



Leabharlann Sláinte
na hÉireann
Health Library Ireland
Ár nAcmhainn Náisiúnta
Our National Resource

KEEPING-UP-TO DATE:

Review of Current Awareness Services Provided by
Health Library Ireland June 2023

HSLG Journal Club
9th November 2023

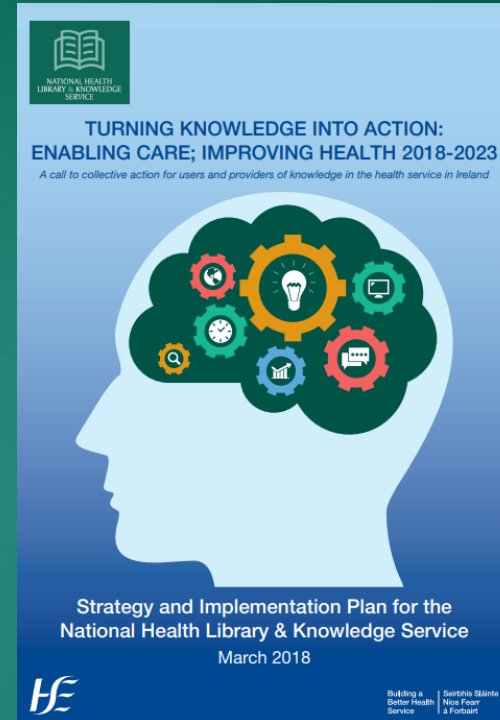




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Our Vision

“Everyone working in Ireland’s health services will have access to apply knowledge, and will apply it whenever and wherever they need it to deliver the best possible health and care.”





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National Teams

Digital Knowledge Service

Ensure the best digital solutions are in place to help healthcare professionals in their everyday practice.

Information Skills

Provides online training to all users in a variety of topics.

Evidence

Source the best possible evidence from the latest literature and summarizes it, saving valuable time.

Knowledge Support

Keep health care professionals up-to-date with the latest literature in specific subjects and make librarians available for priority HSE projects as subject experts

Estates our physical library spaces ensuring they meet the needs of all our customers.

National Central Repository 3PG

Lead the development of a national central repository for 3PGs (Policies, Procedures, Protocols and Guidelines) in the health service

2022 at Health Library Ireland

Book Borrowing

31804 items checked out
1427 Active Users



Most Used Point of Care Tools

473,292 BMJ total usage
1,025,962 BMJ app usage
427,328 UpToDate usage
191,541 UpToDate app usage



Web Content Use

258,482 Total Views
76,054 Web Platform Users
+25% Wordpress
11.44% Wordpress Mobile use up



eLibrary

Total Interest 893,799
Average daily interest 2448

- eLibrary Authentications **77,256**
- eLibrary Authenticated use **207,534**
- eLibrary Registered users **12,247**

LinkResolver use **33,537**
Publication Finder **4082** link outs



Most Searched: BMJ Best Practice
Most Full text: New England Journal of Medicine

Health
Library
Ireland

2182 Received training
1362 Trained in person
820 Trained online



Social Media Followers

Twitter 2298
Instagram 438
Facebook 172
LinkedIn 267



Online Activities

- Appointments booked with staff **38**
- Events **792**
- Equipment Bookings = **144**,
 - MakerSpace = 115
- Spaces **5118**
- FAQs **119**, FAQ views **3,374**
- Chat **138**
- Tickets **1007**
- LAMA Interactions – April 2022 **113**



Deposits **3799**
Usage **724,714**
Lenus most popular collection – **Publication**



Knowledge Support Service TOR

Purpose

- To produce **Knowledge outputs** such as the creation and dissemination of Research Bulletins, Horizon scanning and TOC alerts and emerging formats.
- To provide **Knowledge supports** to HSE National Teams, National Policy programmes and special interest groups.



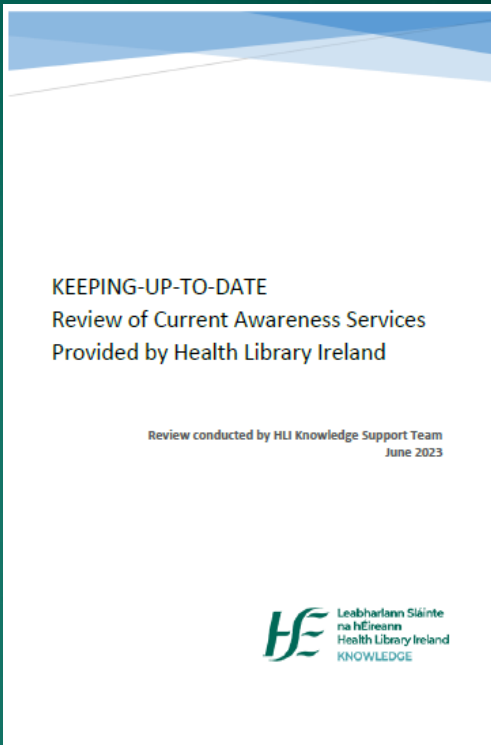
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Purpose the report is to investigate and analyse current awareness services provided by Health Library Ireland by:

Providing an overview of current awareness services in place

Collating feedback and input of key HLI staff

Recommending actions for improved service delivery



1

ToC Alerts Survey

**Pre Focus
Group Survey
– Research
Bulletins**

2

Focus Group –
Research Bulletins

3

Focused Interview

**Post Event
Survey -
Focus Group**



Toc Alert Survey

Online survey distributed to all HLI staff
Both quantitative and qualitative was sought and analysed

Pre Focus Group Survey (Research Bulletins)

Preliminary survey was circulated to the focus group participants
To obtain background knowledge on the activities of HLI staff such as subjects covered, methods of compilation and distribution

Focus Group – (Research Bulletins)

Nominated by Area Librarians and HQ
Qualitative data was sought through discussion and ideazboard

Focus Interview – (Research Bulletins)

Focus Interview with a Librarian who could not attend the Focus Group

Post Event Survey Focus – (Focus Group)

Although designed to review the Focus Group methodology provided some useful, additional Information



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ToC Alerts Online Survey

- Call went out to all HLI staff engaged in and/or interested in the provision of ToCs (20 respondents in total)
- Quantitative and qualitative data was sought and analysed
- Thematic Analysis - seven themes emerged
- National List of Journals used for ToCs collated (304 titles)

Length of Service

- **90%** of respondents providing ToCs have been doing so for 5+ years
- ToCs are in place for a long time and rarely changed or discontinued

Format

- **100%** of respondents providing ToCs use email
- **3** respondents subscribe to publisher's eToC alerts and forward them on to distribution lists
- All respondents confirmed that they do not use any tools (such as Zetoc/Read QXMD) to produce content

Time Spent

- Variation in staff time spent in providing the ToCs
- Ranges on a monthly basis, from **10 minutes to 24 hours**
- Area West spends the most staff time providing ToCs and tracks the most journals in the provision of this service

Value to Library Users

- “In your opinion is the provision of a ToC service a valuable resource to your library users? (Yes or No)”.
- **65%** of respondents answered “**Yes**”
- **10%** answered “**No**”
- Respondents deem ToCs a highly valuable service for library users

Feedback

/Impact

- **10%** of respondents seek formal feedback
- **40%** receive informal feedback both verbally and via email
- **30%** neither seek nor receive feedback and
- **20%** collate article requests arising from ToCs as a metric for impact/feedback.

Expansion

- “Would you be willing to extend your existing ToCs to a broader audience (e.g. national) in collaboration with the Knowledge Support Team? (Yes or No)”
- **42%** are willing to extend services
- **21%** are unwilling and a further
- **37%** did not answer the question

Duplication

- Out of a list of **304** journal titles in use, **35** titles were being distributed as ToCs by two libraries or more
- The most distributed ToCs were from the following journals:

British Journal of Occupational Therapy

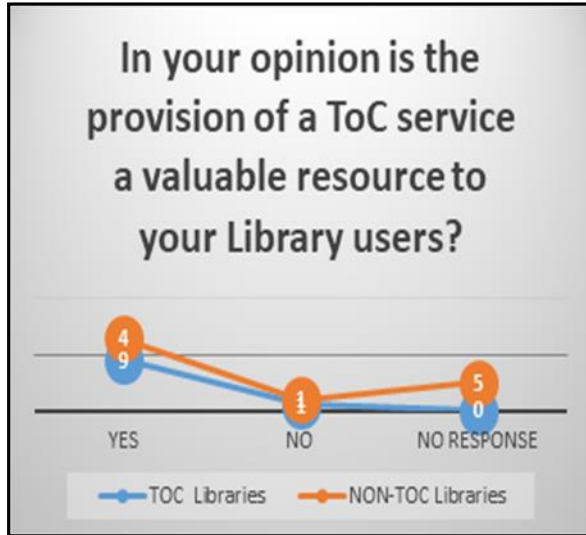
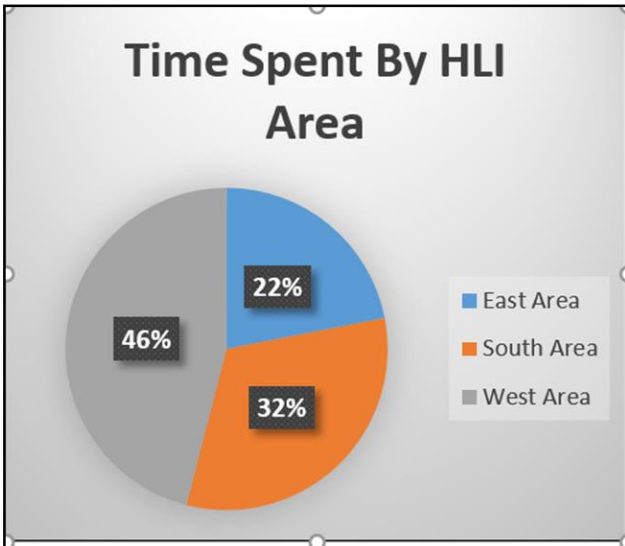
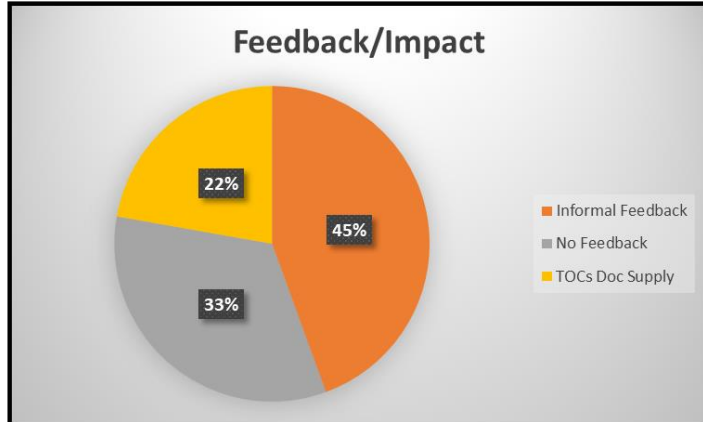
Journal of Advanced Nursing

Physiotherapy

Lancet

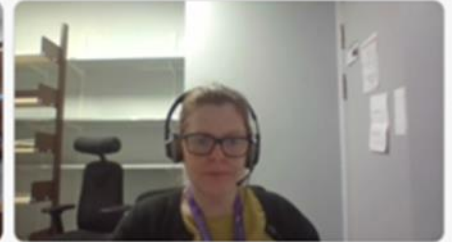
Area	Hospital Library	TOC service in operation
East	Connolly Hospital	<1 year
	Midland Regional Hospital Portlaoise	5 years+
	Midland Regional Hospital Tullamore	5 years+
South	St. Luke's General Hospital, Kilkenny	5 years+
	University Hospital Kerry	5 years+
West	Mayo University Hospital	5 years+
	Portiuncula Hospital Library	5 years+
	Roscommon University Hospital	5 years+
	Sligo University Hospital	5 years+
	Galway University Hospitals	5 years+

Table 1. HLI sites current length of time providing a TOC alert service





Focus Group – Current Awareness Audit (Research Bulletins)





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Focus Group

- Sample - staff nominated by Area Librarians
- Pre Focus Group Survey was conducted to capture background information
- Focused Interview with Librarian who could not attend took place
- Post event survey (Focus Group) also provided valuable data
- Thematic Analysis – transcripts from both the Focus Group and Interview identified emerging themes



Thematic Analysis of Current Awareness Services (Research Bulletins)

Process

- Varied processes are used including: publisher/database alerts, RSS feeds and QXMD
- Referencing software is used to organise content
- **20%** collate article requests arising from Research Bulletins as a metric for impact/feedback
- Format for distribution is mainly pdf/Word email distribution
- Blog format is used by **1** participant

Content

- Criteria for selecting content; professional judgement, the literature search service, Journal editorials, Medical Press, Irish material, stakeholder engagement and Open Access content
- Other CA services produced by UK/NHS librarians

Collaboration

- Several participants acknowledged the need for greater collaboration
- The issue of collaboration was also considered the best approach to addressing some of the barriers to providing CA services



Thematic Analysis of Current Awareness Services (Research Bulletins)

Promotion

- Word of mouth was the most valued tool for promotion identified by the group
- Integration with Subject based LibGuides was also considered
- Greater use of social media was discussed
- Use of professional associations and mailing lists

Evaluation

- Difficult to evaluate the service as there is no established KPI
- Metrics are limited due to the formats used
- Mailchimp was used in the past and provided useful metrics but not possible to procure
- Bitly has been implemented for some bulletins
- Greater feedback from Stakeholders required

Barriers

- Capacity can be challenging as bulletins tend to be the work of one librarian
- Time and staffing constraints
- Succession Planning
- Participants suggested diverting staff time from ToC alerts to bulletins
- Lack of the ability to pay by credit card for improved formats



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Key Findings – Overall

- **Expert Knowledge**
- **Standardisation**
- **Collaboration**
- **Staffing Challenges**
- **Promotion**
- **Geography**
- **Evaluation**
- **Automation**



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Recommendations - Overall

- **Lead a national approach** to standardise, organise and deliver CA services
- **Staff to collaborate** more in the provision of CA services nationally
- **Strategic promotion** of services
- **Use of automation to improve efficiency**, address staff challenges and extend the range of services
- **Evaluate services** to measure impact, drive standardisation and improve quality
- **Build stakeholder engagement** to champion, co-create and ensure a responsive, high quality CA services
- **Plan for the future** to ensure best methods and practices are used, identify emerging trends and innovations in the provision of CA services.



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Discussion

- Does your library have a Current Awareness Service?
- What does your Current Awareness Service offer? (TOC alerts, Current Awareness Bulletins, Horizon Scanning)
- What are the benefits/value of a Current Awareness Service? to the patron and to the library?
- The report recommends greater collaboration among librarians in the creation and distribution of Current Awareness Bulletins (Research Bulletins), Do you agree?
- Do you use RSS feeds, journal, publishers or database websites, tools such as Read QXMD to generate content for your Current Awareness Service?
- Do you see a future for Current Awareness Services in the context of emerging technologies such as AI?



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Further reading

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Mahesh, G., Gupta, D.K., 2008. Changing paradigm in journals based current awareness services in libraries. Information Services & Use 28, 59–65.

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Thank You

