



CCLHD Library Services Annual Report 2015

CCLHD LIBRARY SERVICES

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Health

Central Coast

Local Health District



Library Manager's Report

2015 was another successful year for the Library Service. In addition to the activities described below, Library staff provided consistently high quality service to library users on a day to day basis, responding to queries and solving information access problems. The compliments and thank yous at the end of this report are evidence of the expertise and professionalism of all the Library staff.

Staff at Wyong Hospital continue to enjoy the Library and Education Centre facility which was opened in 2012. The 24/7 Information Commons is popular with staff looking for somewhere to read or study quietly when the main part of the Library is closed.

Staff at Gosford Hospital have accommodated changes to the Library necessitated by site works to prepare for the hospital's redevelopment commencing in 2016. Part of the Library stack area was required to house ICT data tape storage, requiring a cull and reorganisation of the hard copy journal collection. The Library closed for a week in July to enable access for extensive drilling associated with the refurbishment of the Health Services Building level 2 to accommodate the Pathology Department. Library and Research Office staff temporarily relocated and maintained most services for that period with grace and good humour!

2016 will bring further challenges as the demolition and site preparation stages of the redevelopment commence, as the Health Services Building is next to the building site. Access to the Library from the main part of the hospital will be more difficult so service delivery will have to be flexible and responsive to changing conditions on site.

I would like to thank all the Library staff for their professionalism and commitment to providing excellent service supporting CCLHD staff in all the functions of Caring for the Coast. I would like to acknowledge the positive and productive relationships between the Library Service and other services within the District, particularly the Research Office, Nursing & Midwifery Research, the Carer Support Unit and our colleagues in the Clinical Governance Directorate led by Dr Bruce Sanderson.

Suzanne Lewis
Library Manager

caring FOR THE coast



OUR VISION

Healthy people - vibrant community

OUR MISSION

Promote and enhance the health and wellbeing of our community

OUR VALUES

*Collaboration • Openness
• Respect • Empowerment*

OUR strategic priorities

Our patients

Provide best practice care to ensure patient safety and satisfaction

Our staff

Support and develop our most important resource and provide a safe and rewarding workplace

Our resources

Use resources effectively and efficiently

Our community

Invest in better health by promoting a healthy lifestyle and available health services

Our future

Develop strong and effective partnerships to meet the community's health needs

Caring for our Patients by...

Supporting Evidence Based Care - literature searches

The Library staff undertake searches of the health literature to support direct patient care, updating policies and procedures, clinical service redesign and the study/learning/CPD needs of staff. In 2015, 272 literature searches were conducted, taking a total of 434 hours to complete. Average time spent per search was two hours. This represents a significant time saving for clinical staff. 95% of search requests received were responded to within three hours (target is 100%).

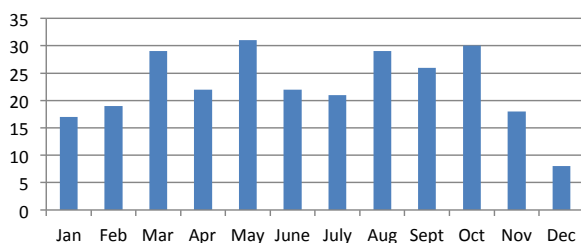


Figure 1: Literature searches by month, 2015

Supporting Evidence Based Care - CIAP Champions Program

The Library delivers the CIAP Champions Program in partnership with the Nursing & Midwifery Directorate. The Clinical Information Access Portal (CIAP) is the NSW Health website of clinical information and resources to support evidence-based practice. The CIAP Champions program aims to have at least one Champion on each ward/unit to support staff to use CIAP effectively. In 2015 two full-day workshops were delivered; a total of 17 participants attended. Currently there are nearly 250 CIAP Champions across CCLHD.

Supporting Evidence Based Care - Evidence Based Practice workshops

The Library delivers Evidence Based Practice workshops in partnership with the Nursing & Midwifery Directorate. This workshop provides an introduction to the principles of evidence-based practice. Topics covered include asking clinical questions, study design, developing a search strategy, critical appraisal and applying evidence in practice. The workshop was offered twice in 2015 and attended by a total of 13 participants.

Supporting Evidence Based Care - UpToDate Anywhere

The Library Service has maintained and paid for a subscription to the UpToDate point of care clinical information tool since 2005. In September 2015 the subscription was upgraded to UpToDate Anywhere which includes remote access and access to the app (Apple and Android). Subscription costs continue to rise substantially, and since 2013 the fall in the value of the Australian dollar has increased pressure on the library budget. Alternative sources of funding will be required to maintain the subscription in 2016. An average of 1374 UpToDate topic reviews were accessed per week in 2015.

Caring for our Staff and Colleagues by...

Participating in Corporate and Clinical Orientation

The Library participated in 12 occasions of Corporate Orientation in 2015 via a stall in the Market Stall segment of the program. The Library also presented to Interns and Transition to Professional Practice Nurses during their clinical orientation.

Running Return to Study sessions

The Library offers Return to Study sessions at the start of each semester at both Gosford and Wyong Hospital Libraries. These two-hour sessions are designed for staff who are returning to study after a break. Participants gain an understanding of the support that is available to them through the CCLHD Library Service and their institution of study, how to locate books and journal articles and an introduction to referencing. Nine Return to Study sessions were held in 2015, attended by a total of 41 people. 40 evaluations were received, with 100% of participants rating the sessions as either good or excellent. Evaluations also included suggestions for improvements which will be incorporated into the 2016 program.

Providing information literacy training

In 2015 the Library provided a total of 98 hours of training to 364 participants. Training was offered in a range of venues including the libraries, on wards and in departments, and in the Gosford Hospital Conference Centre and the Wyong Hospital Education Centre. The format of the training ranged from whole-day workshops to short (15 minute) RED Trolley sessions. Training was delivered to large groups (65 interns), small groups and individuals, and sessions were scheduled and on-demand. All training (except impromptu sessions) is recorded in HETI Online. The overriding principle of the training offered by the Library is that it is flexible, convenient to participants, relevant to their information and learning needs and delivered in context.

Providing a fast, efficient document delivery service

In 2015 the Library obtained 1901 items (mainly journal articles plus books not held in the CCLHD collection) for CCLHD staff and supplied 302 items to the GratisNet Australian health library network and the National Library of Australia under reciprocal arrangements. Items obtained from Gratisnet are free; items obtained from the NLA incur a charge. CCLHD staff request journal articles and books for a range of purposes including patient care, research, study and professional development, service redesign, policy and procedure updates and special projects. Trends in items obtained for CCLHD staff and supplied to GratisNet and NLA since 2011 are shown below.

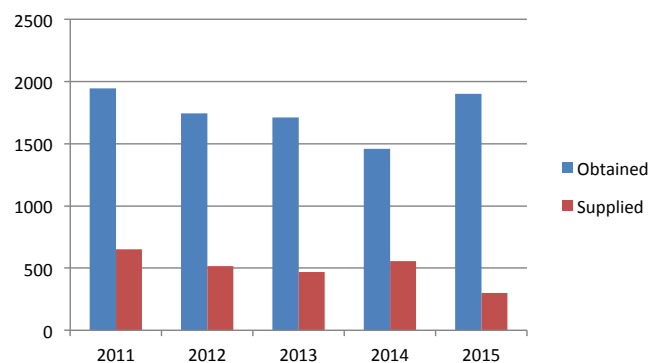


Figure 2: Books/articles Obtained for Staff and Supplied to Network 2011-2015

Providing a podcast service

Podcasts burned to CD are sourced and provided on demand to clinical staff for continuing professional development. Library staff create podcast CDs to supplement themed displays in Wyong Hospital Library held to coincide with 'health weeks'. The Library intranet and internet sites also contain information and instructions for staff wishing to download podcasts onto personal devices from reputable, high quality sources (<http://www.cclhd.health.nsw.gov.au/research/library/Pages/Clinical-podcasts.aspx>).

Caring for our Communities by...

Providing professional development opportunities for Library staff

All Library staff are encouraged to undertake a minimum of 20 hours of professional development activity per year. In 2015 only 50% of staff achieved this benchmark so this will be a focus for 2016. Professional development activities undertaken included the following:

- one staff member started the Certificate IV in Leadership and Training through Gosford TAFE, sponsored by CCLHD, continuing into 2016;
- 3 staff members completed 'Catching the Third Wave', an online course on planning and managing digital repositories, offered by NSW TAFE in conjunction with ALIA (the Australian Library and Information Association);
- 3 staff members attended the HLA (Health Libraries Australia) Professional Development Day held in Brisbane in July;
- one staff member attended the Advanced Australian EBP Librarians' Institute three-day workshop held in Melbourne in November, and the Library manager was a tutor at both the Introductory and Advanced EBP workshops;
- the Library manager attended and presented a paper at the 8th International EBLIP (Evidence Based Library and Information Practice) Conference held in Brisbane in July;
- one staff member continued a Master's degree in Education at UTS;
- one staff member attended the ALIA Online conference in February;
- one staff member attended and presented a paper at the 7th New Librarians' Symposium (NLS7) in July 2015 and is leading the organising committee for NLS8 in 2017.

Helping patients, carers and members of the public to find good quality health information

In 2015 the Library Service uploaded to the CCLHD YouTube channel the final in a series of five short videos designed to help patients, carers and members of the public to find good quality health information on the Internet. The videos have been viewed over 600 times and can be found at: <https://goo.gl/sR1WQV>.



Caring for our Facilities and Resources by...

Maintaining and Staffing Libraries at Gosford and Wyong Hospitals

Libraries were maintained and staffed at both Gosford and Wyong Hospitals throughout 2015. The Libraries were open between 9.00am and 5.00pm, Monday to Friday, at both sites. In addition, the Information Commons at Wyong Hospital Library provides 24/7 access to computers and a quiet reading/study area for all clinical staff. Wyong Hospital Library was closed for staff development on Monday 19 October 2015.

Maintaining a Relevant, Current Loan Collection

A total of 4077 loans of books and DVDs were issued for 2015 across both libraries. Analysis of circulation figures for the period 2011-2015 shows an overall decline of 38% in borrowing (see Figure 4). This decline mirrors (although not to the same extent) a similar trend in borrowing from the University of Newcastle libraries over the same period. This issue will be a focus for 2016, in particular a review of the Library's Collection Development Policy and spending on hard copy books and DVDs compared to e-resources.

Loans per Month 2015

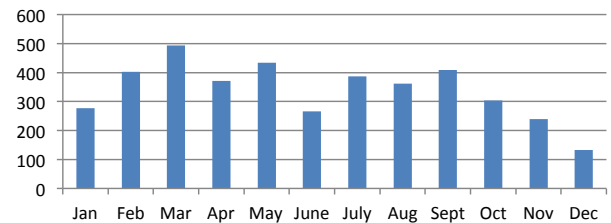


Figure 3: Loans per Month 2015

Loans per Year 2011-2015

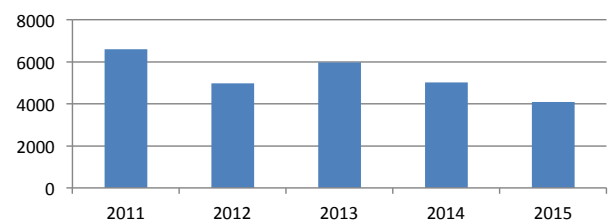


Figure 4: Loans per Year 2011-2015

Maintaining a Zero Variance from the Allocated Budget

The Library Service finished the 2014-2015 financial year with an 8% favourable budget.

Caring for our Future by...

Preserving our past ...

The CCLHD Archive and Research E-library (CARE) website was launched on 26 May 2015 as part of the Gosford Hospital 70th birthday celebrations. The CARE site is an initiative of the CCLHD Library, Research Office and Corporate Communications department. It comprises two searchable collections, one showcasing the published research output of the organisation and the other documenting the history of CCLHD and public health services on the Central Coast. The website is freely available to the public and can be accessed at <http://elibrary.cclhd.health.nsw.gov.au/>.

The CARE website won the 2015 Health Libraries Australia/Medical Director Health Informatics Innovation Award which recognises innovative projects in healthcare information delivery with practical outcomes. The award was presented to three Library staff - Ingrid Tonnison, Kate Jonson and Rianna Bryant - at the Health Libraries Australia Professional Development Day held in Brisbane on 9 July 2015.

At 25 November 2015 the CARE website contained 153 citations to individual, peer-reviewed research publications with at least one author from CCLHD. It also contained over 600 records of photos and documents relating to the history of CCLHD.



Kate Jonson, Rianna Bryant, Ingrid Tonnison (CCLHD Librarians) with Shaun Eliastam (Medical Director)

Supporting research ...

The Library supports research activity across CCLHD in the following ways:

- the Library Manager is a member of the Operational Research Committee
- the Library Manager is part of the Health Technology Assessment process
- contributing to the organisation of the Research Education and Training Program (CIAP Champions Program, Evidence Based Practice Workshops, EndNote Master Classes)
- maintaining a central repository of CCLHD research publications, including actively seeking out new publications
- maintaining a Research Toolkit on the Library Intranet site
- providing document delivery and literature search services to researchers

Committee/Working Group Membership

Library staff are active members of the following committees:

Committee	Library staff member
Operational Research Committee	Suzanne Lewis
CCLHD 2016 Research Symposium Working Party	Suzanne Lewis, Sally Turbitt
Open Internet Access Steering Committee	Suzanne Lewis
CCLHD Intranet Steering Committee	Ingrid Tonnison
CCLHD Social Media Working Group	Ingrid Tonnison
Gratis National Committee	Jacob McCorry
Health Libraries Australia National Executive	Suzanne Lewis

Collaborative Projects/Programs

Library staff collaborate on, or contribute to, projects and programs with departments and groups across CCLHD including:

Collaboration	Library staff member
CIAP Champions Program, with the CNC, Nursing & Midwifery Research	Ingrid Tonnison, Suzanne Lewis
Information for Carers, with the Carer Support Unit	Sally Turbitt, Narelle Hampe, Suzanne Lewis
Red Trolley Education Program, with Nursing Education	Judy Warren-Smith, Kate Jonson (Wyong) and Suzanne Lewis, Larnich Harije, Ingrid Tonnison (Gosford)
CARE (CCLHD Archive and Research e-Library) project with the Research Office and Corporate Communication	Kate Jonson, Ingrid Tonnison, Suzanne Lewis and Sally Turbitt
Research Education and Training Program master classes and workshops, with the CNC, Nursing & Midwifery Research	Ingrid Tonnison, Suzanne Lewis

Compliments and Thank-yous



To the Librarian, Wyong Hospital

Thank you sooo much for your assistance, but most of all your patience, when assisting me with the lit search about feeding and mealtime assistance. I received a HD for that assessment (my first ever!) and it was all based on help from you. Can't thank you enough.

CNE, Gosford & Wyong



To the Librarian, Gosford Hospital

I recently in rounding received some excellent feedback regarding the wonderful assistance [a Library staff member] provided to the Social Work Department staff. The worker commented that [the Librarian] has always been very responsive to our requests for example for article searches, but in one particular patient matter went 'above and beyond' to assist in helping create a resource for a patient with memory loss, and that this action really made a difference in assisting with the patient settling on the ward. I wanted to add my appreciation for this, it is often these moments on all levels that really do make a difference.

Social Work Manager



To the Librarian, and Library Technician, Gosford Hospital

I am always pleasantly surprised at how efficient your department is, although I shouldn't be as you have always provided the same level of service all the time which is very much appreciated :)

Medical Secretary, CCLHD



To the Librarian, Wyong Hospital

I just wanted to say a HUGE THANK YOU!!! Those articles are awesome! I sat at my laptop all weekend trying to find something, and you manage to do it in half a day!

Nurse, Wyong Hospital



