81 - Royal Pharmaceutical Society - BMJ Publishing Group Ltd 2021 - xx, 1738p
5.	Essential guide to acute care - Cooper, Nicola; Cramp, Paul; Forrest, Kirsty; Patel, Rakesh
6.	First Aid for the USMLE Step 1 2020 - Le, Tao - McGraw Hill, New York : 2020 - xxii, 803 p. ; 28 cm
7.	Obstetric anaesthesia - Collis, Rachel - 1 volume ; 18 cm.
8.	Resource manual for nursing research - Polit, Denise F., - vii, 529 pages : 23 cm
9.	A comprehensive guide to rehabilitation of the older patient - O'Hanlon, Shane; Smith, Marie - Elsevier, Poland: 2021
10.	Connecting healthcare worker well-being, patient safety and organisational change - Springer Switzerland 2020 - vii, 350p.



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