# What evidence is there that NHS knowledge and library services have an impact on the wellbeing of NHS staff?

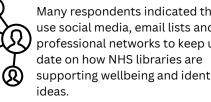
Supporting staff wellbeing is a strategic priority for the NHS workforce. This research explores how different NHS libraries approach their wellbeing offer, and how the impact that they have on staff wellbeing is evaluated. We created a mixed-methods survey, distributed online to all NHS libraries in England, with quantitative questions about services delivered and qualitative questions about who libraries worked with and how they evaluate the impact that their services have on staff wellbeing.

## Key themes from survey responses:

The NHS health and wellbeing framework includes a toolkit to support NHS people to plan, deliver and evaluate a wide range of wellbeing interventions in their organisation. Adaptable evidence based tools are available to link activities directly with key policy from the NHS Long Term Plan and People Plan, and to gather evaluation data which fits with organisational strategic priorities. Over 47% of respondents to our survey were not familiar with the framework



Around 6% of respondents indicated that their library uses the framework to help plan and evaluate their offer to support staff wellbeing



Many respondents indicated that they use social media, email lists and other professional networks to keep up to supporting wellbeing and identify new

## What services are libraries delivering to support staff wellbeing?



collections



Signposting to wellbeing support and information



Book and journal clubs Wellbeing activity groups

Ouiet spaces





Staff appreciate access to a General positive feedback (no detail on impact)



Library activities help to create connections across the organisation





Staff are supported with wellbeing related information needs



No evidence of impact



Lack of funds and resources

Library staff do not know how to evaluate the impact of services on staff wellbeing



Library Assistant Norfolk & Norwich University Hospitals NHS Foundation Trust

Jodie Reeve Trainee Knowledge & Resource Librarian Bradford Teaching Hospitals NHS Foundation Trus Knowledge, Library, & Information Manager Cambridgeshire & Peterborough NHS Foundation Trust

Beth Tapst **Corporate Support Librarian** Leeds Teaching Hospitals Trust NHS Trust Project sponsored by NHS England as part of the 'Developing the KLS Researcher' Programme 2023

### How do libraries evaluate their impact on staff wellbeing?





Through collaboration with other teams in the organisation

As part of general feedback gathering (surveys, UX techniques)



Library space restrictions

Lack of awareness and engagement with library initiatives amongst staff in the organisation

What were the main barriers identified to evaluating the impact of library services on staff wellbeing?



Users do not engage with feedback collection, or staff do not want to disturb users



Wellbeing services that are provided are used anonymously

## **Emerging themes:**



Patchwork approach: NHS libraries display a varied, non-standardized approach to integrating H&W in their services, reflecting diverse perceptions of library responsibility in this domain.



Networking & Collaboration: Librarians rely on informal networks for knowledge sharing, highlighting the absence of a centralized resource. Whilst libraries learn from each other, a gap exists in awareness of overarching policies and resources.



Active vs Passive Approaches: Preference leans towards passive approaches for both wellbeing initiatives and impact assessments, with activities closer to traditional library services garnering more traction.



**Contextual and Reactive:** Despite shared similarities, individual library services navigate unique local challenges, leveraging local networks and resources such as OD and H&W teams for contextual adaptation.

#### Conclusion:

Whilst library services are doing fantastic work to enhance NHS staff wellbeing, this currently lacks evidence and coordination. Centralised resources, research, and collaboration both with other libraries and local resources such as existing health and wellbeing teams is crucial for impactful strategies.

In the face of multiple barriers to implementing effective wellbeing initiatives, emphasis should be on creating formal networks for sharing best practices rather than overcoming broad challenges to improving staff wellbeing that go beyond libraries' scope.

> Read the full report and references:



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