

# 2023 ANNUAL REPORT



**'A YEAR OF INTEGRATION'**

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# REFLECTIONS

## Strategic Highlights

This year was the final implementation year of our current Library strategy. Highlights for 2023 include: the launch of the National Central Repository for National Policies, Procedures, Protocols and Guidelines with the accompanying Practical Guide; 6 subject based Research Bulletins are now regularly circulated to relevant users across the health service keeping staff up-to-date with the latest research; the first Library Resources Manager with responsibility for Community Outreach was appointed in the West; major summaries of evidence were published to support significant reforms in the health service including unscheduled care and the work of two of the Expert Review Body on Nursing & Midwifery Implementation Action Groups.

The Green Team of the Library Service captured the carbon footprint of our libraries by working in partnership with a Finnish company 'Positive Action' and through a survey measured energy consumption as an overall percentage within the HSE. Further sustainable practices will be implemented in the coming year at local library level.

Collaborative agreements were agreed with several partner organisations for the provision of library resources including but not limited to: RCSI, St. Vincent's University Hospital, Tallaght University Hospital, the Department of Health, the National Rehabilitation Hospital, the National Maternity Hospital Holles Street. Finally since the summer a number of 'user experience' engagements took place throughout the HLI at local libraries, to hear from people who use the service and those that don't or know nothing about what it is that we do. This together with stakeholder interviews, literature review and an in person library staff engagement day has all been captured and analysed to inform the first draft of a new five year Library strategy. This strategy has been co-created with users and has taken an evidence informed approach.

I am immensely grateful to everyone who works with and as part of Health Library Ireland and I look forward to 2024 when a new strategy will be launched at a time when the HSE undergoes one of the biggest structural reforms in decades.

## Health Library Ireland

25 Libraries

6121.5 sqr mtr

0.15% of total HSE square meterage

**Thermal**  
919150.329 kWh

**Transport**  
85904.09454 kWh

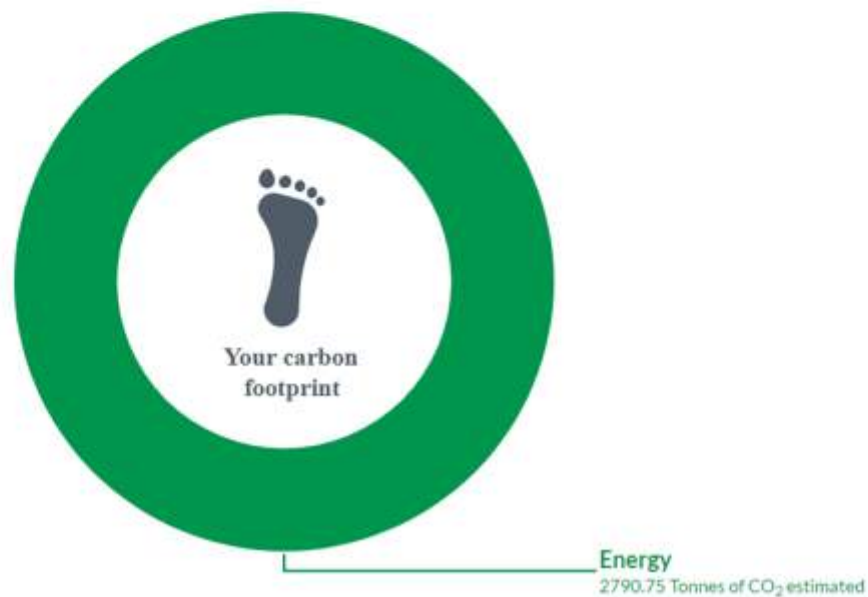


Figure 1 Carbon footprint of HSE libraries with thanks to Clare Healy-Murphy, Librarian GUH

# STRATEGIC OBJECTIVES

Objectives as outlined in the HSE Service Plan 2023 were to:

**Key Objective 3: Increase national access to the best national and international published evidence to enable evidence informed practice and research and support staff at point of care**

- a) Provide equity of access to key eHealth library resources for front-line staff
- b) Enable HSE senior management to access curated, high-quality national and international evidence to support strategic and operational decision-making
- c) Implement and operationalise the HSE National Central Repository Solution for policies, procedures, protocols and guidance.

The objective to increase access was achieved in 2023. The number of staff using library services, both online and in person increased throughout the year. Access to essential clinical support, point of care tools, ejournals, ebooks and online research resources was enabled for over 15,000 staff and authorised partner organisations. Access to the HSE eLibrary was extended to three S39 agencies: Kare, Shine, Jack & Jill Foundation. The resource ClinicalKey was extended to three Hospitals who had no prior access for no additional cost.

Summaries of evidence were compiled informing strategic and operational decision-making. An example of this was a major document on *'Unscheduled care to support the introduction of multi-annual plan to better manage the winter surge in unscheduled presentations to acute hospital emergency departments'*. Standard research bulletins were made available to users throughout the HSE, in priority topic areas including: Sexual Assault Treatment Units; Midwifery, Medicines Management, Health & Wellbeing and Patient Safety. Finally, the National Central Repository and accompanying Practical Guide were officially launched on December 5<sup>th</sup> by Dr. Philip Crowley.

## Financial Highlights

Staff numbers in the health service continued to rise in 2023 and staff using the eLibrary and related library services also increased by 3.3%. The national eLibrary provides information resources at the point of care, which inform evidence-based decisions right across the health service. These resources are subject to inflation and generally increase by 4% in cost annually. An agreed overspend was forecast in 2022 to support continued access for all frontline workers in 2023. This access is essential for evidence informed practice to enhance patient care and safety in an integrated health system.

The overall position of the Library service at year-end is one with an approved overspend. These increases are directly due to increased costs of subscriptions, expanding the eLibrary user base both within the HSE, partner organisations and Section 38s.



## Operating Highlights

BMJ Practice App is available on all HSE mobile phones as a standard App, with thanks to the Chief Information Officer, Fran Thompson and his team. Health Library Ireland assumed governance of the HJNI (Health Journals Network Ireland) in 2023, the first of its two year term. HJNI is a network of HSE and non-HSE health libraries, which provide journal articles upon request fulfilling gaps in collections across the network. The uptake has been high and a User Group met in December with positive feedback received by all its members.

## Educational and Professional Developments

Aoife Lawton, is a member of the European Board of EAHIL (European Association for Health Information and Libraries) attended the EAHIL workshop entitled *“Radical positive change agents”* held in Trondheim in June with the support of the HSE. As part of her work with the Board, she helped to deliver a European mentoring programme for health librarians in Europe. Brendan Leen, Area Library Manager was also supported to attend the 10<sup>th</sup> International Conference for EBHC (Evidence Based Healthcare) teachers and Developers entitled *“The Ecosystem of Evidence”*, held in Sicily in October. Brendan presented at the conference on the *“Impact of health library information resources on patient care”* based on the service we provide in the HSE. This was a unique opportunity to share our learning and impact with the global community and make connections with others enthusiastic about the impact that evidence can have to improve patient outcomes. Several contacts were made with potential collaborations on the horizon for 2024 in terms of supporting lower-income countries with better access to evidence to improve patient care, as part of several UN Sustainable Development Goals.



Figure 2 Brendan Leen Back Row (right hand side) at The Ecosystem of Evidence International Conference

## People Highlights

There were a number of changes this year with ongoing recruitment challenges. Siobhán McCarthy, Information Scientist joined HLI from our sister department, Health Intelligence. Laura Rooney Ferris returned to our service as National Lead for procurement and Jennifer Butler returned as Librarian based at Kerry University Hospital, temporarily replacing Melanie Surkau who is on a career break taking time out to travel. Two very experienced librarians – Maura Flynn and Isabelle Delaunois – left the service at Midland Regional Hospital Tullamore Library and University Hospital Limerick Library for other opportunities in Ireland and abroad. As Isabelle was employed by UL and not the HSE, our service has been unable to replace a librarian at University Hospital Limerick, which is an ongoing issue for staff and students on placement at the Hospital. Patsy Walsh, library assistant is single-handedly keeping the service going, albeit in challenging circumstances. Anne Kearns left the service as she secured a promotional post at the National Health Intelligence Unit. On a very positive note, new staff joined including Antje Herzog Gallagher, Librarian at MRH Portlaoise, Rosemary Lowndes, Senior Library Assistant at MRH Tullamore, Ruth O'Rourke, Librarian at Our Lady of Lourdes Hospital Drogheda, Gabriel Graves, Systems Librarian Wexford Hospital Library, Yohanna Anderson, Librarian at St. Conal's Hospital Letterkenny. 2023 saw the retirements of Senior Library Assistant Mary Thompson of Midland Regional Hospital Portlaoise, Librarian, Julia Reynolds of Mayo University Hospital and Stella Williams, Library Assistant at South Tipperary Hospital Library. We wish Mary, Julia and Stella a very happy and healthy retirement and thank them all for their long service to HSE library services. Kendra Mayne was supported to complete an internship with our service as part of her MLIS from University College Dublin. Lorraine Mason moved as Librarian from Portiuncula Hospital in Galway to Mayo University Hospital by Expression of Interest.

## Staff Engagement



Figure 3 HSE Health Library Ireland Staff meeting in person at Bridge House Tullamore May 2023

For the first time since 2019, an in person Library staff engagement day was held in the Bridge House Tullamore in May. All staff took part in a LEGO® Serious Play® methodology which enabled democratic participation in feedback with thanks to Ken McCarthy, N-TUTOR Project Lead, South-East University and Marie O'Neill, Library Consultant.

## Looking Ahead

Our priority for the year ahead will be to launch and begin implementation of a new five-year strategy with an emphasis on integrated services, quality health information, library staff and maximizing our impact as a service. The strategy will align operations with the new Health Regions and raise the profile of available services in those regions. The work on the HSE National Central Repository will continue to be developed in-house with both HSE Digital Communications who developed the system, and HSE ICT Corporate Delivery Team. A new project supporting the development of a research network for health and social care professionals will begin in 2024. We look forward to the reopening of a newly refurbished Library at University Hospital Kerry and to the reopening of Wexford Hospital Library, which was sadly severely damaged in a fire in March 2023. The HLI Strategy Steering Group met three times online during 2023 and the National Librarian is grateful to the members of this Group for their input and guidance. The National Librarian accepted a request by the President of the Library Association of Ireland to Chair a Taskforce on the Irish Library Labour Market. Staff recruitment and retention remains a challenge for everyone and this Taskforce will provide fresh insights to support the work of the Library Association of Ireland and indeed employers. The National Librarian serves internationally as Executive Board member of the [European Association for Health Information and Libraries](#) and will chair the “5 Nation Library Leads” Group bringing together Library Leads in NHS England, Scotland, Wales, Northern Ireland and the HSE in Ireland for the second year of her term in 2024.



Figure 4 Culture Night Presentation at Dr. Steevens Hospital

For the first time ever, Dr. Steevens Library organised a joint event with the Worth Library to celebrate the history of Dr. Steevens Hospital as part of Culture Night 22<sup>nd</sup> Sept, 2023. Thanks to HSE Facilities for their support with the event.



Figure 5 President of Ireland M. Higgins with National HSE Librarian, Aoife Lawton

A personal highlight this year was meeting Uachtarán na hÉireann, Mr. Michael D. Higgins, as an invited member of the Library Council of Ireland, to celebrate the launch of [Machnamh 100](#).

-Aoife Lawton, National Health Service Librarian, December 2023.



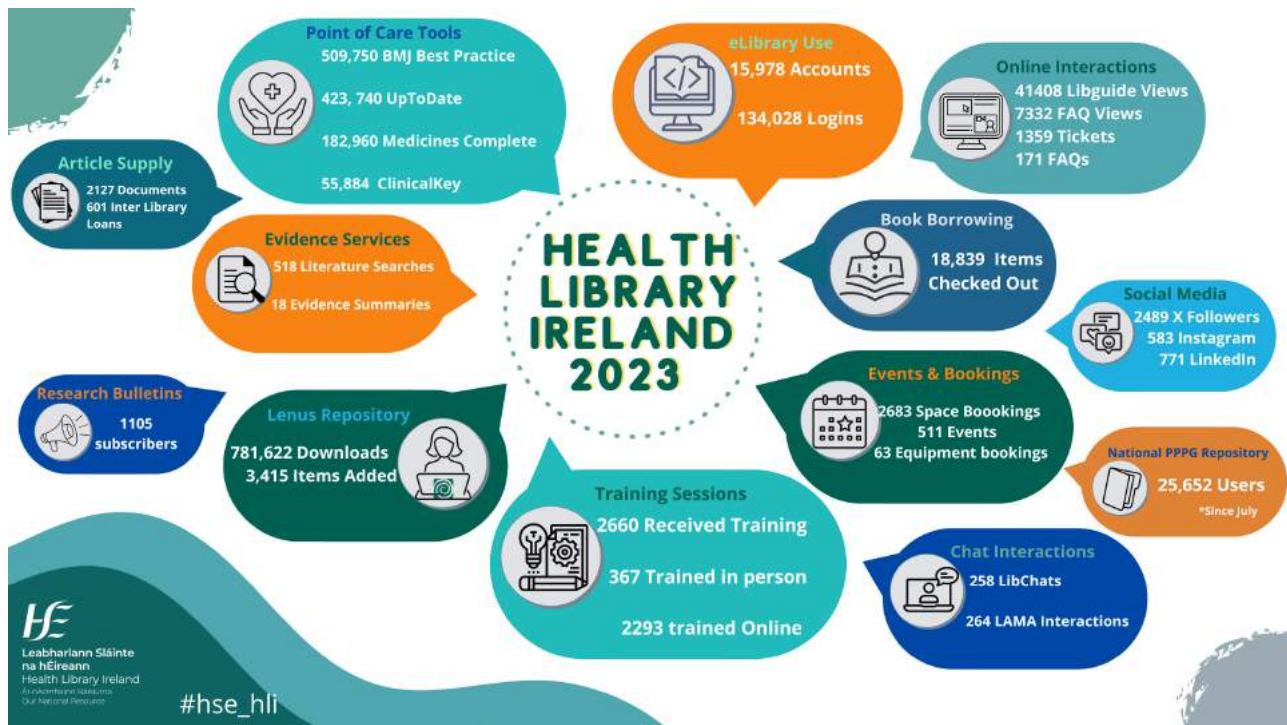
# KEY PERFORMANCE INDICATORS

These are the top 10 KPIS for 2023 for HSE Health Library Ireland

KPI 1	<b>Recurrent expenditure commitment in place for national library services</b> indicating the HSE's ongoing commitment to library services as an essential resource for staff
KPI 2	<b>13.3% of the HSE workforce are registered library members</b> indicating a high level of awareness of the service
KPI 3	<b>10.5% of the HSE workforce have used the eLibrary in the last year</b> demonstrating high demand for this service.
KPI 4	<b>2,260 HSE staff/authorised users received information skills training from HLI in 2023</b> (increase of 228 on 2022)
KPI 5	<b>518 literature searches performed for health service staff.</b> (increase of 31)
KPI 6	<b>1,105 users subscribe to research bulletins/table of content alert services from HLI.</b>
KPI 7	<b>Number of documents supplied per registered Library member in one year =3.8</b>
KPI 8	<b>Cost saving of library document supply service to the organisation in 2023 is €18,200</b>
KPI 9	<b>97 outreach library services to community based staff</b>
KPI 10	<b>18,839 books checked out in 2023</b>

# INCREASED USE OF SERVICES AND CONTENT

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



## Marketing Report by Natasha Smith, Senior Library Assistant OLOLH Drogheda






Marketing campaigns carried out in 2023 have played a pivotal role in raising awareness and promoting Health Library Ireland. To further enhance marketing efforts, attention should be given to gathering user feedback, exploring emerging digital marketing platforms, personalizing campaigns to specific user segments, investing in continuous professional development, and implementing a systematic approach to measure and evaluate campaign success. By addressing these areas, HLI can continually refine its marketing strategies and better meet the evolving needs of the healthcare community, ensuring that the library remains a valuable and accessible resource for all its users.

### Social Media Engagement

Platform	Followers	New Followers in 2023	Posts & Reach
Instagram	588	150	165 2320
X	2,492	194	333 posts, 26 comments, 576 shares/retweets
LinkedIn	787	543	125 posts, 32 comments, 77 shares, and 412 likes

Our LinkedIn, X and Instagram accounts are performing well, with steady growth in followers, high engagement rates, and promising reach. To improve our social media performance, we will focus on strategies to improve reach, and optimize content for better engagement. Additionally, leveraging the success of our top-performing tweet on X and enhancing visual content on Instagram can help us further engage our audience and maximize our social media impact.

## ELIBRARY USE AT A GLANCE IN 2023

Name of Resource	Usage 2023	% increase in use since 2022
BMJ Best Practice	509,750	35.4% 
Medicines Complete	182,960	18% 
ClinicalKey	55,884	3.9% 
Uptodate	423,740	0.5% 
BMJ Learning	7387 courses completed* Pass Rate 67%	35% 

### Most borrowed eBooks by HSE staff/users

#### Source: ClinicalKey

Dermatology: 2-Volume Set (4 <sup>th</sup> Ed)	91
Kanski's Clinical Ophthalmology (9 <sup>th</sup> Ed)	75
Nelson Textbook of Pediatrics, 2-Volume Set (21 <sup>st</sup> Ed)	66
Braunwald's Heart Disease, 2 Vol Set (12 <sup>th</sup> Ed)	60
Campbell's Operative Orthopaedics, 4-Volume Set (14 <sup>th</sup> Ed)	50
Guyton and Hall Textbook of Medical Physiology (14 <sup>th</sup> Ed)	50
Kumar and Clark's Clinical Medicine (10 <sup>th</sup> Ed)	49
Murray & Nadel's Textbook of Respiratory Medicine, 2-Vol Set (7 <sup>th</sup> Ed)	43
Sabiston Textbook of Surgery (21 <sup>st</sup> Ed)	43
Goldman-Cecil Medicine, 2-volume Set (26 <sup>th</sup> Ed)	40

#### Source: ProQuest eBook Central

Oxford Handbook of Clinical Medicine	27
Physical Examination and Health Assessment –	14
The Maudsley Prescribing Guidelines in Psychiatry	12
Sensory Modulation in Dementia Care	6
Teaching the World to Sleep	5
Oxford Handbook of Psychiatry	5
Cases for PACES	4
The Handbook of Child and Adolescent Clinical Psychology	3
Alexander's Care of the Patient in Surgery - E-Book	3
Merenstein and Gardner's Handbook of Neonatal Intensive Care - E-Book	3

## Top 10 most borrowed print books

Checkouts      Title

299	Textbook of neonatal resuscitation
296	ACLS advanced cardiovascular life support      American Heart Association
130	ACLS cardiac arrest, arrhythmias and their treatment
129	ACLS Acute coronary syndromes and stroke 2020
127	ACLS Cardiac arrest in select special situations and neuroprognostication 2020
93	PROMPT - practical obstetric multi-professional training.
73	The S.T.A.B.L.E. Program Post-resuscitation/Pre-transport stabilization care of sick infants :Karlsen, Kristine.
30	Nursing research: Parahoo, Kader
29	PALS
28	Basic life support provider manual

**Source: BorrowBox. eAudio titles are more popular than ebooks from BorrowBox**

eAudio titles	loans		eBook titles	loans
This Is Going to Hurt	9		How Your Mind Can Heal Your Body	5
Get out of Your Own Way	9		Microbiome Solution	4
Time and How to Spend It	7		Parenting Teenagers	3
Preparing for the Perimenopause	6		No-Drama Discipline	3
Ten to Zen	5		Be Your Own Best Friend	3
Body Keeps the Score	5		Build Your Confidence	3
Undoctored	4		Lose Weight Now The Easy Way	3
Feel Great Lose Weight	4		Splitting	3
Man Who Mistook His Wife for a Hat	4		Easy Way for Women to Stop	2
Expert Guide to Sleeping Well	3		Mindfulness on the Go	2



## USAGE STATISTICS

HSE Libraries supplied a total of 2,727 journal articles. 2,293 people were trained in person, an increase of 1,048 people trained on last year's figures. 18,839 books were borrowed or renewed. 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 library spaces. There were 93,891 visits in total for the libraries with working people counters (counters gather the statistics).

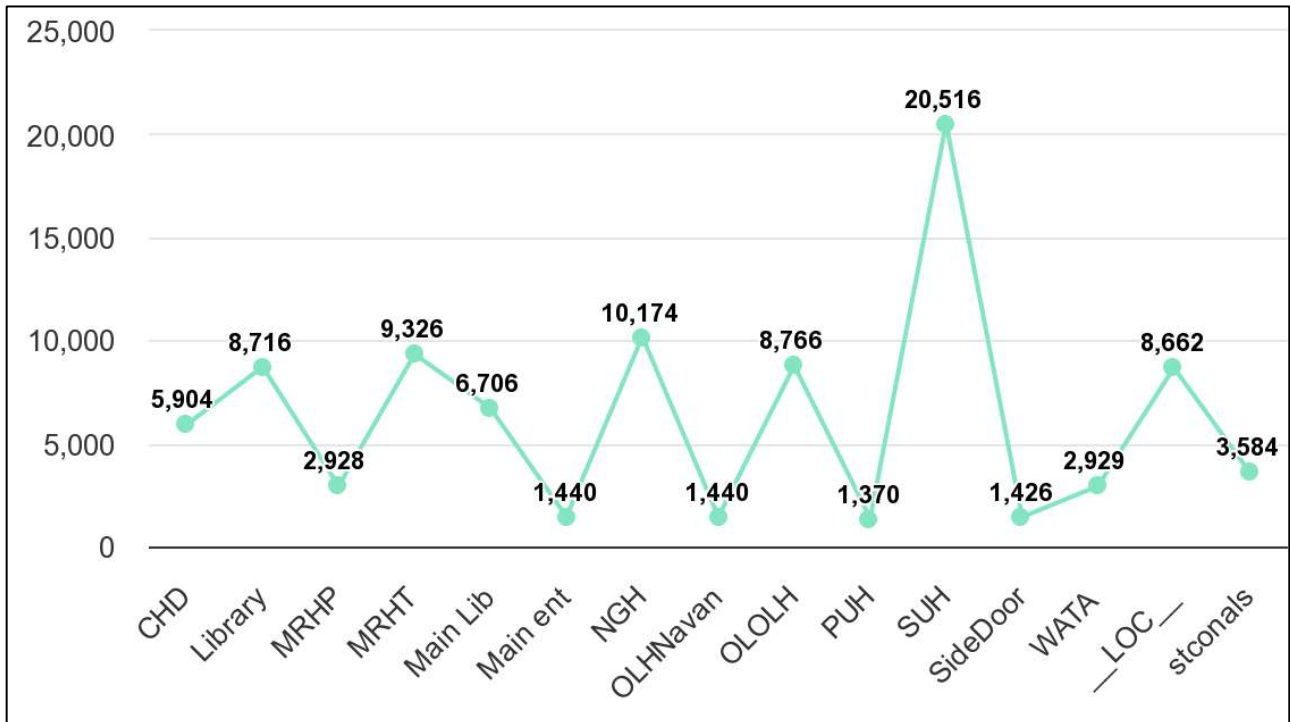
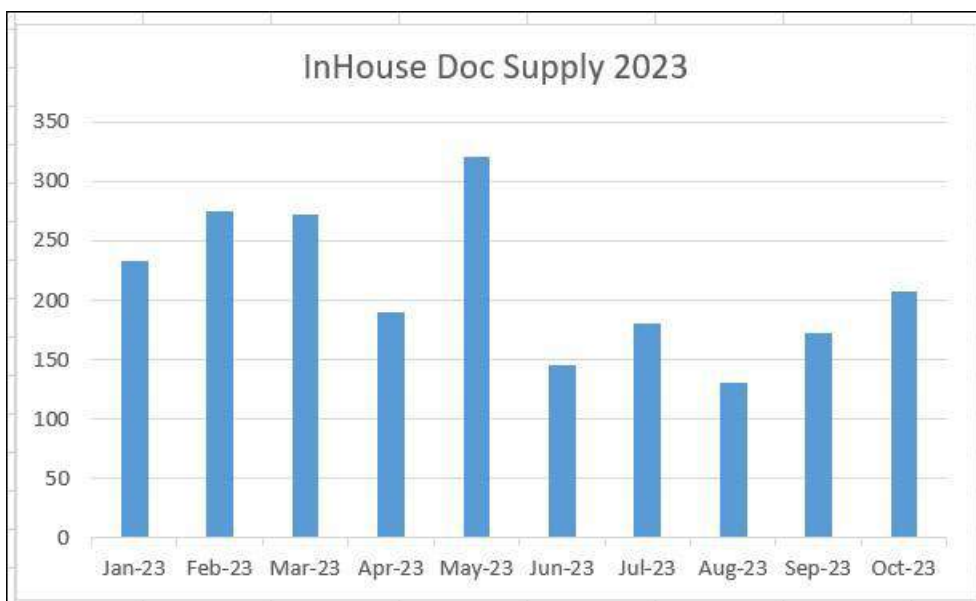


Figure 6 No of visits to HSE libraries in 2023; Sligo University Hospital is the most visited Library.

The Report for 2023 (to end of Oct) of documents/journal articles supplied is 2127



# DR STEEVENS LIBRARY/HQ

**Accredited online education sessions** were organised by the National HSE Librarian with assistance from Dr. Steevens' Library staff as follows:

- **Nurses/Midwives March 2023 (including S38 staff) in conjunction with ONMSD/Chief Nurse DoH (online webinar accredited)**
- **Doctors – 2 minute video created with QR code**
- **Public Health – session held Oct 2023 with presentations from ND of Public Health and Deputy CMO.**

Librarian, Gethin White is responsible for library training/induction of S38 groups. Sessions were run for staff in both the National Rehabilitation and the Coombe Hospital. All eLibrary registrations and enquiries are handled by Elaine Scanlon, Library Assistant.

## National group work

Gethin continues to actively support work of a number of national HSE groups with a significant amount of work being devoted to NCCP. Gethin recently joined Patient Safety, National Breastfeeding and Sepsis groups. Research bulletins on the topics of Sexual Health, Quality Improvement, and Patient Safety are also developed by Dr. Steevens library team.

## Corporate Services

Earlier in 2023, Dr. Steevens library successfully delivered a large scale request (500 print and e-books) for the then CEO. Elaine and Gethin developed and rolled out a Corporate Research bulletin specifically for corporate staff. This is released on a quarterly basis. A health business information training course will also be delivered in Q2 of next year as part of Gethin's work with Info Skills team. Group training sessions were delivered for National HR and Mental Health staff.

## Evidence Service

Gethin partnered Brendan Leen and Dr. Declan McKeown on development of Evidence Summary for Dr. Stephanie O'Keefe. This was a significant piece of work that was developed over a number of months. Other significant pieces of work were completed for Dr. Colm Henry, Dr. Phillip Crowley and Dr. Jennifer Martin.

## Support to National Librarian

Gethin supported the National Librarian with literature searching on specific topics and contributed to the User Experience (UX) testing project whose results will help inform the next library strategy. Elaine and Gethin also helped deliver the National Library Phone line service which National Librarian mandated to increase the communication channels available to library users.

## Librarians

Both Gabriel Graves and Padraig Manning joined the Library team at Dr. Steevens, moving from HSE offices at Jervis House. This has had a great impact on teamwork and services for people across the HSE who avail of library services.

# LOCAL EVENTS AND LIBRARY PROJECTS

Linda Halton, Librarian at **Navan Hospital** commenced a pilot project with Meath primary care. The pilot project is the development, dissemination and management of quarterly research & promotional bulletins. These bulletins contain references, abstracts and links to journal articles, evidence-based practice, research and development. The research bulletin will save users time by providing them with a filtered and personalised view of the most important and relevant information in their field. This service will be implemented on a pilot phase, with the aim to review after a 12M period. It is anticipated that this is the start of a long-term project, which will evolve. The content will also be made available as Research Bulletins suitable for national dissemination from 2024 in the following specialties:

1. Diabetes Care
2. Nursing in the Community
3. Occupational Therapy
4. Palliative Care
5. Physiotherapy
6. Speech & Language Therapy



The carpenter at **Naas General Hospital** specially made a bookshelf for a new collection of books to support children suffering a bereavement. The collection is designed to help NGH colleagues who are involved with supporting children who have had a recent bereavement. It is also designed to help staff members themselves help their children come to terms with a bereavement. The list of books to be bought was given to Ronan Hegarty, Librarian by the End-of-life Coordinator. The Friends of Naas charity provided the funding and Ronan sourced the books from the Book Nest. The carpenter created the attractive and warm “house” for the books and bolted it to the wall.

Figure 7 Bookshelf created by local HSE Carpenter at Naas Hospital Library

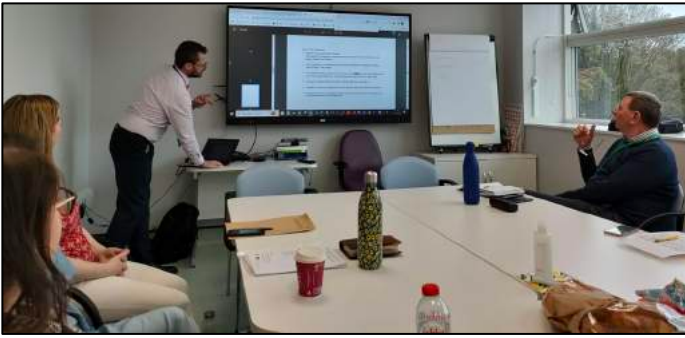


Figure 8 Librarian Ronan Hegarty providing training to Social Workers at Naas General Hospital

Community outreach is an important service provided by all HSE librarians as well as supporting Hospital based staff. Ronan Hegarty chairs a subcommittee for research at Naas General Hospital and provided outreach services to community based physiotherapists and social workers this year.



Figure 9 Members of NGH Quality Improvement, Audit and Research



Figure 10 Ronan providing training to Community based Physiotherapists



**Our lady of Lourdes Hospital (OLOLH) Library Drogheda** added 100+ titles to the library's collection as per patrons' suggestions. Accessibility has improved with the introduction of an adjustable height study desk. Extensive feedback received from users, has informed new developments. For example, a new soundproof pod, the first of its kind in HSE Libraries (pictured below) is now in place. This is used for interactive courses, meetings, or for joint study or research projects. The Library was also completely reorganised to increase available study spaces. Opening hours, including weekends have increased, to support staff and students.



Figure 11 A joint partnership with local Speech and Language, clinical staff, OLOLH library, and Louth libraries, introduced a "reading to your baby" initiative for the neonatal intensive care unit.

The use of "Hublet" tablets (pictured below) are available. The Hublets have dedicated 'user profiles' for specialised groups of users, such as Midwifery. The Hublets is a project that has a partnership with Drogheda Public Library enhancing integration across library services. A wellness book collection is now expanded, and a 'chill zone' updated, which all serves to enhance the welcoming and positive atmosphere in the library.

Other highlights from the OLOLH Library this year was the inclusion of a library resource and search skills education session in the new Stroke Nursing course and an outreach education session was provided to palliative care multidisciplinary staff. The library supports awareness, education and research initiatives in the hospital through training, poster printing, and 3D

printing. Highpoints include supporting International Nurses Day, and 3D printing tracheas for an award-winning research project.



Figure 12 Soundproof Booth at OLOLH Library



Figure 13 Hublet tablets for borrowing at OLOLH Library

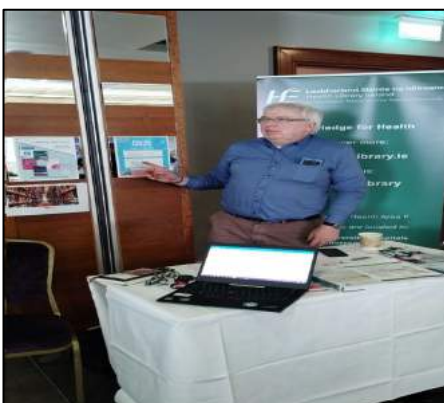


Figure 14 Anthony Linnane Area Library Manager West 23.02.23 Saolta Neonatal Study Day in Clayton Hotel, Galway

In the West, Library staff were busy supporting hospital and community users with research queries and knowledge to enhance evidence informed decision making. There were study days in Galway attended by Library Staff and some suppliers.



Figure 15 Ali Bouchabache from BMJ speaking with a Nurse about free access to BMJ Best Practice Access at Neonatal Study Day Galway 29.05.23

### St Conal's Hospital Library Letterkenny (Report from Yohanna Anderson, Librarian)

Library staff have been busy withdrawing out of date book stock to make space for nearly 200 new titles and updated editions. The books will be processed and added to the shelves in the new year. They include midwifery, emergency medicine, oncology, clinical skills, public health policy, reflective practice and study skills titles.



Figure 16 A New Reading Chair and new shelves at St. Conal's Hospital Library Letterkenny

There are plans to add electrical points to more study spaces in the library, as requested by library users. Sit/stand desks have also been ordered to create a healthier and more flexible working space for students who often spend long periods of time in the library.

Meanwhile, we have replaced the old, static, library chairs with fully adjustable antimicrobial vinyl chairs, which provide extra lumbar support and are wipeable. With the addition of the new tables and electrical points, the library will be much more flexible

and functional.



Figure 17 New Chairs and plants to improve user experience at St. Conal's Hospital Library

We have been propagating our own houseplants at home, to build our plant collection in the library, to help purify the air and make the surroundings more comfortable and welcoming.

Finally, we lit up the corridor to the library with our Christmas tree and lights and have received lots of comments about how it has cheered people up on gloomy winter days.

### **Cork University Hospital (Report from Brendan Leen, Area Library Manager South)**

The recently refurbished library space is attracting hugely increased staff usage. An audit of library activity during a 6-week period from October to late November showed that our library staff, Shauna Barrett, Caroline O'Driscoll and Stephanie Lee, dealt with more than 1,300 interactions with library users relating to accessing and using electronic resources, information skills training, and clinical queries; in total, 57% of available front-desk time was spent on core customer service. The new CUH library training room, equipped with an interactive whiteboard and offering Wi-Fi enabled group study or meeting space, is also increasingly popular. There were 250 new library registrations during the 6-week audit period.



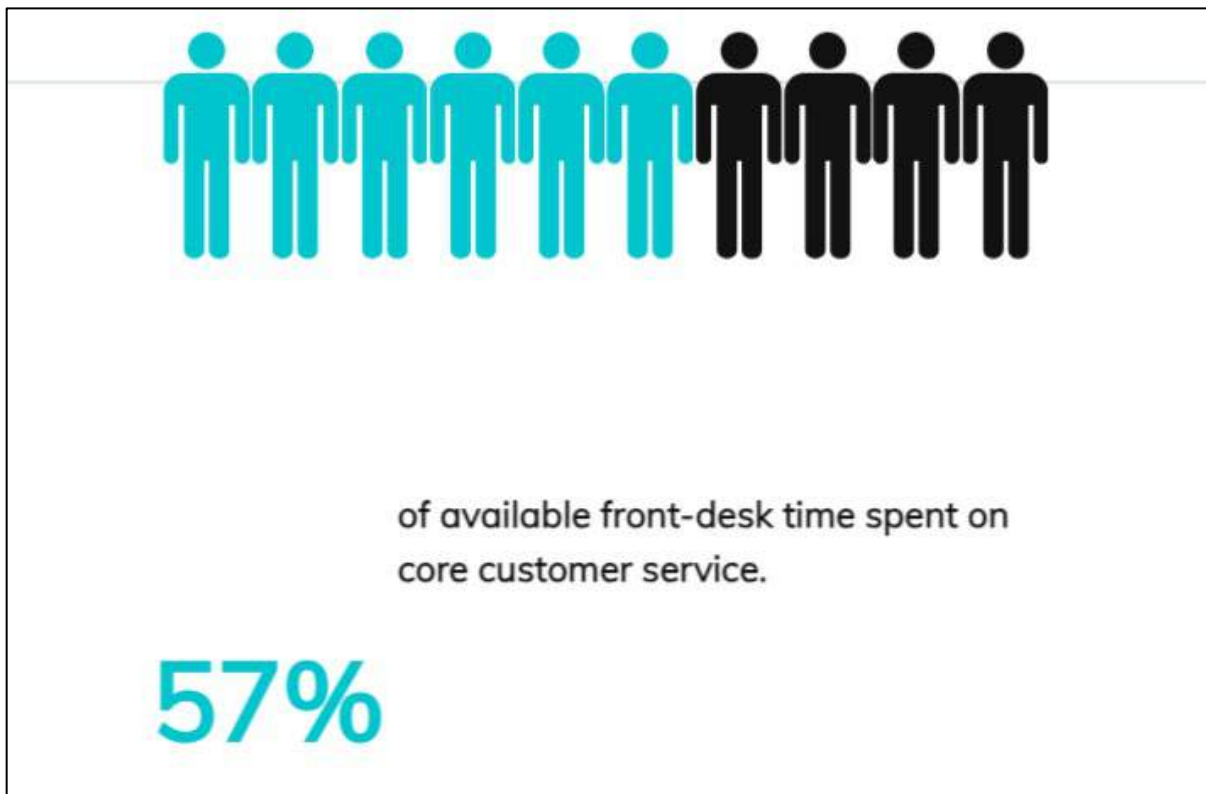


Figure 18 Results of CUH Audit of library queries



Figure 19 New improved library learning space at University Hospital Waterford

### **University Hospital Waterford**

The recently refurbished library space is enjoying strong usage by hospital staff, and active promotion by our library staff, Shona Nolan and Clodagh Murray, on site and on the UHW intranet, is engaging hospital staff in activities such as information skills training, evidence literature searches, and promotion of local clinical research.

### **Wexford General Hospital**

Our phoenix from the ashes ... A matter of six weeks after fire had ripped through the fourth-floor roof of Wexford General Hospital, destroying what was once one of our most beautiful libraries, builders were on site again repairing and re-constructing the damaged sections of the hospital.





Figure 20 Damage to Library at Wexford General Hospital due to Fire March 2023

**Figure: Erecting scaffolding and commencing construction work on the new library**

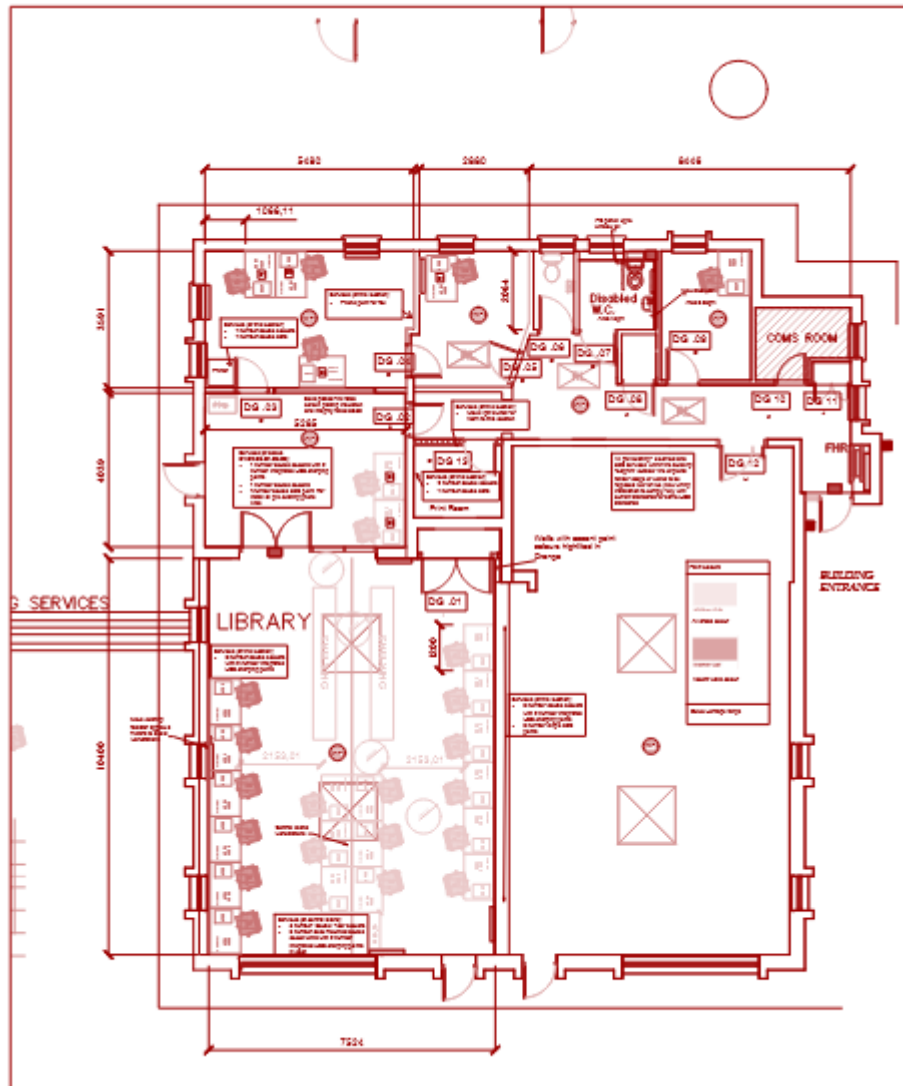
Following the unfortunate fire at Wexford General Hospital, subtle adjustments are in train to re-design the library space, to allow for 24/7 access to study spaces, a secure library collections room, and a multifunctional library office/training space. This was an opportunity to reinforce our commitment to health and safety at all our library sites. Thanks to Laura Rooney-Ferris for her assistance with this project. The new library, rising from the ashes, is due to be completed in March-April 2024.

A special word of thanks and commendation to our colleague, Stacey Dardis, who successfully helped evacuate the library and adjacent rooms after the fire had taken hold, thereby averting further tragedy.

**University Hospital Kerry**

A huge welcome to our colleague Jennifer Butler, who has joined the team. Works on the complete refurbishment of our library at University Hospital Kerry commenced in December 2023, with a scheduled completion date of March-April 2024. The new library will offer a bright, technology and Wi-Fi enabled space, with provision for 24/7 access to computer and study facilities. Thanks to our library staff, Jennifer Butler, Melanie Surkau, Mary Lehané and Anna O'Shea, who have all been involved at various stages of the project, and will take the new service forward on completion.

Figure 21 Detailed floor-plan for the refurbishment of University Hospital Kerry library



### Tipperary University Hospital

Farewell to our colleague, and “star” of Clonmel, Stella Williams, who is retiring after 23 years of exceptional service. We will miss you, Stella.

### St. Luke's General Hospital, Kilkenny

Apart from all the activity around a very busy library and education centre, one interesting and important initiative was the continued greening of the library with strategically placed internal plants, energy-saving lighting, even compliments slips which double as plantable flower seeds! Thanks to our colleagues Emma Quinn, Andrea Fitzgerald and Sarah Dermody for the continued improvements you make to this attractive and vibrant library.



Figure 22 Books and Plants at St. Luke's General Hospital Library, Kilkenny

# NATIONAL TEAMS

## Digital Knowledge Service Team

For 2023 the Digital Knowledge Service team have been in a holding position due to staffing challenges. Despite this, the team continue to work support all library staff and over 13,000 eLibrary users across the HSE and broader health service. Four 'Digital Communication Open Forum' meetings were held online this year with all library staff to keep everyone up-to-date on the fast-paced projects in the Digital library space. The Forums are a unique opportunity to share and receive feedback.

## Lenus the HSE's Irish Health Research Respository

### Key stats

Items in repository: 40,066

Items added in past year: 3,659

Repository homepage views: 255,618

Content downloads: 869,451

### Key developments

HSE Open Access Research Awards were organised and overseen

National Clinical Repository – received technical repository support from Lenus; use of Lenus as NCR archive

Direct import of UCD research publications via a technical protocol, called OAI-PMH

Padraig Manning is a member of NORF (National Open Research Forum) Open Access Repository

Assessment and Alignment project group

## Open Access Research Awards 2023



This year marked the 10<sup>th</sup> year of the Awards which are organised and hosted by Dr. Steevens' Library. The awards took place on the 15<sup>th</sup> of December. Dr. Philip Crowley and Professor John Drennan of University College Dublin joined us on the day.

Figure 223 Overall Winner HSE Open Access Research Award: Dr. Jennifer Martin & Gemma Moore pictured with Dr. Philp Crowley and Library Staff at the Awards Ceremony

The winners were as follows:

**Acute Care and Hospitals:** [Fatal fetal anomaly: Experiences of women and their partners](#) by Keelin O'Donoghue and colleagues.

**Community and Social care:** [Socio-ecological determinants of older people's mental health and well-being during COVID-19: A qualitative analysis within the Irish context](#) by Viveka Guzman and colleagues.

**Mental Health and Disabilities:** [LGBT+ Youth Perspectives on Sexual Orientation and Gender Identity Questions in the Growing Up in Ireland Survey: A Qualitative Study](#) by Nerilee Ceatha and colleagues.

**Integrated Services:** [The Omentum in Obesity-Associated Cancer: A Hindrance to Effective Natural Killer Cell Migration towards Tumour Which Can Be Overcome by CX3CR1 Antagonism](#) by Melissa Conroy and colleagues.

**Climate or Environmental Health:** [Public Health Measures to Address the Impact of Climate Change on Population Health - Proceedings from a Stakeholder Workshop](#) by Samira Barbara Jabakhanji and colleagues.

**Special Innovation Award:** [Breaking the Silence: Terminology Guidelines for Data Collection on Sexual Violence Against Children](#) by Elaine Mears and colleagues.

**Overall Winner:** [Applying a new approach to the governance of healthcare quality at board level](#) by Jennifer Martin and colleagues.

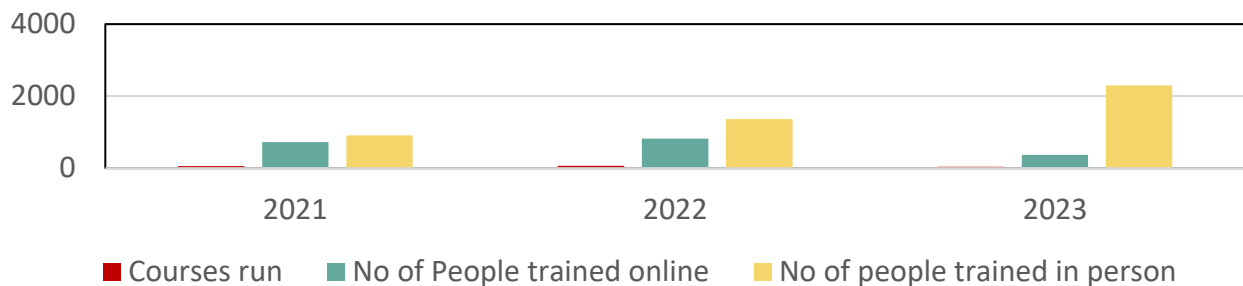
## Information Skills Team

A dedicated Information Skills Team led by 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](http://www.hselibrary.ie)



Courses run and people trained online refer to National Library Info Skills team activity. People trained in person is a local library activity



### Achievements in 2023

35 courses were run online, 367 people were trained online and 2293 trained in person.

Feedback from staff attending courses include:

***"Content covered was exactly what I required, online so easier to schedule/access with work commitments"*** - Nurse/Midwife – Community

***"Going through the database search step by step, no one has ever done that and how to find MeSH words and how to actually search"*** Nurse/Midwife – Acute Hospital

***"The lessons learned and tips and tricks for doing things that came from experience"***  
Admin/Management Staff, Acute Hospital

***"Hands on live demonstrations showing how each tool worked were very beneficial"*** General  
Support Staff, Acute Care

***"Whole lecture was very interesting and helpful"*** Medical/Dental staff Acute Hospital

***"Interactivity of the session, reminding me re applying different limitations, sorting results etc."***  
Nurse/Midwife, Mental Health Acute

### CPD for Library staff

An important service of the Information Skills team is the co-ordination and communication of CPD opportunities for all Library staff. The team organised and hosted informal CPD and Coffee online sessions for library staff to share and learn new skills including:

- Zotero with Ronan Hegarty
- Common Searching Errors with Helen Clark
- Health Science Libraries Group Conference Feedback with Liis, Dymphna, Emma and Isabelle
- Experience of secondment with Laura Rooney Ferris

### Knowledge Support Team

Bennery Rickard leads this team. This team is responsible for the strategic development of the Keeping Up To Date Service. This service is designed to help mitigate information overload by making access to library resources faster and easier.

2023 marked an increase in [Research Bulletins](#) with the addition of Corporate and Health Promotion to the collection. Research Bulletins are circulated on a quarterly or bi-monthly basis with the exception of the 'Big 4'. This Bulletin provides a featured article from each of the top four core medical journals: BMJ, Lancet, JAMA and NEJM fortnightly. The following are the eight titles available.

- Big 4 - selection from the top four medical journals
- Corporate
- Health Promotion
- Library and Information Science
- Medicines Management
- Midwifery
- Patient Safety
- Quality Improvement
- Sexual Assault Treatment Units (SATU)

Earlier this year, the Team conducted research to enhance the service. The result is a comprehensive report, with the following recommendations:

1. **Lead a national approach** to standardise, organise and deliver services
2. **Staff to collaborate** more in the provision of services
3. **More strategic promotion** of services
4. **Use of automation** to improve efficiency, address staff challenges and extend the range of services
5. **Evaluate services** to measure impact, drive standardisation and improve quality
6. **Build stakeholder engagement** to champion, co-create and ensure a responsive, high quality service
7. **Plan for the future** to ensure best methods and practices are used, identify emerging trends and innovations in the provision of services

Implementing this research, the Team has developed a standard approach to creating Research Bulletins and has updated our digital presence to ensure greater visibility, accessibility and ease of use.

To conclude, health is a knowledge industry where knowledge moves at the fastest pace with instant implications for clinical practice and guideline development. Therefore, keeping up to date is one of the best ways to ensure the improvement of patient care, safety and outcomes. Some screenshots of online meetings of the team, a sample Research bulletin and usage statistics are outlined below.

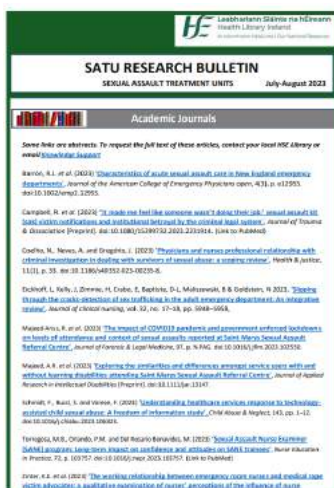


Figure 23 Sample SATU (Sexual Assault Treatment Unit) Research Bulletin

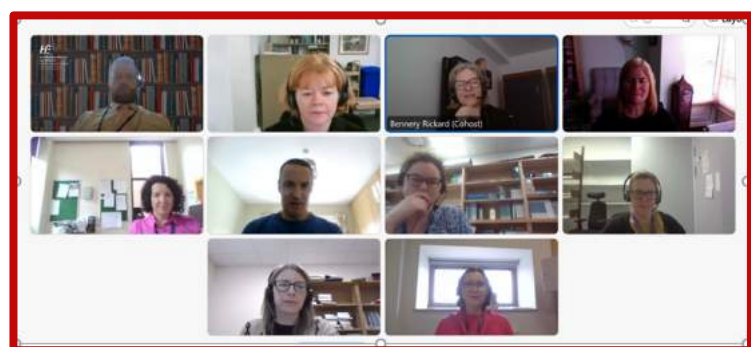


Figure 24 Online Focus Group of HSE Librarians

## Total of 591 views peaking in May 2023

1 guides, 591 views, 12 months

ID	Name	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	Total
708080	Research Bulletins	50	61	61	44	80	57	16	55	84	33	34	36	591

Show 10 entries

First Previous 1 Next Last

Figure 26 Views of Research Bulletins during 2023

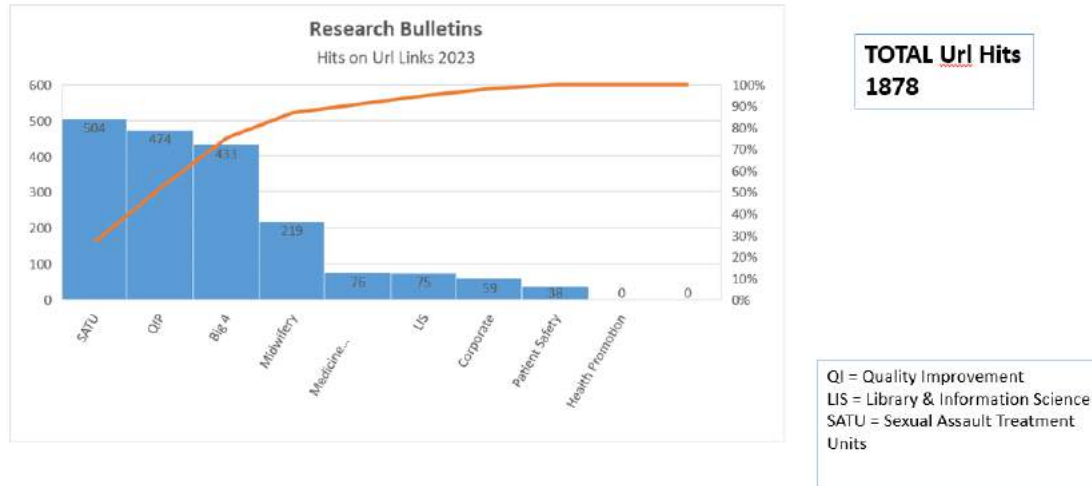


Figure 25 Breakdown of usage hits for different Research Bulletins during 2023



Figure 27 Number of people signing up to receive Research Bulletins in 2023

## Evidence Team

Siobhán McCarthy leads the HLI National Evidence team with oversight from Brendan Leen. The primary focus of this team is to carry out four levels of literature searches including summaries which have two main purposes: they save staff time and support staff with evidence in the following areas:

- patient care/shared decision making,
- service design/quality improvement
- policy, procedure, protocol or guideline
- research
- continuing professional development, education or study

The team had a full and busy year in 2023. There were 500 transactions from Jan 1<sup>st</sup> to Dec 14<sup>th</sup> 2023. The busiest months were March, April and November. The busiest days for transactions received were Tuesdays and Thursdays with some submitted on a Saturday also. The majority of evidence literature search requests were what we call 'Standard Searches' (3 to 5 days turnaround). There were 103 Comprehensive searches this year, which is a high number. 20 Evidence Summary requests were completed.

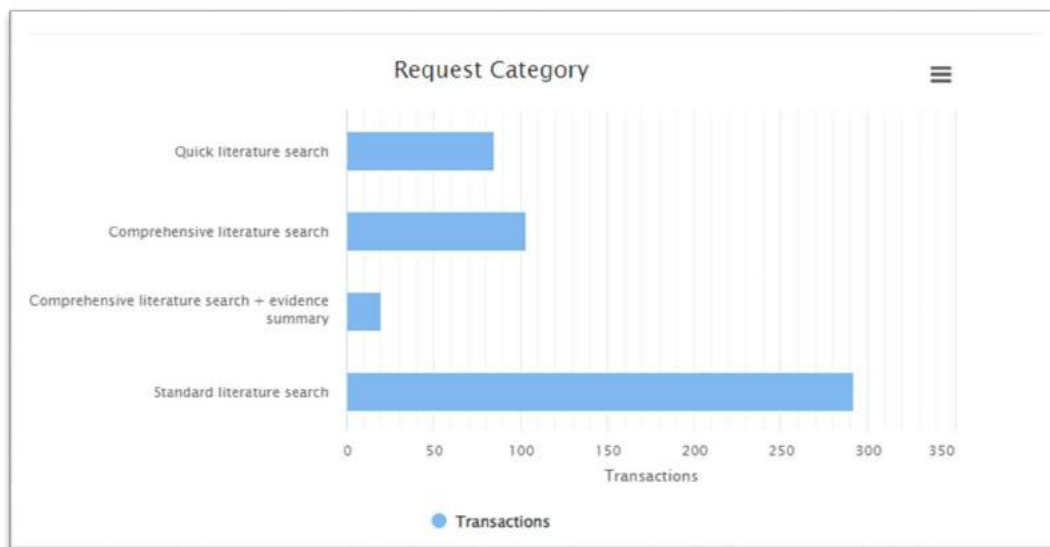


Figure 28 Categories of Requests Received by the Evidence Team (Source: LibApps)

Value	Count	%
Patient care or shared decision-making	156	31.2%
Service design or quality improvement	84	16.8%
Policy, procedure, protocol or guideline	114	22.8%
Research	66	13.2%
Continuing professional development, education or study	67	13.4%
Other	13	2.6%

Figure 29 Purpose of Requests 2023 (Source: Library Software 'LibApps Ref. Analytics')

**31.2% of literature searches carried out in 2023 were for Patient Care or Shared Decision making purposes as reported by users. The second highest reported purpose at 22.8% was to inform a policy, procedure, protocol or guideline.**

**52.8% of search requests came in from the Acute Sector, followed by 24.2% from Community and Primary Care.**

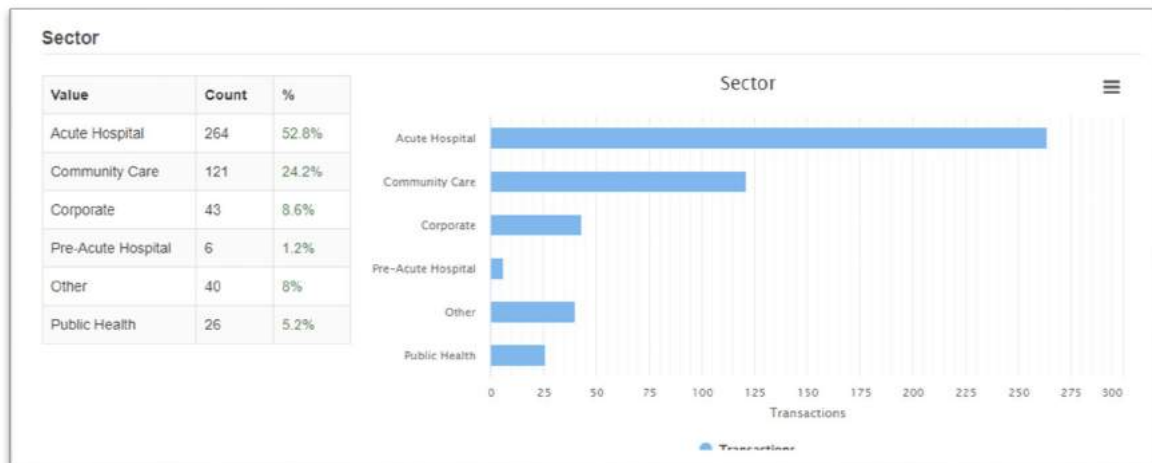


Figure 30 Requests sent by Sector 2023 (Source: Library Software 'LibApps Ref. Analytics')

## Evidence Summaries 2023

18 requests were received for evidence summaries; 10 progressed to full summaries. The total processing time = 674.5h, or a mean of 67.5h per summary.

Important summaries produced include:

- Unscheduled care: major document to support introduction of multi-annual plan to better manage the winter surge in unscheduled presentations to acute hospital emergency departments
- 5 documents to support work by the Implementation Action Groups of the Report of the Expert Review Group on Nursing and Midwifery

Other evidence summaries produced include documents on peer support interventions within the workplace for individuals with a cancer diagnosis; on the accuracy of non-contact infrared thermography in clinical settings; on the efficacy of different breathing techniques during the second stage of labour; and on screening for diabetes in ethnic minorities.

## Literature Search and Evidence Summary Requests, a look back from 2017-present

The number of literature search requests has decreased in quantity since peak in 2019, but has increased in quality and complexity with introduction of standardised national protocols, and provision of evidence summaries.



Data for 2023 year to date: 518 requests processed; 18 evidence summary requests processed. Total processing time or time saved to other healthcare professionals = 2,914h, or a mean of 5.6h per question.

Figure 1: Total requests, 2017 – present

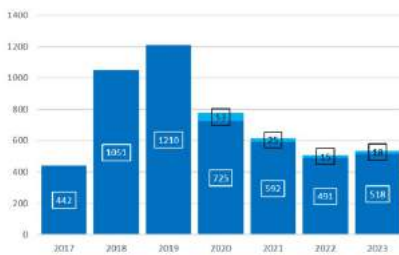


Figure 2: Cumulative time savings, 2023 (year to date)

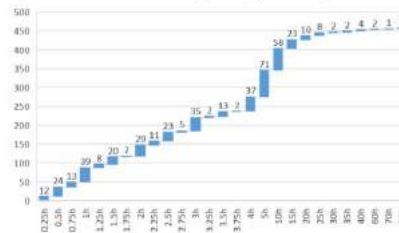


Figure 31 Slides from a report submitted to HSE EMT on usage of library evidence services

The Evidence team began using a Round-Robin system to allocate searches in September 2023 and this has so far proved satisfactory in allocating work equally among the team.

On Sept 14th 2023, the evidence team met in The Scott building Tullamore to review work done and draw up new goals for the year ahead. The team looked back at the goals set at a workshop held in 2019 with Professor Carl Heneghan (Professor of Evidence-Based Medicine and Director, Centre for Evidence-Based Medicine at University of Oxford), and looked at a User Survey carried out before Covid-19.

The team set down key goals and milestones for 2023-24. The resulting Gantt chart set out each goal with evidence team members adding their names to tasks for the year ahead.

The work streams agreed are Branding, the Evidence LibGuide, brand and evidence team Promotion, an Evidence App, CPD and Education. These will be included as part of the overall new Strategy for Health Library Ireland.

Another goal of this meeting was to agree dates to complete a six-week Critical Appraisal training programme with Brendan Leen. The virtual training was completed in early December 2023 and all who attended learned a huge amount from each of the sessions held. Searching the evidence is one part of what the Evidence Team does; now we have a greater knowledge of what the statistic results in articles actually mean and how to interpret findings. It is hoped that the Evidence Team will hold an in-person follow up critical appraisal session in 2024. Partly to consolidate all that has been learned but also to continue to learn. In summary – it has been a very busy and productive year.

## Library Estates/Green Team

Anthony Linnane leads the Library Estates/Green Team.

**In 2019:** an independent auditor assessed 25 HSE library spaces. The aim is for all spaces to be green.

In 4 years, improvements and reallocation of funding has improved library buildings for users and staff as follows:

- Increase of 9 with Green status
- Decrease of 1 with Amber status
- Decrease of 8 with Red status

**In 2023:** only 2 sites remain red: MRH Mullingar; UHKerry – the latter will reopen in Q1 2024 thanks to once-off investment. A new Library for MRH Mullingar is subject to a capital project as part of a larger Education Centre proposal.

**Sustainability:** Carbon footprint measure for each library is at final stages. Investment will make a considerable difference. E.g. all libraries in West use indoor plants remove CO<sub>2</sub>; provide extra O<sub>2</sub>. They make our libraries a better place to work and to study.

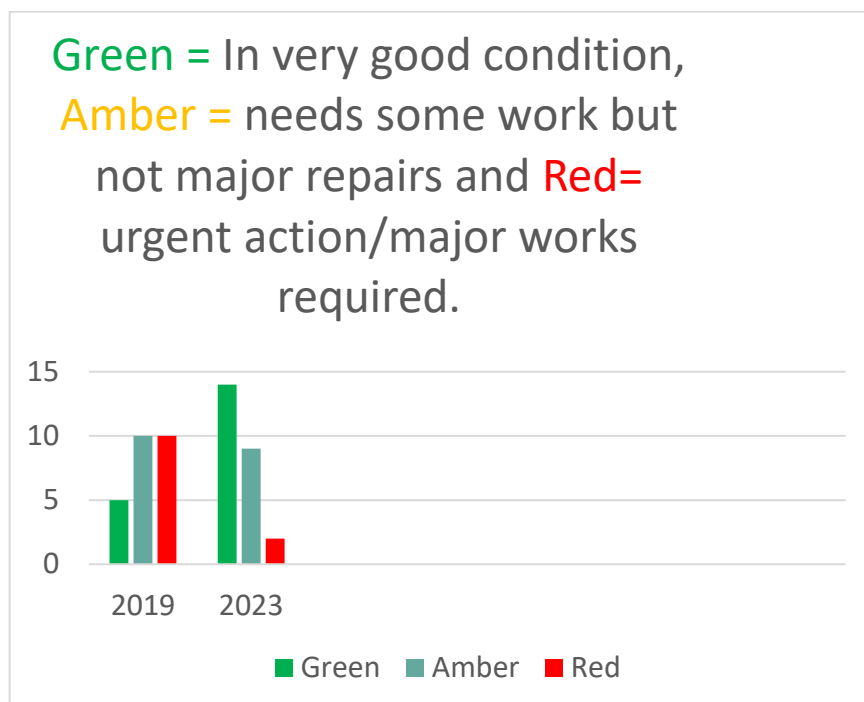


Figure 32 Summary of Traffic Light status of HSE Libraries in 2023

## Events Team

Our Library Events team organised several online events to wish Library colleagues well upon their retirement or leaving with a highlight being an online Staff Wellness Day for Library Staff in the autumn. Sincere thanks to Natasha Smith and Andrea Fitzgerald as well as all the staff who took part.

## 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 who have now delivered the project objectives;

1. The National Central Repository is available since July 2023 and was officially launched in December.
2. The review and update of the existing National Framework for Developing PPPGs (2016). The Framework was replaced by a new 'Practical Guide for Developing HSE National Policies, Procedures, Protocols and Non-Clinical Guidelines (PPPGs) – excludes national clinical guidelines. The Practical Guide was also officially launched in December this year.

For any teams that were interested and unable to attend on the day please find the link to the launch recording <https://youtu.be/UXVmg45PHr4>

Also included is the link to the [HSE National Central Repository](#) and the practical guide [How to Develop HSE National Policies, Procedures, Protocols and Non-Clinical Guidelines – A Practical Guide](#). You can also locate the national template, useful resources and toolkits on this page that will support PPPG developers.

Feedback on both the Repository and Practical Guide has been positive and usage remains high. The inclusion criteria for the HSE National Central Repository is approved HSE National Policies, Procedures, Protocols,

Guidelines and Clinical Guidelines. The [HSE National Central Repository](#) has been live on the HSE website since July 2023 with content categorised by type, which includes all approved HSE policies, procedures, protocols, guidelines (PPPGs) and clinical guidelines. In November 2023, the repository team commenced the scoping work on the next phase of this project to further enhance the system which includes search functionality.

For more information, please contact the National 3PG Repository Team: [NCR.team@hse.ie](mailto:NCR.team@hse.ie)



Figure 33 Launch of National Central Repository for Policies Procedures Protocols and Guidelines and accompanying Practical Guide December 2023





[hli@hse.ie](mailto:hli@hse.ie)



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

