

## Library and Knowledge Services Strategy 2016-21

**Vision**  
**Mission**  
 Appendices 1& 4

We aim to provide the best evidence to inform and support the pursuit of perfection in the delivery of safe, high quality care that puts the community first.  
*By providing the right knowledge and evidence, at the right time, in the right place to enable: the highest possible standards of clinical care, evidence based*

**Our Values**  
 Appendices 1&4

<b>Safety &amp; Quality</b>	<b>One Team</b>	<b>Dignity &amp; Respect</b>	<b>Compassion</b>
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**Our Strengths**  
 Appendices 1, 2 & 3

Evidence searches, summaries, horizon scans and bespoke user specific alerts: to enable the delivery of evidence informed patient care and services.	Books, journals, e-resources, a quick and responsive document supply service and library website: that provide staff and students with the information they need, when and how they need it.	Targeted services, including embedded librarians, division aligned librarians and outreach services: that provide flexible tailored and proactive services to meet the complex and diverse requirements of organisations and individual users.	Library & Knowledge Service to all staff & students of SaSH, the whole of the local health economy, SECamb, KSS AHSN and HEE: to enable economies of scale and the flow of knowledge and understanding across the system.
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**Our Priorities**  
 Appendices 1, 3 & 4

<b>S01 Safe</b> - Deliver high quality service that empowers staff and students to deliver safe services and to be recognised as being in the top 10% of LKS in the NHS in	<b>S02 Effective</b> - Provide library and knowledge services that enhance the delivery of effective and sustainable clinical services within the local health economy.	<b>S03 Caring</b> - Provide NHS staff and students with resources and the environment that promotes their health and wellbeing, and therefore that of the patient and carers.	<b>S04 Responsive</b> - Recognised as a library service that is responsive to the needs of individuals and the organisations in the local catchment area.	<b>S05 Well led</b> – A library service that recognises the development and skills of the library team, and is financially sustainable and relevant to our partner organisations.
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**How We Deliver Our Services**  
 Appendices 1 & 4

<b>SAFE</b> - Maximise NHS staff and students potential to access the evidence base of health care effectively and efficiently. <i>Challenge the local NHS workforce to appraise, understand and apply evidence to make informed and safe decisions and where necessary develop the workforces skills to do this. Maintain our 100% compliance with the Library and Quality Assurance Framework.</i>	<b>EFFECTIVE</b> - Optimise use of existing and emerging technologies. <i>Design and provide innovative and tailored library and knowledge services that inform the work of local NHS organisations, staff and students on placement. Work in partnership and collaboration to ensure effective and timely access to the evidence base of healthcare.</i>
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<b>CARING</b> - Market, promote awareness and use of services and resources in ways that are targeted and tailored to individual organisations, staff and student needs. <i>Work in partnership with local public library services and hospices to inform service provision that make effective use of resources for patients and the public. Provide resources that improve the health and well-being of staff and students. Provide physical library environment which is safe, welcoming and vibrant places conducive to work and study.</i>	<b>RESPONSIVE</b> - Provide proactive and customer-focused library and knowledge services. <i>Provide the right knowledge at the right time and the right place and in the right way. Listen, respond and when appropriate adapt the service.</i>
	<b>WELL LED</b> - Enable the Library Team members to optimise their skills and knowledge. <i>Redesign the team's roles to meet changing service needs. Develop an appropriately skilled team. Provide effective and visible leadership within and outside the library service.</i>

**Our Success**  
 Appendices 1,2,3

<i>Having access to the Outreach Librarian and the rest of the library service has made me more proactive because I know that there is someone who can help me find the evidence. I can go to a meeting more informed, with relatively little effort on my part.</i>	<i>The literature search has allowed me to meet my objectives of designing a research study in Infection Prevention &amp; Control. The service also indirectly helps the Trust as it frees my time up to continue clinical working, while the library do the lit search.</i>	<i>The Library service saves me time and is very efficient. Librarians find the relevant items for you very quickly, so why wouldn't I use it? It takes the leg work out of finding the evidence.</i>
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