

**Manchester Mental Health and Social Care Trust
 Library Services Strategy 2015-2017**

1. Foreword

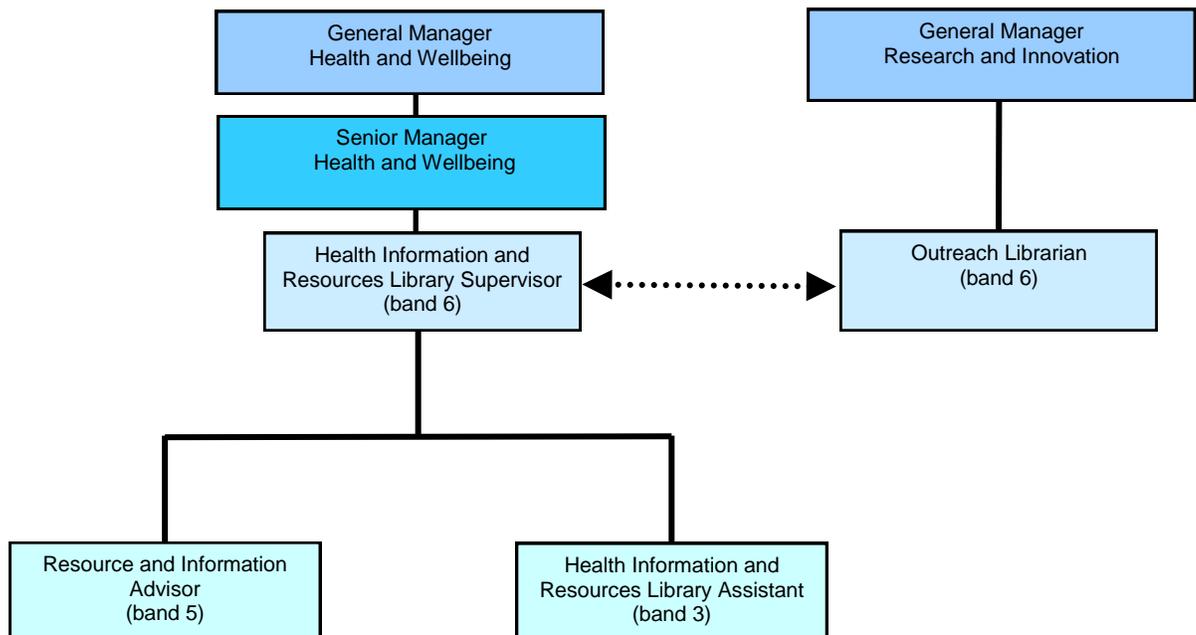
The purpose of the Health Information and Resources Library (HIRL) Strategy is to demonstrate to the Manchester Mental Health and Social Care Trust (MMHSCT) board that the service will be delivered to meet the needs of its users and it is contributing towards the high level provision of mental health, social care and health and wellbeing services in Manchester.

2. Health Information and Resources Library

The Trust library service provides access to a high quality evidence base and public health promotion resources which strengthen the Trust’s commitment to Manchester’s mental and physical health and wellbeing.

Access to high quality library, information and resource services allow practitioners and managers to make positive and safe decisions, both clinical and non-clinical. The Health Information and Resources Library service pioneers dissemination of research in the Trust, enables continued learning and workforce development and strengthens public health promotion activities across the wider health community.

3. Health Information and Resources Library Structure



4. Context

4.1 Local Context

MMHSCT's own Library services have their origins in the appointment of an Outreach Librarian in September 2009. In April 2011, the Manchester Health Information and Resources Library, originally part of NHS Manchester/Manchester Community Health, joined MMHSCT as a result of the Transforming Community Services changes taking place.

As of April 2015, the MMHSCT Health and Wellbeing Service will be restructured. The Health Information and Resources Library will be considered in the future service model as part of a new Healthy Living Service for Manchester. The HIRL strategic vision for information provision in the NHS will not change and the service will continue to support users from MMHSCT and the wider public health promotion community.

The Health Information and Resources Library service is currently based in Fallowfield.

4.2 National Context

In 1997 Health Service Guidelines (HSG) (97)47 provided the initial foundation for the modern NHS library service. This document recognized that "libraries are a key resource for clinical effectiveness, for research and education and for training, all of which are crucial to the delivery of high quality healthcare"¹. It acknowledged that health care professionals needed access to the knowledge base to be effective in their own work.

HSG (97)47 was updated in 2008 by a review of NHS libraries in England undertaken by Professor Peter Hill². This review has highlighted the centrality of library, knowledge and information services within the NHS.

In 2014 Health Education England (HEE) produced the first national framework for the development and provision of NHS library and knowledge services. [Knowledge for Healthcare](#) recognises that "Information will increasingly become the currency of healthcare in the future, and our ability to access, understand and interpret it at individual and population level will be a key determinant in the future success of our healthcare system"³

The Knowledge for Healthcare Framework identified four strategic themes from the analysis of its research:

- Proactive customer-focused services.
- Quick and easy access to knowledge for healthcare.
- Effective leadership, and planning and development of the healthcare library and knowledge services workforce.
- Optimising funding for best value.

These four themes align well with the strategic aims of the Library Service and those of the wider Manchester Mental Health and Social Care Trust. More information can be found in the link to the briefing document below.

¹ HSG (97)47. *Library and Information Services*

² Hill, Peter (2008) *Report of a national Review of NHS Health Library Services in England: From Knowledge to Health in the 21st Century*.

³ Knowledge for Healthcare: A briefing on the development framework, available from http://hee.nhs.uk/wp-content/blogs.dir/321/files/2014/12/Library-Services_-Briefing-2014.pdf (accessed 6th January 2015)

5. Aims and Objectives

The following priorities and objectives of the Health Information and Resources Library have been aligned to those of MMHSCT:

Manchester Mental Health and Social Care Trust

Mission: To improve people's life chances and independence by providing an innovative mix of mental health, health and wellbeing and social care services delivered through effective partnerships.

Vision: To improve and enhance mental and physical health and wellbeing, facilitate personal fulfillment and help people to make a positive contribution to their communities.⁴

Health Information and Resources Library

Mission: Enable all of our users to practice within an evidence-based culture, strengthening multi-disciplinary practice across Manchester and ensuring continuous quality improvement.

Vision: Strengthen the provision of mental and physical health and wellbeing services based on the best available evidence, expert knowledge and resources.

The Health Information and Resources Library and the staff maintain and uphold the key values of the wider Trust and those of the MMHSCT Annual Business Plan 2014-2015.

Putting Patients First: Developing services which are effective, efficient and sustainable

Provide best possible information to our users based on the best possible evidence.

To achieve this we will:

- Use the Health Information and Resources Library budget effectively to purchase resources appropriate for the needs of the Trust.
- Work to develop our virtual and physical stock offer by ensuring that our resources remain user focused.
- Ensure that information skills training develops in line with our collection and enhances user access to the evidence base.

Empowering Staff: Listening and acting so that the Trust becomes an employer of choice

Ensure that library services meet the needs of all users. The range in users is very diverse and each one must be able to access suitable resources which are of a high standard and appropriate to their professional needs.

To achieve this we will:

- Increase effectiveness of the Health Information and Resources promotional offer.
- Strengthen the continuing professional development of staff in consultation with users; the Learning and Development team; and the Professional leads within MMHSCT.

⁴ About the Trust, available from: <http://www.mhsc.nhs.uk/about-the-trust.aspx> (accessed 20th October 2014)

Supporting Research: Maintaining our market-leading position in teaching and research

Pioneering continual research and development among clinical and non clinical staff with patient and public involvement.

To achieve this we will:

- Work with internal and external partners to enable the effective dissemination and implementation of research findings.

Ensuring Quality and Safety: Providing safe services of the highest quality and respond to actual need

Maintaining our continual service development in line with Trust and national standards.⁵

To achieve this we will:

- Demonstrate continuing development in the provision and availability of services whilst continuing to up hold high standards expected by our partners and users.

Working in Partnership: Helping to develop seamless care pathways and integrated services

Continue to develop, enrich and facilitate partnership working across the Trust by providing expert knowledge and information to clinical, management and public health promotion communities. The library is a centre for building relationships and will continue to support training, seminars and events through partnership working.

To achieve this we will:

- Continue to work in partnership with our colleagues across the trust to promote health promotion campaigns and health related events.

6. Governance

6.1 Local Governance

The HIRL team holds regular teams meetings which address issues with regards to health and safety, risk, security and Freedom of Information (FOI) at a local level.

The Health and Wellbeing senior management also address service level governance and actions against the Governance Plan (Risk Registers, Audits etc.) at fortnightly SMT meetings and a bi-monthly Quality & Governance meeting for the Division, reporting into the IRMCGC, as appropriate.

6.2 Regional and National Governance

As part of the Trust's Learning and Development Agreement (LDA) with Health Education North West (HENW), the HIRL is required to submit an annual self assessment against the national standards contained in the Library Quality Assurance Framework (LQAF). The standards are designed to develop and monitor the high quality of library and knowledge services across

⁵ Briefing Sheet for the NHS Trusts' Chief Executives on the NHS Library Quality Assurance Framework (LQAF) available from: <http://www.libraryservices.nhs.uk/forlibrarystaff/lqaf/lqaf.html> (accessed 20th October, 2014)

England and are regionally coordinated in the North West by the Healthcare Libraries Unit (HCLU).

HCLU carries out an annual visit to each service as part of the monitoring role and these visits are carried out on behalf of HENW and the Deanery. During these annual visits, HCLU will identify any significant issues and challenges faced by the HIRL on a national or regional scale and will communicate these to senior Trust staff.

7. Library Services

The Library provides a portfolio of services designed to meet the information needs of users and advance the knowledge and evidence based practice within the Trust. This includes:

- Literature search service
- Public health promotion teaching packs, models and multimedia
- Information skills training
- Current awareness bulletins
- Access to physical and electronic collections including books, reports and journals
- DVDs, CDs and CD-ROMs
- Enquiry service
- Document supply and inter-library loans
- Study area/PCs with internet access
- Leaflet service for health promotion related literature.

8. Library users and Access

The Health Information and Resources Library is accessible for all NHS staff, students on placement and independent contractors working for the Trust. Health Promoters working within the City of Manchester in voluntary or third sector roles are also eligible to join and borrow resources from the collection.

The Library Service is an active participant in the Greater Manchester Health Libraries Partnership (GMHeLP). GMHeLP is a collaborative scheme intended to provide more seamless access to library services for NHS staff, students and contractors in the Greater Manchester area. GMHeLP will also allow MMHSCT staff to access other participating NHS libraries in the Greater Manchester region.

The Library service also offers services to other NHS organisations through Service Level Agreements where need is identified, and where such a service offers benefits to Trust staff.

9. Strategic Aims

9.1. The strategic aims are designed to integrate the Library with the business functions of MMHSCT, underpinning the Integrated Business Plan 2013-2017, and to improve Library Service Delivery.

The strategic aims are more focused in terms of what the Health Information and Resources Library aims to achieve over the next two years and builds upon the aims and objectives identified above.

The strategy also complements regional and national developments in NHS libraries.

Key Actions Required	Benefits	Specific Measures	Timescale
Putting Patients First: Provide best possible information to our users based on the best possible evidence			
Develop the collections of electronic, print and model resources based on user consultation and organisational change	Library stock and information remains customer focused and tailored for our users. This will help to provide a seamless link between the available evidence and our users	<ul style="list-style-type: none"> Carry out customer consultation and reviews of stock Offer literature searching service as a key resource for Trust Quality Improvement Projects Ensure the integration of NICE Guidance through signposting to current awareness services, literature searching and information skills training. 	On-going
Empowering Staff: Ensure that library services meet the needs of all users. The range in users is very diverse and each one must be able to access suitable resources which are of a high standard and appropriate to their professional needs			
<p>Increase Library membership in both clinical, non clinical and wider health promotion communities</p> <p>Increase the number of registered members by 5%</p>	Maximise the usage of our evidence base across the city and broaden awareness of our unique service	<p>Increased use of various communication channels:</p> <ul style="list-style-type: none"> Feature in Trust Midday Mail on a regular basis Produce a quarterly newsletter for the service and disseminate 	March 2015

		<p>across networks</p> <ul style="list-style-type: none"> • Develop the service online presence, particularly with social media • Attend appropriate Trust events (AGM) 	
<p>Bid for Health Education England funds to launch 'Books on the Wards' project. This scheme will increase the availability of reading materials on in-patient wards</p>	<p>Reaffirm library link with patients/service users and improve links with busy staff working on in-patient wards</p>	<ul style="list-style-type: none"> • Consult with relevant parties in SW and OT to design the 'Books on the Wards' offer • Assist in the training and delivery of Read to Recovery with ward volunteers • Monitor the project, providing feedback to HENW 	<p>April 2015- On-going</p>
<p>Promote our services to all new staff joining the Trust and maintain our integral link as a service for all</p>	<p>Ensure that usage of resources and services are maximised and staff are made aware of benefits of using an evidence base to inform any decision making</p>	<ul style="list-style-type: none"> • Maintain our position as a feature of the new staff induction and marketplace 	<p>On-going</p>
<p>Supporting Research: Pioneering continual research and development with support for clinical and non-clinical staff. Supporting constant learning in individuals and as a wider organisation</p>			
<p>Continue to work across Directorates to implement R&I strategies with the Trust Outreach Librarian</p>	<p>Development of the service through partnership working and increased usage of the evidence-based resources among researchers</p>	<ul style="list-style-type: none"> • Take an active role in R&I Improvement Initiative through the Outreach Librarian • Ensure that information is available to staff and service users regarding patient and public involvement • Expand upon dissemination through Library presence at R&I events • Generate greater involvement in research by improving our literature searching and critical 	<p>On-going</p>

		appraisal offer	
Ensuring Quality and Safety: Maintaining our continual service development in line with Trust and national standards			
Demonstrate quality through the national LQAF process	The Trust's information needs are met by a library and knowledge service which fulfils nationally recognised criteria and is accredited	<ul style="list-style-type: none"> • Demonstrate an acceptable level of compliance in LQAF assessment but also work to improve the score for our service year on year • Continually develop the core library offer with the greatest resources available 	Continual development in annual assessments: LQAF August 2015 LQAF August 2016
Working in Partnership: Continue to develop, enrich and facilitate partnership working across the Trust by providing expert knowledge and information to clinical, management and health promotion communities across the city of Manchester			
Strengthen the use of the library physical space and support collaborative partnerships which will use this space	Assist in the devolvement of silo working across the Trust and with others which act as barriers to partnership working	<ul style="list-style-type: none"> • Integrate training and events in to the library space • Use social media to connect and grow library audiences and increase awareness of resources • Provide WI-FI access for library users • Develop the library accessible study space 	April 2016

10. Strategy on One Page



The Health Information and Resources Library Strategy 2015-2017

Our Vision: Strengthen the provision of mental and physical health and wellbeing services based on the best available evidence, expert knowledge and resources.

Our Mission: Enable all of our users to practice within an evidence-based culture, strengthening multi-disciplinary practice across Manchester and ensuring quality improvement.

Our strengths are to enable:

Public health promotion using a range of resources

Enhanced clinical and non-clinical decision making

Research dissemination and promotion

Learning, personal development and CPD

Quality improvement and innovation

Our values:

Putting Patients First
Provide the best possible information to our users based on the best possible evidence

Empowering Staff
Ensure that library services meet the needs of all users and are appropriate to their professional needs.

Supporting Research
Pioneer continual research and development with support for clinical and non-clinical staff. Supporting constant learning in individuals and as a wider organisation.

Ensuring Quality and Safety
Maintaining our continual development in line with national standards

Working in Partnership
Develop partnerships across the Trust by providing knowledge and information to clinical, management and health promoters.

How we deliver our services:

Continue to use the HIRL budget effectively to purchase the best possible evidence for our users

Support CPD of staff in consultation with users; the Learning and Development team; and professional leads within MMHSCT.

Work with internal and external partners to support the effective dissemination and implementation of research findings.

Demonstrate continuing development in the provision and availability of services whilst holding high standards in delivery and content.

Continue to work in partnership with our colleagues across the trust to promote health promotion campaigns and health related events.