Annual report for the Laxton Library 2013/14

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April 2014

This report summarises activity and developments from April 2013 to March 2014.

The Laxton Library, Peterborough City Hospital (PCH)

Developments with our space have included

- Increased use of the Discussion Room in the Laxton Library to provide flexibility for our colleagues working in the Learning Centre and for educational meetings and supervision by other Trust staff
- The purchase of a large TV screen as a monitor in the IT Resource Room, to help training

In this year, 918 new users registered with the Laxton Library, one less than the previous year. This reflects the library's use by a wide range of Trust staff and of students.

Hospital Trust staff joining the Laxton Library

Job role	Number of new users 2010-11	Number of new users 2011-12	Number of new users 2012-13	**Number of new users 2013-14**
Consultant/Staff grade doctor	25	46	24	**34**
Junior doctor	162	130	158	**152**
Medical student	212	231	242	**274**
Nurses, Midwives, Health Visitors	69	114	148	**141**
Student Nurses/Midwives	26	44	25	**34**
Support Workers e.g. HCAs	47	99	147	**161**
AHPs & Healthcare Scientists	47	60	65	**45**
Student AHPs and Healthcare Scientists	30	46	32	**32**
Managers & Admin Staff	29		23	26	**32 +1 social care**
Total	**647**	**798**	**867**	**870**

This year's new members continue to show the increased interest in the Laxton Library from nurses and support workers across the Trust who join and then use the library for study and to borrow resources.

As in previous years, when it comes to our users who are employed outside the hospital trust, there is more work to do. The Laxton Library is funded to support primary and community care services. While many community–based staff are now employed by Cambridgeshire Community Services, and their online resources are managed by the library at Hinchingbrooke Hospital, we remain the library for staff in Peterborough to use in person or to come to for training in finding information.

We find it difficult, however, to reach staff of other trusts to ensure that they know our services are available to them. Our membership of primary and community staff continues to drop. We only registered 27 primary or community care staff, 19 members of the mental health trust (including 9 medical students) 1 member of Thorpe Hall staff and 1 other in the last year. The Laxton Library has visited the Public Health team while it was still at the Town Hall, and also taken training to the Chronic Fatigue team at Botolph Bridge. It is planned to use any opportunities we can find to promote our services, skills and training to potential users in our local health services.

We are able to measure the numbers of people who walk through our security gates, since they also have an infra-red beam to count people. This enables us to see whether our out of hours access is being used. Our busiest week was the last week of October, with 2052 movements through our gates, perhaps reflecting academic termtime. The proportion of users entering before 9am or after 5pm or at the weekend remains around 23%, showing use when the library is not staffed. Ensuring that the library is a safe, welcoming environment even when the library team is not around remains a priority.

Staffing
In 2013-14 the library staff have remained stable and developed their knowledge of our services and of the context in which we work.

Lisa Swinnerton has almost completed her EDI Vocational Qualification, the Level 3 Diploma in Library, Archives and Information Services, and Kim Everett completed three Level 2 units of the same qualification.

Dorothy Halfhide has similarly almost completed her Assessor training, and has two external candidates whom she is supporting and assessing through the Southern Counties Vocational Qualifications Network.

Louise Auckland, Assistant Librarian, is gaining professional experience and preparing to submit her Chartership application to CILIP (Chartered Institute of Library & Information Professionals) later in 2014.

Gwen McKewan remains our much-valued library volunteer.

Service development
Our RFID security and self-issue system continues to be well-used, together with online access to the ELMS library management system, further developing service access for those who use the Laxton Library while it is unstaffed. We are able to run reports which show us how people choose to renew their books, and they often use the self-service methods.

Book renewal method	March 2012	March 2013	**March 2014**
By library staff	58%	47%	**51%**
Online (via ELMS on the Web)	32%	29%	**31%**
Self-issue machine	10%	24%	**18%**

In March 2014, 91% of books were borrowed by library readers on the self-issue system, an increase on the 84% borrowed by that method a year earlier. Many of our readers have access out of hours using their access card, and the ability to interact with our Library Management System via the self-issue system is much appreciated.

Strategy and quality assurance
Last year's library strategy is in use, and there is much work to do in promoting available information resources, in providing training and in managing Athens use for online databases and journals. A case has been submitted to the Stamford Hospital redevelopment project which notes the importance of providing a study area away from clinical areas where staff based at Stamford (or visiting to work there) can use a PC and also do their elearning. It is still hoped that the Laxton Library can work with others to support staff doing elearning in the Trust as this grows in importance.

The Laxton Library submitted a full standards document and evidence for the standards in September 2013. This was then peer-reviewed and demonstrated further improvement over the year before to give a result of 85%, rated Green, an increase over 80% (2012), 76% (2011) and 55% (2010). This year we plan to implement service level agreements with employers whose staff use our services, and will also increase communication with board level managers in this Trust.

Marketing and awareness raising
We now have a presence on the Trust Intranet which is being maintained, and also have a webpage on the East of England Health Libraries' page (www.eel.nhs.uk/laxton) which is more generally accessible.

A renewed Marketing Plan has been developed by Louise Auckland, Assistant Librarian, for internal communications. We still hope to improve communication with staff employed in other local bodies.

All staff joining the Trust, and all students on placement now have a talk by a member of the library staff as part of their induction and orientation. This has

led to greater visibility of our service, mentioned when people come to register, and is now supported by the use of small cards to remind people of the service in a friendly and pleasing way.

Training in finding and using information resources
Planned searching sessions for groups proved to be booked by very few people in 2013/early 2014. We are looking to integrate the work we do in this area either with group sessions which run independently, .such as GP training, Foundation Doctor generic skills meetings or department meetings. We also offer flexible one to one sessions to help people to use online resources, whether for care, professional updating or formal courses.

Electronic books
After experimentation with Dawsonera's ebooks earlier in 2012, we purchased resources for the Leadership programmes of the Trust, and for adult teaching qualifications, in this format. Publicity for these books has continued, though the interfaces used are not entirely intuitive. We have also experimented in purchasing a one year subscription to six Oxford Handbooks online, and publicised their availability. We will review their use towards the end of the subscription period.

Athens and electronic access to databases and journals
The nationally-procured resources, such as the Health Databases Advanced Search (HDAS) and many online sources, continue to be a challenge for many health service staff. Our Athens access statistics (which are decreasing) seem to show this once again. We hope to publicise good and accessible resources as much as we can.

"Regional" links
The Laxton Library is supported by a number of contracts at the national and "regional" level which pay for access to electronic resources and a shared library management system (ELMS/SIRSI). Dorothy is a member of the Management Group for SIRSI, and a reference point for other users in Cambridgeshire. Dorothy is the lead for professional development in East of England health libraries.
Louise has joined the regional Marketing and specialist information trainers' groups in the East of England health libraries.
Lisa is part of the Library Assistants' Forum and planning their next meeting here.

Data from statistics supplied annually to the SHA from the Laxton Library

Year	2009/10	2010/11	2011/12	2012/13	2013/14	% change over previous year	Comments
New users registered with Laxton Library	706	703	835	919	918	=	30% increase since 2009/10
Books loaned from Laxton Library stock	3072	3915	5072	5440	5756	+6%	Our stock is now wider, more up-to-date and accessible to more staff. 87% increase since 2009/10
Photocopies /pdf scans supplied to libraries in Eastern England/UK	205	119	111	149	168	+13%	Increased demand as we manage our paper stock to keep specialist holdings
Interlibrary loans – books for PB users	86	104	149	116	96 +62 bought in	*First year of keeping this figure*	Function of appropriate stock already here and buying specifically requested items on some occasions
Articles downloaded from the Web (paid – for and free) by library staff	305	260	466	441	391	-11%	Still significant for library staff, but could reflect better local book provision or, or less demand for paper books
Number of Athens accesses (PSHFT staff only)	9729	7296 [1465 library staff]	8678 [1940 library staff]	7499 [1475 library staff]	5902 [1065 library staff]	-21% [-28% library staff]	Perhaps reflects drop off in training activity and heightened technical barriers to using the systems

Quarterly figures for 2012/13

	Q1	Q2 (summer)	Q3	Q4
New users	193	250	245	230
Book loans	1487	1159	1602	1508