



# LIBRARY ANNUAL REPORT FINANCIAL YEAR 2024-25

## ROYAL ORTHOPAEDIC HOSPITAL KNOWLEDGE AND LIBRARY SERVICES

### PREPARED BY :

**Gareth Sunley**  
Librarian Team Leader

### CONTRIBUTIONS FROM:

**Beth Boddice**  
Assistant Librarian

**RESPECT COMPASSION**  
**EXCELLENCE PRIDE**  
**OPENNESS INNOVATION**





## INTRODUCTION

The purpose of the Royal Orthopaedic Hospital Library is to support the knowledge, evidence and information requirements of staff, students, and all learners at the Trust. We supply a blend of physical and online resources, plus services such as literature searching, article requests and information skills training. We also provide physical library space for staff and students to work, study or relax. Our library strategy supports the Royal Orthopaedic Hospital Trust's vision of **less pain, more independence** and **life-changing care**.

**LESS PAIN**  
**MORE INDEPENDENCE**  
**LIFE-CHANGING CARE**

## 2024-25 OVERVIEW

2024 saw some big changes at the Royal Orthopaedic Hospital Library. The departure of the Library Team Leader in July was swiftly followed by the recruitment of a new Librarian Team Leader and Assistant Librarian. The team returned to full staffing levels (2 x FTE) from October 2024.

Continued implementation of the Library strategy saw the introduction of new library branding, a marketing strategy, a library charter and overall improvement in library usage statistics by the end of the financial year. Particularly significant was the growth in literature searches from 48 in 23/24 to 85 in 24/25 (77% increase) and article requests from 640 in 23/24 to 1171 in 24/25 (83% increase).

Our targeted improvement plan increased Library compliance with NHS England's Quality Improvement Outcomes Framework (QIOF) from 8/16 essential indicators in May 2024 to 12/16 by year-end, demonstrating successful progress towards our 2027 review.

In the year ahead, we aim to expand on existing achievements, continue implementation of the library strategy and strengthen our relationships with staff and students across the Trust.

## A YEAR IN NUMBERS

<b>1102</b> Book issues and renewals <b>37% increase on 2023/24</b>	<b>278</b> OpenAthens members <b>Increase 31% on 2023/24</b>	<b>216</b> Health Libraries Midlands Members <b>Increase 13% on 2023/24</b>
<b>85</b> Literature Searches <b>Increase 77% on 2023/24</b>	<b>1171</b> Article Requests <b>Increase 83% on 2023/24</b>	<b>560+</b> staff, students or learners received a library induction
<b>800+</b> paper-saving downloads of the PDF Library guide	<b>QUARTERLY</b> promotional stands in the hospital	<b>13</b> library talks / information skills sessions delivered to groups or individuals

**Through responsible disposal of old books in 2024/25 we saved:**

<b>3</b> Trees	<b>1872</b> gallons of water	<b>718 kwh</b> of electricity
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The data shows the library service effectively meets our obligations and provides high-quality resources and services for our staff, students, and learners. Notably, significant growth in literature searching and article requests highlights our vital support for evidence-based medicine at the Royal Orthopaedic Hospital.

The welcome increase in OpenAthens (e-resources) and Health Libraries Midlands (print resources) registrations indicates strong engagement, likely influenced by increased marketing and promotion this past year.



# FINANCIAL REPORT 2024/25

## EXPENDITURE

	Amount
Staff (gross costs)	£90,587.00
Books and other non-journal print materials	£5,000.00
Electronic journals + e-books	£24,216.56
Audio-visual and e-learning materials	£1,761.00
Library staff training/development	£712.00
Other (Knowledgeshare yearly renewal)	£1,006.00
Capital charges, maintenance, other on-costs	£372.34
<b>TOTAL EXPENDITURE</b>	<b>£123,654.90</b>

## INCOME

	AMOUNT
Education tariff funding	£45,230.00
Own NHS organisation (ROH)	£78,424.90
<b>TOTAL INCOME</b>	<b>£123,654.90</b>



## PROGRESS AGAINST LIBRARY STRATEGY 2023-28

The 2023-28 Library strategy has clearly defined goals in the first 1-3 years of implementation. This strategy received an update in early 2025 to reflect changing needs and updates to Trust strategy. Highlights of progress since the last Annual Report is as follows:

Complete (C) | Ongoing (O)

<b>Digital transformation</b>	<ul style="list-style-type: none"><li>• Review library statistics and align with HEE requirements (C)</li><li>• Quarterly recording of library activity and statistics (C)</li><li>• Expansion of library website, ideally attached to the main ROH site (O)</li><li>• Review and refresh library brand (C)</li></ul>
<b>Expanding outreach</b>	<ul style="list-style-type: none"><li>• Develop suite of structured training sessions (O)</li><li>• Promote literature searching to non-clinical staff (O)</li><li>• Increase literature searching for patient care through promotion via library marketing strategy (O)</li><li>• Launch ROH Library marketing strategy to promote all our services (C)</li><li>• Regular submission of papers and appearance at staff committees reporting on library developments and progress (O)</li><li>• Library section added to student workbook (C)</li></ul>
<b>Developing services</b>	<ul style="list-style-type: none"><li>• Introduction and roll-out of KnowledgeShare (C)</li><li>• Define minimum standards for library services (C)</li><li>• Grow current awareness service by targeting under-utilising groups (C)</li><li>• Monitor and review literature search demand and activity (C)</li><li>• Introduce evidence summaries as part of literature search result (C)</li><li>• Use feedback mechanisms to inform development of services / resources (C)</li><li>• Both library staff undertaking CILIP chartership (O)</li></ul>
<b>Enhancing space</b>	<ul style="list-style-type: none"><li>• Grow staff wellbeing collection in collaboration with staff groups (O)</li><li>• Monitor, inform and contribute to library refurbishment plans (O)</li><li>• Collaborate with Library of Birmingham to store our archived Theatre Books and develop a rolling plan (C)</li></ul>

## QUALITY IMPROVEMENT OUTCOMES FRAMEWORK (QIOF) UPDATE

The performance of the Library service is reviewed by the national NHS England Knowledge and Library (KLS) team through the Quality Improvement and Outcomes Framework (QIOF).

At last review (QIOF Conversation, May 2024) 8 of 16 essential service indicators remained outstanding. The recommendation from the NHS England was that all outstanding essential indicators from the service improvement plan be added into the library strategy.

This action has been completed and all outstanding indicators are now part of the Library Strategy, meaning work towards them is either planned or completed. Self-assessment was made of all indicators in December 2024 and we now meet 12 of 16.

Next review is a full QIOF evaluation in 2027.



## CHALLENGES

The year presented us with some unique challenges. Our aspiration to increase involvement in knowledge mobilisation and health literacy activities were less than we hoped, constrained by time and team capacity. Fortunately, these activities remain key objectives within our library strategy, so we anticipate progress in the year(s) ahead.

We also effectively managed a brief period of single-staffing during recruitment, minimising disruption to our services.

A more recent challenge is the announced decommissioning of NHS England, which provides a significant amount of our funding and supply national library resources. We are currently evaluating the implications of this pending further announcements from the national library team and will develop strategies to ensure continued service delivery.

## THE FUTURE

The library service would like to express our appreciation to all individuals who engaged with and supported our services during the past year. The sustained growth in resource and service usage, facilitated by our library strategy, is a significant achievement.

For the upcoming year, we will undertake a partial revision of the library strategy to align with the updated Trust strategy for April 2025. We will also examine how the library service can contribute to the three key strategic shifts for the NHS in 2025: hospital to community, analogue to digital and prevention rather than sickness.

In addition, we will explore opportunities to enhance the library environment by contributing to the planning phase of a potential Knowledge Hub upgrade. We also intend to identify short-term solutions to address immediate furniture and spatial requirements in the existing library space.

## CONTACT US

**E-mail:** [roh.library@nhs.net](mailto:roh.library@nhs.net)

**Telephone:** 0121 685 4029 | ext. 55540

**Website:** <https://www.healthlibrariesmidlands.nhs.uk/roh-library/>