

Health Scotland Library Annual Report April 2009 - March 2010

Introduction

The library has developed and improved its core services and products this year. The following is an account of the activities of the library staff in serving our customers' needs. If you would like further information about any of these activities, please contact the library staff at the address listed at the end of this annual report.

Online Services

The library's online catalogue provides an excellent starting point for anyone researching health improvement issues. Between April 2009 and March 2010 the catalogue was searched approximately 10,000 times by, or on behalf of, NHS Health Scotland customers.

Enquiries

The library continued to develop its role in the provision of health information to Board Members and staff, health professionals and the wider health improvement workforce. The library staff dealt with over 1,000 detailed enquiries with additional telephone and visitor requests totalling 1,600. Library staff handled over 10,000 email messages and enquiries. In support of NHS Health Scotland projects, the library handled over 220 detailed enquiries and supplied almost 500 photocopies for NHS Health Scotland staff.

Throughout the year the library provided tours for a variety of groups and individuals - approximately 700 people visited the library during the year and the library attracted 190 new members from across Scotland.

Training

The library provided a library induction to 53 new members of NHS Health Scotland staff. In addition the library provided one-to-one and small group sessions for staff on particular resources: 10 members of staff had the benefit of a one-to-one session with library staff on literature searching techniques and this type of session was also provided to 4 external customers; 6 members of staff had a general e-library training session; and 16 staff had a specific Cochrane Library session during the year.

Borrowing

The library continued to provide a valuable borrowing service to all library members. More than 800 books were issued to library members and the library processed almost 600 renewals. The library catalogued over 300 new items for borrowing.

Document supply and inter-library loans (ILLs)

The library supplied over 2,000 documents to customers with an increasing number of these being delivered electronically. 670 journal articles and books were obtained from other libraries for regular users of Health Scotland Library. The income received by NHS Health Scotland from charges for photocopied articles totalled £69 during this period.

Current Awareness

Library Bulletin: Six issues of the Library Bulletin were distributed to over 400 readers, 94% of these Bulletins were distributed electronically. Production of the small number of print Library Bulletins was moved in-house this year in order to reduce costs.

Topic alerts: The library continued to provide topic-based alerts to Health Scotland staff covering the following topics: alcohol and substance misuse; children and young people; evaluation; evidence for action; food and health; mental health; HR/people management; physical activity; and the Cochrane Library. These topic alerts are also increasingly popular with external customers and our subscription numbers are as follows:

Alert topic	HS staff subscribers	External subscribers
Alcohol and substance misuse	26	65
Children/young people	18	79
Cochrane Library	21	73
Food and health	12	90
Mental health	34	90
Physical activity	25	144
Evaluation	12	0 (internal only alert)
Evidence for action	18	0 (internal only alert)
HR/people management	25	0 (internal only alert)
TOTAL	191	541

A National Library Service

The Library aims to provide a service to every area of Scotland. A limited service only is available to libraries outside Scotland. The following table lists our three main areas of activity and the uptake of these services throughout the country.

Health Board	Detailed Enquiries	Document Supply Requests	ILL Requests
Ayrshire and Arran	15	68	4
Borders	1	2	0
Dumfries and Galloway	15	31	26
Fife	33	50	10
Forth Valley	36	74	52
Grampian	15	41	3
Greater Glasgow & Clyde	138	104	27
Highland	11	78	46
Lanarkshire	26	80	22
Lothian	306	522	282
Orkney	2	1	0
Shetland	0	0	0
Tayside	30	138	35
Western Isles	1	0	0
HS Staff	223	335	161
England	10	0	0
Northern Ireland	2	0	0
Wales	0	2	0
Abroad	16	0	2
TOTAL	1024	1526	670

Monitoring Performance

Standards check weeks took place this year in June 2009, October 2009 and February 2010. The results were consistently high, particularly for core services such as enquiries and photocopy requests. During the check weeks, 100% of photocopying requests and 100% of enquiries were handled within 7 working days. All of the Library Bulletin issues were distributed on time. Other areas of library work including circulation, mail and inter-library loans were all well within standards.

NHS24

The library continued to operate as the complex enquiry centre for NHS24 and handled 5 complex enquiries throughout the year. These enquiries are given priority when received and are responded to within 2 working days.

Library Budget

Library spending for 2009/2010 was £84,613 and the library's total budget was £90,000. The library finished the year under-budget by £5,387 which was largely due to a large reduction in journal subscriptions during the year. For administrative purposes, this budget is divided into six sections to enable library staff and customers to understand how much is spent on the different services provided.

2009/2010 Expenditure		
	£	Approx.% of total budget
Books and audiovisual materials	2063	2
Journals	60439	67
Electronic information	15192	17
Library equipment	1786	2
Bulletin	2075	2
British Library account	3058	3
TOTAL	84613	93

Marketing

The library implemented the 2009-2010 marketing plan which focuses on key target audiences and defines our objectives and actions for the year.

The library attended 7 conferences and events throughout the year including the WISH National Conference, the Food and Health Alliance Conference and the Physical Activity and Health Alliance Conference.

Future Developments

- To contribute to a review of library services.
- To contribute to the collaborative purchasing project for e-journals in NHS Scotland.

Library, NHS Health Scotland, The Priory, Canaan Lane, Edinburgh EH10 4SG
 Tel (voice): 0131 536 5581; tel (text): 0131 536 5593; fax: 0131 536 5502
 Email: nhs.healthscotland-library@nhs.net