"Providing the right information to the right person at the right time"

**Annual Review 2017 - 2018**

This year’s report covers a period of further organisational change due to SAVE Consolidation Project. The ‘SAVE’ Higher Education consolidation project aims to develop a strategic approach to the delivery of Higher Education across the Isle of Man by uncovering ways in which the provision of these Higher Education services may be better arranged, organised, and offered as it continues to implement an ambitious turnaround agenda.

The library service will continue to provide quality resources to support the information needs of staff, to support evidence-based decision making in clinical practice, to enhance patient care, education and continuing professional development, research, and life-long learning.

The Library team are committed to supporting all staff as this process is worked through; we seek to provide a high quality, cost effective service which is valued by the organisation.

**Activity at a glance**

- Loans – 813
- Athens registrations - 515
- Members - 872
- Additions to stock - 517
- Withdrawn from stock 1713
- Total book stock 10052

Online Tutorials ‘How To Videos’ (YouTube) total hits: 1474.

- User Inductions – 179
- User education - 232
- Articles supplied- 596

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**The Library Team**

**Recruitment**

Increased administrative assistant hours to 19hpr from 15hpw

**Development**

Team members took part in a number of internal and external organized development opportunities including:

- Two team members are engaged in Library and Information Studies/Library Management at Masters Level.

Two team members have recently had an article published *Reading Ghosts - Monitoring in-library usage of ‘unpopular’ resources* Evidence Based Library and Information Practice. Access the article here: https://journals.library.ualberta.ca/eblip/index.php/EBLIP/issue/view/1942

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**Literature mediated searches feedback**

100% (17) indicated information supplied on time and were happy with the results

- What was the evidence used for?
  - Local guideline changes
  - Service Change
  - Publication/Conference Paper

**Impact**

The main five **impact** areas of library are:

- Study
- CPD
- Research
- Personal Development
- Keeping up to Date

**Feedback**

- ‘Keep same service. Good to see books on display linked to key events’
- ‘It meets my information needs and expectations’
- ‘It’s a fabulous resource which I’m very grateful to use. Especially the 24hr access as it means I can work my study around my life’
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Achievements
2017 - 2018

Developing and demonstrating impact on services

- Implemented an online form for book and article requests in 2017.
- Work closely with the lecturing staff at Keyll Darree to keep library users informed of course options (such as workshops for publication/critical friendship group/Journal Forum).
- Used Twitter and Facebook to advertise courses, including working with Senior Teaching Team to promote the #MscIOM and #BscIOM tags.
- Placing a book returns box in the canteen with a board next to it to promote the library services.
- Gathered impact evidence using a variety of methods including focus groups.
  During a focus group about library impact there was a clear advocacy from the students and lecturing staff about the need for an informal group work area. The groups have expressed difficulties in finding an area to practice group work (which is becoming harder due to the increase in student numbers and less free rooms available in the building), and a preference for a less formal, comfy space which will lend itself to creative thinking. Therefore:
  - Wasted space in the library has been used to build an ‘innovation hub’.
  - Implemented a ‘Lessons Learned’ procedure which involves collating progress on particular incidences/practices/feedback throughout the year to make them either more productive benefit to the user/time saving /cost saving and record these lean processes.

- Questionnaires are used by the service to evaluate searches and training and since last year, questions have been added to assess how the search/training has contributed towards the work of the individual or team and if they have helped to meet organisational/service objectives.
- Conducted an impact survey in June 2018 which looked to gather feedback on all areas of the service. While we have improved how we systematically gather evidence of impact, we have also improved how we demonstrate this.
- Participated in the Library forum as well as coming under the same department of the college has enabled both to share information and advice in our specialised capacity. Collaborative working such as negotiating for the College to share the RefWorks licence there was also a large cost save.
- Supported the professional leadership team within DHSS to achieve their overall aim of creating an enabling culture for the promotion and development of research in all areas.
- Outreach sessions have been made to Social Care staff
- Participated in the Library forum/Community of Practice/Information sharing venture for the Isle of Man which includes libraries from all sectors such as Courts, Public Records, University College of IOM, Museum and Public/Family.
- Winter 2017 we had a book recommendation promotion where 45 extra books were purchased on user recommendations.
- All KDL ‘How to Videos’ uploaded to YouTube have a survey monkey link to gather feedback on Online training sessions.
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Achievements continued
2017 - 2018

Marketing and Promotion

- Social Media added to the Marketing Plan so we can engage with ALL stakeholders beyond the library facilities.
- A tick box on electronic room booking sheets for Keyll Darree allowing interested parties the option of a library input, helping with a presentation/literature searching session etc. This helps us to showcase our services and resources to the wider audience.
- During the year we have promoted the library at various events using the term ‘pop up library’ (outreach librarian).

High Quality Library and Knowledge Services Delivered

- Invested in the library staff
- All library team members had an annual and six month achievement review.
- Every member of the team had a personal development plan and attended development events.
- Successfully increased hours for the administrative assistant to 19 hours per week.
- Participated in government new PDR trail for 3C’s - Valuing Individuals and Performance which promotes open conversations between staff.

Quality and Innovation, accreditation and continuous improvement

- In 2017 the Librarian took part in assessing NHS Library Quality Assurance Framework (LQAF) submission scoring for other libraries; this gave great insight into how other libraries practice.
- Two members of KDL staff presented at the 9th International Evidence Based Library & Information Practice Conference: Embedding and Embracing Evidence which was hosted in Philadelphia, and have since had this work published.
- KDL have been taking part in The NHS Library Quality Assurance Framework (LQAF) for the last three years. Compliance scores are increasing from an initial 87% to 92%.
- The team are working towards the next submission.

Technology used to improve the delivery and access to Library & Knowledge Services

UpToDate Anywhere (Point of Care tool) – promoted and continue to raise memberships
Medical Masterclass – promoted and continue to raise memberships
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**Resources**

- Ensure stock is fit for purpose
  - Biennial Library stocktake of over 10,000 resources, ensuring that records are accurate. Also to identify number of lost and appraise, out of date stock.
  - Annual Journal usage survey.
  - Journal Renewal.
  - Current awareness bulletin survey.
  - Annual focus group with students.

**Funding**

- Continue to Review and monitor the budget ensuring resource is based on management information and needs of HE, also utilising funding opportunities to obtain best value.
- Applying for a bursary for £5500 from Health Care Libraries Unit for the furniture and technological equipment of the Innovation Hub.
- Keeping clear records of spend on journals so that a case can be put together for extra funding if ever required.

**Quality, Innovation, and continuous improvement continued**

- Arrange for a cross-library survey which would allow us to track trends more generally in library usage on the Isle of Man.
- Support the professional leadership team within Mental Health and Hospice to create an enabling culture for the promotion and development of research in all areas.
- Work closely with public health’s Research and Development department to foster research culture across government.

**Technology used to improve the delivery and access to Library & Knowledge Services**

- Further development of ‘just in time’ learning.
- Development of “promoting research online” and “social media for research” courses.
- Evaluation of the on-line teaching sessions to meet the needs of the customer.
- Get up to date technology (touch screen wall mounted screen) in the innovation hub.
- Evaluation of ‘online tutorials’

**Quality and Innovation & continuous improvement**

- Submit the library to the NHS Library Quality Assurance Framework (LQAF) to further develop and continue to provide users with the highest level of service. With an expectation of accreditation of more than 92%
- Measure our statistic gathering against other libraries on the island, and work to build all island statistics.

**Going forward**

**2017-2018**

**Reflection**

- Continue to gather evidence and demonstrate impact of KDL on the wider organisation.
- Continue to work closely and build further links and collaborative partnerships within the new organisation.
- Implement changes put forward in lessons learned spreadsheet.
- Consider impact of extended journal subscription deals to multi-year (with reflection on how previous deals impact budgeting).