

## Literature Searching Service 2019-2021: a review

### Analysis of activity

The period 2019-2021 has been a challenging time for the University Hospitals of Derby and Burton NHS Foundation Trust (UHDB) Library service, and literature searching has been significantly affected by this. The COVID-19 pandemic had both a global and local impact. Many Trust staff were not requesting searches in their normal pattern, as they were redeployed to other areas / roles. However, searches continued to be provided throughout the pandemic, and the search topics requested and the speed at which information was required reflected the changing needs of the organisation. This included searches on topics such as PPE (personal protective equipment); management of patients with COVID-19; staff wellbeing in a pandemic; the impact of lockdown on patients; and recovery of services after the height of a pandemic. Searchers had to adjust to new models of home and hybrid working, and (in the early days) difficulties accessing the Trust network from home. Reduced staffing numbers, due to colleagues being redeployed during the pandemic, and recent retirements, have also had knock-on effects on searchers' workloads and availability.

On top of this, our search team participated in a national collaborative project to collate and share search results nationally through the COVID-19 search bank at <https://library.hee.nhs.uk/covid-19/covid-19-search-bank>. We contributed over 30 searches to the search bank, which enabled searchers in other library services to make use of our findings at a period when libraries nationally were under substantial pressure. We also benefitted in being able to use search results from colleagues in other libraries to support UHDB staff information needs in response to the pandemic.

We also participated in a national pilot study to inform the transition from searching in Healthcare Databases Advanced Search (HDAS) to searching via the native interfaces (Ovid, EBSCOHost, and ProQuest) in March 2022. Our experience informed recommendations which are being implemented nationally, and we believe these will make the transition smoother for both library colleagues and health professionals in Trusts across the country next spring.

Over the period 2017-2021, the number of searches received declined year on year, from a high of 571 in 2017/18, to 433 in 2018/19; 408 in 2019/20, and 344 in 2020/2021. We believe this is due to a number of factors, including:

- the impact of the pandemic (e.g. redeployment of Library staff; change in pattern of requests from redeployed staff in the organisation; massive change in workload across the organisation; and time spent contributing to infection control precautions in the early period after reopening of the Libraries.)

- the increasingly varied roles of the Clinical Librarians (e.g. changes in training responsibilities; developing improvement practice work; increased work on marketing Library services; involvement in national projects such as the Yewno project; Health Information Week; the native interfaces Early Adopters pilot; and the national COVID-19 search bank).
- the reduced number of regular searchers (e.g. managers previously having undertaken approx. 100 searches per year between them and no longer having capacity due to increases in managerial responsibilities)
- the changing structure of the Library service (e.g. the Trainer role being merged with the Clinical Librarian role, staff retirements and new staff needing additional support)

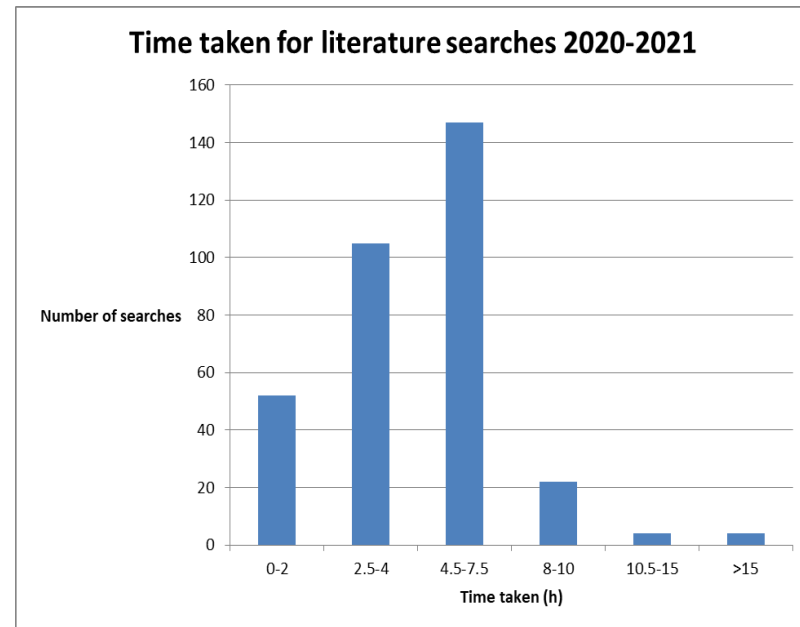
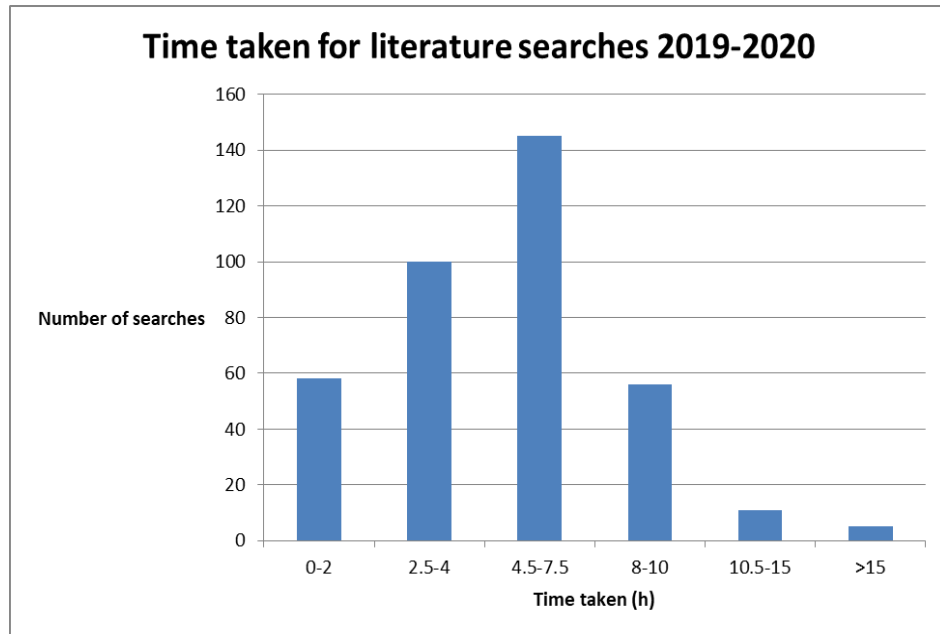
During 2019-2020 we received 408 searches of which 393 were completed. Of those which were not completed, 5 were cancelled, 5 were rejected, 3 were transferred to colleagues at Chesterfield, and we have incomplete data for the remaining two. All of the users whose search was rejected received appropriate help; usually training to perform their own searches. Two were rejected as they were requests for assistance with coursework. Three other requests were rejected due to lack of capacity within the Library team. We are unable to complete the missing data as the members of staff who completed the searches have left the organisation.

During 2020-2021 we received 344 searches of which 332 were completed. Of those which were not completed, 6 were cancelled by the user; 3 were rejected; 2 remain in progress; and we have incomplete data for one search. All 3 users whose search request was rejected received training to perform their own searches, as they were students asking for help to support coursework.

In 2019/20, only one search was delivered late. This contrasts favourably with both the preceding and the following year. In 2018/19, 48 searches were delivered later than the user's initial deadline, and in 2020/21, 36 searches were delivered late (of which 18 had an extended deadline negotiated and recorded). However, no complaints were received, so it is likely the Library team are effectively prioritising urgent searches for immediate patient care over searches which are equally important but less urgent. It is also worth noting that some users initially requested very tight deadlines, but on discussion stated that this was a purely arbitrary choice and the search was less urgent than their initial deadline implied.

The amount of time spent per search fell again in 2020/21, averaging 4.73 hours per search. The average time taken in 2019/20 was 5.07 hours per search, compared to 6.01 hours per search in 2018/19 and 6.16 hours per search in 2017-2018.

Time taken for searches varies considerably, with most taking between 4.5-7.5 hours across the period 2019-2021. This is dependent on the complexity of the question and the reason(s) for the search. For example, many of the longer searches are systematic reviews, which are required to be completed according to the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) standards. They also necessitate regular collaboration and negotiation with the requester and use of and advice on a range of software.



More detailed, tabulated data can be found in the following pages.

## Division/ Business Units

In 2019/20, the largest number of requests from University Hospitals of Derby and Burton NHS Foundation Trust came from Medicine – Specialist Medicine 1, followed by Surgery – Trauma & Orthopaedics. We were pleased to see that the number of requests from Derbyshire Community Health Services more than doubled from 2018/19 to 2019 /20. In 2020/2021 the number of searches dropped from 27 to 20 searches. However, as with UHDB, this is likely to have been affected by the impact of the pandemic on DCHS staff.

### Count of Division - Business Unit 2019/20

Division - Business Unit	Total
Cancer, Diagnostics & Clinical Support - Cancer	37
Cancer, Diagnostics & Clinical Support - Imaging	4
Cancer, Diagnostics & Clinical Support - Pathology	3
Cancer, Diagnostics & Clinical Support - Therapies & Specialist Rehab	31
Medical Leadership - Transformation & PMO	3
Medicine - Acute Medicine (Burton)	4
Medicine - Acute Medicine (Derby)	21
<b>Medicine - Specialist Medicine 1</b>	<b>67</b>
Medicine - Specialist Medicine 2	28
Surgery - Anaesthetics & Theatres	10
Surgery - General Surgery & Urology	22
Surgery - Head, Neck, Eyes & Plastics	9
Surgery - Trauma & Orthopaedics	58
Trustwide Services - Corporate Affairs	1
Trustwide Services - Corporate Nursing, Patient Experience & Facilities Management	25
Trustwide Services - Finance & Performance	1
Trustwide Services - Medical Director's Office	30
Trustwide Services - Workforce Management	5
Women's & Children's - Maternity & Gynaecology	7
Women's & Children's - Paediatrics	12
<b>Derbyshire Community Health Services NHS Trust</b>	<b>27</b>
External (Clinical Commissioning Group, General Practice Tutor, Retired)	4
<b>Grand Total</b>	<b>409</b>

In 2020/2021, following a practice improvement exercise, we agreed to stop collecting data by Business Unit, as we felt that focusing on those teams supported by the Clinical Librarian service would be more valuable. This means we do not have data from 2020/2021 and will not have this data going forwards.

## Departments 2019-2020

In University Hospitals of Derby and Burton NHS Foundation Trust, the department which requested the most searches was Trauma & Orthopaedics (not including the Hand Centre), followed by Dermatology and Specialist Palliative Care. This reflects the strong relationships the Clinical Librarians have with these teams.

### Count of UHDB Department

Department	Total	Department	Total
Anaesthetics	5	Maxillofacial & Orthodontics	2
Bariatrics	2	Medical Director's Office	3
Breast Care Unit	4	Medical Education	2
Breast Surgery	1	Medical records	1
Cancer Centre	2	Nutrition nurses	1
Cardiology	2	Obs&Gynae	6
Clinical Change Management Group	1	Occupational Health	3
Clinical Procurement	1	Occupational Therapy	5
Clinical Psychology	9	Oncology	4
Clinical Skills	1	Ophthalmology	4
Corporate Nursing	5	Organisational Development	1
Dermatology	29	Paediatrics	5
Diabetes\Endocrine	10	Parkinson's Group	3
Dietetics	14	Pathology	3
Ear Nose and Throat	1	Physiotherapy	6
Elderly Medicine	22	R&D	14
Emergency Dept	23	Radiology	1
ENT	1	Rehabilitation Medicine	3
External	3	Renal Unit	3
Falls Group	8	Respiratory	14
Gastroenterology	10	Rheumatology	3
General Surgery	7	Specialist Palliative Care	26
Haematology	3	Stroke Unit	2
Hand Centre	20	Surgery	1
ICU/Stepdown	5	Transformation	3
Infection Control	6	Trauma & Orthopaedics	38
Learning & Ed PDU	4	Urology	10
Legal	1	Vascular medicine	2
Library & Knowledge Services	9		
<b>Grand Total</b>		<b>378</b>	

## Departments 2020-2021

In University Hospitals of Derby and Burton NHS Foundation Trust, of those teams with Clinical Librarian support, Trauma & Orthopaedics requested the highest number of searches, followed by Dermatology and the Emergency Departments. It is encouraging that teams with no designated Clinical Librarian still feel able to make use of the Literature searching service, accounting for nearly a third of searches.

UHDB Department	Total
Anaesthetics	4
Cancer Services	10
Clinical Psychology	3
Critical Care & Pain Management	6
Department of Medicine for the Elderly (DME)	12
Dermatology	24
Emergency Department	24
ENT	3
Falls Group	10
General Surgery	10
Legal Services	7
Maxillofacial	3
Obstetrics & Gynaecology	7
Paediatrics & KITE Team	22
Parkinson' Disease Steering Group	1
Pathology	3
Pulvertaft Hand Centre	14
Renal	2
Research and Development (R & D)	2
Respiratory & Chest Medicine	10
Rheumatology	4
Specialist Palliative Care	18
Transformation Team	3
Trauma and Orthopaedics	26
No designated Clinical Librarian	96
Urology	10
<b>Total</b>	<b>334</b>

## User Groups 2019-2020

The main user group of the search service was Consultants, followed by Allied Health Professionals.

### Count of Staff Groups

Staff Group	Total
Academic	5
Allied Health Professional	88
Clinical Psychologist	2
<b>Consultant</b>	<b>117</b>
Doctor	74
GP Tutors	1
Nursing & Midwifery	71
Other	1
Staff - Admin\Management	48
Staff - Other	1
Student - Other	1
<b>Grand Total</b>	<b>408</b>

## User Groups 2020-2021

The main user group of the search service was Consultants, followed by Doctors. We suspect this reflects the need for medical and managerial information during the pandemic.

Staff Group	Total
Allied Health Professional	46
Clinical Psychologist	9
<b>Consultant</b>	<b>87</b>
Doctor	85
External (Health Education England)	1
Nursing & Midwifery	59
Staff - Admin\Management	49
Staff - Other	5
Staff - Scientific\Technical	3
<b>Grand Total</b>	<b>344</b>

## Reasons for use

The most frequent reason for a literature search continues to be service development, followed by general patient care. Note that following a practice improvement exercise, multiple purposes can be recorded for a single search request. This means the grand total for 2020/2021 is greater than the total number of searches run.

## Count of Reason Why

Reason Why 2019-2020	Total
Audit	9
Care of Specific Patient	49
General Patient Care	77
Guideline Development	28
Other	14
Professional Development	9
Research	46
Service Development	107
Teaching Purposes	20
Writing a Paper	50
<b>Grand Total</b>	<b>409</b>

Reason Why 2020/2021	Total
Audit	21
Care of Specific Patient	24
General Patient Care	114
Guideline Development	53
Professional Development	31
Research	48
Service Development	98
Systematic reviews (not included in Writing a Paper)	33
Teaching Purposes	35
Writing a Paper	62
Other:	
Coursework (special request from the student's supervisor within UHDB)	1
Presenting paper to the board	1
Patient information	4
Commissioning	4
Legal query	6
<b>Grand Total</b>	<b>535</b>



## **Survey responses**

In 2019/20, the online survey received **30** (77%) completed responses as well as **9** (23%) partially completed responses (total n=39). In 2020/21, the survey received **26** (84%) completed responses as well as **5** (16%) partially completed responses.

In both years, users were alerted to respond to the survey via a link emailed with the results. However, due to the reduced staff hours available, regular email drops/reminders were not carried out in 2019/20. During 2020/2021, there have been difficulties with our feedback survey tool, and we were reluctant to request feedback from busy colleagues during the extremely unusual circumstances of a global pandemic. We hope that improved staffing levels in the future will enable us to address this low response rate. In the meantime, we have recently obtained support from Library Assistant colleagues with collecting feedback and hope this will increase the survey response rate.

The first two questions pertained to the user's name, directorate, and search topic.

Question 3: How relevant were the results to your search request?

**2019-2020**

Answer Choices	Responses		
Completely		76.67%	23
Mostly		23.33%	7
Partly		0.00%	0
Not at all		0.00%	0
Answered: 30 Skipped: 0		Response Total:	30


**2020-2021**

Answer Choices	Responses		
Completely		80.77%	21
Mostly		19.23%	5
Partly		0.00%	0
Not at all		0.00%	0
Answered: 26 Skipped: 0		Response Total:	26


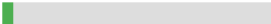
In both years, the largest number of respondents (76.67% in 2019/20 and 80.77% in 2020/2021) found that the results were completely relevant to the search request

Question 4: Have you read the summary sheet provided?

**2019-2020**

Answer Choices	Responses	
Yes	 93.33%	28
No	 0.00%	0
Not Applicable	 6.67%	2
Answered: 30 Skipped: 0	Response Total:	30

**2020-2021**

Answer Choices	Responses	
Yes	 96.15%	25
No	 0.00%	0
Not Applicable	 3.85%	1
Answered: 26 Skipped: 0	Response Total:	26

All respondents who received a summary read it. A summary was provided for more than 90% of service users who responded to the survey. Anecdotally, from verbal feedback, summaries were particularly useful in the pressurised conditions of COVID-19.

Question 5: If yes, was it:

**2019-2020**

Answer Choices	Yes	No	Response Total
Accurate?	100.00% 28	0.00% 0	28
Useful?	100.00% 26	0.00% 0	26
Answered: 28 Skipped: 2			

**2020-2021**

Answer Choices	Yes	No	Response Total
Accurate?	100.00% 25	0.00% 0	25
Useful?	100.00% 21	0.00% 0	21
Answered: 25 Skipped: 1			

In both years, 100% of respondents to the first part of the question found the summary to be accurate and 100% of respondents who answered the second part of the question found it useful. A couple of respondents to the question skipped the second part each year. It is unclear why. This is a consistent problem and this question will need re-wording for future surveys.

Question 6: Have you obtained any full-text articles from the references?

**2019-2020**

Answer Choices	Responses	
Yes	 76.67% 23	
No	 23.33% 7	
Answered: 30 Skipped: 0		Response Total: 30

**2020-2021**

Answer Choices	Responses	
Yes	 76.92% 20	
No	 23.08% 6	
Answered: 26 Skipped: 0		Response Total: 26

The majority (around 76%) obtained full-text articles from the references supplied. This is a small decrease of 4% on the 2018-2019 figures.

Question 7: If yes, was it:

**2019-2020**

Answer Choices	Yes	No	Response Total
Via the links?	95.65% 22	4.35% 1	23
Via Inter-Library Loan?	28.57% 4	71.43% 10	14

**2020-2021**

Answer Choices	Yes	No	Response Total
Via the links?	90.48% 19	9.52% 2	21
Via Inter-Library Loan?	0.00% 0	100.00% 15	15
Answered: 21 Skipped: 5			

The majority of respondents (95.7% in 2019-2020 and 90.5% in 2020-2021) accessed the full-text via the links. In 2019/20 28.6% used the Inter-Library Loan (ILL) service for full text articles. This is a small and probably non-significant decrease in usage of ILLs of about 9% compared to 2018/19. However, in 2020/21, nobody requested full text articles. It is unclear why this happened – one possible explanation is that many publishers made COVID-19 material freely available, so the need for ILLs may have decreased. Perhaps staff were also too busy to request ILLs given the pressures of the pandemic. It will be interesting to see whether the more streamlined ILL process introduced in July 2021 has an impact on ILL requests following searches.

Question 8: What was the immediate impact of the information provided on your knowledge?

**2019-2020**

Answer Choices	Yes	No	N/A	Response Total
It refreshed my memory of details or facts	80.00% 24	3.33% 1	16.67% 5	30
Some of it was new to me	82.76% 24	17.24% 5	0.00% 0	29
It substantiated what I knew or suspected	93.10% 27	3.45% 1	3.45% 1	29
I could use at least some information immediately	93.33% 28	3.33% 1	3.33% 1	30
I will need to obtain more information on the topic	48.28% 14	41.38% 12	10.34% 3	29
I expected to find something else	0.00% 0	93.10% 27	6.90% 2	29
I will share this information with colleagues	93.10% 27	0.00% 0	6.90% 2	29
I will add this to my own information collection	96.55% 28	0.00% 0	3.45% 1	29
Answered: 30 Skipped: 0				

**2020-2021**

Answer Choices	Yes	No	N/A	Response Total
It refreshed my memory of details or facts	92.31% 24	3.85% 1	3.85% 1	26
Some of it was new to me	92.00% 23	8.00% 2	0.00% 0	25
It substantiated what I knew or suspected	88.46% 23	0.00% 0	11.54% 3	26
I could use at least some information immediately	88.46% 23	3.85% 1	7.69% 2	26
I will need to obtain more information on the topic	26.92% 7	50.00% 13	23.08% 6	26
I expected to find something else	3.85% 1	84.62% 22	11.54% 3	26
I will share this information with colleagues	92.31% 24	3.85% 1	3.85% 1	26
I will add this to my own information collection	100.00% 26	0.00% 0	0.00% 0	26
Answered: 26 Skipped: 0				

In 2019-2020, the two highest immediate impacts of the search results provided was that users would use the information provided immediately, and add it to their own information collection. This was closely followed by sharing the information with colleagues and substantiating what the requester knew or suspected. This is similar to 2018-2019 in which the highest immediate impact was to share the information with their colleagues, followed by being able to use at least some of the information immediately. In 2020-2021, the highest immediate impact remained adding the information to the user's personal collection, followed closely by sharing the information with colleagues and refreshing their memory of details or facts.

Question 9: Did the information impact on any of the following areas?

**2019-2020**

Answer Choices	Yes	No	N/A	Response Total
Patient information	43.33% 13	40.00% 12	16.67% 5	30
Direct patient care	73.33% 22	10.00% 3	16.67% 5	30
Revision of treatment plan	51.72% 15	24.14% 7	24.14% 7	29
Development of guideline	43.33% 13	26.67% 8	30.00% 9	30
Care plan written / revision	17.24% 5	51.72% 15	31.03% 9	29
Contributed to audit	31.03% 9	55.17% 16	13.79% 4	29
Legal or ethical issues	20.69% 6	55.17% 16	24.14% 7	29
Professional development	85.71% 24	10.71% 3	3.57% 1	28
Answered: 30 Skipped: 0				

**2020-2021**

Answer Choices	Yes	No	N/A	Response Total
Patient information	30.77% 8	38.46% 10	30.77% 8	26
Direct patient care	53.85% 14	23.08% 6	23.08% 6	26
Revision of treatment plan	34.62% 9	38.46% 10	26.92% 7	26
Development of guideline	50.00% 13	30.77% 8	19.23% 5	26
Care plan written / revision	19.23% 5	50.00% 13	30.77% 8	26
Contributed to audit	4.00% 1	64.00% 16	32.00% 8	25
Legal or ethical issues	23.08% 6	53.85% 14	23.08% 6	26
Professional development	88.46% 23	3.85% 1	7.69% 2	26
Answered: 26 Skipped: 0				



The searches are used by respondents to support a number of impacts. In both 2019/20 and 2020/21, over 85% reported that the results received would impact on their professional development. This is a decrease on 2018/19 of more than 10%, from an extremely high value of almost 97%.

In both 2019/20 and 2020/21, direct patient care was the second most frequent impact of the search results. In 2019/20, nearly 75% of respondents stated that the impact would be on direct patient care, an increase of more than 10% compared to 2018/19. This dropped back to just over 50% in 2020/21, which potentially an impact of the COVID-19 pandemic. However, 2019/20 saw an increase of over 10% in the number of searches contributing to revision of treatment plans. This was the second consecutive yearly increase and was sustained in 2020/21.

Question 10: How did you hear about the Literature Search Service?

### 2019-2020

Answer Choices	Responses	
Library Staff		63.33% 19
Promotional Material		0.00% 0
Colleague		23.33% 7
Intranet		10.00% 3
Other		3.33% 1
Answered: 30 Skipped: 0	Response Total:	30


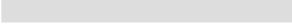
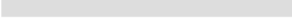
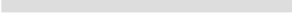
### 2020-2021

Answer Choices	Responses	
Library Staff		53.85% 14
Promotional Material		0.00% 0
Colleague		34.62% 9
Intranet		7.69% 2
Other		3.85% 1
Answered: 26 Skipped: 0	Response Total:	26


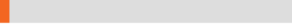
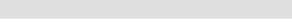
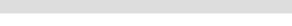
In both years, most respondents heard about the literature searching service from the library staff, followed by hearing about it from a colleague. Word-of-mouth appears to be becoming a more common route of hearing about the service. Other promotional methods appear to be less successful. However, as the team is already working at full capacity, this is not a cause for concern at present.

Question 11: How would you rate this service?

**2019-2020**

Answer Choices	Responses		
Excellent		100.00%	30
Good		0.00%	0
Satisfactory		0.00%	0
Poor		0.00%	0
Answered: 30 Skipped: 0		Response Total:	30

**2020-2021**

Answer Choices	Responses		
Excellent		96.15%	25
Good		3.85%	1
Satisfactory		0.00%	0
Poor		0.00%	0
Answered: 26 Skipped: 0		Response Total:	26

Satisfaction remains high, at over 96% in both years. In 2019-2020, all respondents rated the literature search service as “Excellent”, which is an increase of 3% on the previous year. In both 2019/20 and 2020/21, it is good to see satisfaction remains extremely high despite challenges with short staffing and workload capacity.

## Question 12

Across the period 2019-2021, there were 20 free text comments giving further feedback on the service.

A number of comments focus on the significant impact of the service:

*Thank you. This was turned over extremely rapidly by Lisa - a thorough, really helpful result. This had direct impact within the week, with the results of her search allowing us to change UHDB guidelines, and change prescribing information held on ICM at RDH. QHB prescribing and information held by the Derbyshire EOL alliance will be changed shortly. Within 48hours of the search results being returned, UHDB comms relayed the changes in practice, and was included in a bulletin from the quality lead.*

*I am a National Specialty Advisor to NHS England as well as being Deputy Medical Director in DCHS. I have always found this service immensely helpful in my work on influencing policy by providing very rapid, relevant and well curated evidence base*

*This service has been extremely useful and has allowed support to be provided for a clinical practice that is different across UHDB and as a nation*

*This was for personal information as I had expressed concern about whether it would be advisable to have the COVID 19 vaccine as I have an autoinflammatory condition (for which I take colchicine) Unfortunately no information regarding this but the unexpected possibly positive benefits of the condition and the drug treatment which I take (now being trialled as treatment for Covid, of which I was unaware) were of real interest to me. Also the paper included about the mechanisms of the disease which will help me to understand it further. Many thanks Lindsay!*

*This service has been great. It is really helpful as I find it difficult working as a Consultant to go ahead with my Professional Development when I need to spend a lot of time on literature search. When this is done, I find it easy to read and explore more and learn and teach and improve patient care.*

*This service is incredibly useful. Lisa has helped me countless times over the last decade and has always been extremely insightful and thorough. PLEASE CONTINUE TO FUND THIS SERVICE! It saves busy consultants hours of time.*

*Brilliant service. Very helpful! Made the daunting task I had a little easier and I am extremely grateful.*

There were several mentions of individual searchers. This indicates the importance of the relationship between the search requester and the searcher, often through Clinical Librarian input in a team.

*Karen is simply excellent; approachable and very supportive.*

*Thank you Lisa, for another excellent literature search. Your hard work with fantastic attention to detail are much appreciated.*

*Karen has been marvellous in her support and efficiency,*

*Excellent service, very thorough and Suzanne has been easy to communicate with and the material will be a valuable resource. Many thanks*

*Thank you Lisa. As ever your input, and support has been highly appreciated.*

*I was very grateful that Lindsay (Snell) contacted me to be able to narrow down and specify my search more and help to get a more useful result. Very good service*

*This is an absolutely fantastic service being provided by UHDB team especially LISA, who has been amazing so far with all my queries. She helped me with the tips of literature search, which is going to help a lot in doing the same myself wherever I work in future. Thank you*

*This is an excellent service of unique importance. Lisa Lawrence is exceptionally gifted at providing accurate and detailed literature searches with speed and efficiency of the highest quality.*

*Very efficient and extremely helpful in formulating accurate, evidenced based patient recommendations. Will definitely recommend and use again. Thank you Lindsay.*

Otherwise, users generally thanked the library staff and commented on the quality and timeliness of the literature search service:

*Very quickly and accurately done. Incredibly helpful staff*

*Really fantastic service, work completed at a faster rate than agreed. Very pleased with the information, thank you!*

*Fantastic service, thank you.*

*I can't thank you enough for your valuable help*

*Excelent service. Friendly , approachable, Understood the urgency and did give ther results ina day or two. Truly impressive service. Thank you*

*This service is really important and useful because it helps my professional development and it gives me the information I needs saving my time. This is not the first time I use this service and I will definitely use it again.*

*Brilliant service! provided the information I required very promptly. Thank you!*

*thanks for this efficient service*

*Very easy and very helpful.*

*I always find the literature search service quick and effective*

*Brilliant service - I couldn't do without it!*

*I am very grateful for the summary page, it really helps me a lot in the first steps of my review of the literature. Many thanks for quickly finding the full-text of the articles I could not access directly. I am very satisfied with the service. Thank you.*

*Fantastic and professional service, many thanks.*

*Absolutely fantastic service - exactly what I wanted with lots of detail about the subject and links to articles*

*Concise and to the point Answered the question Links provided for further reading Thank you*

*thank you and much appreciated,*

*I have indicated that I haven't looked at the full text reports yet...I will be doing that but at the point of completing this questionnaire I hadn't, hence my answer.*

*Thank you!*

*Thank you!!!*

*I feel really supported by the librarian. I feel free to ask questions. It really contributes to my knowledge and expertise. Thank you so much!*

*Thank you!!!*

*Thank you very much for this important service and for being so supportive.*

*Incredibly helpful, thank you*

*Fantastic service by extremely knowledgeable staff with a clear passion for the subject and a pleasure to work with.*

## Conclusions

- There were fewer searches received and completed during this period, continuing a trend over several years. This likely reflects changes to the structure of the service and the impact of the COVID-19 pandemic. However, it is clear from the free text comments that service quality was maintained and appreciated.
- The heaviest users of the service were Consultants in both years.
- The two main reasons for search requests were for service development (2019-20) and general patient care (2020-2021), as in previous years.
- The survey response rate remains low and was exacerbated by a lack of time to remind users for responses, and unwillingness on our part to bother busy clinical and managerial staff during the height of the pandemic. We have recently implemented a revised process for requesting feedback.
- More than 95% of respondents found the results either completely or mostly relevant to their search request.
- All respondents who received a summary read it. A summary was provided for more than 90% of service users who responded to the feedback survey.
- 100% of those who responded to both questions found the summary to be accurate and useful. However, 1 respondent skipped the question on usefulness.
- Over 96% of respondents rated the literature search service as “excellent”. This matches previous years.
- The majority of respondents (over 90%) accessed full-text papers via the links. In 2020/21 there were no requests for inter-library loans – possibly due to the pressures on staff and also many publishers making COVID-19 material freely available. It will be interesting to see whether the more streamlined ILL process introduced in July 2021 has an impact on ILL requests following searches in future.
- Professional development (over 85%) remained the main area that information would impact on, followed by direct patient care (73% in 2019/20 and 54% in 2020/21).
- The majority of users (over 50%) hear about the service via the library staff.

The literature search service is highly valued by our users and contributes to a range of outcomes supporting successful delivery of the Trust objectives. This became particularly evident during the COVID-19 pandemic as searches were requested to support the Trust’s response. We were also able to support colleagues across England through the COVID-19 search bank, saving time and sharing knowledge, and benefitted ourselves from this collaborative working.

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