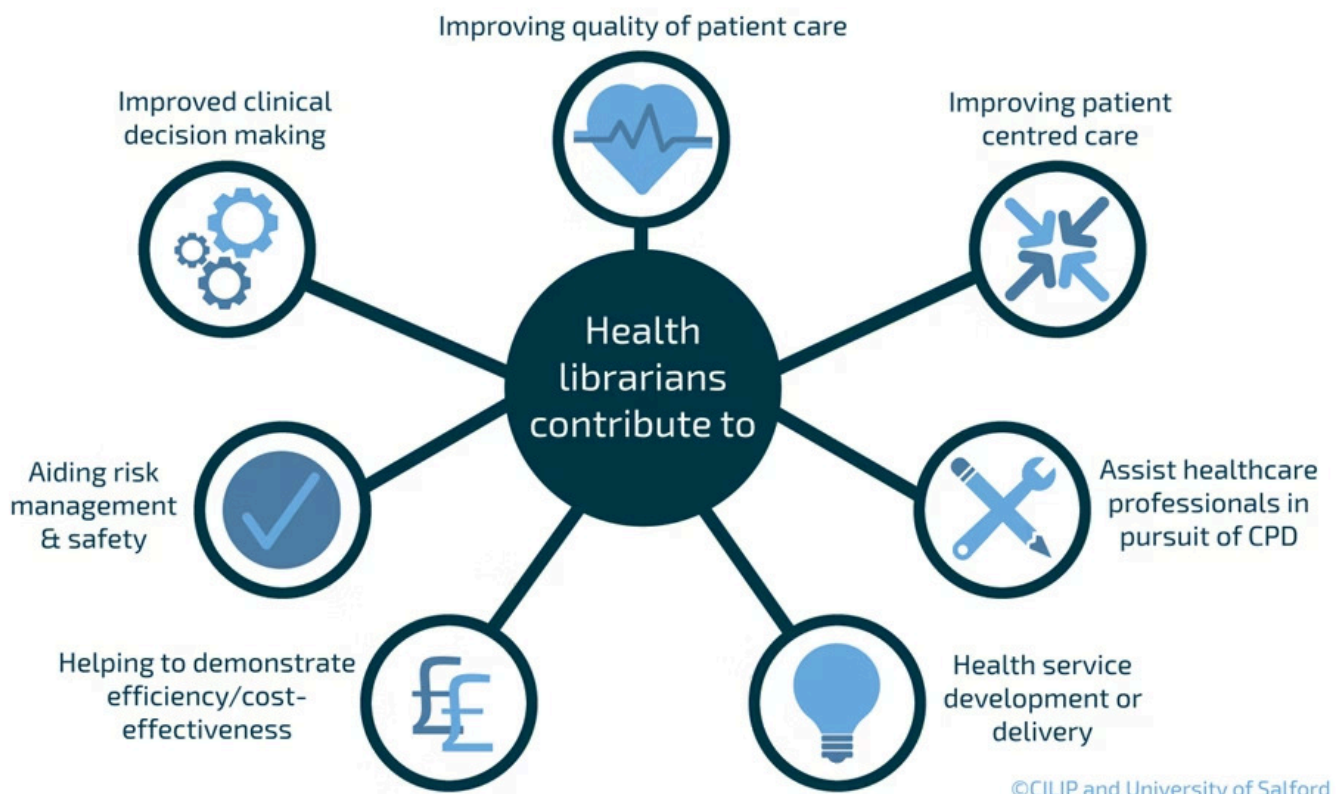


Library & Knowledge Service (LKS)

Annual Report

2024/25



By Catherine Micklethwaite
Library & Knowledge Services Manager

Key accomplishments 2024-2025

Increase in evidence searches (32%)

Growth from 70 to 93 requests supporting patient care, service redesign, guideline development, workforce planning, and research.

Annual recurrent savings (£32,000)

Strategic consolidation of e-resource subscriptions while maintaining comparable content access.

Digital inclusion initiatives

We've partnered with the Good Things Foundation (GTF) to provide free mobile data to staff and patients from low-income households in areas of high deprivation. Additionally, we've integrated free GTF digital skills training resources into the Hive as part of the digital passport scheme, supporting digital literacy development across the Trust.

AI community of practice

We led the establishment of a national Community of Practice for NHS librarians to evaluate AI tools and create training materials. Our work focused on responsible AI use, ethical considerations, and practical skills like prompt engineering, with plans to create e-learning resources once the Trust's AI policy is published.

Enhanced Trust Inductions

Following evidence-based principles, we transformed our induction presentations to incorporate interactive elements including a historical medical quiz. This approach has received significantly improved feedback and influenced the wider Trust induction redesign, including the addition of the 1% Club quiz format.

Streamlined Article Access

We've continued our collaboration with NHS England to improve back-office processes for journal article requests, building on our previous work with INCDocs for e-journal access to now include streamlined access to print journal articles via the new PRINTDocs system.

Evidence-Based Practice Impact

Here are some examples of how our evidence search service has contributed to the Trust this year:



Clinical Pathways

Evidence searches informed guidelines on bed rail safety, non-injured fall protocols, same day emergency care, and refeeding syndrome management. They resulted in enhanced clinical decision-making and standardised approaches to complex care.



Service Redesign

Critical insights supported major service redesign including age-appropriate care models, integrated care measurement, corporate services efficiencies, and the implementation of visual management boards.



Workforce Support

Our evidence searches informed strategies for neurodiversity in the workplace, compassion fatigue prevention, and effective challenging conversations, contributing to improved staff retention and team functioning.

Other searches we have done this year include:

Clinical Interventions

- Whey protein efficacy for pressure ulcer healing
- Structured handover processes and communication tools
- COVID treatment for haematological cancer patients
- Decaffeinated drinks' potential to reduce inpatient falls
- Neurological competency framework development

Innovation & Digital Transformation

- AI-generated training scenarios for clinical skills
- Predictive analytics for appointment attendance
- Strategies to overcome innovation barriers in challenged organisations
- Digital healthcare accessibility for older adults

Our evidence search service continues to support the organisation's commitment to evidence-based practice, research development, and continuous improvement. By maintaining close partnerships with clinical teams and researchers, we ensure that evidence informs practice improvements, research initiatives, and grant applications.

Focus for 2025/26

Indications are that for the first six months at least, we will be short-staffed due to the recruitment freeze. This will have implications on how many of the priorities listed below we can deliver.

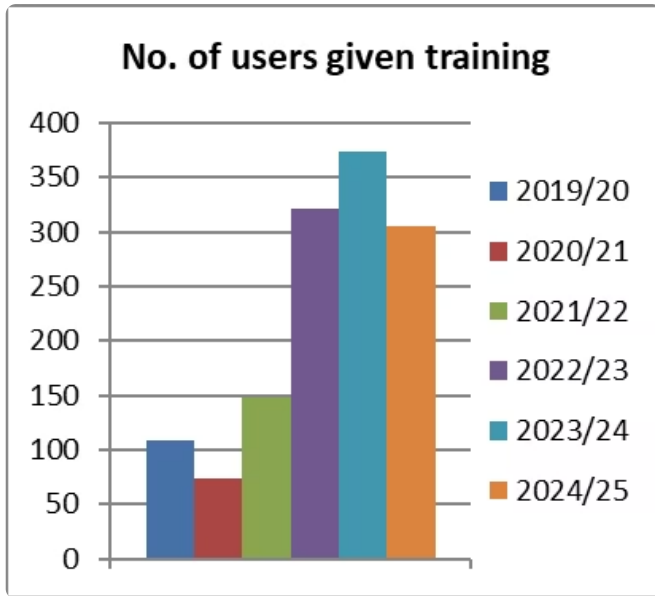
As part of NHSE's [*Knowledge for healthcare: mobilising evidence, sharing knowledge, improving outcomes 2021-2026*](#), over the next year all NHS Library services are charged with prioritising:

-  having the right library team, resources and services in place
-  mobilising evidence and knowledge
-  enabling resource discovery
-  assuring the quality of knowledge services
-  improving health literacy
-  developing the knowledge and library services workforce

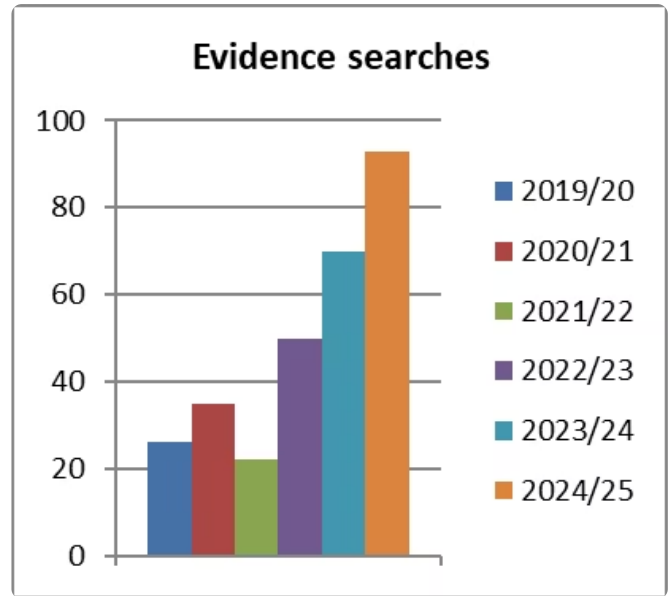
To accomplish these priority areas, alongside Trust priorities, our key areas of development for next year will be:

- 1** This year, NHSE will procure its first national library management system (LMS) (previously different regions have purchased their own LMS). Through our work on the national discovery workstream, we will be instrumental in the procurement and implementation of the new LMS.
Priority areas: [enabling resource discovery](#), [mobilising evidence and knowledge](#), [having the right library team, resources and services in place](#)
- 2** Setting up an outreach pilot tea trolley teaching service visiting various wards to respond to the information and evidence needs of busy frontline staff at a time and place convenient to them.
Priority areas: [mobilising evidence and knowledge](#), [enabling resource discovery](#), [having the right library team, resources and services in place](#)
- 3** Rolling out a new user interface for the Knowledge and Library Hub and EBSCOHost databases and improving the user journey for users in the South West to access ebooks.
Priority areas: [enabling resource discovery](#), [mobilising evidence and knowledge](#)
- 4** Investigate artificial intelligence (AI) to increase efficiencies around library services and administrative functions to enable us to do more with less.
Priority areas: [assuring the quality of knowledge services](#), [having the right library team, resources and services in place](#), [T](#)

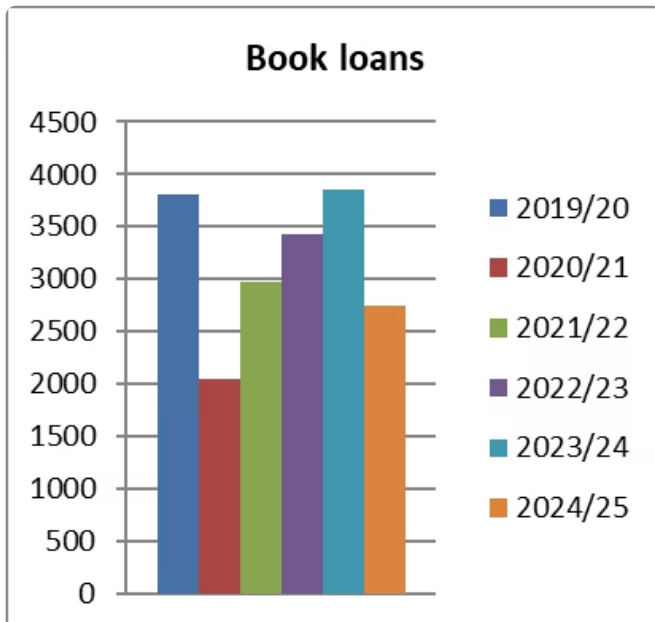
Appendix 1 - Key service usage statistics



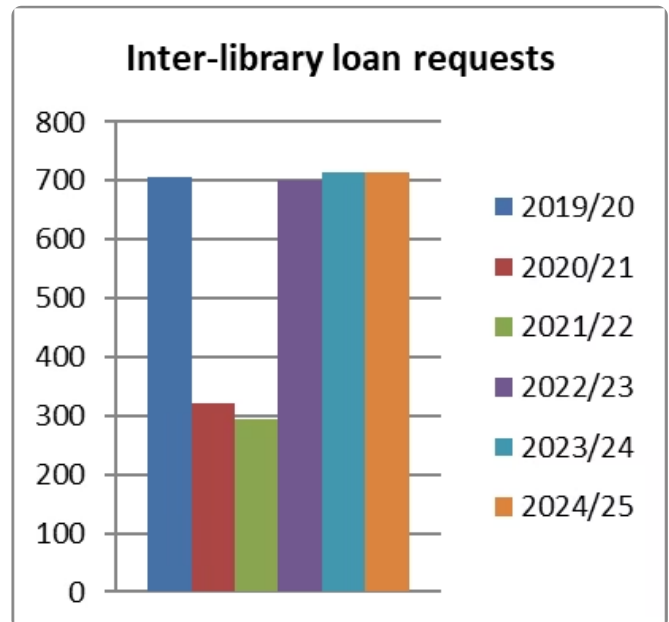
Training levels have dropped slightly from the previous two years. Most of our systems are easy and intuitive to use now, with only the expert searching databases really requiring intensive training.



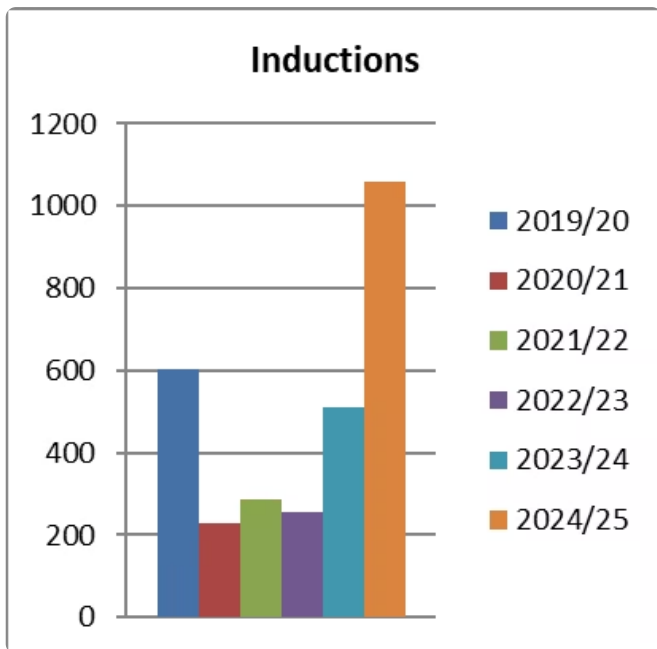
These figures show the advantage of having a clinical librarian post (implemented in October 2022). See the impact section above for a breakdown of the positive impact upon the Trust.



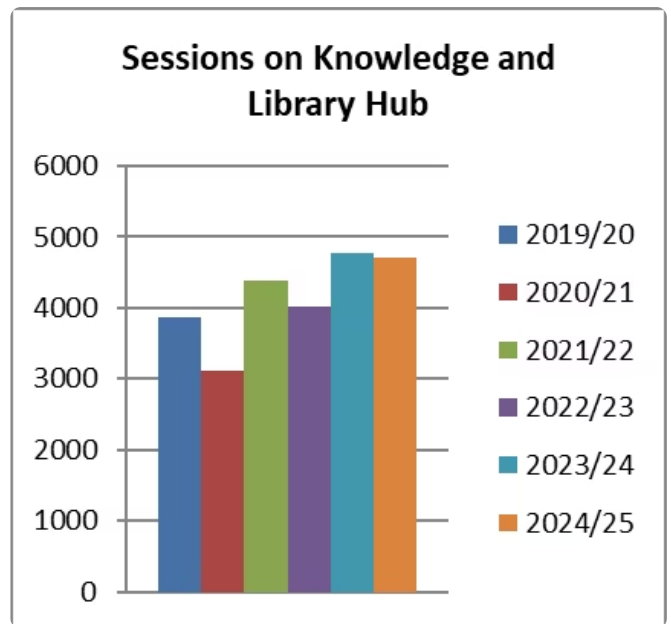
We are not sure why the number of book loans has gone down this year following an upward trend. More investigation is required.



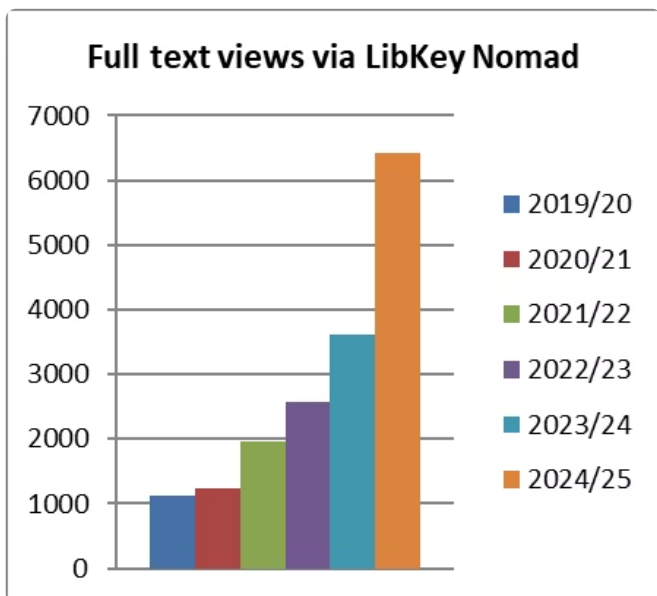
The Knowledge and Library Hub and LibKey Nomad enables end users to request books/articles easily. Our aim is to support staff and students to discover and access any material required.



Our inductions have increased due to being part of the relaunched face-to-face monthly Trust inductions.



It is heartening to see continued good usage of the nationally-purchased Knowledge and Library Hub. It is a very user-friendly system and a good alternative for casual users instead of the databases aimed at expert searchers.



LibKey Nomad (browser extension software) makes accessing e-journal articles extremely easy, regardless of where the user attempts to access the full text. We implemented a small change via the IT desk to have it always activated, and the results of this improvement are evident in the statistics for this year.