**Leabharlann Sláinte
na hÉireann**
Health Library Ireland
Ár nAcmhainn Náisiúnta
Our National Resource

2022
ANNUAL
REPORT

A YEAR OF INNOVATION

REFLECTIONS

Strategic Highlights

Our service is now rebranded to Health Library Ireland (HLI), as chosen by our staff and stakeholders. I am grateful in particular for Dr. Conor Malone's input and help with this process. This easily identifiable name reflects our vision, namely that

"Everyone working in Ireland's health services will have access to apply knowledge, and will apply it whenever and wherever they need it to deliver the best possible health and care."

A highlight in September this year was the official launch of our Headquarters in the newly refurbished Dr. Steevens' Library, by our former CEO, Mr. Paul Reid. This was a hybrid event, attended by staff in person and online from all HSE library locations.

Figure 1 Former CEO Mr. Paul Reid; Aoife Lawton HSE National Librarian, Gethin White Librarian

Figure 2 Aoife Lawton and Anne Kearns, Executive Assistant

I am grateful to all the staff of HLI and our partners who have brought innovation, collaborative working and collegiality which makes working together in the HSE highly inclusive, a privilege and a rewarding experience.

STRATEGIC OBJECTIVES

Objectives as outlined in the HSE Service Plan 2022 were to:

- ✓ Expand and promote the National eHealth Library enabling access to acute and community settings
- ✓ Finalise the re-structure of the library service to enable continued implementation of the National Health Library and Knowledge Service Strategy
- ✓ Strengthen the National Office for Policies, Procedures, Protocols and Guidelines

These objectives were largely achieved. Agreements were reached in 2022 with several academic institutions; voluntary hospitals and Section 38 partners to ensure that everyone in those organisations have access to the eLibrary or associated services provided through HLI. 2022 saw the appointment of the first Area Library Manager for the East (RHAs A and B), Ms. Bennery Rickard and the first Area Library Manager for the West (RHAs E and F), Mr. Anthony Linnane. This completes the restructuring of the service which is now aligned with the ongoing Sláintecare reforms including the Regional Health Areas. The National Central Repository Governance Group set up three Working Groups: 3PG National Central Repository; Non-Clinical and Clinical Groups. This has strengthened the HSE's approach to 3PGs (Policies, Procedures, Protocols and Guidelines).

Business as usual in HLI was a year of transformation, innovation and new operating models in the context of the new global working environment. Our Evidence team have introduced four levels of literature/evidence searching which is now standard. For users who avail of this service, it means a consistent level of searching and standard protocol is followed. Our procurement lead has worked to achieve the best possible value for money for eLibrary infrastructure and subscriptions. Our Digital team have implemented solutions to deliver a better user experience for users. Our Knowledge Support team introduced new Research bulletins helping staff keep up-to-date with the latest news and literature in specialised subject areas. Our HLI Estates team worked with various stakeholders and local library staff to address refurbishment needs in 8 of our Hospital based libraries including: Letterkenny, Sligo, Galway, Waterford, Connolly, Mullingar, Rathgar and Dr. Steevens. Our Innovation Lead secured Trevor Vaugh for design thinking and Makerspace workshops at several of our libraries this year.

Financial Highlights

The health service has expanded with staff numbers increasing. HSE staff using eLibrary and related services has grown consistently since 2020. The resources subscribed to are considered essential by pharmacists, Doctors, Nurses, Midwives, Health and Social Care Professionals and Managers. This is backed up by daily usage and qualitative feedback from users across the service, including for example

"I like that it's available on my phone via Open Athens - as it means I don't always have to wait for a computer"

> *"It makes my work safer and faster as I can access all of the resources easily and not have to come back to my desk to check things".*

"It is part and parcel of my daily work"

The overall position of the Library service at year end is one with an approved overspend. This was forecast in 2021. These increases are directly due to increased costs of subscriptions, expanding the eLibrary user base both within the HSE, partner organisations and Section 38s. For example, over 200 Ukrainian Doctors and trainees and and increase of 450 GP trainees/trainers have been supported with access to the eLibrary this year alone. This access is essential for evidence informed practice to enhance patient care and safety in an integrated health system.

Operating Highlights

In March 2022 "***Developing and Sustaining a National eHealth Library to Improve Patient Care in Ireland: An Independent Report"*** also known as the **'Chad Report'** was made available. This report makes 3 key recommendations to develop and sustain our National eHealth Library to improve patient care in Ireland. They are:

1. Maintain current eLibrary provision, ensure service continuity through recurrent funding
2. Address unmet needs identified by staff consultations e.g. by providing single sign on.
3. Align and meet strategic objectives by expanding access to a core set of evidence-based resources to all publicly funded healthcare personnel in Ireland

The first recommendation was followed up through relevant business cases, bids and awaits further allocation. The second recommendation was partially addressed through the implementation of a new single-sign-on mechanism. Our HLI Digital team put this in place and went live in the latter half of 2022. User feedback and input will be key to the success of this. Our HLI Information Skills team delivered 62 accredited online training sessions. This increased awareness to our users of the resources available. The third recommendation has been met with a core set of resources rolled out this year including: BMJ Best Practice, Embase, UpToDate, JAMA and CINAHL. A new look www.hselibrary.ie website was made available on December 1st 2022 to streamline access to services for all our users (see screenshot below).

Educational and Professional Developments

16 HLI staff were supported to attend the IFLA World Library and Information Congress which was held in the Dublin Convention Centre in July this year. It was a once-off event that came to Ireland for the first time in its history. Over 2,000 librarians from all over the world shared their experience and learning together at this unique congress. Two posters were successfully displayed from HLI and a presentation was given.

IFLA World Library Congress

Niamh Walker-Headon (R)

IFLA Heath and Biosciences Section satellite meeting was hosted by Dr. Steevens Library and attended by Medical Librarians from across the Globe, including Mexico and Australia.

Niamh Walker-Headon Library Resources Manager, spoke about: The role of the HSE Library repository in delivering COVID-19 evidence summaries.

LIR Seminar

LIR HEAnet User Group for Libraries invited Niamh Walker-Headon to speak at their annual seminar. The talk was called *HSE Cyberattack - How SaaS saved the day @ HLI*

Congratulations to Linda Halton (pictured opposite), Librarian based at Navan General Hospital graduated with MSc in Digital Health Transformation from the University of Limerick and Linda shared her experience with all HLI staff in an online CPD and coffee event organised by our Information Skills team. Natasha Smith, Library Assistant at Our Lady of Lourdes Hospital in Drogheda commenced a distance learning course towards a professional qualification in Library and Information Studies. Our Digital Support Assistant Ruth O'Rourke graduated from UCD with a Librarian qualification this year and takes up a role as Librarian in the New Year at OLOLH Drogheda.

People Highlights

Shona Nolan joined our service as Librarian at Waterford University Hospital, bringing a lot of experience from her career at Trinity College Library. Aoife McGrath joined as librarian at Connolly Hospital Library, with valuable experience from legal and special libraries. Ann Marie Gallagher joined St. Conal's Hospital Library with experience from the private sector and we welcomed back Roisin Hunter-McGlinchey. Jennifer Butler took up a new position with HLI as Innovation Lead in August this year. Ruth O'Rourke joined our service also

this year in two different roles. Melanie Surkau was appointed Library Resources Manager with lead for procurement as a temporary higher position. Linda Devlin took up Business Manager Position with Research and Evidence and works closely with our service. Other temporary staff have joined and left the service this year, taking up other opportunities in the HSE. We look forward to welcoming Laura Rooney Ferris back to HLI in 2023 having completed her secondment at South East Technological University Library in Carlow.

Looking Ahead

Our priority for the year ahead will be to measure our carbon footprint and implement sustainable practices across HLI in line with the HSE Climate Action Strategy; promote our Evidence, eLibrary, Info Skills and Knowledge Support services; co-create a new 5 year strategy with staff and users.   HLI will play a leadership role for all health libraries in Ireland by managing the HJNI (Health Journal Network Ireland) in 2023. Remaining libraries with overdue refurbishments include Hospital Libraries in Kerry, Galway and Mullingar which are priorities for 2023. The HLI Strategy Steering Group met three times online during 2022 and I am grateful to the members of this Group for their input and guidance. I remain a member of the Library Association of Ireland Council and serve internationally as Executive Board member of the European Association for Health Information and Libraries. I Chair the "5 Nation Library Leads" Group bringing together Library Leads in NHS England, Scotland, Wales, Northern Ireland and the HSE in Ireland. The contributions of this Group will be particularly useful next year as we plan a new strategy for our service.

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

KEY PERFORMANCE INDICATORS

These are the top 10 KPIS for 2022 for HSE Health Library Ireland

KPI 1	**Recurrent expenditure commitment in place for national library services** indicating the HSE's ongoing commitment to library services as an essential resource for staff
KPI 2	**10.3% of the HSE workforce are registered library members** indicating a high level of awareness of the service
KPI 3	**11% of the HSE workforce have used the eLibrary in the last year** demonstrating high demand for this service.
KPI 4	**2,032 HSE staff/authorised users received information skills training from HLI in 2022**
KPI 5	**487 literature searches performed for health service staff.**
KPI 6	**7,169 users subscribe to research bulletins/table of content alert services from HLI.**
KPI 7	**Number of documents supplied per registered Library member in one year =1.5**
KPI 8	**Cost saving of library document supply service to the organisation in 2022 is €38,202**
KPI 9	**97 outreach library services to community based staff**
KPI 10	**31,804 books checked out in 2022 (increase of 21,254 from 2021)**

INCREASED USE OF SERVICES AND CONTENT

The e-health library saw continued growth and some high numbers of use, with key figures as follows.

2022 at Health Library Ireland

Book Borrowing
31804 items checked out
1427 Active Users

2182 Received training
1362 Trained in person
820 Trained online

Most Used Point of Care Tools
473,292 BMJ total usage
1,025,962 BMJ app usage
427,328 UpToDate usage
191,541 UpToDate app usage

Social Media Followers
Twitter 2298
Instagram 438
Facebook 172
LinkedIN 267

Web Content Use
258,482 Total Views
76,054 Web Platform Users
+25% Wordpress
11.44% Wordpress Mobile use up

eLibrary
Total Interest 893,799
Average daily interest 2448
- eLibrary Authentications 77,256
- eLibrary Authenticated use 207,534
- eLibrary Registered users 12,247
LinkResolver use 33,537
Publication Finder 4082 link outs

Most Searched: BMJ Best Practice
Most Full text: New England Journal of Medicine

Online Activities
- Appointments booked with staff 38
- Events 792
- Equipment Bookings = 144,
  - MakerSpace = 115
- Spaces 5118
- FAQs 119, FAQ views 3,374
- Chat 138
- Tickets 1007
- LAMA Interactions – April 2022 113

Deposits 3799
Usage 724,714
Lenus most popular collection – **Publication**

Health Library Ireland

ELIBRARY USE AT A GLANCE IN 2022

Most used eJournals

New England Journal of Medicine	26 170
The BMJ	15 593
Cochrane Database of Systematic Reviews	5 654
BMJ Open	5 600
Journal of Clinical Nursing	5 505
Journal of Advanced Nursing	5 365
British Journal of Occupational Therapy	5 010
British Journal of Nursing	4 751
Anaesthesia	4 526
JAMA	4 092

Most searched online resources

BMJ Best Practice	54,484
CINAHL Complete	36,770
EMBASE	35,418
MEDLINE	22,947
Ovid MEDLINE(R)	14,481
APA PsycINFO	8,008
BMJ Best Practice	5,899
Cochrane Database of Systematic Reviews	4,026
Web of Science	2,171
E-Journals	2,027

Most borrowed eBooks by HSE staff/users

Dermatology: 2-Volume Set (Fourth Edition)	418
Mandell, Douglas, and Bennett's Principl...	209
Drop the Disorder!	197
Leadership and Nursing Care Management	151
Nelson Textbook of Pediatrics, 2-Volume ...	148
The Maudsley Prescribing Guidelines in P...	141
Atlas of Pelvic Anatomy and Gynecologic ...	125
Oxford Handbook of Psychiatry	121
Overcoming Binge Eating, Second Edition	116
Kanski's Clinical Ophthalmology (Ninth E...	110

Top 10 most borrowed print books

1. The Royal Marsden manual of clinical nursing procedures.
2. Illustrated textbook of paediatrics /
3. Leadership, management & team working in nursing.
4. An introduction to transfusion science practice/
5. Essentials of nursing critically ill adults /
6. Principles of physiology for the anaesthetist /
7. Talley and O'Connor's clinical examination :
8. Pharmacology for anaesthesia and intensive care /
9. Handbook of diabetes /
10. Part 1 MRCOG.

USAGE STATISTICS

HSE Libraries supplied a total of 5,265 journal articles. 1,212 people were trained in person, an increase of 452 people trained on last year's figures. 31,804 books were borrowed, representing an increase of 21,254 since 2021. There is on average 984 people through the doors of libraries every month, an increase of 300 people per month on 2021. These statistics are a snapshot of usage and highlight the importance of our staff, services and physical libraries.

East (Regional Health Areas A & B)

(Connolly Hospital, OLOLH Drogheda, Cavan, Navan, Mullingar, Portlaoise, Tullamore, Naas Hospital Libraries)
No. of people who received training in person: 670
No. of documents supplied: 538
No. of readers East 59,065

South (Regional Health Areas C & D)

(Cork, Kerry, Waterford, Kilkenny, Wexford, St Columcille's Dublin Hospital Libraries)
No. of people who received training in person: 425
No. of documents supplied: 311

West (Regional Health Areas E & F)

(Galway, Mayo, Roscommon, Sligo, Donegal, Limerick Hospital Libraries)
No. of people who received training in person: 147
No. of documents supplied: 366
No. of readers: 3,520 (only Sligo and Letterkenny partial year stats available)

HQ Dr. Steevens' Library

No. of people who received training in person: 120
No. of documents supplied: 170
Research Digests produced in the areas of Quality Improvement, Patient Safety, and Midwifery
At the request of the CCO, Librarian Gethin White worked with Dr Linda Mulligan (State Pathologist) as part of team working on new HSE Post-mortem guideline

INNOVATION

Maker Spaces
3D Printing
3D Print workshops were held in Midlands Regional Hospital 19 September, and Galway Merlin Park 22 November. The workshops trained library staff, and local healthcare professionals. Patient care staff saw first-hand the opportunities available for prototype 3D printing on-site in Galway Merlin Park Hospital, Midland Regional Hospital, and Our Lady of Lourdes Hospital.

Maker Labs

Design Thinking Workshops, with Professor Trevor Vaugh, of The Big Life Fix, were held in Cork University Hospital 19 October, Midlands Regional Hospital 9 November, Connolly Hospital 23 November, and Galway Merlin Park Hospital. 15 December. University doctors, and health care professionals were introduced to the MakerLab trolley, and to-go case filled with tools to take innovative visions to improve healthcare to physical prototypes for production.

Trevor Vaugh and Maura Flynn - Grand Rounds presentation

Natasha Smith, HLI, worked with Eleanor Campbell, Quality & Risk Safety Coordinator at Louth Hospitals and Martin Ryan, an innovation expert, to deliver a Sparks Design Thinking Workshop in May of this year. The theme for the workshop was 'Waiting Lists' 'Waiting Areas'.
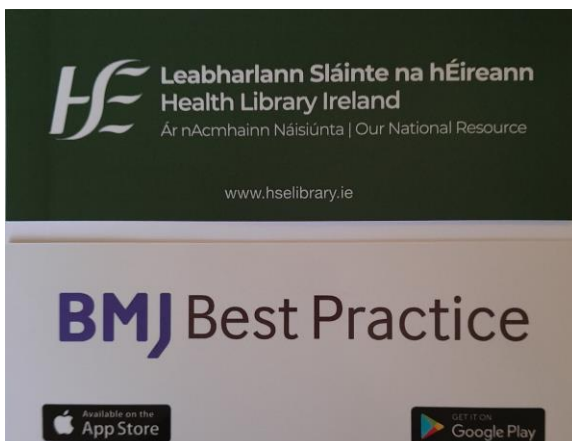

Trevor Vaugh - Grand Rounds, Connolly Hospital

Staff attending Energy Pod launch in May at Naas General Hospital.
The Energy Pod supports HSE staff to re-energise and reduce stress by providing a comfortable, quiet space for rest. It has been well received by hospital staff since the launch.

Bookmarks were created to promote the HSE Health eLibrary. BMJ Best Practices app available to everyone in Ireland is featured on the bookmark. The bookmarks give library staff an additional resource for making not only healthcare providers, but the general population aware of available health information services.

Energy Pod Chairs located in Cork University Hospital, St. Luke's Hospital Kilkenny, Naas General Hospital, and University of Limerick Hospital provide healthcare service staff a quiet place to relax, and rejuvenate.

A Relaxation Chair, located in Dr. Steevens' Hospital gives healthcare professionals a place to relax, and revitalize.

Watch this space!

Bennery Rickard is leading out on a project to develop an innovation project at Connolly Hospital. Hublet is an easy to use Android Tablet docking station which allows patients/service users to use and return the tablets to the docking station after use. It can be used for entertainment, educational and therapeutic purposes. Hublets are currently in use at Children's Health Ireland at Connolly are proving We are working with clinicians at the hospital to identify a suitable pilot project for the Hublet and are investigating applications such as chronic disease self- management and older persons

Hublet – Docking Station

Aoife McGrath and Bennery Rickard promoting the HLI MakerLab trolley at Spark Summit June 2022

NATIONAL TEAMS

Digital Knowledge Service Team

For 2033 the Digital Knowledge team identified 3 top strategic goals through a consultative exercise with the Digital Team. In order to ensure consistent user access and experience across the full national suite of electronic resources, the team worked to achieve three main priorities:

1. Moving content from the WordPress platform to the new Springshare LibApps domain, with LibGuides as the platform. This included a review of the exisiting content to select what was to be migrated, including images and other media.
   a. Teams were established to consult on the design and content of LibGuides and the various LibApps, and the process of moving content has been moving at pace. The LibCal project has been completed, including training held provided by the Digital team and by Springshare.

2. Having a single set of credentials for service users to sign in to all their electronic resources.

   a. All users can now sign in using their KOHA username and password to access OpenAthens, Aspen discovery, and Borrowbox. This is known as Single Sign On.
      i. Going forward all library users will register on Koha.

3. Resource integration
   a. Aspen Discovery was implemented to create a single search platform for all the library's content. It is available at the newly registered "search.hli.ie", and via the HSELibrary.ie website's search bar.
   b. From a single search, it returns results from the library catalogue, eLibrary, websites, open access publications, upcoming events and more.
      i. The eLibrary is now integrated into the library catalogue.
   c. eBook records have been added to Koha and eLibrary search for eBook Central, BorrowBox and Clinical Key.

Chad report

Throughout 2022, the Digital team has made progress towards achieving the implementation goals highlighted by this report, particularly in the areas of evidence, integration, and access.

Nested Knowledge

To meet the needs of the Evidence Team when last year's tender was unsuccessful the Digital Knowledge Services Staff implemented the Nested Knowledge solution to assist with the evidence synthesis work of the Evidence Team. The need to collate and manage requests for summaries of evidence is now provided by using the custom LibAnswers and LibWizard solution designed and implemented by Digital Knowledge Services Staff in conjunction with the evidence team.

Library Management System

The library management system, KOHA, was successfully upgraded, and integrations put in place with EDS and Open Athens. A tender for the continued hosting, maintenace and support of Koha was published. The EDS user interface has also been upgraded, to enhance both resource integration and user experience, this new version is available on the *public* search interface.

Access has been simplified through access to intuitive addresses such as Books.hli.ie, Search.hli.ie, www.hli.ie, bookings.hli.ie and Help.hli.ie, which are all now registered.

National Document Supply

Centralised document supply was put in place this year bringing together library staff from all service points into a centralized new operating model. For customers, this means a standard and streamlined way to receive documents such has journal articles and occasionally books not available through our HSE collections. Some statistics are outlined in the figure below. This is being reviewed in January 2023 by which time it will be 6 months in operation.

Lenus the HSE's Irish Health Research Respository

Open access to research essential to the health services has been improved through the restructuring of Lenus communities and collections.

Padraig Manning has completed an extensive review of research output, in conjunction with Research and Development colleagues. Total figures indicate the high volume of open access research processed through the national repository:

2020	2021	2022	Total publication
17448	23990	11686	49081

Further developments to support the Open Access Mandate for LENUS include the ingestion of +7,500 most used documents from LENUS into LAMA the Online Assistant created from Watson Assistant and Watson Discovery+ in conjunction with IBM

Open Access Research Awards 2022

This year's awards took place on the 5th of December. There were 72 eligible entries to be judged. Dr. Philip Crowley and Professor Drennan of University of Limerick joined us on the day.

The winners were as follows:

Category: Acute Care and Hospitals:

Response to treatment and outcomes of infantile spasms in Down syndrome.
Susan Harvey and colleagues
Category: Community and Social care

The duration of infectiousness of individuals infected with SARS-CoV-2.
Kieran Walsh and colleagues
Category: Mental Health and Disabilities

Brief psychological interventions in face-to-face and telehealth formats: a comparison of outcomes in a naturalistic setting
Padraig Collins and colleagues
Category: Integrated Services

Testing the performance of risk prediction models to determine progression to referable diabetic retinopathy in an Irish type 2 diabetes cohort
John Smith and colleagues
Category: Climate or Environmental Health

How to Irish Hospitals manage the core components of critical infrastructure resilience, and how can this be developed further to mitigate the impact of extreme weather events?
Yvonne Gregory

2022 special Merit Award:

Flood hydrometeorology and gastroenteric infection: The Winter 2015-2016 flood event in the Republic of Ireland
Martin Boudou and colleagues
Overall Winner

An Evaluation of the Impact of a Multicomponent Stop Smoking Intervention in an Irish Prison
Andrea Bowe and colleagues

Covid-19 HSE Clinical Guidance and Evidence REPOSITORY

The repository continues to be used as a reference resource. Thanks to Siobhán McCarthy, Information Specialist with the National Health Intelligence Unit for the figures below. The usage below shows October to December 2022 with the top 5 resources accessed:

Page Name	Views
Medication	1118
Guidance on how to use NEWS chart for staff who are unfamiliar with it	383
About - HSE Repository for Interim Clinical Guidance intended for the Clinical Community	382
COVID-19 Interim Clinical Guidance - VTE protocol and patient information for acute hospitals (CD-120 V1 / 21.04.20)	252
Is it safe to use ibuprofen in the pharmacological treatment of a patient with COVID-19	233

Information Skills Team

Information Skills Team

Achievements

January to December 2022

Members: Shauna Barrett, Helen Clark, Isabelle Delaunois, Nicola Fay, Edel Kelly, Dymphna McGettigan, Margaret Morgan, Julia Reynolds, Mary Thompson, Miriam Williams. Contributors: Liis Cotter, Maura Flynn, Linda Halton.

62

Training sessions delivered by the Information Skills Team in 2022

1720

Registered for training in 2022

820

Participants at training sessions in 2022

A dedicated Information Skills Team in Health Library Ireland (HLI) led by Ms. Nicola Fay develops and delivers training to enable library users to become self-sufficient in searching for, retrieving and using information to facilitate evidence-based and informed practice.

Training is delivered by librarians with advanced searching skills, experience of electronic resources and of information search tools.

The Information Skills Team coordinates a training programme. This is accessible via the training calendar at www.hselibrary.ie

Achievements in 2022

Online training calendar in place, delivered 62 training sessions across a broad range of information and research skills, including:-
Searching Medline/CINAHL in EBSCO – 9 sessions; Searching Systematically – 8 sessions; Searching the Cochrane Library – 2 Sessions EndNote – 9 sessions; Searching Embase in Ovid – 4 sessions; Using Rayyan for Screening Search Results – 5 sessions; Introduction to Point of Care Tools – 2 sessions; Accessing Leadership, Management and Personal Development Library Resources – 1 session

Webinars to promote library resources were held including:

1. Navigating the Evidence: A National overview of eHealth library resources for nursing and midwifery research and practice (May 2022)
2. HSE Health Library Ireland Webinar for Ukrainian Doctors (July 2022)
3. Joint ICGP/Health Library Ireland training event for GP Trainers and Trainees (November 2022)

CPD for Library staff

Shared training materials with library staff for local group and one to one training on the Library staff Wiki

Posted 50 training opportunities for library staff on the Slack communication channel #skillszone
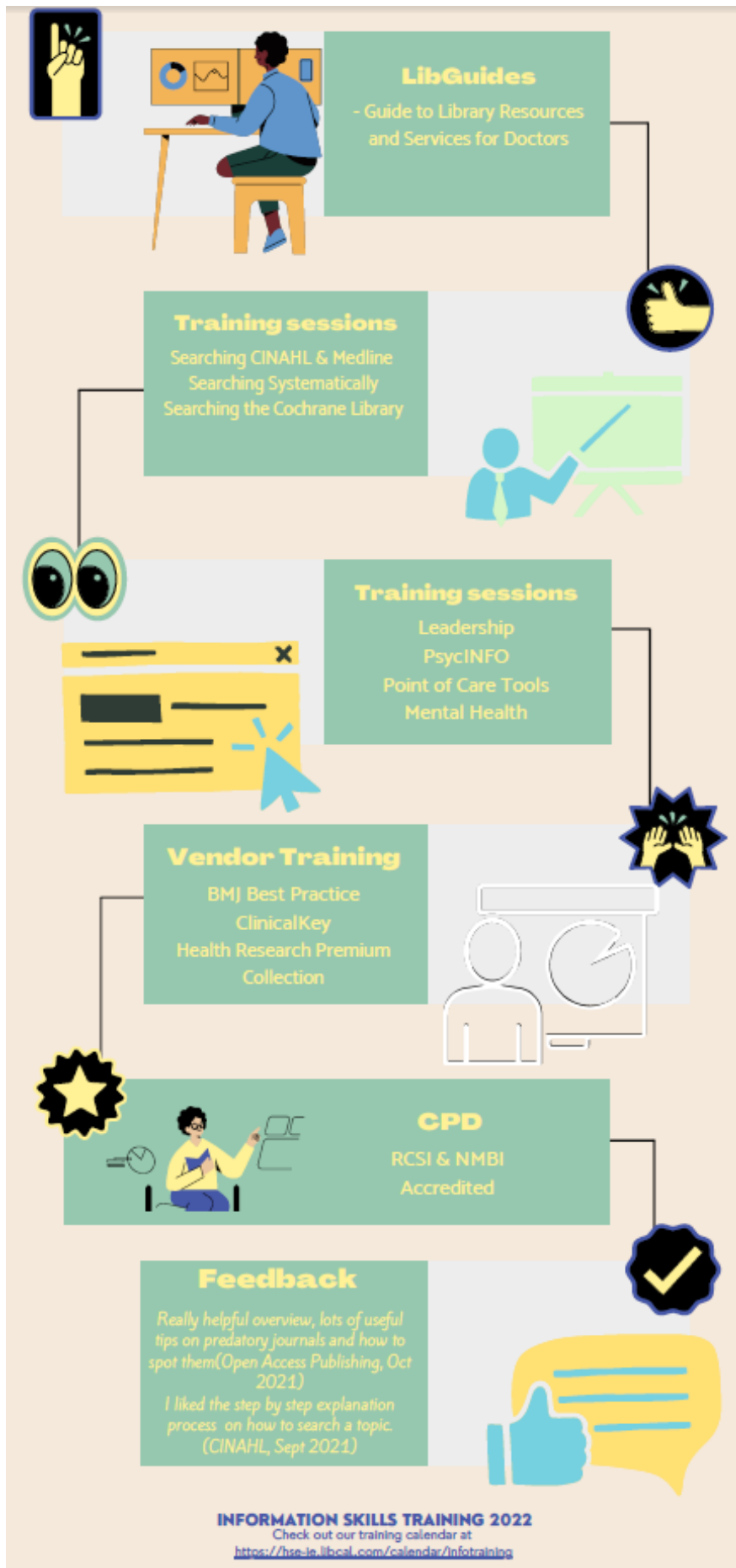
110

Number of training opportunities advertised to Library staff in 2022

Hosted 8 informal CPD & Coffee sessions online for library staff to share and learn new skills

- Getting started with Screencast-O-Matic
- Grey Literature
- Using Canva in the Library setting
- Using PowerPoint in the online training setting
- Feedback from the IFLA Conference held in July 2022 (2 sessions)
- Using MS Video Editor
- Sharing from the Masters in Digital Health Transformation

LibGuides

- Guide to Library Resources and Services for Doctors

Training sessions

Searching CINAHL & Medline
Searching Systematically
Searching the Cochrane Library

Training sessions

Leadership
PsycINFO
Point of Care Tools
Mental Health

Vendor Training

BMJ Best Practice
ClinicalKey
Health Research Premium
Collection

CPD

RCSI & NMBI
Accredited

Feedback

Really helpful overview, lots of useful tips on predatory journals and how to spot them(Open Access Publishing, Oct 2021)
I liked the step by step explanation process on how to search a topic. (CINAHL, Sept 2021)

INFORMATION SKILLS TRAINING 2022
Check out our training calendar at
https://hse-ie.libcal.com/calendar/infotraining

Knowledge Support Team

This team was rebranded from 'Knowledge Broker' to 'Knowledge Support' in 2022. It was formerly led by Mary Morrissey of HSE National Health Intelligence Unit and we are grateful for Mary's direction and expertise. This year with the appointment of Bennery Rickard as Area Library Manager East, she has taken over the leadership of this team with a refreshed vision. The vision of the Knowledge Support Team is to *"utilise the collective wisdom, energy, experience and expertise of our team to create a foundation on which we promote a knowledge culture in the HSE, aligned to the implementation of the HLI Strategy "Knowledge into Action".*

The KS team's key achievements in 2022 were:

- Establishment of the new KS Team and definition of its Terms of Reference.
- Auditing current HLI practices relating to research digests and ToC (Table of Content) alerts and establishment of a standardised process for their delivery including a standardised template.
- Developing and delivering research digests for special interest groups within the health service.
- Establishment of a web presence on the new HLI website for the outputs and services of the KS Team.
- Development of strategic relationships with key stakeholders through participation in HSE National Teams, National Policy programmes and special interest groups through the Librarian on Loan Service or through meetings, workshops and networking events.

Evidence Team

The HLI Evidence team is led by Brendan Leen, Area Library Manager South. During 2022, 16 Summaries of Evidence (approx. 1,000 pages of content-see details below) were completed and housed on Lenus, the Irish Health Research Repository. These were produced for NIAC, HIQA HTA and the National Clinical Programmes in the HSE. 27 comprehensive searches were completed.

Evidence Summaries 2022

What guidance is available for healthcare workers on the provision of CPR for patients with confirmed or suspected COVID-19 in hospital settings, focussing primarily on the evidence relating to CPR as an aerosol-generating procedure?
What is the latest national and international evidence about the existence of long COVID or post-COVID and its persistence for COVID-19 survivors?
Is a booster COVID-19 vaccination required for older people?
Do COVID - 19 vaccines prevent SARSCoV-2 transmission and infection among healthcare workers with specific consideration of the B.1.617.2 (Delta) variant?
Has the COVID-19 pandemic created greater communication barriers between healthcare personnel and hearing-impaired individuals?
What recent systematic reviews are available on the transition of care from paediatric to adult health services? What is the optimal age of transition? For which diseases/conditions are transition of care models recommended, and what are the elements of the transition process?
Does a two-dose HPV vaccination schedule provide non-inferior efficacy or effectiveness against HPV infection and associated clinical outcomes and non-inferior immune response (immunogenicity) compared to a three dose schedule for individuals aged 15 years and older?

What is the burden of disease from COVID-19 in 5-11-year-old children?

What EWS's and/or assessment tools are currently in use for the detection or timely identification of physiological deterioration of the older person (aged > 65 yrs) in a residential care setting?

Does the introduction of EWS and/or assessment tools for the detection or timely identification of physiological deterioration of the older person (aged > 65 yrs) in a residential care setting decrease potentially avoidable transfers to and/or admissions to an acute care setting?

Does early medical intervention and/or the introduction of community outreach and/or rapid response teams to assess and manage the acutely clinically deteriorating older person (aged > 65 yrs) in a residential care setting decrease potentially avoidable transfers to and/or admissions to an acute care setting?

What education programmes have been established to train healthcare professionals (HCPs) and/or support workers relating to EWS's and/or assessment tools for the detection or timely identification of physiological deterioration of the older person (aged > 65 yrs) in a residential care setting?

What factors influence the decision to transfer older persons (aged >65 yrs) from a residential care setting to an acute care setting?

What is the prevalence and severity of varicella in children globally?

What is the efficacy, effectiveness, and immunogenicity of varicella vaccine in children?

What is the safety profile of varicella vaccines?

487 literature searches were carried out in 2022 with the largest user group availing of this search being Nursing/Midwifery (40%) followed by Medical/Surgical/Dental (21.6%)
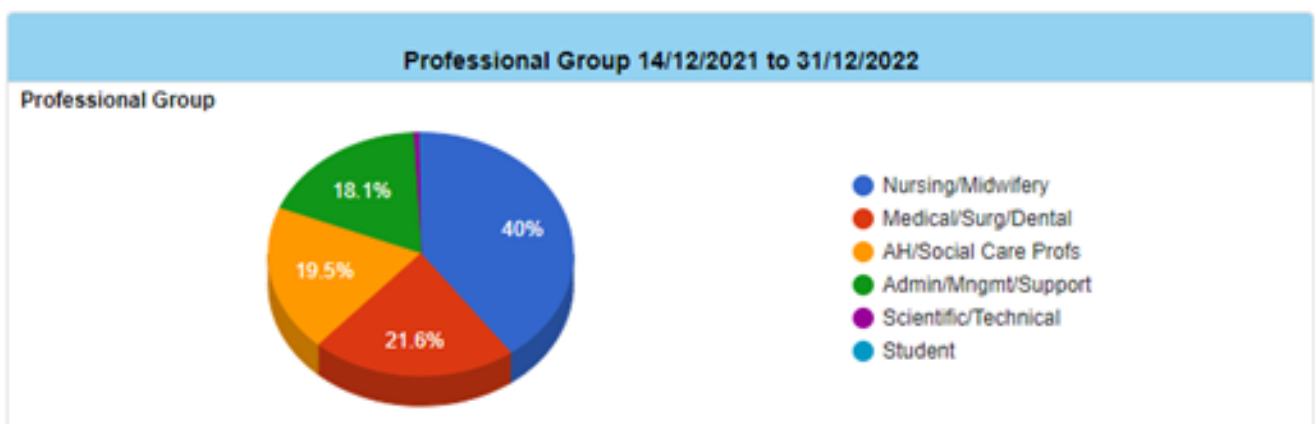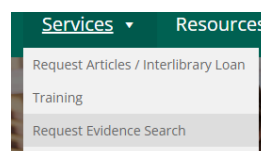

Figure 3 Literature Requests by Staff Category

Professional Group	Enquiries	%
Nursing/Midwifery	195	40%
AH/Social Care Profs	105	21.6%
Medical/Surg/Dental	95	19.5%
Admin/Mgmt./Support	88	18.1%
Scientific/Technical	3	3%
Student	1	1%
Total Enquiries	487	

A **new user request form** designed and available at hselibrary.ie. You will find this under Services **– 'Request Evidence Search'.** This form offers users 4 different levels of request with 4 different response times: Quick Search (Level 1, 2-3 days' response time); Standard Search (Level 2, 3-5 days); Comprehensive Search (Level 3, 5-10 days); Comprehensive Search + Evidence Summary (Level 4, ~30 days). Requestor selects level of request and response time depending on amount of detail required. Protocols for each of the above levels of request designed and implemented with training provided to all library staff answering Evidence requests. Protocols are based on best international evidence

(e.g. Braben), and exemplars (e.g. NHS Glasgow and Clyde SENSE, ScHARR). They standardise the processing of Evidence requests and delivery of results throughout the service.

Training on advanced literature searching techniques and evidence summaries was delivered by the University of Sheffield School of Health and Related Research (ScHARR) to HLI staff. A major 6-module critical appraisal training syllabus was created and will be delivered in 2023.

Library Estates Team

This team is led by Anthony Linnane, Area Library Manager West. Significant upgrades were implemented throughout the HLI service following the Burns Report of 2019. St. Conal's Hospital Library in Letterkenny

Figure 4 St. Conal's Hospitlal Library, Letterkenny

saw needed changes with the reduction of print material, thereby increasing research, and reflection space for healthcare providers. The culled materials are still available within the library.   New lower shelving units enable natural light in the space, creating a calmer, more inviting environment for researchers.

Dr Steevens' HQ refurbishment offering teleconferencing, meeting space, Hot Desk computing space. Ask me signage welcomes researchers, and healthcare professionals to the libraries.

Carbon Footprint Project

Following the International Federation of Libraries Association presentation in Dublin Summer 2022 Conference, Bringing environmental awareness of public libraries to the 2020s, by Finnish Public Libraries, and in response to changing environmental challenges, HLI is undertaking a review of the carbon footprint of the HLI library physical spaces. The Finnish Public Library report brought to light the negative carbon footprints of libraries, as well as the positive carbon handprints of library services. HLI hopes to raise awareness of climate impacts, and contribute to a greener, and healthier place of work, and public service. Finnish Public Library Carbon Footprint Report, English Version

HLI Customer Charter

The Estates Team reviewed, and updated the Library Customer Charter, they voted on the best design, working to incorporate the new HLI name. The result is that the HLI Library Customer Charter is now in place and displayed in all HLI libraries:

Health Library Ireland Customer Charter

Library refurbishments

Midlands Regional Hospital Mullingar

Before

After

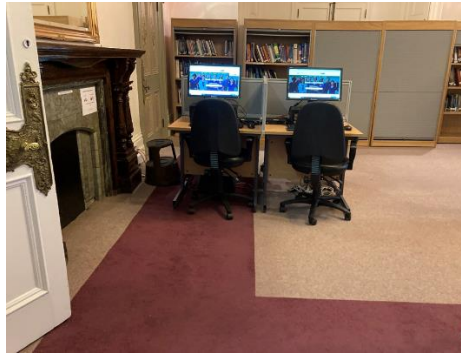**St. Luke's Oncology Network Library**
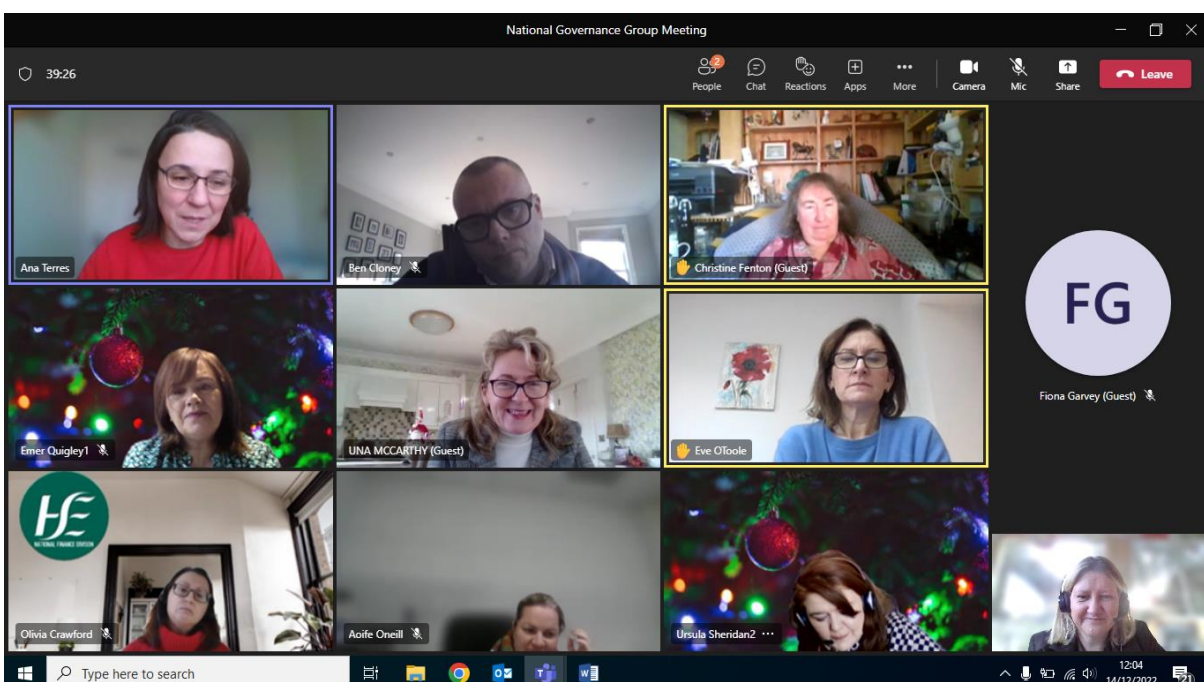

Before

After

Events Team

Our three member Events team organised a Staff Wellness Day online for Library Staff in the summer, a virtual all staff engagement day and a virtual Christmas staff event in December. All events were very well received by our staff and we are grateful to Natasha Smith, Marguerite Farrell and Caroline O'Driscoll for their continued support and creative approach to events for all staff in our service.

3PG NCR Team

This team is made up of Emer Quigley Project Manager and Ursula Sheridan, Project Support Assistant. The team is part of a larger project group set up to support delivery of the following project objectives;

1. The review and update of the existing National Framework for Developing PPPGs (2016).
2. The set-up of the National Central Repository.

Figure 5 3PG Steering Group virtual meeting December 2022

Oversight of the project work is provided by the National 3PG Steering Group (pictured above) who met virtually throughout 2022 which is chaired by Dr Ana Terrés, Assistant National Director, Head of Research and Evidence.

Our project objectives are coordinated through three national working groups, and a Chairs Forum, with individual programmes of work, which are all aligned to the overall project plan.

HSE Change Guide/Organisation Development & Change Team

To support this Repository project and organisation change, the National 3PG Repository Team have participated in the Change Guide Process, which is based on the organisation development approach to change, where people's needs inform service design and improvements. This was a great opportunity to link in with an expert consultant to validate the project is progressing in the right way and being able to use the change guide process has been an excellent resource in the project's journey. The team are recording the project in a learning review which will be submitted to the consultant as requirement for CPD Certificate, which is awarded by RCSI Graduate School of Healthcare Management in collaboration with HSE Organisation Development & Change.

National Central Repository (NCR) working group
The NCR working group is chaired by Aoife Lawton, General Manager, Health Library Ireland. The NCR is a document management system hosted on the HSE website, it will provide a central storage location for all approved HSE National 3PGs* including National Clinical Practice Guidelines. The NCR will ensure HSE National 3PGs are version controlled, managed, monitored, reviewed in a timely manner and safely archived. There has been wide and extensive stakeholder engagement from the outset, including two rounds of User Surveys (to understand user values, preferences and current challenges), with service users, staff and management, which was collated by HSE Digital Communications User Experience team, and a presentation on analysis of same was presented to the working group, which informed the requirements document for the NCR.

The group is working closely with HSE Digital Comms User Experience team and developers; this work has included defining the NCR system requirements and developing a roadmap for future versions. The first version of the NCR will focus on existing National 3PGs in PDF format, document classification/inclusion criteria and management of metadata. The NCR roadmap includes requirements for a new National Digital Template(s) (clinical and non-clinical), feasibility of online approval of National 3PGs and a tool to self-register National 3PGs in development – this will enhance stakeholder engagement and in time reduce duplication of documentation across the health service. It is hoped that the first version of the NCR will be operational by the end of Q1 2023.

Review of National Framework for Developing PPPGs (2016)
The HSE National Framework for Developing PPPGs is in place and used in the HSE since 2016. A review of this Framework is in progress by both the clinical and non-clinical working groups, informed by national audit findings and wide stakeholder engagement and feedback. This is a parallel process to the setup of the National Central Repository and is essential to inform the needs analysis. A first draft of both Practical Guides will be circulated via Smart Survey for national consultation and feedback in March 2023. It is essential for the health service to have formalized National 3PGs which can mitigate risk by promoting workplace safety, regulatory compliance, and the delivery of safe, high-quality service user care and services. Well-written, up-to-date National 3PGs will reduce variation in practice and duplication that may result in substandard services or care to service users and staff, which may cause harm. There should be a clear and consistent approach to the commissioning, planning, development, implementation and assurance of all National 3PGs across the Irish healthcare service.

Non-Clinical Working Group
The Non-Clinical working group is chaired by Una McCarthy, Senior Manager, National Primary Care. The review process the working group followed was both practical and efficient with a strong base on HSE internal audit findings and user feedback. A strengths and weakness exercise was carried out early in 2022 with a wide stakeholder group, interestingly analysis of same also aligned to feedback from the NCR survey with regard to current challenges in staff being able to find, develop and approve National 3PGs. Following collation of a situational analysis, a logic model was then presented to the National 3PG Steering Group to inform ongoing improvements to the draft non-clinical Practical Guide.

The draft non-clinical Practical Guide has clarity of scope that it is for National 3PGs only, with guidance for local 3PG developers to follow as best practice and to align with the high level principles of National 3PG development – this will be new. The working group are making significant progress and now focusing on further editing of the draft by consensus, in preparation for national consultation in March 2023. Sections on definitions, determining the need for a National 3PG/prioritisation, planning, implementation and assurance have all been greatly strengthened.

Clinical Working Group

The Clinical Guidelines working group is chaired by Dr Eve O'Toole, Head of the Evidence and Quality Hub in the National Cancer Control Programme. An in-person design thinking workshop with a strong emphasis on governance was held in September 2022 facilitated by Eve and NCCP team, there were 3 groups – clinical guidelines, clinical non-guidelines and non-clinical. A feedback presentation was provided to the National 3PG Steering Group, summary of solutions included requirements for clear definitions of National 3PGs and appropriate use, clear prioritisation criteria, registering intent to develop process and clear governance of National 3PGs. The draft clinical Practical Guide is well progressed and will provide simple and straightforward guidance for clinical practice guideline developers.

Future location of existing HSE Covid-19 Repository

The National 3PG Repository Team and stakeholders in Health Library Ireland are progressing a proposal with recommendations for the General Manager of CDI on options for the future permanent location of the existing Covid guidance on the repository. Governance of evidence summaries sits with HLI and a solution for archiving of same has been agreed. The 3PG Repository Team currently provide administrative support to the Repository Web Editor, Health Intelligence Information Specialist on requests from CDI.

Stakeholders

The National 3PG Repository Team have had over 120 stakeholder enquiries in 2022 and have provided information requests, signposting to existing relevant resources and tools, enhanced their stakeholder engagement with feedback exercises and surveys through the working groups, and kept stakeholders appraised of developments with both the NCR and the review/update of the framework. A national consultation of the revised framework will also take place in early 2023 as part of on-going stakeholder engagement.

In addition to tracking the work programmes of multiple working groups and the governance group, the team have actively supported the wider HLI team. Knowledge Capture support was provided in Q4 2022 for a clarifying the objective session with a group of Public Health doctors.

Contact the National 3PG Repository Team: NCR.team@hse.ie

hli@hse.ie   www.hselibrary.ie   01-6352558

@hselibrary   @hselibrary

HSE Health Library Ireland, Dr Steevens' Library, Dr. Steevens' Hospital, Steevens Lane, Dublin 8 D08 W2A*