

Mersey and West Lancashire Library and Knowledge Service Annual Review 2024-2025



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"Using the right knowledge and evidence, at the right time, in the right place, underpins the highest standards of excellence and professionalism to which the NHS aspires."

Sue Lacey Bryant, National Lead for NHS Knowledge and Library Services in England.

Knowledge for Healthcare: a strategic framework for NHS Knowledge and Library Services in England 2021-2026

Library and Knowledge Service

The Library and Knowledge Service (LKS) is based within MWL Digital Services and has three library sites located at Ormskirk, Southport and Whiston hospitals. To facilitate access for all staff and students, no matter where they are based, the LKS has embraced the 'digital first' concept to provide virtual library services and online resources where possible.

Resources and services are available to staff and students from the following organisations:

- Mersey and West Lancashire Teaching Hospitals NHS Trust
- Primary Care in Halton, Knowsley & St Helens
- Hospices in Halton and St Helens



Our vision:

To facilitate timely access to relevant, evidence-based information, by providing high quality resources, education, knowledge mobilisation, and information consultancy to deliver continuous service improvements and excellent patient care.

Overview of 2024-25

During 2024-2025, the Library and Knowledge Service has

- loaned/renewed books 5506 times
- supplied 1090 documents
- spent 530 hours undertaking 231 evidence searches
- added 8328 new items to the Knowledge Pages (current awareness)
- facilitated 45 user education sessions
- attended over 50 inductions and events

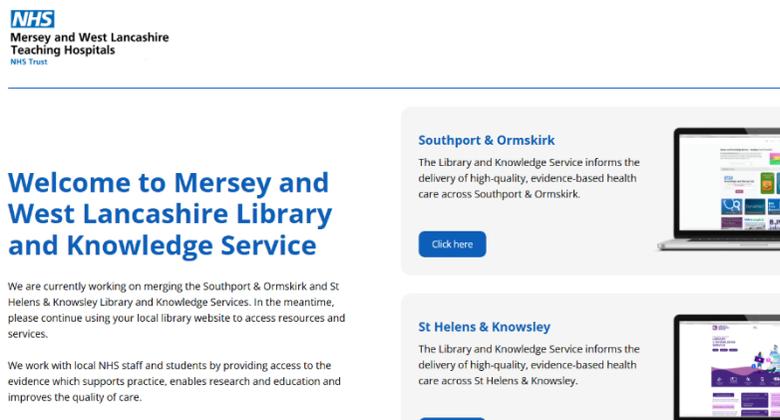
The LKS sites at Ormskirk, Southport and Whiston have continued to streamline services to ensure all staff and students have access to the same resources and services, no matter where they are based.

This has involved the two existing library teams looking at the different library services and resources to ensure levels of service are equitable to all MWL staff. It has included a review of subscriptions to online resources, extending the UpToDate clinical support tool across all sites, managing enquiries effectively, and aligning the library training sessions and guides.

To fully bring the services together we have re-branded, introducing a new logo which will inform the look of a new website which will be developed over the coming months.



The new website will merge the content of the two existing LKS websites.



Temporary landing page for MWL LKS Website

Literature Searches

The LKS provides an expert literature searching service to identify the best available evidence to inform clinical and non-clinical decision-making – essential for delivering safe, effective, high-quality care and services that meet best practice standards.

In 2024-25, the LKS saved Trust staff over 530 hours and undertook 231 searches.

Of the 231 searches undertaken, examples show that we have provided evidence for:

- Management of Neonatal Abstinence Syndrome (NAS)
- Oral care strategies for patients
- Paediatric virtual wards
- Management of anaemia in the palliative care setting
- The value of a career conversation and impact on staff retention
- Burn management in dementia patients
- Using rapid assessment at triage in the Emergency Department

"An excellent service that enables clinical staff to pursue both personal and service development whilst also completing their clinical responsibilities."

Clinical/Outreach Librarian Service

The Clinical Librarian Service was established to work directly with teams and departments in Whiston and St Helens Hospital, providing relevant, up-to-date information at the point of need. The service tailors itself to the needs of the different departments and includes evidence searches to inform patient care and support for training programmes within departments.

Some of the activities of the Clinical Librarian includes:

- Attending Critical Care meetings on a weekly basis, working closely with the team, and providing information to support their junior doctor training programme
- Sending regular current awareness updates to Burns Department staff
- Critical appraisal sessions for junior pharmacists

This year the Clinical Librarian added a further department, working with the Anaesthetics Department to support their teaching programme.

The Outreach Service at Southport and Ormskirk has worked with a variety of departments during 2024-25. This has involved the Librarian attending team meetings to support information needs, sharing best practice, sending regular current awareness bulletins, and undertaking literature searches to inform patient care, service developments, and team training activities. The librarian is also a Procurement Champion and a Digital Champion across the Trust.

Some of the teams that have been supported include:

- Procurement
- Digital Services
- Sustainability
- Spinal Injuries Unit
- Midwifery
- Tissue Viability
- Non-Medical Prescribing
- Matrons and Ward Managers

Current Awareness

The LKS has invested in KnowledgeShare to provide a new current awareness service across all sites of the Trust. It allows users to receive regular, personalised updates about new high-level evidence and policy documents to remain informed about the latest developments in their field. KnowledgeShare training and promotion of the service will take place over the coming year.

Regular Updates are also produced by the LKS Team including the Green Gazette, a quarterly bulletin covering the latest news, research, best practice about all things green at MWL and beyond. Other regular bulletins are produced on topics such as burns, intensive care, informatics, and midwifery as well as numerous one-off requests for current information updates.

User Education, Induction and Events

The LKS offers tailored user education designed to meet the different needs of Trust staff and students. Sessions are available for individuals or groups and can take place at any of the library sites or at a mutually convenient location, as well as over MS Teams.

Sessions offered:

- Introduction to the LKS website
- Accessing online resources
- Evidence searching skills
- Referencing
- Critical appraisal skills
- Journal Club facilitation

In 2024-25 we undertook 45 user education sessions for 109 people.

"The training session was really well-structured and the trainer obviously had a lot of knowledge. I found that it was easy to follow and made things just make sense! I feel that this session has been really positive and I feel supported in my learning. I'd definitely recommend the training sessions."

Induction sessions introduce new members of staff to the library and explain the resources and services available to them. These include monthly preceptorship inductions for multi-professional groups of staff. This year we provided 50 induction sessions and spoke to over 830 people. In addition to face-to-face induction sessions, the LKS sends a welcome email to all new staff explaining how the service can help them during their time working at the Trust.

Some of the events the LKS team have attended to promote library services include a Crafternoon event, Rotational Doctors in Training session and Health Information Week where the team at Whiston invited St Helens public libraries to share a stand.

Partnership Work

North West Digital Shared Decision Making Council

The Librarian attends quarterly NWDSMC meetings via Teams. This ties in with the MWL Digital agenda and allows the LKS to keep up to date with all new and forthcoming digital issues in the NHS in the North West.

Sustainability in NHS KLS CoP

The Librarian attends quarterly NHS KLS Community of Practice meetings via Teams. This is a national group, and the Librarian is an active member of the community, both presenting and creating material for the group. This allows the LKS to be kept abreast with any new initiatives and suggestions for a greener and more sustainable library service.

Resources

A review was undertaken to establish where duplication existed across the two previous Trusts and to prioritise which resources should be extended to all sites. Negotiations with publishers took place to obtain the maximum value.

Clinical Decision Support Tools

BMJ Best Practice and UpToDate Anywhere are very popular resources to quickly access the latest evidence-based guidance to inform diagnosis, prognosis, treatment, and prevention. UpToDate access was extended across all Trust sites while BMJ Best Practice is available at both hospital and community sites.

Online Journals

The LKS subscriptions provide access to thousands of e-journal titles and offers an easy way to find and access them via the BrowZine website or app. A BrowZine account lets users browse journals, read articles, receive alerts about newly published articles, and save favourites in their bookshelf.

The top ten journals with the most frequently downloaded articles during the 2024-25 year were:

- | | |
|--|--|
| 1 Burns | 6 Journal of the American Academy of Dermatology |
| 2 InnovAIT | 7 Dermatologic Surgery |
| 3 Plastic & Reconstructive Surgery | 8 The Lancet |
| 4 The American Journal of Emergency Medicine | 9 Journal of Plastic, Reconstructive & Aesthetic Surgery |
| 5 British Journal of Nursing | 10 Journal of Wound Care |

Books

The LKS has a wide range of books and e-books including subjects on health and social care, clinical medicine and surgery, management and leadership, as well as wellbeing and leisure reading collections.

Books stocked in libraries	8,222
E-books	958
Number of books added to stock	392
Number of items loaned/renewed 2024-25	5,506
Average number of loans/renewals per week	106

Library in a Box Service

The Wellbeing Knowledge Boxes, a collaboration between Health Work and Wellbeing and the library at Whiston, were loaned out to 14 wards and departments in the Whiston, St Helens and community settings. They contain a range of information including self-help books, HWWB information and some wellbeing giveaways.

The Library-in-a-Box Service at Southport and Ormskirk is a series of six themed boxes of resources on the following topics: Wellbeing, Communication Skills, The Money Box, Healthy Eating, Leadership & Management and Coaching & Mentoring. The boxes are circulated to interested teams based at Southport and Ormskirk with each box being lent out for 2 months at a time. This gives Trust staff the opportunity to access the books, journal articles, resources, handouts and giveaways before returning the box to the Library and receiving the next one in the schedule. This series of themed boxes were loaned out to 12 different department and wards across both sites between 2024-2025.

Document Supply and Interlibrary Loans

The national NHS INCDocs service has enabled libraries to quickly and efficiently request online articles from each other, ensuring our users have the information they require as soon as possible. The addition of the new PRINTDocs service has added the ability to request articles from print journals, enabling us to obtain even more articles for users.

Articles supplied to own readers from stock	476
Articles obtained for own readers from other libraries	505
Articles supplied to other libraries	614
Books borrowed from other libraries	346
Book loans/renewals to other libraries	894

Library and Knowledge Service
Mersey and West Lancashire Teaching Hospitals NHS Trust

Ormskirk	Southport	Whiston
Sanderson Library Resource Room Education Centre Ormskirk Hospital Wigan Road Ormskirk L39 2AZ	Hanley Library Clinical Education Centre Southport Hospital Town Lane Southport Merseyside PR8 6PN	Nightingale House, Level 1 Whiston Hospital Warrington Road Prescot Merseyside L35 5DR
Tel: 01704 704202	Tel: 01704 704202	Tel: 0151 430 1342

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: <https://www.facebook.com/MWLNHSLibrary>
 X (formerly Twitter): <https://x.com/MWLNHSLibrary>
 Instagram: <https://www.instagram.com/mwlnhslibrary/>