What statistics do we collect and why…
The leadership project

Heather Steele, Leeds and York Partnership NHS Foundation Trust

Catherine McLaren, George Eliot Hospital NHS Trust

Who are we

- Heather Steele, LYPFT

- Catherine McLaren, GEH

- Kal Dhanda, Dudley & Walsall Mental Health Partnership NHS Trust

- Sam Burgess, Southern Health/Hampshire Hospitals

- Dawn Grundy, University of Bolton

- Holly Case Wyatt, Health Education England

The Project

When you send off the annual statistics returns, do wonder if there was more you could do with them?

Do you ever feel that you should be collecting something different?

Do you wonder how to present statistics so that they are not quite the dry subject they usually are?

We are looking to develop a national toolkit to help support LKS staff in their use of statistics.

Therefore we are seeking your views on library statistics or looking for statistics champions to help us

We need YOU!

- Understand the challenges
- Try to find solutions
- Make stats work for everyone and be useful & used

Statistics in the wild

- Benchmarking

- Bids

- Service Improvement

- Metrics

- Reporting

- Costing

- Audits

Sainsbury's Group at a glance

Our vision is to be the most trusted retailer where people love to work and shop. Our goal is to make our customers' lives easier by offering great quality products and service at fair prices.
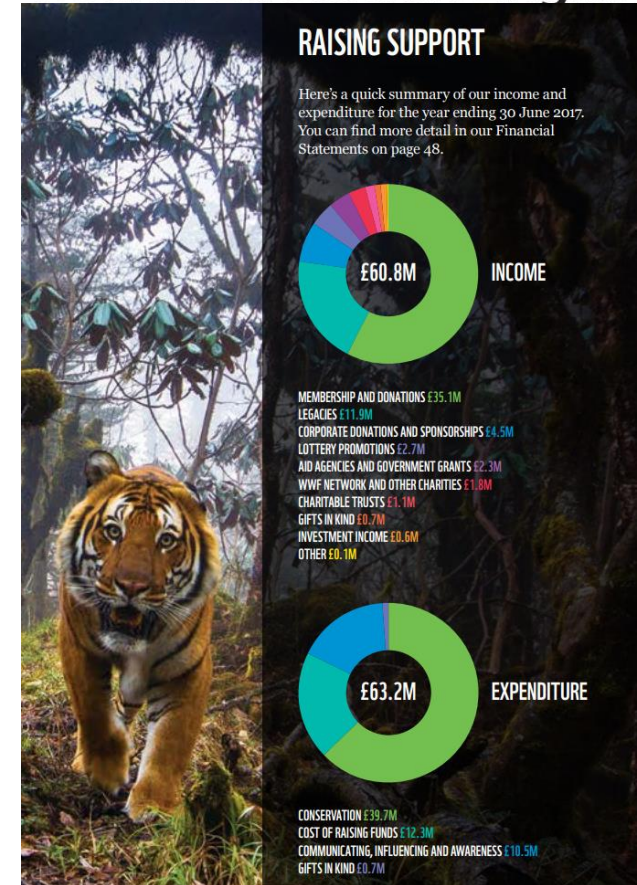
809 Convenience stores

59 Argos Digital stores in Sainsbury's supermarkets

26m+ weekly customer transactions

276,000 Average number of customer orders made through Groceries Online channel per week

605 Sainsbury's supermarkets

Sainsbury's, 2017 [https://www.about.sainsburys.co.uk/investors/annual-report-2017] Accessed 19th December 2017

Best statistics of 2017 are 69 and 0.1

Inaugural award finds significant link between lawnmowers, terrorists and Kim Kardashian

Financial Times, 18th December 2017 [https://www.ft.com/content/be09c5ae-e1c6-11e7-8f9f-de1c2175f5ce] Accessed 19th December 2017

RAISING SUPPORT

Here's a quick summary of our income and expenditure for the year ending 30 June 2017. You can find more detail in our Financial Statements on page 48.

£60.8M INCOME

MEMBERSHIP AND DONATIONS £35.1M
LEGACIES £11.9M
CORPORATE DONATIONS AND SPONSORSHIPS £4.5M
LOTTERY PROMOTIONS £2.7M
AID AGENCIES AND GOVERNMENT GRANTS £2.3M
WWF NETWORK AND OTHER CHARITIES £1.8M
CHARITABLE TRUSTS £1.1M
GIFTS IN KIND £0.7M
INVESTMENT INCOME £0.6M
OTHER £0.1M

£63.2M EXPENDITURE

CONSERVATION £39.7M
COST OF RAISING FUNDS £12.3M
COMMUNICATING, INFLUENCING AND AWARENESS £10.5M
GIFTS IN KIND £0.7M

WWF, 2017 [https://www.wwf.org.uk/annual-reports] Accessed 19th December 2017

Benchmarking

- How many literature searches are conducted each year by other libraries in the region?

- How does the library service LQAF score compare to its contemporaries?

- NHS RightCare

Bids

- Library non-pay budget for last 5 years was compared with trust (LDA) funding over same 5 years. This is now being reviewed annually.
- Increase of non-pay library budget of about £10,000.

Service improvement

- Increase in professional staff hours over two years.

- 0.5 band 2, 1 band 3, 1 band 6, and 1 band 7.
- 1.5 FT paraprofessional and 2 FT professional staff members.

- 1 band 2, 1 band 5, 0.74 band 6 and 1 band 7.
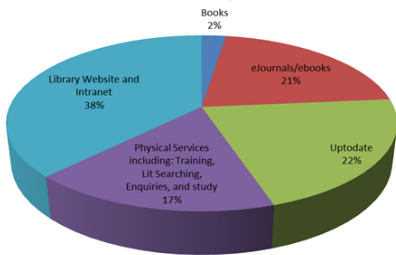- 1 FT paraprofessional and 2.74 professional staff.

Reporting

7.0 Service Use Breakdown

Overview of How People Use the Library

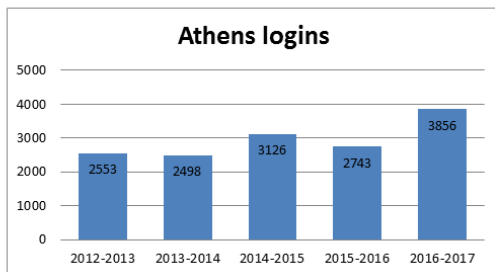|	
Books	3103
eJournals/ebooks	27,362
Uptodate	27,786
Physical Services including: Training, Lit Searching, Enquiries, and study	22511
Library Website and Intranet	48739

How the Library is Used

Books 2%

eJournals/ebooks 21%

Uptodate 22%

Physical Services including: Training, Lit Searching, Enquiries, and study 17%

Library Website and Intranet 38%

13   Tom Osborne
Version 2
July 2017

1,016.29 or 1,280 and counting...

🕐 November 22, 2017   📁 Quality and Impact   🏷 para-professional posts, professional posts, qualifications, statistics, Workforce   👤 Linda Ferguson

Piqued your interest? These figures relate to the full-time equivalent posts (1,016.29) and head count (1,280) for library and knowledge service posts when fully staffed in England in 2017-18.
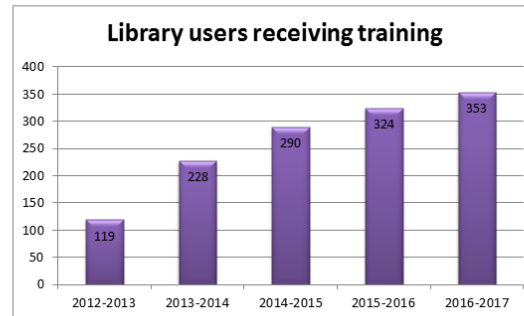
The data is taken from the annual statistical returns that are completed by Health Education England funded library and knowledge services namely:

Health Education England Annual NHS Library Services Annual Statistical 2016-17 part 1

[http://kfh.libraryservices.nhs.uk/and-counting/] Accessed 19th November 2017

3.4 Athens

All our online resources are accessed using an *Athens password*. You can register for one at http://bit.ly/reg4athens. Usage of Athens passwords has risen to a five year high – 3856 logins (see figure below). This usage is for both nationally and locally purchased resources.

Athens logins

2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
2553	2498	3126	2743	3856

2.2 Training

The Library offers training in finding and appraising evidence (including Journal Clubs). Training is delivered in one to one and in group sessions and library inductions. The information Skills Training offered includes: Healthcare databases, The Royal Marsden Manual, Social Media including Twitter, E-Journals, Critical Appraisal, and BMJ Best Practice. Catherine McLaren, our Clinical Librarian, attends the Nursing and Midwifery Grand Round provided Reflective practice sessions both stand-alone and as part of Clinical Education Update. The number of people being trained has increased for the fourth year running (see figure below). 353 Trust staff and students received training last year.

Library users receiving training

2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
119	228	290	324	353

Proving our worth: using annual reports to engage with academics

Karen Fisher
Leeds Beckett University

LEEDS BECKETT UNIVERSITY

Digital Literacy

522.5 person hours of information skills teaching from the Academic Librarians

26 3/4 hours of inductions, lectures, workshops and one-to-ones

7 'Pop-up Librarian' surgeries held in Broadcasting Place

2015-16 saw an increase from the previous year of over 340 person hours of library teaching for this School

'I just wanted to thank you for the excellent lecture last week to our second-year English students. They were all saying how useful it was, and I gather that attendance was very very good!!!"

Costing

STAFF DETAILS

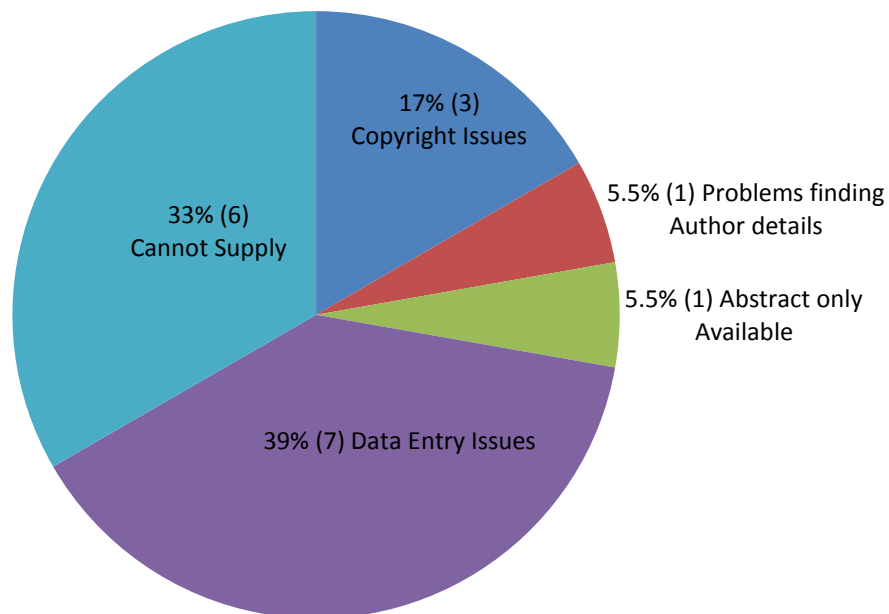| "Officer"	Level	Hourly Rate Cost
1st professional	1st professional	£38.65
2nd professional	professional	£20.32
1st Para-professional	para-professional	£25.54
Officer 4	para-professional	£16.12

Minutes Required for Activity	Hours Required for Activity	FTE for Level of Activity	Hourly Rate Cost	Staff Cost for Level of Activity
0.00	0.00	0.000	£38.65	£0.00
0.00	0.00	0.000	£20.32	£0.00
2848.00	47.47	0.033	£25.54	£1,212.38
0.00	0.00	0.000	£16.12	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00
0.00	0.00	0.000	£0.00	£0.00

Materials Costs Per Transaction	Notes	Cost Per Transaction	Total Material Cost for Level of Activity
Stationery & supplies			£0.00
Equipment			£0.00
			£0.00
			£0.00
		TOTALS £0.00	£0.00

Cost Per Transaction (Staffing, Materials and Equipment)	
Average Cost per Transaction (Staff)	£1.21
Average Cost per Transaction (Materials)	£0.00
Average Unit Cost per Transaction	£1.21

Library Audit

2016/17 ILL Problems

- 17% (3) Copyright Issues
- 5.5% (1) Problems finding Author details
- 5.5% (1) Abstract only Available
- 39% (7) Data Entry Issues
- 33% (6) Cannot Supply

Workshop

Share examples of how you use statistics
Make something meaningful

1. What do you think about the national statistics return?
2. Why do you collect stats locally that aren't included in the national statistics return?
3. How do you use local stats?
4. If you don't collect/use local stats what would encourage you to do so?
5. Do you find stats useful? Can you share this experience?
6. What would you like to see happen with the national statistics? (Realistically!)

Get in touch

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- Catherine McLaren

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