NHS Wales e-Library Annual Report
2024-2025

e-Lyfrgell GIG Cymru
NHS Wales e-Library

IGDC • DHCW

Contents

Purpose and scope of annual report **3**

Introduction **4**

Strategic Update **5**

Governance 5

2024 - 25 Objectives 9

Provide **21**

2024 - 2025 Financial Report 21

Key Performance Indicators 21

Usage 26

Benchmarking 37

Promote **38**

Key Performance Indicators 38

Campaigns 42

Social Media 45

Exhibition Stands and Presentations 46

NHS Wales E-Library Conference 47

Empower **48**

Key Performance Indicators 48

Learning and Training 49

Artificial Intelligence 54

Innovate **51**

Key Performance Indicators 51

Just In Time 55

Open Access 55

NHS Five (5) Nations E-Book Task And Finish Group 55

Continuing Professional Development 56

References **58**

Purpose and scope of annual report

The 2024-25 NHS Wales e-Library Annual Report provides insight into the key achievements, successes and challenges for the service. It reports on the e-Library's Key Performance Indicators (KPIs), Service Level Standards, digital resource usage, trends and activity regarding learning, training and engagement.

The NHS Wales e-Library's vision is **'to provide a high-quality, user-led service to promote evidence-based practice and empower NHS Wales to improve and innovate.'**

This is supported by four (4) strategic aims which direct our development priorities for the e-Library Service.

1. **Provide** value for money through competitive tenders, continuous review of e-resources and working towards 'Once for Wales'
2. **Promote** the e-Library Service and its e-resources through new and existing engagement opportunities
3. **Empower** NHS Wales by providing learning and education opportunities for our e-resources, and systems of which they can rely
4. **Innovate**, develop and grow our collections and systems so they continue to align with library and information and digital health technologies practices

Introduction

Welcome to the NHS Wales e-Library Annual Report covering April 2024 – March 2025.

e-Lyfrgell GIG Cymru
NHS Wales e-Library
IGDC • DHCW

The e-Library has had a successful year developing and growing the collection and supporting our strategic partners, stakeholders and end users with learning and training opportunities. We are proud of the cross sector and cross organisation collaboration that we have either led or been involved in regarding collection development and procurement and look forward to more of this in the years to come. We have achieved excellent progress in the Artificial Intelligence space developing online user guides and drafting our own policy to support users utilising information sources and tools.

As well as our achievements, we have dedicated time to areas for improvement including usage across clinical decisions support tools, guidelines and e-Learning and identified opportunities for integration and tools to support access to information.

The team owe much of its success to the Digital Health and Care Wales (DHCW) Commercial Services, Finance Teams, our dedicated strategic partners across NHS Wales Library and Knowledge Service, Public Health Wales, Health Education and Improvement Wales, Social Care Wales and Welsh Government, its e-Library champions and end users who have been imperative in the delivery of our 2024-25 annual plan.

Strategic Update

The NHS Wales e-Library has delivered on seven (7) of its ten (10) Service Level Standards, eighteen (18) of its twenty-three (23) objectives and restructuring the e-Library Champions Group to encourage more participation and opportunities to provide feedback increasing the number of members by 42% and the professions/specialties they represent.

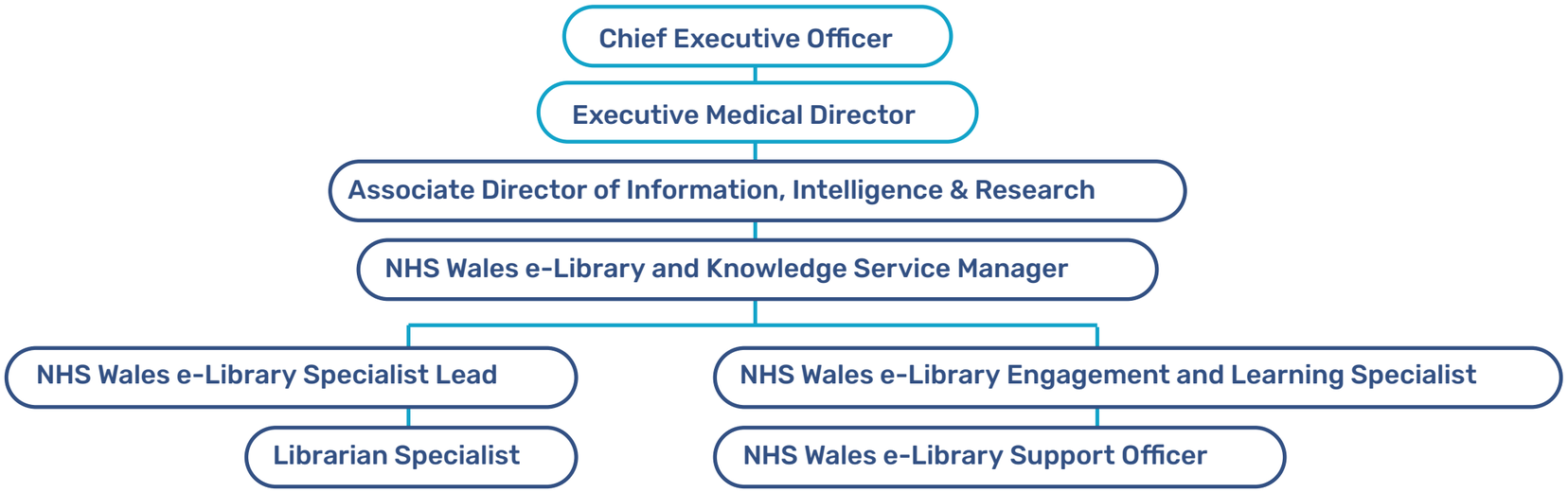
Governance

NHS Wales E-Library Team

The e-Library team grew from three (3) Whole Time Equivalent (WTE) to five (5) WTE from April 2024. The team welcomed two (2) new permanent positions:

- NHS Wales e-Library Specialist Lead, responsible for framework procurement, management of digital resources and supporting Digital Health and Care Wales' library and information needs
- NHS Wales e-Library Officer, responsible for providing administrative support to the e-Library team, organising contract review meetings, collecting and recording usage data and supporting with engagement and promotion activity

The e-Library team is structured as follows:



The additional capacity allowed for the team to deliver eleven (11) commercial exercises on schedule supporting continuity of access, better value for money and high-quality evidence-based resources for NHS Wales and the wider authorised user base.

NHS Wales E-Library Service Board

The NHS Wales e-Library Service Board bid a fond farewell to long-standing member Meg Gorman, NHS Wales Libraries Partnerships Librarian in September 2024 who retired from her role. The e-Library team wish to extend their thanks to Meg for her continued support of the service.

In January 2025, the Board welcomed Katrina Hall, NHS Wales Libraries Partnerships Librarian representing NHS Wales Library and Knowledge Service alongside her two (2) colleagues.

The e-Library Service Board have met and considered papers presented by the e-Library team the minimum of four (4) times per annum. With a robust governance process the board have agreed re-procurement activity, development of services, policies and plans.

NHS Wales E-Library Champions

The NHS Wales e-Library Champions Group was first established in 2017 and in early 2024, the format of the group was restructured to support shorter, more regular meetings with set agenda items to encourage open discussion and opportunities for the e-Library team and Service Board to truly reflect on user feedback. As a result of the re-structure, there is now no upper limit on the number of champions from professional groups or organisations that can take part, and the number of e-Library champions has increased by 42% from 15 in March 2024 to 26 in March 2025.

Service Level Standards

Seven (7) of the ten (10) Service Level Standards that the e-Library upholds to support excellent customer services for its service users were met in 2024-25. With the publication of the new NICE Electronic and Print Content Framework Agreement in July 2025, the Service Level Standards will be reviewed in 2025-26 to ensure that they align with the Core Service Standards defined in the Health and Social Care Content (HSCC) licence of which e-Library suppliers abide by to allow parity between services.

Service Level Standard	Achieved	Commentary
All enquiries sent to elibrary@wales.nhs.uk are acknowledged within one (1) working day.	No	Five (5) of four hundred and fifty-one (451) enquiries from end users did not get a response within one (1) working day.
All technical enquiries will be resolved within five (5) working days.	No	Twenty-seven (27) of two hundred and forty (240) technical enquiries could not be resolved within five (5) working days as they required supplier intervention and/or were complex to resolve.
All general enquiries and concerns will be resolved within seven (7) working days.	No	Thirteen (13) of the one thousand and forty-six (1,046) general enquiries could not be resolved within seven (7) working days as they required significant changes to processes, procedures or website UI or required supplier input where they currently have 18 days to support to resolution.
All technical and general enquiries that are identified as third-party, will be escalated to suppliers within one (1) working day.	Yes	Fifty-nine (59) enquiries were escalated to third-party suppliers to support resolution.
Enquirers will be updated as to progress within one (1) working day of receipt from the third-party supplier.	Yes	

Service Level Standard	Achieved	Commentary
During e-Library core operating business hours (09:00 – 16:00) there will be access to professionally qualified staff 95% of the time, excluding annual leave entitlements.	Yes	At least one (1) professionally qualified member of staff was available 100% of the time during core business hours.
e-resources and digital systems procured by the e-Library will be available 24/7 for 99.8% of the time (except for periods of advertised downtime/ maintenance),	Yes	Through contract review meetings, suppliers have confirmed that all resources procured by the NHS Wales e-Library have been available 24/7 for 99.8% of the time excluding planned/scheduled maintenance.
The e-Library website will be available 98% of the time (except for periods of advertised downtime/maintenance) and links to procured digital resources reviewed annually to ensure content is accessible.	Yes	DHCW Content Management System (CMS) Team have advised that Mura (CMS) has been available for 99% of the time and all links to procured digital resources on the e-Library website are resolving as expected.
All (100%) e-Library contracts will be reviewed with suppliers annually to ensure compliance with Key Performance Indicators and contractual obligations are met.	Yes	All e-Library contracts have had an annual review at a minimum. Some contracts such as Medicines Information have had six (6)-monthly reviews.
All (100%) of content published by or in partnership with the e-Library will be available in Welsh and English.	Yes	The e-Library are committed to ensuring that all content created for public consumption either created by the e-Library team or hosted on behalf of our suppliers is available in both Welsh and English including the e-Library website, marketing and promotional materials, social media posts, reports, policies and procedures.

2024 - 25 Objectives

For the purposes of this report, we have grouped all procurement activity into one (1) objective and added in the 'commentary' box the activity that was carried out. Of the twenty-three (23) objectives listed below, eighteen (18) were achieved and five (5) were not. Of those five (5) not achieved, four (4) have been re-profiled and one (1) has been subsumed into a new objective in the new three-year strategy.

Achieved

Objective	Commentary
Review the NHS Wales e-Library strategies, policies and procedures to ensure they meet industry standards.	The following documentation were reviewed and updated: • Collection Development Policy • Authorised User Policy • NHS Wales e-Library Support Model • NHS Wales e-Library KPIs and SLAs The following documentation was created to set the direction and support the e-Library service: • **NHS Wales e-Library 2025-28 Three Year Strategy** • Business Continuity Plan • **Artificial Intelligence (AI) Policy for library, information, and research purposes (awaiting approval, due September 2025)** The following documentation was created to support stakeholders • Authorised user guidance notes including workshop • Supplier engagement guidance notes The following documentation was created to benchmark the national digital library service with NHS Five (5) nations, in reference to the service offer, resources available and budget to identify where Wales is positioned regarding these key areas • **Benchmarking paper (live working document)**

Objective

Expand on the services and areas the e-Library analyses and reports on.

Commentary

Missing usage data (by organisation) was completed and PowerBI Dashboard created for Databases to support library and information professionals across stakeholder groups to access their usage data to support promotion, learning and training activities.

Missing usage data for e-Books (by organisation) was completed in readiness for an e-Book dashboard to be created in 2025-26.

Began reporting on 'Provide' KPIs via the DHCW Performance Report on a quarterly basis and contributed to **DHCW's Information, Intelligence and Research Annual Report for 2024/2025** and **DHCW's 2024-25 Annual Report**.

Objective

Create efficient workflows and procedures manual for the e-Library Team.

Commentary

Internal processes and procedures reviewed quarterly and when required to support the developing service.

Objective

Procure national access to digital resources and systems according to procurement timelines.

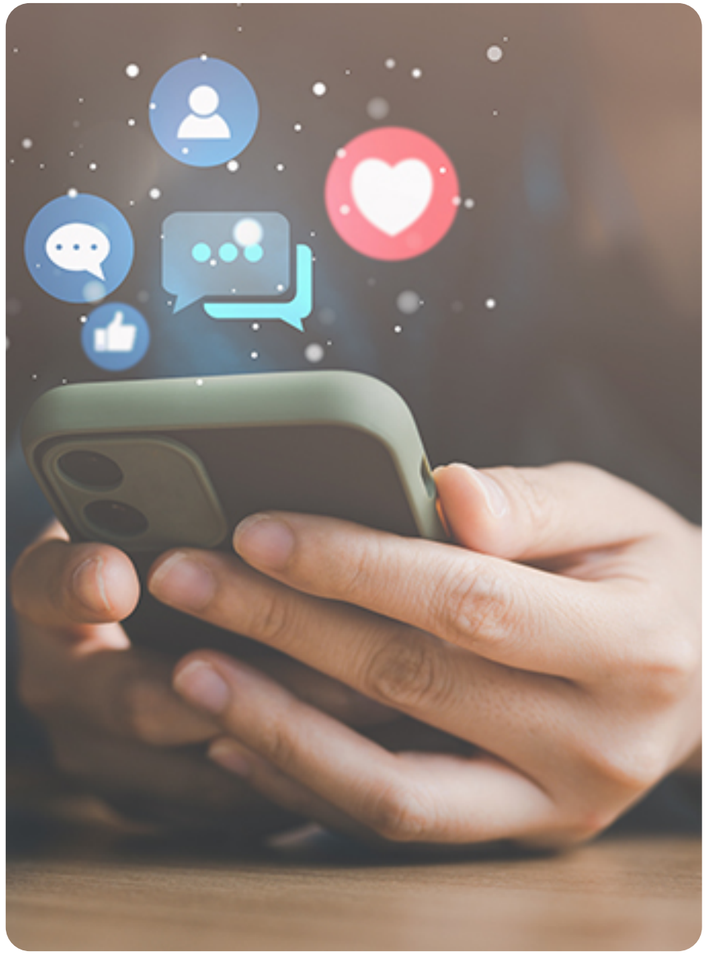
Commentary

The following procurement or commercial activity was completed:

- Service Level Agreement for utilising Alma/Primo drafted and agreed (awaiting sign off in 2025-26)
- OpenAthens reviewed and contract extended
- OpenAthens review for re-procurement
- Databases reviewed and contract extended
- Databases reviewed for re-procurement
- Cochrane Library Database reviewed, and contract extended
- iRefer reviewed and re-procured
- BMJ e-Journals and re-procured
- Scopus reviewed and re-procured
- E-Journals reviewed and re-procured
- Evidence Summaries reviewed and re-procured
- BMJ Learning reviewed and re-procured
- Trip Pro reviewed and re-procured
- Royal Marsden reviewed and contract extended
- Maudsley Prescribing Guidelines reviewed and re-procured
- Medicines Information and Drug Tool reviewed and re-procured
- NEWT Guidelines Service Level Agreement reviewed and re-agreed
- E-Book recommendation and collection reviewed, and new editions/titles procured in-perpetuity

Objective	Commentary
Create and deliver and engagement activity plan and mechanism for gathering statistics.	Completed, the activity timeline is used to plan engagement activity by quarter and includes data capture to support reporting on ‘Promote’ and ‘Empower’ KPIs.

Objectives	Commentary
Review and increase presence on appropriate social media platforms.	e-Library presence on X (formally known as Twitter) closed September 2024 and work continued building profile on Instagram and LinkedIn. Team also began exploring BlueSky and Microsoft Viva Engage. Please see **Social Media** for more information.



Objectives

Identify user groups who require support to use the e-Library and increase their confidence and uptake of services through delivering presentations, demonstrations, workshops and utilising any appropriate methods of engagement.

Commentary

Please see **Conferences and Events** and **Learning and Training** (End Users) for detail regarding presentations, demonstrations and workshops delivered to end users.

Objectives

Assure NHS Wales, Welsh Government and library & information communities of our knowledge.

Commentary

Became employer partner members of the Library and Information Association (CILIP) attending webinars and online conferences on the subjects of AI and Copyright.

Team members presented at Health Libraries Group Conference (poster) and attended many industry conferences. For detail on conferences attended please see **Continuing Professional Development**.

Objective

Involve NHS Wales and Welsh Government users in developing our collections.

Commentary

Redeveloped the **e-Library Champions** function and increased representation. Launched a new database qualitative survey to gather feedback from users and reviewed all responses to **qualitative surveys**.

All procurement activity included a task and finish group inviting stakeholders and end users to join and support national procurement. Team began planning the e-Library's inaugural hybrid conference (July 2025) to engage with stakeholders, celebrate successes and plan for the future.

Objective

Lead NHS Wales and Welsh Government users to the best evidence for their practice.

Commentary

The e-Library delivered '**e-Library for busy people**' e-resource guides shining a spotlight on special times throughout the year – increasing awareness and promoting advocacy of health and wellbeing, important issues and interesting events. The team plan to create a dedicated space on the e-Library website for these guides in 2025-26.

The e-Library also launched a guide on **Artificial Intelligence** aimed at supporting end users wishing to utilise AI tools in the library, information and research space. Lastly, the team supported Public Health Wales to make their **guide to support colleagues in finding information and evidence relevant to public health** available digitally.

Objective

Support users with information on how to publish.

Commentary

The e-Library took part in Open Access week (October 2024) and developed its **guidance for publishing**.

In February 2025, the team led a month-long campaign on '**Getting Published**' which includes top tips from publishers, editors and library and information professionals as well as published authors perspectives on the publication process.

Objective

Support the potential provision of an NHS Wales institutional repository and Open Access Policy.

Commentary

The team published the **DHCW Open Access policy** in October 2024 and implemented the corresponding **Institutional Repository** and Open Access service.

Following this, an Open Access Feasibility Study was approved by DHCW's Research and Innovation Board to discover the appetite for a national repository, policy and potential Open Press.

This study will be taken forward in 2025-26. See **Open Access** for more information.

Objective

Develop the e-Library website to expand our service offer.

Commentary

The team led three (3) website workshops with stakeholders to hear feedback on the current site and areas for improvement, redeveloped webpages and created new pages to support end users. See **Campaigns** for more information.

Objective

Implement Just in Time (JiT) account generation in Primo VE to support OpenAthens Single Sign On.

Commentary

Working collaboratively with Cardiff University, authorised users can sign-in to **NHS Wales LibrarySearch** (catalogue) and all e-Library resources and systems using their email address and password or OpenAthens username and password.

Users no longer need to remember two (2) sets of credentials. Please see **Just in Time** for further information.

Objective	Commentary	
Evaluate Social Care Access to NHS Wales e-Library following year one of access.	Registered Social Workers and Social Care Managers and anyone working in a local authority in a social care setting have had access to the e-Library since January 2023.	The e-Library team completed a project evaluation including usage analysis and identified next steps including opportunities for promotion and engagement, train the trainer workshops and development of 'e-Library for busy people' subject guides. Working with colleagues from Social Care Wales those actions are being put into place in 2025-26.

Objective	Commentary	
Lead Five (5) Nations Digital Libraries Group e-Book Task and Finish Group.	Led a project developing a shared e-Books collection development policy and Invitation to Tender (ITT) requirements for library and information services across the Five (5) Nations to utilise and support e-Book procurement. Included desktop research, supplier engagement and initial draft of documentation.	A consultation period is planned for 2025-26 quarter one (1) and launch in quarter two (2). For more information see **NHS Five (5) Nations** e-Book Task and Finish Group.

Objective

Ensure e-Library staff and governing groups are sufficiently skilled in value for money areas.

Commentary

Team members completed workshops, learning and training on the following areas:

- Literature Searching
- SURE Systematic Review Course
- Visual Design (creating posters, leaflets, graphics)
- Minute Taking
- Excel beginner and advanced courses

Objective

Complete back-end development to support switch in directory service from ADFS to Entra for OpenAthens.

Commentary

Enhancing the sign-in process for NHS Wales users to strengthen cybersecurity, by utilising multi-factor authentication (MFA). See **Authentication** for more information.

Not Achieved

Objective

Increase links to Welsh Universities.

Commentary

Due to staff capacity and delivering campaigns relating to re-procurement of e-resources this objective was paused and re-profiled to 2026-27 and the new Three-Year Strategy. The aim is to engage with Welsh Universities delivering health and social care courses to raise awareness of the services available to students and those graduating and joining NHS Wales so they can utilise all services available to them. This can be achieved by working with medical and health and care librarians, professors and course leaders.

Objective

Implement user needs survey to identify areas for service improvement.

Commentary

Due to staff capacity and delivering campaigns relating to re-procurement of e-resources this objective was paused and re-profiled to 2026-27 and the new Three-Year Strategy.

The aim is to have an open-ended survey for end users to provide structured feedback on the e-Library service including opportunities for development and improvement.

Objective	Commentary
Review Open Access e-Journal and e-Book Collections for inclusion in the shared library catalogue.	Due to the vast amount of procurement activity required by the e-Library team in 2024-25, this objective was paused and re-profiled to 2025-26 to coincide with the launch of the shared e-Book Collection Development Policy that sets out the parameters for selecting Open Access e-Book content.

Objective	Commentary
Investigate possible funding streams and potentially draft a business case for funding to support a national subscription to BSI Online.	Due to the vast amount of procurement activity required by the e-Library team in 2024-25, this objective was not taken forward. The resource remains on the e-Library recommendations list and has Service Board support for procurement when capacity allows.

Objective	Commentary
Procure and implement Library linking tool to support seamless access to NHS Wales e-Library content.	Procurement was paused due to funding needing to be re-profiled to the Medicines Information and Drug Tool procurement. Following release of funds during competitive procurement of other resources, the e-Library will procure a library linking tool in 2025-26.

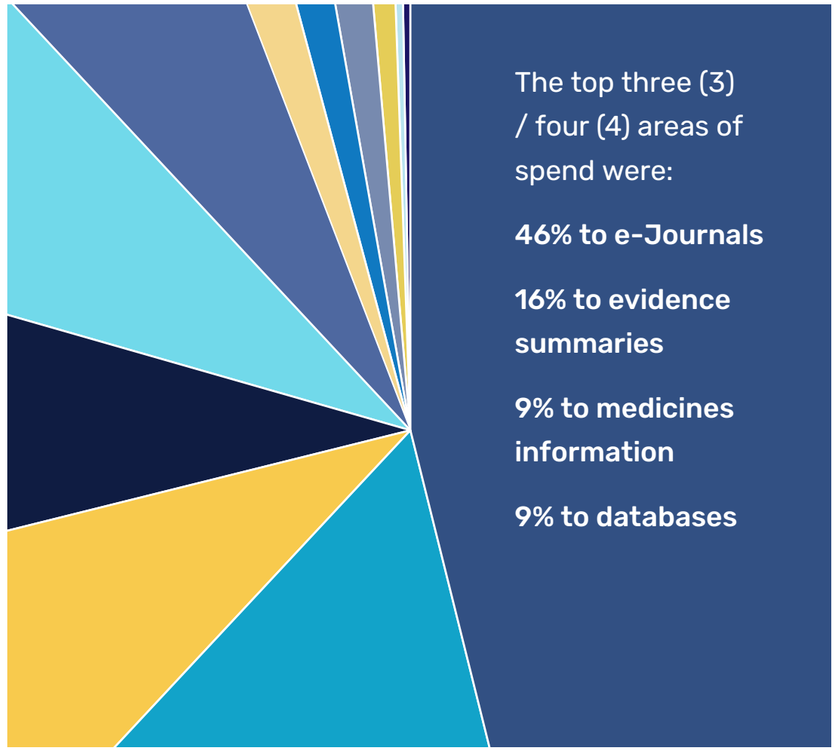
Provide

The NHS Wales e-Library delivered a balanced financial position in 2024-25 which involved eleven (11) national re-procurements, four (4) contract extensions and beginning three (3) re-procurements due in 2025-26. The DHCW Commercial Services and Finance Team, and our dedicated strategic partners, stakeholders and end users have been instrumental in the delivery of our strategic aim to 'provide value for money…working towards 'Once for Wales'.'

Financial Report

The e-Library is pleased to report that through competitive procurement and careful budget management, the e-Library delivered a balanced budget for 2024-25 while meeting its savings target set by DHCW to meet Welsh Government efficiency savings targets. The following chart details the spend according to resource type.

Budget Area	Cost
e-Journals	2121897
Evidence Summaries	725810
Medicines Information	409825
Databases	391027
Licences	387042
Staff Costs	279585
Savings	74606
Guidelines	71107
e-Learning	61638
Authentication	39148
e-Books	10947
Other	5420



The top three (3) / four (4) areas of spend were:

46% to e-Journals

16% to evidence summaries

9% to medicines information

9% to databases

Key Performance Indicators

The following Key Performance Indicators (KPIs) relate to usage and cost per use targets for e-resources and systems procured by the NHS Wales e-Library. Of the nineteen (19) targets, twn (10) were achieved. Of the nine (9) that were not achieved, five (5) were due to usage of the resources not increasing in line with expectations and four (4) were due to contractual changes increasing in value or strategic technical decisions regarding authentication. Upon reviewing the 2024-25 KPIs, the 2025-26 KPIs will be set and reported on quarterly as part of the internal DHCW performance report.

Key Performance Indicator	Cost per Use Target	Commentary	Usage Target	Commentary
100% of e-resources due for contract extension or re-procurement reviewed as per the collection development policy	N/A	N/A	Achieved ✓	
Cost per use of e-Journal articles accessed decreased by 5% increasing usage statistics by 34,993 articles accessed	Achieved ✓	Cost per use decreased from £3.28 to £2.86	Achieved ✓	Usage increased by sixty-six thousand one hundred and twenty-nine (66,129) articles accessed (8.6%)
Cost per use of e-Book chapters accessed decreased by 1% increasing usage statistics by 311 chapters accessed	Achieved ✓	Cost per use decreased from £2.87 to £1.45 (41.86%)	Achieved ✓	Usage increased by four thousand two hundred and thirteen (4,213) chapters accessed (16.3%)
Cost per use of database searches (excluding Medicines Information) decreased by 30% increasing usage statistics by 107,800 searches	Achieved ✓	Cost per use decreased from £1.45 to £0.89 (63.48%)	Achieved ✓	Usage increased by one hundred and eighty-nine thousand four hundred and twenty-eight (189,428) searches (43.3%)

Key Performance Indicator	Cost per Use Target	Commentary	Usage Target	Commentary
Cost per use of Medicines Information and Drug Tool requests decreased by 10% increasing usage statistics by 2,389 requests	Did not achieve ✗	Cost per use increased by £5.00 (43.16%) due to the new contract for medicines information (September 2024) costing 53% more than the previous solution	Achieved ✓	Usage increased by four thousand four hundred and eighty-seven (4,487) requests (17.4%). Although the new solution is more expensive it has already shown significant increases in usage
Cost per use of evidence summary sessions, searches and topics accessed decreased by 2% increasing usage statistics by 1,531 sessions, 1,072 searches and 2,194 topics accessed	Partially achieved	The cost per use for topics accessed decreased by £0.10 (6.5%). This is due to BMJ being able to report on usage for all 1000+ topics from January 2025 as opposed to only the top 100 topics accessed until December 2024. Although the cost per use for sessions is still within our re-procurement thresholds, the cost per use for searches has increased by 46.4% which raises the question whether users are utilising this search function.	Partially achieved	The number of topics accessed increased by 12% equating to seventeen thousand two hundred and forty-seven (17,247) topics accessed. Usage decreased by nineteen thousand six hundred and thirty-eight (19,638) sessions (32%), and twenty-one thousand six hundred and thirty (21,630) searches (74%). It is also worth noting that there are alternative solutions available at local Health Board and Trust level in all but two organisations (UptoDate or DynaMed).

Key Performance Indicator	Cost per Use Target	Commentary	Usage Target	Commentary
Cost per use of evidence summaries with full text content decreased by 1% increasing usage statistics by 638 content items viewed.	Achieved. ✅	Cost per use decreased from £9.51 to £8.61 (10.45%).	Did not achieve. ❌	Usage decreased by five thousand one hundred and seventy-one (5,171) content items viewed (9%). The reduction is likely due to no longer having access to ClinicalKey Nursing which was cancelled in December 2023 and therefore no usage in 2024-25.
Cost per use of guideline topics accessed decreased by 5% increasing usage statistics by 610 guidelines viewed.	Did not achieve. ❌	Cost per use increased from £4.11 to £4.71 (10.45%). To note, the cost for NEWT Guidelines is included in this calculation although usage statistics are not as they are not available from the supplier.	Did not achieve. ❌	Usage decreased by two thousand seven hundred and forty-four (2,744) guidelines viewed (33%) which can be mostly attributed to Royal Marsden Manual of Nursing Procedures.
Cost per use of e-Learning modules completed decreased by 1% increasing usage statistics by 90 modules completed.	Did not achieve. ❌	Cost per use increased from £6.39 to £7.02 (8.87%)	Did not achieve. ❌	Usage decreased by five hundred and twenty-seven (527) modules completed (6.4%)

Key Performance Indicator	Cost per Use Target	Commentary	Usage Target	Commentary
2% annual increase of OpenAthens accounts (classic and Single Sign On (SSO)) resulting in an increase of 298 accounts by March 2025.	N/A	N/A	Did not achieve. ❌	Please see **Authentication** regarding switch to Entra. As of January 2025, prior to the switch, there were fifteen thousand and thirty-five (15,035) OpenAthens accounts an increase of 0.8%.
15% annual increase of active NHS Wales NADEX users registered with OpenAthens Single Sign On resulting in an increase of 1,405 accounts by March 2025.	N/A	N/A	Did not achieve. ❌	Please see **Authentication** regarding switch to Entra. As of January 2025, there were ten thousand five hundred and ninety-five (10,595) SSO accounts an increase of one thousand two hundred and thirty-two (1,232) accounts (11.6%) based on March 2024.

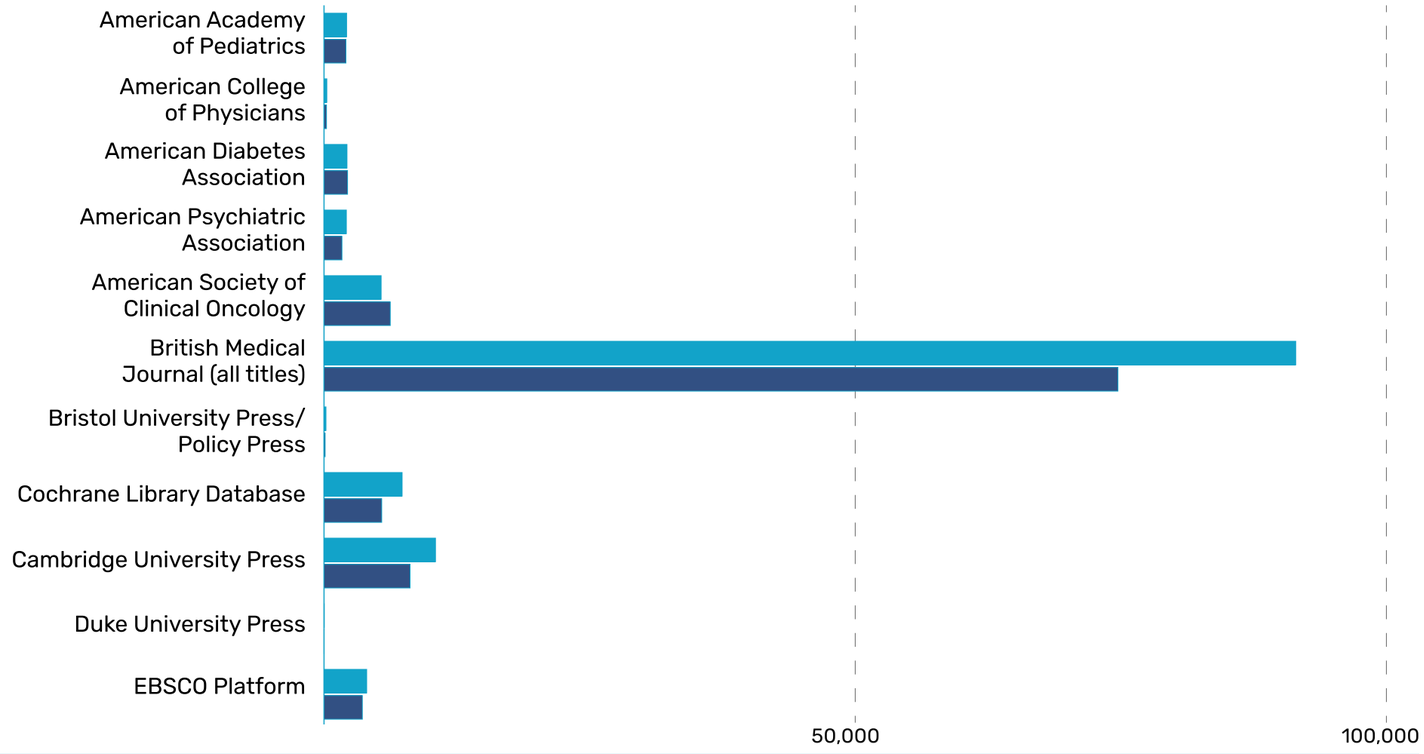
Usage

The following graphs and commentary expand further on the KPIs reviewed above reporting on usage by resource type and providing detail on most accessed titles, platforms/publishers. Here, we have identified areas for improvement regarding engaging with key stakeholders to promote the resources, integration with clinical systems, campaigns, learning and training events.

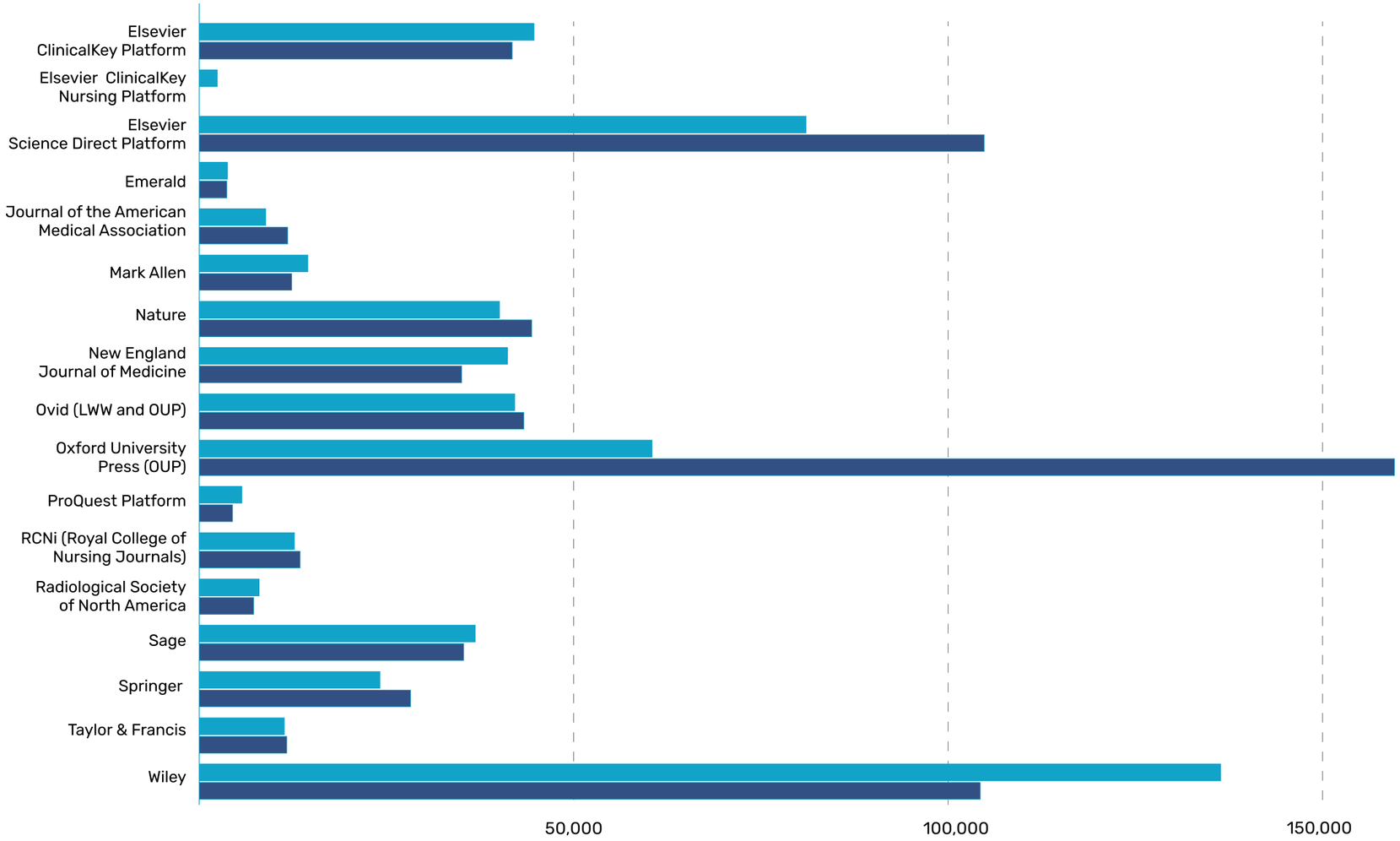
E-Journals

With an annual increase of sixty-six thousand one hundred and twenty-nine (66,129) articles accessed, publishers including American Society of Clinical Oncology, Elsevier, Journal of the American Medical Association, Nature, Oxford University Press, and Springer have seen significant increases in their usage.

e-Journal usage by publisher	2023-24	2024-25
American Academy of Pediatrics	2,129	2,065
American College of Physicians	267	234
American Diabetes Association	2,163	2,217
American Psychiatric Association	2,106	1,693
American Society of Clinical Oncology	5,379	6,240
British Medical Journal (all titles)	91,468	74,733
Bristol University Press/Policy Press	184	104
Cochrane Library Database	7,352	5,433
Cambridge University Press	10,497	8,103
Duke University Press	22	8
EBSCO Platform	4,017	3,612



e-Journal usage by publisher	2023-24	2024-25
Elsevier - ClinicalKey Platform	44,705	41,790
Elsevier - ClinicalKey Nursing Platform	2,417	-
Elsevier - Science Direct Platform	81,024	104,819
Emerald	3,780	3,687
Journal of the American Medical Association (all titles)	8,876	11,811
Mark Allen	14,501	12,350
Nature	40,094	44,398
New England Journal of Medicine	41,169	35,045
Ovid (LWW and OUP)	42,130	43,341
Oxford University Press (OUP)	60,460	159,595
ProQuest Platform	5,689	4,450
RCNi (Royal College of Nursing Journals)	12,709	13,469
Radiological Society of North America	7,996	7,271
Sage	36,856	35,313
Springer	24,128	28,219
Taylor & Francis	11,361	11,692
Wiley	136,380	104,296



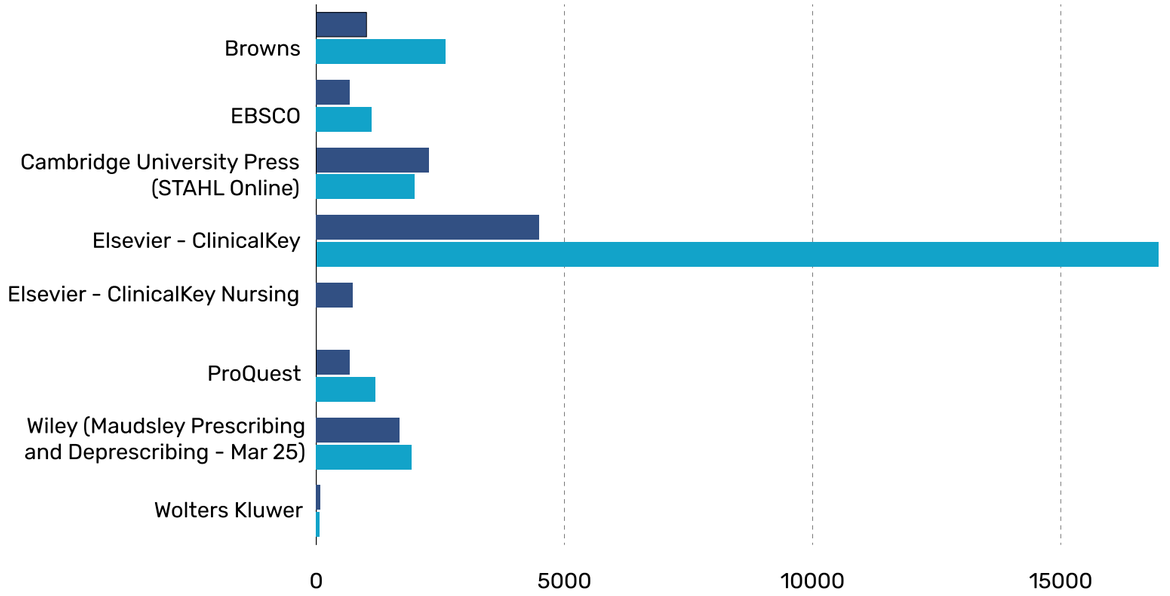
E-Books

Usage of e-Books increased by 16.3% annually which can be attributed to new titles and editions being added to the collection including **Maudsley Deprescribing Guidelines** in March 2025.

Texts with significant usage include:

1. **The Renal Drug Handbook: The Ultimate Prescribing Guide for Renal Practitioners** (1,799)
2. **Gower Handbook of Internal Communication** (158)
3. **Essentials of Anatomy and Physiology** (81)
4. **Basic science for the MRCS: a revision guide for surgical trainees** (54)
5. **Rook's Textbook of Dermatology** (52)

e-Book usage by platform	2023-24	2024-25
Browns	1,013	2,600
EBSCO	676	1,113
Cambridge University Press (STAHL Online)	2,262	1,979
Elsevier - ClinicalKey	14,494	16,964
Elsevier - ClinicalKey Nursing	730	-
ProQuest	668	1,195
Wiley (Maudsley Prescribing and Deprescribing - March 2025)	1,683	1,921
Wolters Kluwer	84	65



Databases / Citation Databases

The number of searches increased annually by 43.3% with sizable increases across MEDLINE, EMBASE, Trip Pro, and CINAHL Plus with Full Text (Nursing and Allied Health).

MEDLINE saw an increase of thirty-eight thousand two-hundred and fifty-six (38,256) searches which while impressive for reporting is important to note that MEDLINE is available to NHS Wales at no extra cost due to existing subscriptions to other databases available via the supplier. As a result, it could be argued that including this data while there is no impact on the annual cost could be unfairly inflating usage.

Moving forward, the e-Library will report usage both including and excluding MEDLINE for while it is available at no cost, it is still a crucial tool used for literature searching and systematic review process. Without it, health and care professionals would not be able to surface content in a meaningful way and library and information professionals would not be able to fulfil literature search requests or support systematic reviews.

Database usage by database	2023-24	2024-25	2024-26
CINAHL Plus with Full Text	19,923	21,380	1,457
British Nursing Index	279	1,018	739
British Nursing Database	2,235	3,114	879
HealthCare Administration Database	1,396	1,563	167
Sociology Collection	1,591	1,374	-217
Applied Social Sciences Index and Abstracts	811	552	-259
Social Services Abstracts	135	6	-129
Sociological Abstracts	103	0	-103
Sociology Database	124	3	-121
Cochrane Library Database	3,796	2,868	-928
Allied and Complementary Medicine	11,244	7,392	-3,852
EMBASE	90,511	99,103	8,592
Health Management Information Consortium	9,926	11,791	1,865
MEDLINE	186,980	225,236	38,256
PsycINFO	29,144	29,480	336
Maternity and Infant Care Database	7,268	4,888	-2,380
Scopus	8,997	7,663	-1,334
Social Policy and Practice	8,193	6,570	-1,623
Trip Pro	2,539	5,285	2,746

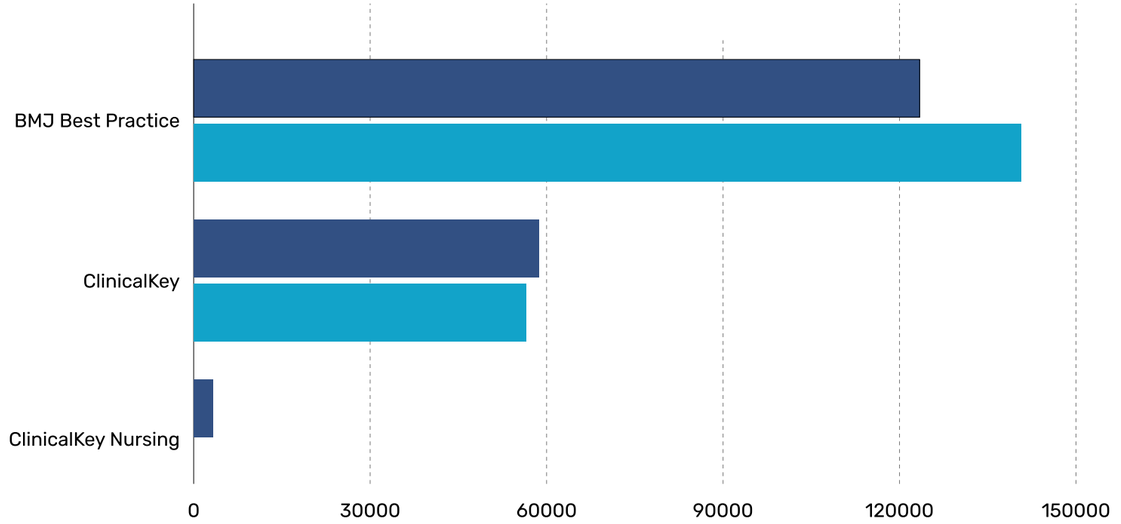
Evidence Summaries / Clinical Decision Support Tools

Usage of the evidence summaries / clinical decision support tools has increased for BMJ Best Practice by 12.3% surpassing the 2% target.

As noted above, this is due to BMJ being able to report on usage for all 1000+ topics in the tool from January 2025. For ClinicalKey, usage has decreased by 9.1%. Note: ClinicalKey Nursing was cancelled in December 2023. Both tools were re-procured in January 2025 for two (2) years with the option to extend for an additional one-year term.

A key consideration when reviewing usage is noting locally procured tools including UpToDate and DynaMed which are available in seven (7) of the ten (10) Health Board and Trusts in NHS Wales. It is likely that usage is directed through those subscriptions alone or indeed in addition to what is available nationally.

Evidence Summaries by product (content accessed)	2023-24	2024-25
BMJ Best Practice	123,416	140,663
ClinicalKey	58,659	56,473
ClinicalKey Nursing	3,220	



A factor to consider when reviewing usage of these tools is the rise in use of Generative AI Tools. A 2024 BMJ survey of UK GPs found that one (1) in five (5) are using Generative AI tools such as ChatGPT in clinical practice including for differential diagnoses (Blease et al, 2024). Although there are some Gen-AI tools that are accessible across NHS Wales, there does not appear to be consistency, for example with ChatGPT being blocked in some Health Boards and available in others.

One of the causes of concern regarding open Gen-AI tools is reliability of the generated information when considering potential biases, transparency, data privacy, and safety.

A recent, small-scale comparison of two (2) Gen-AI tools and BMJ Best Practice when asking clinical questions found that the two (2) Gen-AI tools tested gave 'plausible-sounding answers that often lacked the depth and evidence base necessary for clinical decision-making' (Middleton and Walsh, 2025). Being evidence-based is at the core of the evidence summaries provided nationally by NHS Wales e-Library. Topics are regularly updated in line with the latest guidance; there is on-going evidence surveillance including drug surveillance of which will include sources closed to open Gen-AI tools (e.g. research papers that are not Open Access).

It is imperative that to support health and care professionals to access the latest evidence, the NHS Wales e-Library and its partners promote the evidence summaries as the trusted source for clinical information relating to diagnosis, management, follow up and supporting guidelines/evidence while also exploring opportunities to implement AI literacy skills training.

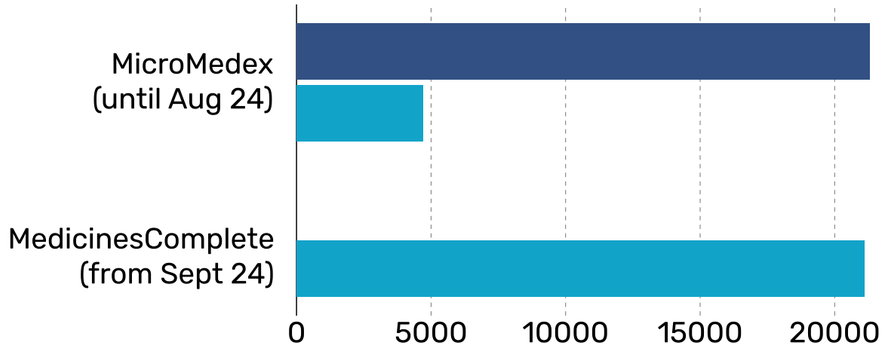
The e-Library will commit to supporting end users to utilise the tools to support with direct patient care and educating users on the importance of using evidence-based information. In addition, the e-Library team will seek to promote the additional benefits of both tools within DHCW such as integration with Electronic Health Records.

Medicines Information

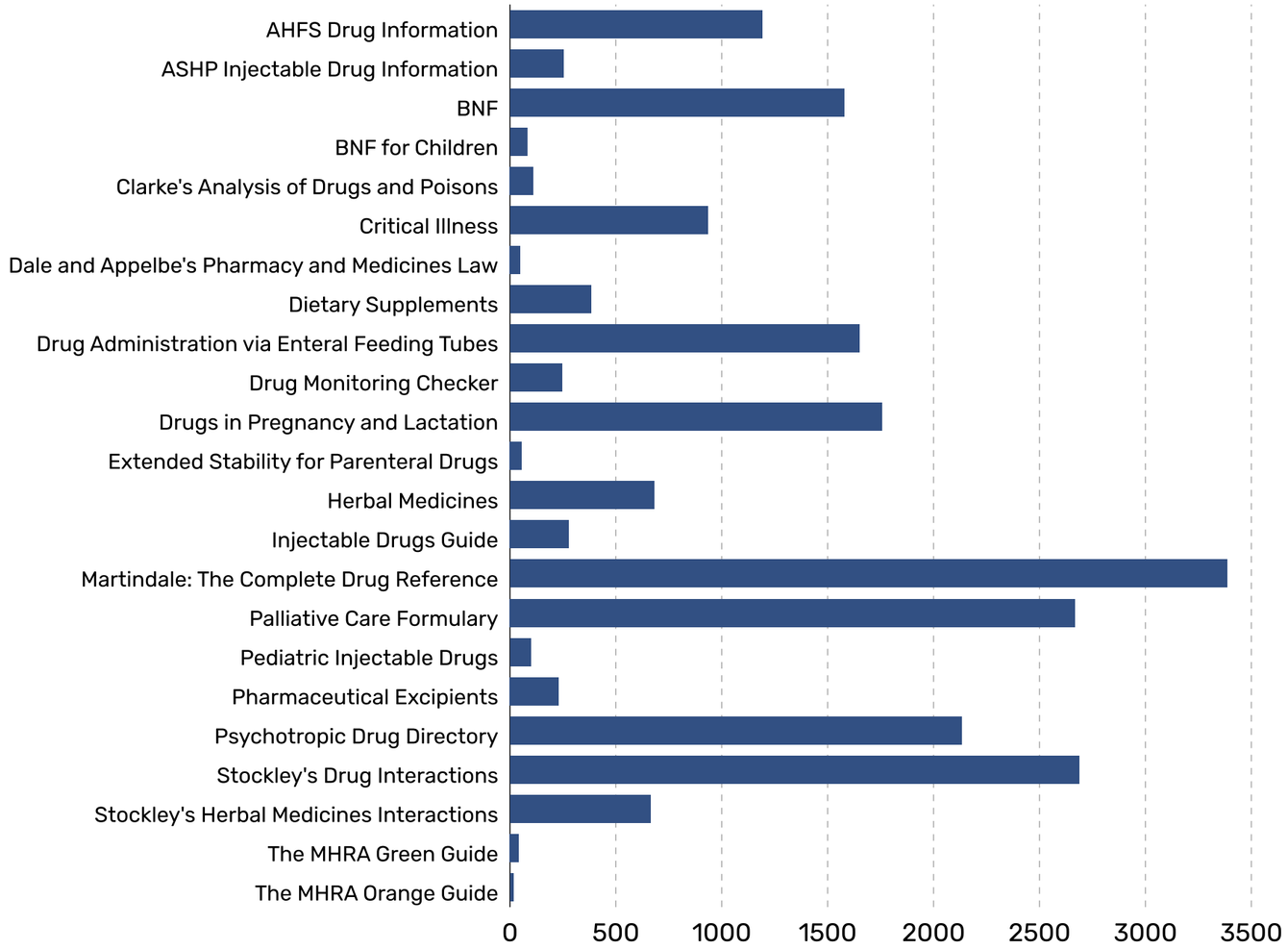
Since September 2024, NHS Wales e-Library authorised users have had access to MedicinesComplete from the Royal Pharmaceutical Society. The subscription includes **access to twenty-three (23) modules** including Martindale: The Complete Drug Reference, Palliative Care Formulary, Psychotropic Drug Directory and a range of interaction checkers, all of which have demonstrated excellent usage up to three hundred plus (300+) hits in the first seven (7) months.

Based on the same months in the year previous, overall usage has increased up to 253% and usage month on month is proving positive. However, due to the significant cost increase, the e-Library have seen an increase in cost per use and to support NHS Wales, the supplier has committed to producing and actioning a communication and engagement plan to increase awareness and usage of the solution meeting our desired thresholds by the end of the initial contract term in August 2027.

Evidence Summaries by product (content accessed)	2023-24	2024-25
MicroMedex (until August 2024)	21,306	4,695
MedicinesComplete (from September 2024)	-	21,098



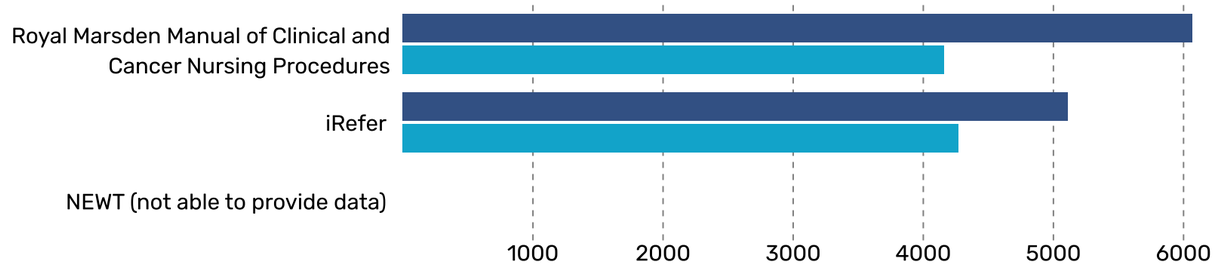
MedicinesComplete, usage by module	Sept 2024 - Mar 2025
AHFS Drug Information	1,190
ASHP Injectable Drug Information	252
BNF	1,577
BNF for Children	81
Clarke's Analysis of Drugs and Poisons	110
Critical Illness	933
Dale and Appelbe's Pharmacy and Medicines Law	48
Dietary Supplements	383
Drug Administration via Enteral Feeding Tubes	1,649
Drug Monitoring Checker	246
Drugs in Pregnancy and Lactation	1,756
Extended Stability for Parenteral Drugs	56
Herbal Medicines	680
Injectable Drugs Guide	278
Martindale: The Complete Drug Reference	3,386
Palliative Care Formulary	2,668
Pediatric Injectable Drugs	99
Pharmaceutical Excipients	230
Psychotropic Drug Directory	2,132
Stockley's Drug Interactions	2,686
Stockley's Herbal Medicines Interactions	664
The MHRA Green Guide	42
The MHRA Orange Guide	16



Guidelines

Usage of guidelines has decreased across all available resources and most with Royal Marsden Manual of Clinical and Cancer Nursing Procedures Online. Royal Marsden guidelines provide up-to-date, evidence-based clinical skills and procedures related to essential aspects of a person's care and is arguably the 'gold standard' guide for nursing care. It is unfortunate therefore that usage of this valuable resource has decreased by 46%. The resource is due for re-procurement in 2025-26 (contract end February 2026) and so the e-Library will gather feedback from end users via qualitative surveys and nurse leaders across Health Boards, Trusts and Special Health Authorities and within the Chief Nursing Officer for Wales and Nurse Director of NHS Wales' Office. All of which, along with usage, will determine whether the resource is re-procured. The supplier, Wiley, have also committed to working with the e-Library team to promote the resource including offering webinars and tutorials on how it can be utilised in practice and to support revalidation. There are also opportunities to integrate the guidelines with clinical systems to support users to access the information required at the point of need.

Gudelines by product (content accessed)	2023-24	2024-25
Royal Marsden Manual of Clinical and Cancer Nursing Procedures	6,069	4,162
iRefer	5,109	4,272
NEWT (not able to provide data)	-	-

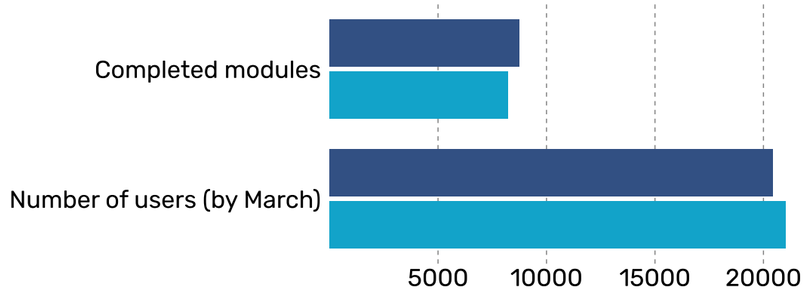


iRefer is a radiological investigation guidelines tool from The Royal College of Radiologists (RCR). It supports referring GPs, radiographers, clinicians and other healthcare professionals to determine the most appropriate imaging investigation(s) or intervention for patients. Until March 2025, iRefer was only available via NHS Wales networked devices (Internet Protocol (IP) authentication) and not via OpenAthens, limiting the number of users who could utilise the resource, particularly GPs. Although RCR did provide a workaround solution to provide GPs with personal accounts, the onus was on the individual GP to contact the e-Library to gain access. Now with OpenAthens access in place for the resource, all NHS Wales e-Library authorised users will have instant access with no intervention from the e-Library team.
We look forward to reviewing usage moving forward to identify whether implementation of OpenAthens authentication has had a positive impact.

E-Learning

While there has been a minor decrease in the number of modules completed (five hundred and twenty-seven (527)), the number of users has increased by five hundred and ninety (590) and demonstrating that more users are discovering and creating accounts to support their continuous medical/ professional development. BMJ Learning was re-procured in October 2024 with the initial term ending September 2026, the team will continue to promote the resource as part of its existing campaigns.

BMJ Learning	2023-24	2024-25
Completed modules	8,750	8,223
Number of users (by March)	20,420	21,010



Authentication

The **NHS Wales e-Library's Single Sign On (SSO) system migrated from Microsoft Active Directory Federation Services (ADFS) to Microsoft Entra in February 2025** enhancing the sign-in process for NHS Wales users to strengthen cybersecurity, by utilising multi-factor authentication (MFA). For NHS Wales users with an NHS Wales email address, this switch has provided a user journey like that of Internet Protocol (IP) authentication, instant access without having to 'sign in'. This is because most NHS Wales users would have authenticated prior to attempting to access an e-resource either through using their NHS Wales networked device or using the Microsoft Edge Browser. As a result of the switch, all existing Single Sign On (SSO) accounts created via Entra prior to February 2025 became obsolete and were deleted from the system to make way for new Entra SSO as evidenced by the decrease from ten thousand five hundred and ninety-five (10,595) accounts end of January 2025 to two thousand and ninety-five (2,095) by end of February 2025. However, it is pleasing to see how quickly new SSO accounts are being created, and the e-Library envisage accounts increasing to similar numbers seen in January 2025 by December 2025 (average 20% increase monthly).

For Classic OpenAthens accounts, utilised by authorised users who do not have NHS Wales email addresses such as Social Care, Welsh Government departments, funded or sponsored health and social care bodies or external NHS Wales contracted organisations etc, the number of accounts has decreased when comparing March 2024 and March 2025 by 57.6% However, this can be attributed to naturally expiring accounts (accounts are only active for two (2) years to support General Data Protection Regulation (GDPR) and on-going account maintenance carried out by local Health Board and Trust OpenAthens administrators to move identified NHS Wales users over to utilising SSO and deleting duplicated accounts.

As briefly noted, the NHS Wales e-Library utilised OpenAthens authentication alongside IP authentication meaning that the number of users identified here is not a direct correlation to the number of active authorised users. There will be a high number of users utilising the NHS Wales e-Library without signing in to an authentication system or indeed without going to the e-Library website or NHS Wales LibrarySearch (catalogue) as they will gain access by going direct to a resource when on an NHS Wales site.

With IP authentication becoming increasingly difficult to manage, the e-Library have committed as part of the 2025-28 strategy to perform a strategic review of the two (2) authentication systems to identify whether there will be an opportunity to move away from IP authentication in the future.

OpenAthens	SSO Accounts	Classic (self-registration) Accounts
Apr-23	7,380	6,307
May-23	7,576	6,296
Jun-23	7,773	6,303
Jul-23	7,934	6,325
Aug-23	8,222	6,333
Sep-23	8,588	6,303
Oct-23	8,735	6,356
Nov-23	8,876	6,365
Dec-23	9,017	6,316
Jan-24	9,154	6,185
Feb-24	9,265	5,693
Mar-24	9,363	5,546
Apr-24	9,469	5,080
May-24	9,523	5,000
Jun-24	9,541	4,853
Jul-24	9,579	4,672
Aug-24	9,687	4,474
Sep-24	9,819	4,394
Oct-24	10,088	4,378
Nov-24	10,310	4,415
Dec-24	10,451	4,424
Jan-25	10,595	4,440
Feb-25	2,095	3,505
Mar-25	3,390	3,520

Benchmarking

In quarter three (3), the e-Library team benchmarked its national digital library service with other NHS nations in reference to the service offer, resources available and budget to identify where Wales is positioned regarding these key areas. This exercise supported the development of a paper identifying that the NHS Wales e-Library provides national access to unique content with the second largest overall budget for a national digital library service following NHS England.

The exercise demonstrated opportunities to spend to increase usage and visibility through the implementation of a library linking tool that supports users to access e-resources from a variety of access points therefore increasing usage, decreasing cost per use and decreasing the number of 'denials' because users either are not authenticated or not accessing the content required through the platforms the e-Library subscribes too. It is envisaged that the cost per use across all the e-Library resources will be so much improved by the anticipated increase in usage, the expense of a library linking tool will be more than recovered in the additional value for money achieved on national contracts.

As a result, the e-Library team aim to procure such a tool in 2025-26. Lastly, through a literature review identifying published papers and studies on the impact and cost benefit of library services, the benchmarking exercise identified a requirement for the e-Library team to develop a 'return on investment' methodology for the communities it serves and will be taken forward in 2025-26.

Promote

The NHS Wales e-Library set out to gather qualitative end user feedback in 2024-25 to help demonstrate the real-life impact the national e-resources have on developing and maintaining knowledge while also improving patient safety and care. The user is at the heart of the e-Library service and we strive to include them in all elements of collection development which is demonstrated in the campaigns delivered and representation on procurement task and finish groups.

Key Performance Indicators

The following Key Performance Indicators (KPIs) relate to the e-Library's engagement activity and targets for e-resources and systems procured. Of the eight (8) KPIs, four (4) were achieved. Of the four (4) that were not achieved, one (1) did produce an increase but not in line with the projected target, one (1) relates to **Social Media** engagement which is currently under review and two (2) relate to the number of new and returning website visitors which has decreased but could be for a variety of reasons including utilising resources via native interfaces and bookmarking resources rather than coming to the e-Library website.

KPI	Commentary
100% of all competitive tender Task and Finish Groups and evaluation panels have met quorum according to the e-Library's procurement process. Achieved. ✓	Two (2) competitive tenders were run in 2024-25. Nineteen (19) representatives were on the task and finish group and eleven (11) representatives on the evaluation panel for Medicines Information. These included participants from pharmacy, medicines information, nursing and secondary care across NHS Wales. Fourteen (14) representatives were on the Task and Finish Group and eight (8) representatives on the evaluation panel for e-Journals. These includes library and information professionals from NHS Wales Library and Knowledge Services, Public Health Wales and Welsh Government.

KPI	Commentary
100% of procurement activity included a procurement task and finish group with stakeholder and subject matter expert representation. Achieved. ✓	All ten (10) procurement activities included a task and finish group to support drafting of Invitation to Tender (ITT) requirements ensuring a holistic NHS Wales approach to national procurement.

KPI	Commentary
30% increase in the number of recipients of the opt-in e-Library mailing list. Not achieved. ✗	Actual 20.8% increase (twenty-one (21) people).

KPI	Commentary
100% of all qualitative survey responses reviewed in line with procurement timelines. Achieved. ✓	Fifty (50) responses to qualitative surveys received, 60% increase on 2023-24.

10% increase in number of e-Library Champions.

Achieved.

Commentary

Actual 42.3% increase with eleven (11) new champions registering.

KPI

5% increase of new website visitors.

Not achieved.

Commentary

Actual decrease of 208.9% which could be attributed to end users going direct to the digital resources available via searching in web browsers. However, the drop in new website users does correlate with a drop in usage of resources that are accessed directly via the e-Library website (clinical decision support tools, e-Learning, guidelines) so a review of these webpages and potentially user testing could be beneficial to ensure they are discoverable. Arguably, increased engagement and promotion of the e-Library would support an increase in new website visitors which is factored into every year of the new three-year strategy.

KPI

5% increase of returning website visitors.

Not achieved.

Commentary

Actual decrease of 14.4% (six hundred and forty-eight (648) visits) which could be due to users bookmarking resources, searching in web browsers or navigating to resources via their library service website/SharePoint pages.

KPI

10% increase of social media engagement.

Not achieved.

Commentary

The e-Library closed its X (formally known as Twitter) account in September 2024. As a result, in 2024-25, the e-Library were present on two (2) social media platforms, Instagram and LinkedIn. Both platforms were still in their infancy hence the stark decline in social media engagement activity (twenty-three thousand nine hundred and twenty-four (23,924) interactions). Please see **Social Media** for more information on the way forward for Social Media.

Campaigns

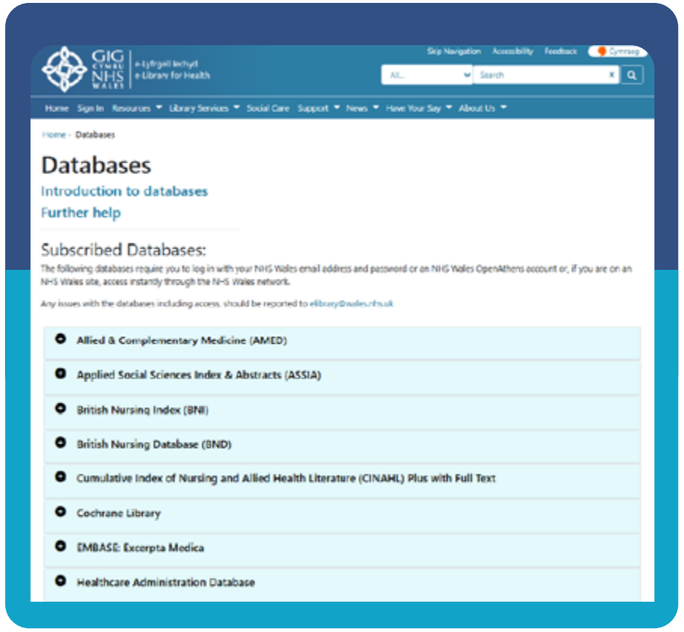
When the collection changes due to re-procurement of new resources or changes in how they are accessed and our own services adapt, dedicated work plans and campaigns are created to support promotion and visibility. These campaigns often include news items, development of webpages and/or qualitative surveys.

The e-Library's qualitative surveys are key in identifying ways in which the e-resources have had an impact on health and care professionals and by extension their patients. Their feedback supports the re-procurement, development and promotion of resources and services that inform our campaigns. In 2024-25 the e-Library received fifty (50) responses to the surveys providing valuable insight as to how the resources are used in practice.

Databases

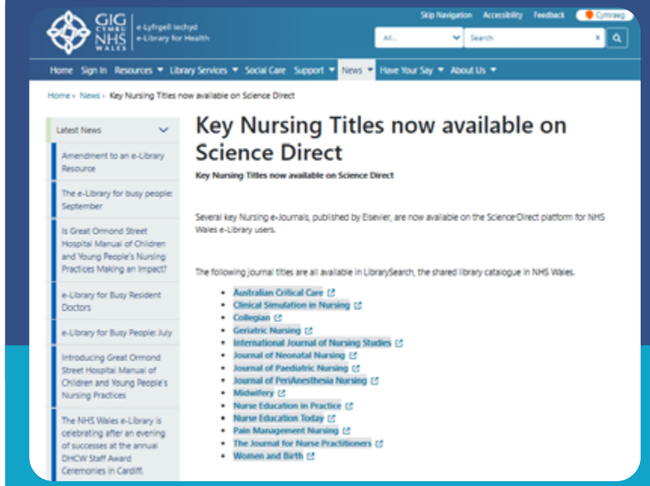
A campaign to raise visibility of the e-Library's procured databases included the re-design of the **database webpages** to ensure that procured content was listed first and descriptions were appropriate to the e-Library's voice. Detail regarding the different types of databases available to end users was created to support them in identifying which would meet their information searching needs. As part of the campaign, qualitative surveys were promoted for Scopus Citation Database and Cochrane Library Database.

Both surveys supported commercial decisions around re-procurement and contract extension and found that both resources have had an impact on wider health and care policy or development of services. For example, to 'inform discussions with the North Wales Children's Regional Partnership Board about working together to improve the support available across the region', 'how to make safe and effective better use of…surgical hubs in Wales', and 'to find evidence on…HIV self-testing, the evidence from which fed into campaign messages for HIV testing week in Wales.' Here, we can see the real-life impact having access to databases has had - supporting the systematic review process that underpins policy, review and campaign work across NHS Wales.



E-Journals (Nursing)

Following the cancellation of ClinicalKey Nursing, fourteen (14) key nursing titles that had high usage on the platform and high denials on the Elsevier ScienceDirect platform were procured as part of the e-Journals tender. A **news item** and small campaign were launched to ensure our audiences, particularly the nursing, midwifery and allied health community were aware of the new way to access these titles.



Following the switch from the ClinicalKey Nursing Platform to Science Direct, usage of these titles has increased on average by 61.5%.

Evidence Summaries

When reviewing usage statistics on a quarterly basis, the e-Library team identified a decline in usage and encouraged feedback through the qualitative survey to identify any areas for improvement. Respondents told us how they have used ClinicalKey to evidence the use of 'less systemic opioids' during pregnancy to 'reduce the risk of withdrawal [for] the baby', and how use of the comorbidities tool in BMJ Best Practice 'increase[s]…understanding of treating different comorbid condition[s] especially in ITU [Intensive Care Unit] and when called to Accident and Emergency…' with one such example being 'check[ing] BMs [Blood Glucose Monitoring] regularly if flagged up due to comorbidity/steroid use…details like this are easy to miss when busy'.

Respondents also told us that the evidence summaries require a 'wider range of topics' and the use of 'plain language' to support their use, both of which were reported back to suppliers for consideration.

Guidelines

NEWT Guidelines is a resource for pharmacists and other health and care professionals providing or administering medicines to patients with swallowing difficulties. As usage data is not available, the e-Library led a campaign in quarter two (2) to encourage end users to provide qualitative feedback on their use of the tool.

Feedback has demonstrated that having national access to NEWT Guidelines has saved time as Medicines Information Pharmacists have been able to advise GPs of their access to 'MyNEWT guides rather than having to e-mail relevant PDFs across which means they can give information to the patient/carer directly during their consultation rather than needing to contact us and await e-mail.' Pharmacists confirmed that NEWT Guidelines reduced risk or improved patient safety, allowing for more informed decision making and improving the quality of patient care.

For example, supporting 'stroke patient[s] struggling to swallow' and patient[s] with 'head and neck cancer with radiologically inserted gastrostomy tube[s]' to receive the medication required in a suitable formulation, providing advice on 'crushing HIV medications', and 'mask[ing] unpleasant taste[s] without detriment to the medication.'

Medicines Information

To support the re-procurement of the national Medicines Information and Drug Tool, a dedicated **'Medicines Information' webpage** was created highlighting all of the resources available to support those needing access to evidence-based medicines information. This webpage along with a newly developed qualitative survey was used in the campaign which included **press releases**, **news items**, social media posts and **learning and training sessions** to raise awareness of the newly procured tool.

NHS Wales E-Library Champions

Following re-organisation of the e-Library Champions Group, a dedicated **'Have your say' webpage** was developed to support a campaign to encourage more authorised users to get involved with the NHS Wales e-Library. The webpage advised users on how to make an **e-resource or service recommendation**, **become a champion** and **provide feedback through the qualitative surveys**.

Social Media

The e-Library closed its X (formally known as Twitter) account in September 2024 as the platform was no longer consistent with our values or the right place for us to communicate and engage with stakeholders, partners and local communities. As a result, in 2024-25, having closed Facebook due to lack of engagement in December 2023, the e-Library were present on two (2) social media platforms, Instagram and LinkedIn. Both platforms were still in their infancy prior to 2024-25 and so much of the year was spent identifying which communities engaged on which platform, increasing followers and posting regularly.

By March 2025, Instagram had one hundred and three (103) followers with one thousand one hundred and seventy-five (1,175) impressions and LinkedIn seventy-seven (77) followers with two thousand six hundred and seventeen (2,617) impressions. In March 2025, the e-Library team created a Viva Engage Community to engage with NHS Wales authorised users. Without dedicated promotion or launch, the page reached four hundred and seventy-one (471) members in one (1) month with news of the e-Library's upcoming events and marketing. For 2025-26, the e-Library have committed as part of its 2025-28 strategy to review the NHS Wales e-Library Social Media offer, producing guidance to support utilisation as part of the development of an engagement strategy.

Exhibition Stands and Presentations

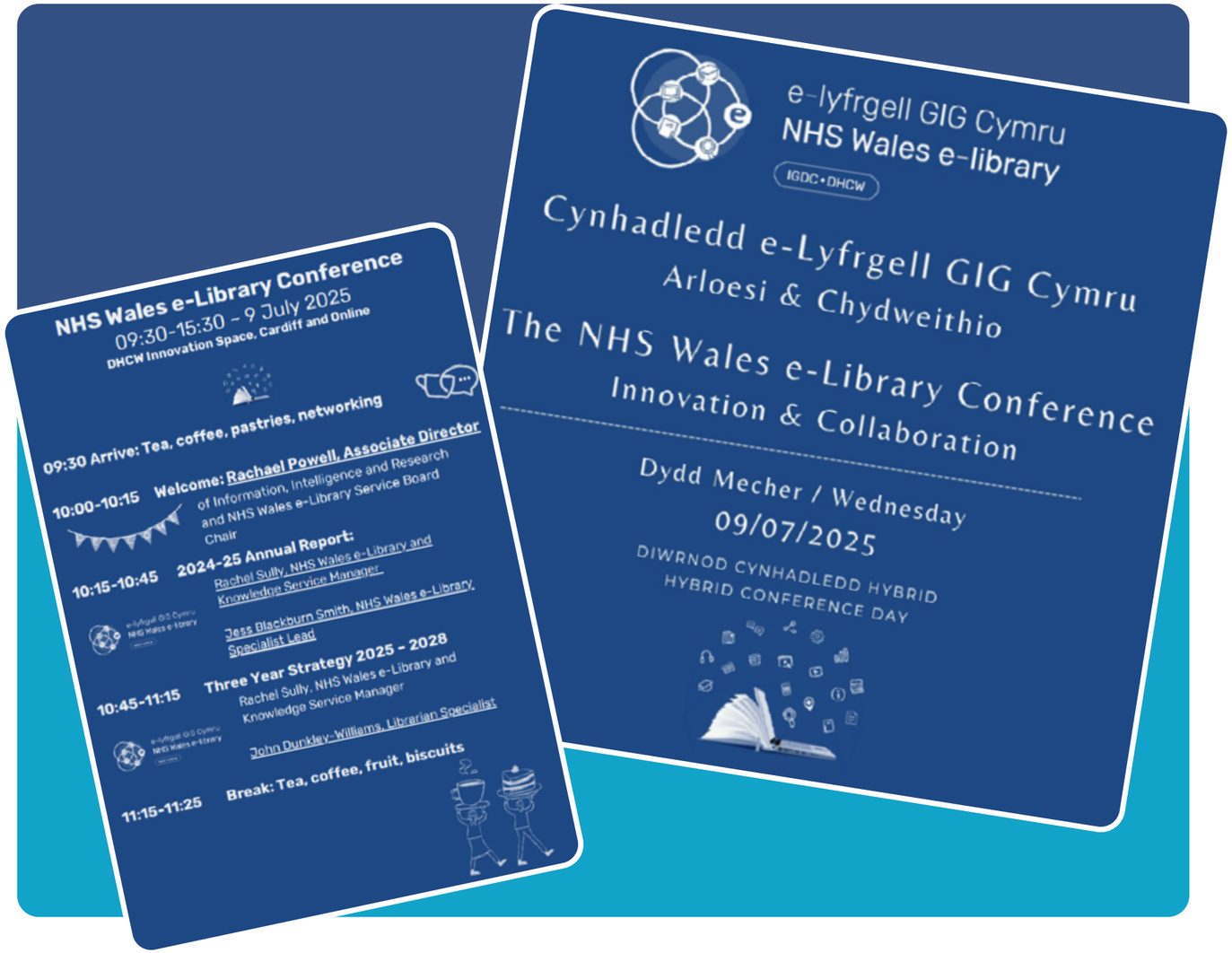
The e-Library team attended and/or presented at five (5) exhibitions with an exhibition stand to promote the service and delivered twelve (12) online presentation upon request from end users including clinical groups, master's students and organisations eligible to use the e-Library through their funding or sponsorship from Welsh Government to deliver health and social care services.

Title	Format	Date
NHS Wales Alternative and Augmentative Communication Group	Online Presentation	09/04/2024
Health Education and Improvement Wales, Gwella Team	Online Presentation	10/04/2024
Health Education and Improvement Wales, Workforce Transformation Team	Online Presentation	16/05/2024
Change Ambassador Programme	Online Presentation	13/08/2024
Public Health Wales Speciality Training Induction	Online Presentation	14/08/2024
Social Care Wales Roadshow, Neurodiversity	Exhibition Stand: Llanelli	10/09/2024
Health Education and Improvement Wales, Y Ty Dysgu Team	Online Presentation	12/09/2024
Social Care Wales Roadshow, Neurodiversity	Exhibition Stand: Wrexham	16/10/2024
Health Education and Improvement Wales, Trainers Induction	Exhibition Stand: Llandrindod Wells	22/10/2024
Health Education and Improvement Wales, Y Ty Dysgu Working Group	Online Presentation	22/10/2024
NHS Wales Library and Knowledge Service Support Staff Morning	Online Presentation	04/12/2024
Health Education and Improvement Wales QISTmas	Exhibition Stand: Cardiff	13/12/2024
Digital Health and Care Wales Digital Medicines Team Meeting	Online Presentation	15/01/2025
Digital Communities Wales Team Meeting	Online Presentation	21/01/2025
Swansea University MSc Leading Digital Transformation	Online Presentation	04/02/2025
Wolters Kluwer, OVID Online Open Day	Online Presentation	20/03/2025
Social Care Wales Roadshow, Transitional Safeguarding	Exhibition Stand and presentation: Newport	26/03/2025

NHS Wales E-Library Conference

The e-Library team have long wanted to hold a conference with our stakeholders and end users to celebrate successes, discuss areas for improvement and provide the opportunity for suppliers to meet our users face to face. In July 2025, this will become a reality when the **e-Library hold its inaugural conference**.

The planning process began in November 2024 and the week-long event, with a hybrid conference day on the 9th July aims to celebrate the innovative and collaborative work achieved in the last year and plans for the coming twelve (12) months.



Empower

Upon procuring national resources, the e-Library team work collaboratively with suppliers and our colleagues in the NHS Wales Library and Knowledge Service training group to deliver a programme of learning and training opportunities to support their use of the service. A dedicated drive to improve access to webinars and recordings has resulted in more attendees at supplier led sessions and videos viewed post event.

Key Performance Indicators

The following Key Performance Indicators (KPIs) relate to the learning and education opportunities provided by both the e-Library and its partners for the e-resources and systems procured. Of the five (5) KPIs, four (4) were achieved.

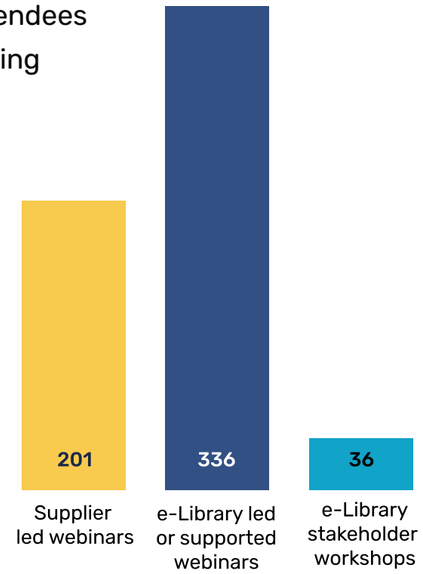
Key Performance Indicator	Achieved	Commentary
10% increase in the number of supplier demonstration videos viewed.	Yes	Actual 35.9% increase (five hundred and twenty-seven (527) views) due to creation of a suite of videos to support social care community and in turn authorised users external to NHS Wales.
100% compliance with Digital Health and Care Wales service management report.	Yes	All ServicePoint calls were responded to and resolved within DHCW KPIs (additional to the **Service Level Standards** the e-Library have set themselves).
10% increase of number of participants at supplier led webinars.	Yes	Actual 19.9% increase (forty (40) participants) due to an increase in supplier support, particularly in relation to the 'Getting Published' series in February 2025.
10% increase of number of participants at e-Library led or supported webinars.	No	Actual decrease of 59.5% likely due to more e-Library suppliers taking the lead on delivering learning and training and end users watching recordings (see 35.9% increase in video views) as opposed to joining live. The e-Library would like to explore offering live learning and training sessions in the evenings or potentially weekends to increase access to these opportunities.
5% increase of the number of participants at e-Library led stakeholder workshops.	Yes	Actual 30% increase (eleven (11) participants) due to new 'Authorised User' workshop, and additional procurement training sessions supporting the multiple tenders issued in 2024-25.

Learning and Training

There were sixteen (16) NHS Wales e-Library led or supported webinars (Finding Information series led by NHS Wales Library and Knowledge Service Training Group and administrated by NHS Wales e-Library), twenty-one (21) supplier led webinars and ten (10) stakeholder workshops.

The following graph details how many attendees we had for each type of learning and training activity.

	Number of Participants
Supplier led webinars	201
e-Library led or supported webinars	336
e-Library stakeholder workshops	36



End Users

e-Library led or supported webinars	Date
Finding Information	13/05/2024
Finding Information	26/09/2024
Getting Published	09/10/2024
Finding Information	10/10/2024
Welcome to your e-Library: Tips and Tricks	08/10/2024
What is Open Access?	21/10/2024
Choosing the Right Journal	24/10/2024
Finding Information	28/11/2024
What is Open Access and why is it so important?	03/02/2025
Choosing where to publish	04/02/2025
Getting Published, an insider perspective: Prof. Peter Lepping	06/02/2025
Ask a Librarian	11/02/2025
Getting Published, an insider perspective: Laura Ingham	12/02/2025
Getting Published, an insider perspective: Madhurima Madhurima	17/02/2025
Getting Published, an insider perspective: Rachel Gemine	20/02/2025
Getting Published, an insider perspective: Naveen Madhavan	20/02/2025

Supplier led webinars	Date
Focus on Sociology Collection	11/04/2024
Focus on Stahl Online	15/04/2024
e-Library in Focus - Personal Accounts	08/08/2024
MedicinesComplete Train the trainer session 1 of 2	22/08/2024
MedicinesComplete Train the trainer session 2 of 2	27/08/2024
MedicinesComplete End User Training	05/09/2024
MedicinesComplete End User Training	10/09/2024
Re-introducing Scopus Academy	10/09/2024
e-Library in Focus - Social Policy & Practice	27/09/2024
Healthcare Admin Database	26/09/2024
e-Library in focus: BMJ Personal profiles	07/10/2024
e-Library in Focus - Sociology Collection	08/10/2024
Citation searching and demonstration of Scopus	24/10/2024
Unravelling Copyright	27/11/2024
ClinicalKey webinar	26/11/2024
Introduction to Scopus	12/11/2024
Manuscript Writing Masterclass (Elsevier)	20/02/2025
Getting Published: A publisher's perspective: BMJ	10/02/2025
Getting Published: A publisher's perspective: British Journal of Nursing	11/02/2025
Getting Published: A publisher's perspective: Wiley	27/02/2025
Getting Published: A publisher's perspective: Wolters Kluwer	27/02/2025

Strategic Partners and Stakeholders

For Social Care Wales, we have worked closely with the research and knowledge mobilisation team to increase our engagement activity with the social care sector by delivering workshops on how to use and gain the most benefit out of the e-Library. We have also supported by attending their roadshows across Wales and supporting eligible users with access to the e-resources.

Strategic Partner and Stakeholder Workshops	Date
Website feedback drop-in session	25/06/2024
Social Care Wales Workshop	25/07/2024
OVID NutriHealth Demonstration	30/07/2024
Social Care Wales Workshop	27/09/2024
Social Care Wales Workshop	19/11/2024
Authorised User workshop	11/12/2024
OpenAthens workshop	11/12/2024
Data dashboard Power BI workshop	11/12/2024
Procurement training	18/03/2025
NHS Wales and CLA AI Focus Group	25/03/2025

Innovate

The commitment to innovate, develop and grow our collections and systems ensures that the e-Library service continues to be up to date with similar services across sectors. The team have exceeded the Key Performance Indicators (KPIs) set taking part in additional Five (5) Nations projects, investigating and reporting on double the number of digital innovations and putting in place new policies and procedures to support robust governance.

Key Performance Indicators

The following Key Performance Indicators (KPIs) relate to how the e-Library will develop and grow its collections, systems and knowledge. Of the seven (7) KPIs, all were achieved.

Key Performance Indicator	Achieved	Commentary
A minimum of three (3) new digital innovations or new e-resources investigated and reported on.	Yes ✓	Six (6) digital innovations or new resources and systems were investigated and reported on. These include: • **Artificial Intelligence** and resulting tools including Primo Research Assistant • EBSCO's new user interface (UI) of which a community of interest has been established to test the interface ahead of future deployment. • **Just in Time** Single Sign On • e-Library's Single Sign On (SSO) system migration from **Microsoft Active Directory Federation Services** (ADFS) to Microsoft Entra • Institutional Repositories to support **DHCW Open Access Policy** implementation.

Key Performance Indicator	Achieved	Commentary
100% of recommended e-resources reviewed as per the collection development policy.	Yes ✓	All resources recommended to the e-Library were reviewed according to the collection development policy and procurement timeline. Whether resources were or were not procured, end users were notified of the Service Board decision and provided links to the resources once procurement was completed.
A minimum of 6 Champions meetings per year to review recommendations regarding developments to the e-Library service.	Yes ✓	All champions meetings were held according to their timeline.
100% of e-Library policies reviewed according to their review timeline.	Yes ✓	All three (3) policies that were due for review were completed: • Procurement policy • Authorised User Policy • Collection Development Policy In addition, four (4) new policies were created: • Business Continuity Plan • **DHCW Open Access Policy** • Enquiry Support Model • **AI Policy** for library, information and research purposes

Key Performance Indicator	Achieved	Commentary
e-Library team attend and report on a minimum of three (3) industry events, conferences, learning and training opportunities.	Yes ✓	The e-Library team attended and/or presented and reported on ten (10) industry events, conferences and learning and training sessions.
100% of all website user experience feedback reviewed and actioned.	Yes ✓	All end user feedback regarding the e-Library website is added to the website action log which the Librarian Specialist reviews and actions weekly.
Collaborate with national digital library services from across the Five (5) nations on a minimum of one (1) project or programme.	Yes ✓	e-Library team have led the **NHS Five (5) Nations** e-Books Task and Finish Group and supported the re-procurement of the NICE Electronic and Print Framework Agreement working group, agreeing changes to core service standards and additional lots to the framework to support procurement.

Artificial Intelligence

With the ever-changing landscape in Artificial Intelligence (AI) the e-Library developed an **AI Guide for research, library and information** regarding the use of Generative AI tools for finding and summarising evidence in line with copyright legislation. This has supported the wider library and information services in NHS Wales to provide up to date information and guidance to their users. In addition, the e-Library have worked collaboratively with their strategic partners to draft an AI Policy for research, library and information. The policy has been reviewed by members of the AI Commission for Wales prior to seeking approval from DHCW AI Steering Group and Management Board in 2025-26 quarter two (2). The policy is applicable to all e-Library users licenced under the NHS Wales Copyright Licence Plus and will be available publicly in 2025-26 quarter three (3).

Working with NHS Wales Library and Knowledge Service and Cardiff University, Primo Research Assistant, available via NHS Wales LibrarySearch (shared library catalogue), was 'soft launched' in January 2025. The Generative AI Tool can be asked a question in natural language which it will then use to search NHS Wales LibrarySearch content, which consists of the electronic collections of the NHS Wales e-Library and Open Access content to answer. Note: there are some publisher exceptions and details can be found in the **user guide.**

The Research Assistant finds five (5) documents it deems most relevant to the question and summarises the relevant information to provide an answer. In 2025-26 the tool will be officially launched alongside corresponding end user guidance and promoted to support information searching.

Just In Time

We have worked collaboratively with Cardiff University to deliver Just in Time (JiT) Single Sign On (SSO) for NHS Wales LibrarySearch. This new initiative means that for the first time, eligible users can log in to the catalogue using the same set of credentials they use to access all other e-Library systems and resources. For NHS Wales this is their email address and NADEX password and for all other eligible users, their OpenAthens username and password. By October 2024, having deployed JiT SSO in late May 2024, there were nine hundred and thirteen (913) accounts generated. This is nine hundred and thirteen (913) users who would have otherwise not had access to the enhanced functionality available on the catalogue unless they had signed up separately with their local library service. This saves the user time but also supports the library service by offering further engagement opportunities with users who may not enter the physical library space.

Open Access

In October 2024, the e-Library team developed the **DHCW Open Access Policy** to ensure that works published that were DHCW led or supported, are done so openly and accessible to the public. Open Access publishing has been proven to increase visibility of works and the organisations they come from, leading to more opportunities for collaboration, engagement and development of ideas. The new **DHCW Research and Knowledge Repository** was launched alongside the Open Access Policy and the team have worked to retrospectively add DHCW published works, in order to build our organisations identity in the research space.

NHS Five (5) Nations E-Book Task And Finish Group

NHS Wales were nominated by the Five (5) Nations Digital Resources Group to lead a project that has now developed a standardised Collection Development policy and invitation to tender requirements for e-Books. This ensures equity of access across the nations and supports supplier engagement regarding the needs of NHS library and information services across the UK and Ireland. The policy and requirements will be shared with stakeholders in 2025-26 quarter one (1) as part of an online consultation and focus group exercise before being launched in 2025-26 quarter two (2).

Continuing Professional Development

The e-Library team attended seventeen (17) continuing professional development (CPD) opportunities in 2024-25. These opportunities have supported learning and development regarding literature searching, project management, Artificial Intelligence and potential for cross sector collaboration.

Title	Who attended	Purpose	Date
UKSG Conference	Specialist Lead	Attendance only	31/03/2024 – 02/04/2024
AI and academic publishing: What does the future hold for authors, readers and publishers?	Librarian Specialist	Attendance only	13/05/2024
SURE Systematic Review Training	Specialist Lead	Attendance only	15-18/04/2025
MeSH Training	Specialist Lead	Attendance only	21/05/2024
An intro to Text and Data Mining for information professionals – Rights, Licensing and Products	Specialist Lead	Attendance only	22/05/2024
Literature Searching Training	Specialist Lead Librarian Specialist Engagement and Learning Specialist Support Officer	Attendance only	05/06/2024
WIDI Agile self-led course	Specialist Lead Librarian Specialist	Attendance only	11-13/06/2024
NHSWLKS Conference	Specialist Lead	Attendance only	20/06/2024

Title	Who attended	Purpose	Date
Microsoft 365 applications training (various sessions)	Specialist Lead Librarian Specialist	Attendance only	24-26/06/2024
Health Libraries Group conference	Engagement and Learning Specialist (Poster presentation) Support Officer	Presenting and attendance	20-21/06/2024
Knowledge Exchange: Kindness and wellbeing in difficult times	Specialist Lead	Attendance only	27/11/2024
UKSG Forum	Specialist Lead	Attendance only	05/12/2024
UKSG Webinar: SHERIF Showcase: Powering Progress with Enhancement	e-Library and Knowledge Service Manager	Attendance only	21/01/2025
Libraries and positive climate action: is digital a problem or a solution?	e-Library and Knowledge Service Manager	Attendance only	13/02/2025
OpenAthens Access Lab	Specialist Lead Librarian Specialist	Attendance only	24-25/02/2025
CILIP Employer Forum	e-Library and Knowledge Service Manager	Attendance only	06/03/2025
EBSCO Open Day	e-Library and Knowledge Service Manager	Attendance only	11/03/2025

References

Index Number	Document Name
DHCW-ToR-51	DHCW_Terms_of_Reference_NHS Wales e-Library Service Board
DHCW-ToR-52	DHCW_Terms_of_Reference_NHS Wales e-library Champions
ELIB-BCP-1	e-Library Business Continuity Plan
ELIB-SOP-20	NHS Wales e-Library Support Model
ELIB-POL-1	DHCW Policy Open Access Publishing
	DHCW_Strategy_NHS Wales e-Library Three Year Plan April 2022 - March 2025
	DHCW_Policy_NHS Wales e-Library Authorised Users
	DHCW_Policy_NHS Wales e-Library Collection Development
	DHCW_Plan_NHS Wales e-Library Disaster Recovery

1. Blease, C., Locher, C., Gaab, J., Hägglund, M., and Mandl. K. (2024) 'Generative artificial intelligence in primary care: an online survey of UK general practitioners', BMJ Health & Care Informatics, 31(1), pp. e101102. Available at: **https://doi.org/10.1136/bmjhci-2024-101102** (Accessed 20 July 2025).

2. Middleton, B. and Walsh, K. (2025) The AI check-up: we pitted BMJ Best Practice against Gen-AI. The results weren't even close. Available at: **https://bestpractice.bmj.com/info/us/blog/** (Accessed 20 July 2025).