

Patricia Bowen Library & Knowledge Service strategy 2019-2022

Our Vision
In line with the Trust vision 'to deliver high quality patient centred care', knowledge is made available to all staff, trainees & students to deliver excellent experience and outcomes to our patients.

Our Mission
The mission statement of the Patricia Bowen Library & Knowledge Service is to provide evidence-based information at the point of need so clinical and non-clinical staff can improve patient care to the highest quality. We aim to provide right information to the right people in the right format at the right time.

Our Strengths

Knowledgeable staff with professional and customer focused skills

A comprehensive, multi-disciplinary library service available to all staff and trainees

Access to physical & electronic health information resources, and training for their effective use

Targeted & tailored services to specific groups & specialties

Our priorities

To provide high quality services to enable staff to deliver safe and evidence based Patient care

Use existing and emerging technologies and provide targeted and tailored services to support clinical and non- clinical staff

Provide quality library services that enhance the delivery of effective and sustainable clinical services within the local health economy

Provide resources and the environment that promotes staff health and wellbeing, and therefore that of the patient and carers.

How we deliver our Services

- We facilitate access to national, regional and locally purchased electronic health information resources
- We provide training in information search skills to enable staff to access these resources & to use them more effectively
- We provide best evidence through our expert literature search service
- We provide a Document Delivery Service and Current Awareness to enable clinical & management staff to remain up-to-date in their professional practice and to support the research needs of our colleagues
- Provide innovative and tailored library and knowledge services for better patient care
- Provide environment and support to all Trust staff to comply with their Mandatory/Statutory training requirements
- Provide health information directly to patients
- Market, promote awareness and use of services and resources
- We engage with and listen to our stakeholders and professional colleagues in the Trust's partner organisations

Our Values

We are guided by our Trust values which are PROUD*