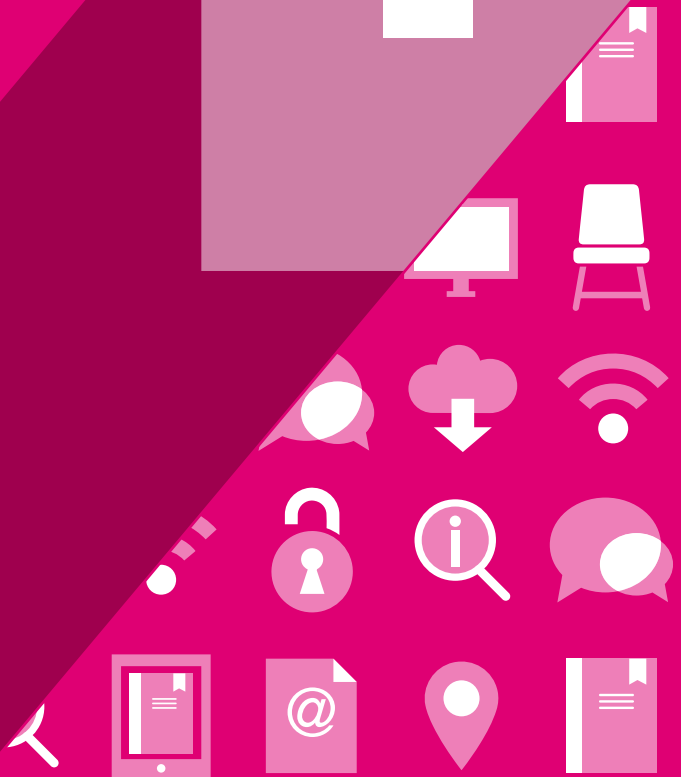**Imperial College London**

NHS Library Strategy 2023–2025

Context

This strategy sets out the strategic direction and high-level activity plan for the Imperial College London NHS Library Service. The strategy should be seen in the context of the Imperial College London Library Services Strategy, the Knowledge for Healthcare Framework and the strategic and organisation and development plans of our partner NHS trusts.

This strategy informs the Library Services NHS operational plan.

Mission

To deliver innovative and proactive, user focused library and evidence services, in the right place at the right time to our partner NHS trusts. Supporting them in their missions to deliver excellent patient centred care through mobilising the evidence base and empowering them with information and expertise to make better decisions and inform best practice in clinical care, education, research, and organisational development.

Vision

We will deliver business critical library and evidence services, integrated into our partner organisations' decision-making processes. We will work with the whole organisation, their diverse workforce and, through them, the local community to deliver measurable impacts and improvements in patient care, health literacy, education, and research outcomes.

NHS Library Service Strategic Priorities

1. Develop and deliver high quality evidence services to inform decision making at all levels and to support clinical practice, education, research, and organisational development

2. Support the learning and development priorities of our partner trusts with services, training and resources to ensure NHS educators and learners can access and utilise the information they need to build the healthcare workforce of the future

3. Support the clinical and translational research activities of our partner Trusts through innovative services and bespoke support

4. Take advantage of digital innovation to enhance and extend our services through integration and automation

5. Develop services, resources and spaces to support organisation development objectives including wellbeing and quality improvement

6. Proactively respond to the changing local and national health landscape and economy

7. Develop our skills to maintain expertise in a changing information and research landscape, build learning, improvement and innovation into everything we do

Develop and deliver high quality evidence services to inform decision making at all levels and to support clinical practice, education, research, and organisational development

KEY DELIVERABLES

- Engage with our user base to understand what the barriers are that prevent them making greater use of our evidence services
- Raise awareness and use of BMJ Best Practice
- Increase the utilisation of evidence search and evidence updates service
- Explore the role of evidence services in the development of clinical guidelines
- Identify clinical teams to work with and develop tailored evidence
- Develop services to summarise and synthesise evidence searches to support decision making throughout the organisations
- Increase the opportunities to facilitate knowledge mobilisation techniques within trust to help promote a learning culture
- Implement a routine of data and feedback collection following delivery of library services to showcase the impact of evidence services for NHS staff and increase use

Support the learning and development priorities of our partner trusts with services, training and resources to ensure NHS educators and learners can access and utilise the information they need to build the healthcare workforce of the future

KEY DELIVERABLES

- Review our spaces and technology in light of changes to educational practice
- Review accessibility and raise awareness of our facilities to support education and development within our partner trusts
- Work with trust education teams to find opportunities for increasing embedded training and service
- Develop our training offer to support the increasing diversity of routes into employment, e.g. apprenticeships, physicians associates, nursing associated, clinical pharmacists, etc.
- Work with ICHT on the development of a new library and education space on the St Mary's Hospital site that is welcoming to all users
- Pursue a programme of feedback and data collection to show impact and effectiveness of services

STRATEGIC PRIORITY 3

Support the clinical and translational research activities of our partner trusts through innovative services and bespoke support

KEY DELIVERABLES

- Explore collaborations with the Scholarly Communications Management Team to develop bibliometric services for our NHS partners
- Review options for storing NHS research outputs in open access repositories in light of local and national developments
- Gain greater understanding of clinical researchers' abilities and skills in relation to searching the literature for research purposes by carrying out a formal research project
- Seek closer relationships with the Clinical Academic Training Office and Academic Health Science Centre (AHSC), building on the recent inclusion of Chelsea and Westminster Trust in the AHSC
- Support the North West London Applied Research Collaboration with tailored training and events

Take advantage of digital innovation to enhance and extend our services through integration and automation

KEY DELIVERABLES

- Increase awareness and use of the national discovery tool – the Knowledge and Library Hub – through training and promotion
- Work with the NHS e-Resources and Discovery Working Group to explore options for greater integration and improved authentication to NHS resources through the Knowledge and Library Hub
- Develop our in-house document delivery service through improved automation and integration with the Knowledge and Library Hub to maximise accessibility of College resources for NHS users
- Pilot participation in the new NHS INCDOCS national document delivery network to evaluate whether it is a sustainable service offer
- Review work to automatically register NHS users and assign them ICT accounts
- Feed NHS library data into the Library Data Working Group to ensure NHS users are accounted for in library decision making

Develop services, resources and spaces to support organisation development objectives including wellbeing and equality and diversity

KEY DELIVERABLES

- Actively develop our wellbeing and equality, diversity and inclusion collections and promote these to library users
- Engage with the Library's Decolonisation Working Group and other external partners to develop plans to implement anti-racism and decolonisation initiatives within our NHS services
- Maintain and develop relationships with staff representation networks within the trusts to discuss how Library Services can support their needs
- Support efforts within our partner trusts to improve equality, diversity and inclusion for staff and patients through health literacy and related initiatives

Proactively respond to the changing local and national health landscape and economy

KEY DELIVERABLES

- Working with other NHS libraries, develop plans for supporting the North West London Integrated Care System
- Plan for the transition of the St Mary's Fleming Library into Trust space, ensuring services and support meet the requirements of the NHS and College userbase
- Monitoring the development of the Integrated Care System and the 'Board in Common' of the four acute trusts in North West London and the potential impact on Library and Evidence Services
- Work with partner trusts to review professional staffing levels to move towards alignment with NHS England policies
- Respond to recommendations for service development set out in NHS England's Quality Improvement and Outcome Framework to ensure compliance with the national framework for quality assurance

Develop our skills to maintain expertise in a changing information and research landscape, build learning, improvement, and innovation into everything we do

KEY DELIVERABLES

- Support the professional development of the NHS team by reviewing skills against the CILIP Professional Knowledge and Skills Base, to highlight any skills gaps against service development plans and plan professional development of staff to fill those gaps and enhance service offers
- Develop greater knowledge and understanding of knowledge mobilisation tools and techniques
- We will seek to contribute to sector knowledge through sharing best practice and innovation
- Develop knowledge and skills in the use of generative AI to support education, research and organisational development in healthcare

Library Services

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