

Library Delivery Plan - Framework

(Revised and updated June 2024)

1. Provide equitable access to resources and facilities

1.1 *Ensure facilities are fit for purpose and support user needs.*

1.2 *Ensure high quality evidence-based (print and digital) resources are available at the point of need to staff and learners to support decision making.*

- a) Explore investment opportunities to maximise learning spaces to support with the changing numbers of learners and their needs.
- b) Work with the health and wellbeing team, senior leads and education centre staff to support users with additional needs e.g. neurodiverse conditions, disabilities.
- c) Utilize the new [National Collections Management guideline](#) to develop local procedures for print and e-Book resource development.
- d) Promote the various collections of e-books available to Trust staff and students via the [Core Content](#) e.g. [Kortext](#), OUP, Health and Wellbeing, Sustainability. Scope methods to evaluate usage.
- e) Promote new resources such as CINHAL to relevant audiences and monitor usage to determine impact.
- f) Create effective promotional tools to signpost learners to the Knowledge Hub as the first entry point for scoping research information.
- g) Continue to promote the benefits of audiobooks and monitor usage.
- h) Gather feedback on equipment loan use to support future promotions and development of the collection.
- i) Develop a 'do it yourself' online tool to support users locate research articles.

2. Improving the quality of our service

2.1 *Demonstrate the value and positive impact of the library services.*

2.2 *Identify opportunities to joint work with teams who deliver on service improvements to embed evidence -based practice across the organisation.*

2.3 *Help and encourage Boards to understand, demonstrate, and promote the core value of knowledge specialists within the NHS.*

2.4 *Develop the skills of the library workforce to ensure a culture of evidence-based practice and knowledge management is embedded across the organisation.*

- a) Work towards any improvement recommendations identified from the QIOF library service review.
- b) Seek out opportunities to demonstrate good partnership working e.g. Research and Development, Quality Improvement, Public Health teams.
- c) Work in collaboration with Royal Wolverhampton NHS Trust library service (RWT LKS) to share areas of good practice or innovation e.g. – newsletters, working in partnership with Trust teams, planned library events, user needs analysis.

- d) Use relevant NHS England LKS policies, which provides recommendations to guide the delivery of NHS LKS, to showcase the business-critical role of knowledge specialists.
- e) Review current and future library staffing requirements to support with re-design of services across the organisation.
- f) LKS staff to undertake refresher training on resources available to users to keep up-to-date.

3. Customer driven services

3.1 Develop services that are user driven and inclusive.

3.2 Promote the benefits of the library external membership.

- a) Develop a marketing and promotions plan to increase awareness of the resources, services offered and to enhance user engagement.
- b) Seek opportunities to encourage local NHS-commissioned care services to sign up to external membership.
- c) Evaluate the impact of the installation of PODS/Booths on users.
- d) Create folders in the library drive for national campaigns to maintain promotional materials that can be updated and re-used.

4. Facilitating shared learning and innovation

4.1 Work with teams to effectively mobilise knowledge and shared learning to support Trust priorities.

4.3 Contribute to disseminating research and innovation across the organisation.

- a) Monitor the uptake of KnowledgeShare registrations and identify underused groups through evaluations.
- b) Team session to be arranged to review promotion and develop tools to evaluate KnowledgeShare impact during 2024. After action review report to be shared for feedback at session.
- c) Explore methods to measure the impact of KNOWvember event to support future promotions.
- d) Work with sustainability leads to showcase the activities teams across the hospital are undertaking to champion green initiatives.
- e) Use the evidence searches to demonstrate how research requests for both clinical and non-clinical staff can streamline workflows, enhance patient care, and drive service improvements.
- f) Promote the repository to evaluate impact on publication increases and research champions.

5. Working In Partnership

- 5.1 *Work in partnership with services to support the provision of quality health information for patients and public in the local economy.*
- 5.2 *Deliver cost effective services through collaboration to reduce duplication, streamline processes to provide equitable services and maximising staff time.*
- a) Work in partnership with the HeLM community to promote the benefits of membership to users.
 - b) Collaborate with learning and development leads, public library staff, Walsall Together and health literacy teams to enhance patient services through improved health knowledge.
 - c) Continue partnering with library staff in the Walsall community to build networks, share best practices and promote national campaigns.
 - d) Collaborate with Black Country Library and Knowledge service teams to promote services to ICS/ICB/Primary care networks staff and understand their information needs.
 - e) Collaborate with R&D staff to promote research activities, training, and opportunities for Trust colleagues.
 - f) Work with RWT LKS staff to scope centralising back-office functions and reduce duplication in ILL, evidence searches, training, and OpenAthens enquiries.
 - g) Support the delivery of the Health and Wellbeing and Equality, Diversity and Inclusion, Sustainability Trust agendas.