



Bevan Library Bedford Hospital NHS Trust

Bevan Healthcare Library and Knowledge Service

Annual Report

2014

Carol Smith Librarian

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Membership and usage charts

Introduction to Bevan Library Service

Services available

The Library has twelve PCs available for staff use, one of which is available for visually impaired customers with wide screen and specially adapted keyboard.

An additional PC is available to provide a “quick use” site away from the computer suite for when PCs are in use for booked E-Learning sessions.

A hearing induction loop was installed in May 2012 at the library enquiry desk for hearing impaired customers.

E-Learning: Well attended sessions have run in the library for all Hospital staff, and form part of the new staff induction program.

Drop-in sessions: The library hosts monthly University of Bedfordshire Drop In sessions by the University of Bedfordshire Liaison Librarian for student Nurses enrolled with the University of Bedfordshire. We have established a link with the University of Hertfordshire Information Manager and will be working towards a learning Agreement.

The Library has established links with Bedford Central Library and there are plans for joint promotions of health literature.

Literature searches: A new range of Literature search training materials has been produced and circulated during training sessions.

Staffing

The Bevan Library is staffed by one full-time Chartered Librarian MCLIP and one part-time Library Assistant. There is also a Library Volunteer who covers annual leave and approximately 8 hours per week.

The library is open 24/7 by an out of hours key.

Library membership 2014

The Annual footfall for 2014 was 5028, slightly down on the 2013 total of 5403, peaking in January (610), February (512) and October (472). This is summarised in footfall table in appendix 1. The quietest months were August and September, reflecting the holiday seasonal library usage. These figures reflect the core usage of Monday to Friday 9.00 to 5.00 and do not include out of hours usage. The library is accessible 24/7 by key and improvements in out of hour's library service security and access is the subject of discussion.

New Library membership over the year totalled 339 with 117 new users joining between July and September. This is summarised in appendix 2. The breakdown of new members is as follows- 109 Junior Doctors, 117 medical Students, and 45 Student nurses & Midwives.

220 members of staff received a library Induction during this period.

There were 117 new registrations for Athens accounts with peaks in January and February.

New Stock

Health & Ethnicity Reports: A range of reports have been added to the Health and Ethnicity Collection. These are for reference only with multiple copies available for loan. A catalogue is in preparation and will be circulated during 2015.

210 new books were added to the library stock in 2014 and subject booklists have been circulated.

Promotional events:

Frequent promotional events were held during the year with good attendance. January saw the Launch of the values collection. In March the library held a display to celebrate International Women's Day, featuring the work of Mary Seacole.

On April 23rd the Library was again successful in being accepted as a giver of free fiction books for World Book Night. These books were distributed to wards and waiting rooms and the library has received positive feedback.

May 12th Nurses day Awards – As Diversity lead for UNISON the Librarian presented the Unison Diversity Champion Award. The library ran a stall and this proved to be a successful recruitment event for new library members particularly student nurses.

June Adult learners' week: The Bevan library ran a drop-in workshop for card making and promoted learning opportunities.

In July the Librarian attended the Health libraries Conference in Oxford.

The Library has hosted monthly Dental Nurse training and the annual Perio-Dentist Training. In October the Library celebrated Black History Month with a display of medical biographies and cultural history.

Technical developments

In March the library completed the Installation of security gates – and the RFID and self-service monitor. All stock was magnetised and made ready for the launch of the self-service issue system in September when library staff received 2CQR training & the self-service control system at the staff desk was installed. This has proved to be a popular addition to library services by offering 24/7 access to book circulation.



In October the library hosted a Clinical skills demonstration and this resource has been added to library resources with access through the Intranet and the library web page to up to date nursing procedures and policies.

The NHS Library Quality Assurance Framework

The Library LQAF was submitted in July 2014 following the LQAF inspection on June 17 by the Health Education Eastern England Library Lead and the former Library lead.

Bevan Library received a LQAF **GREEN score of 91%** with some procedures recognised as examples of best practice such as the provision of library information in Spanish. On 15th October the LQAF Innovations award was submitted and was successful. As part of the self-assessment process for the NHS Library Quality Assurance Framework (LQAF), service managers were asked to identify examples of the four categories of innovation (Marketing, Organisational, Process and Product Innovation) within their service. This year HEEoE submitted 6 entries to be judged and 2 entries as initiatives to share and :

- **Carol Smith** at Bedford Hospital NHS Trust whose **Product Initiative** submission 'Ethnicity Collection and training' was judged to be an Initiative to Share.

Other facilities:

A coffee lounge in the entrance to the library provides refreshments and cooling towers in the computer suite enhance the environment in the library centre.

Objectives for 2015/16

- To understand the information needs of all the expanding range of users and to provide user centred services to meet these needs.
- To promote the library as a learning and research centre, and train users in effective information retrieval.
- To expand provision of training to library users – particularly critical appraisal and new literature search skills training
- Improve access to the library out of normal hours via use of swipe card entrance and RFID self-service security technology
- Improve security measures by installing CCTV cameras at the entrance of the library.
- Continue to develop library staff
- Improve the use of smart technologies and develop a library blog site to inform our users of up to date developments in stock and training availability.

Carol Smith MCLIP

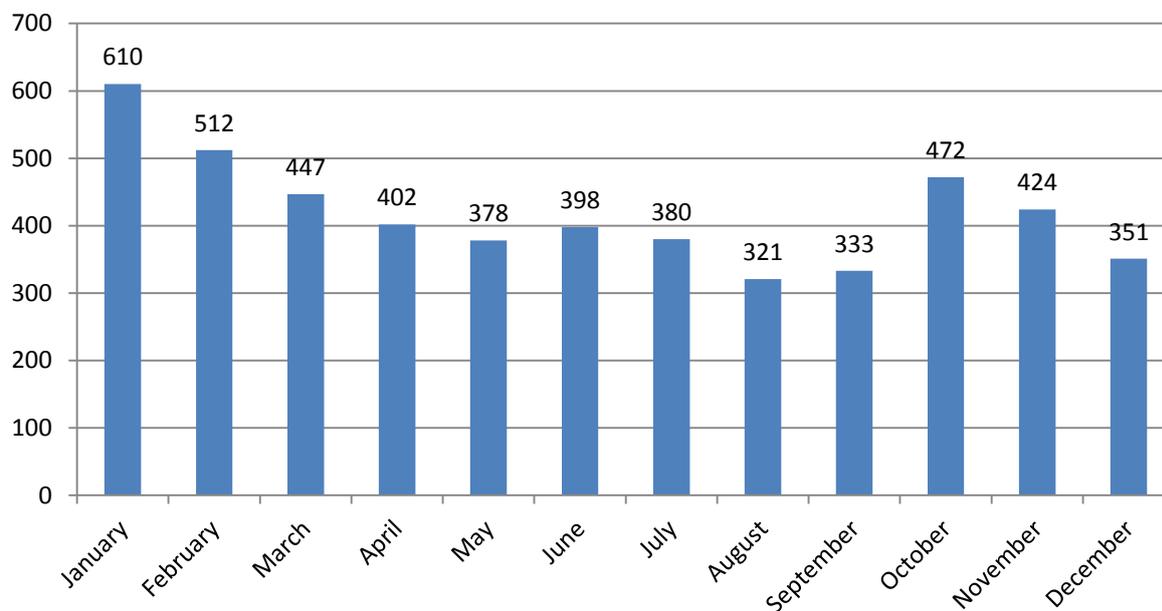
2014



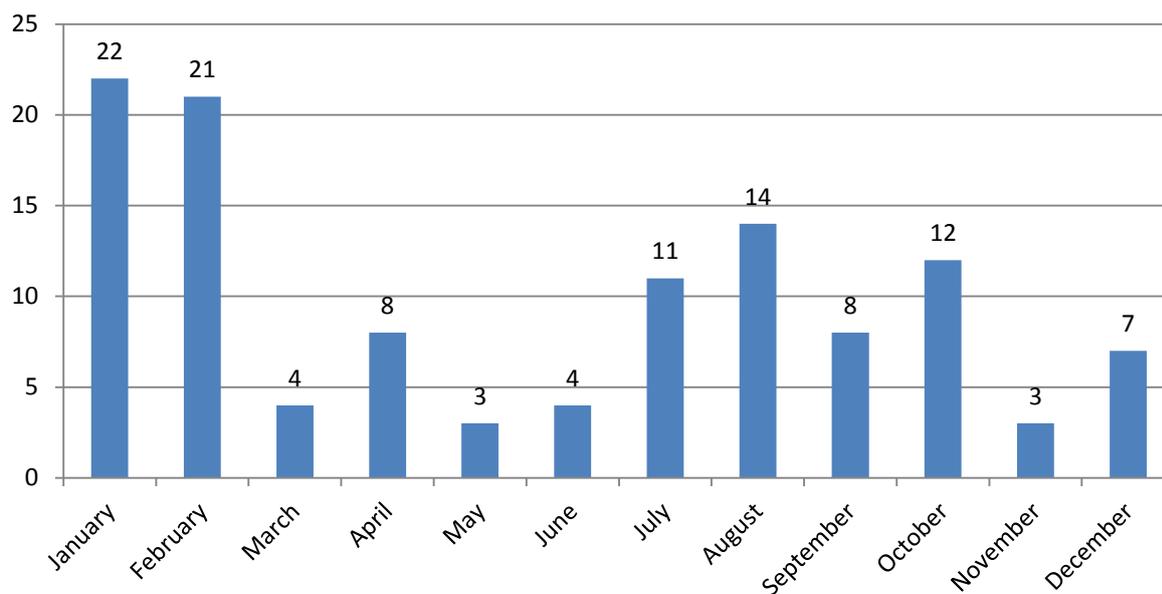
New Library self-service monitor

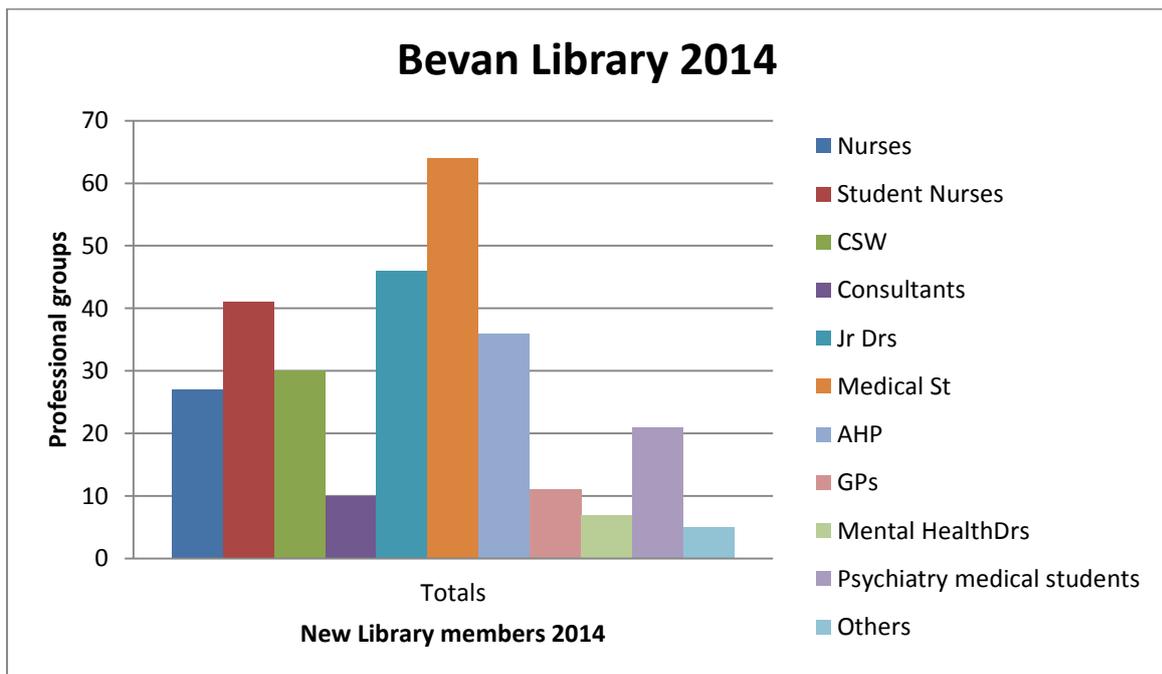
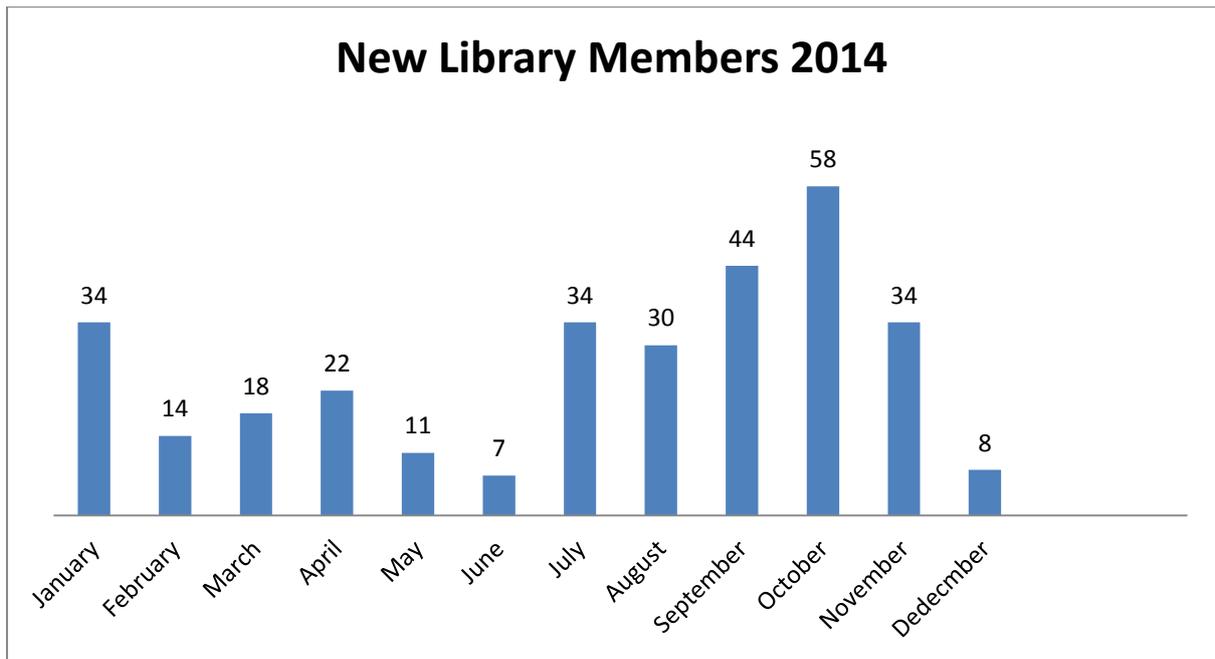


Bevan Library Footfall for 2014 Total for year 5028



Bevan Library Athens 2014 Total for year 117





The range of new library members who joined in 2014 is shown in the above chart. The largest groups are Junior Doctors and medical Students followed by Student Nurses. There was a marked increase in numbers of CSW's from previous years. The "others" included Carpenters and Electricians from Estates and training facilitators.

APPENDIX 2