



Heather Steele

Library and Knowledge Lead

“ The NHS provides me with a place of work where I can feel fulfilled and like I am making a difference. ”

What is your job title, what does it involve day-to-day and how long have you been working in that role and/or at the Trust?

I am the Library and Knowledge Lead. I manage the library services for the Trust. We are based at the Mental Health Library at the Mount Annexe in Leeds and provide information, evidence, and resources to all Trust staff and students on placement. I manage a team of three and I am often out and about at other Trust sites. One project we have done recently is the Quality and Improvement Bookcase on Staffnet (our Trust intranet). This brings together information and knowledge from across the Trust in one place.

Why did you choose to work for the NHS?

My mum is a district nurse and very passionate about her job and I think that was an influence! I wanted to become a dietitian at first, but after university I was more interested in health promotion. I worked at NHS Leeds at the Public Health Resource Centre (now part of Leeds City Council) and found I really enjoyed the information delivery part of the job, finding resources and information people needed for their jobs. So I chose to do a master's degree in Library Science. I wanted to stay in the NHS, and a librarian role became available at LYPFT so I went for it.

What's your favourite part about your job?

My favourite part of my job is when our service delivers the right information at the right time and we have a positive impact on patient care or service delivery. Another highlight is when a student we've given a tutorial to about searching for information for an assignment visits the library with a huge smile and tells us they have passed! That sums up exactly why we are here – to support staff and students, bedside to boardroom, to achieve their goals for patient care, quality

and safety, and continuous professional development.

What's the most challenging part about your job?

The most challenging part of my job has to be explaining that the library isn't just books, or just for people who are studying. This seems to be a really common view! Once I have met with someone and explained all we have to offer they are often amazed.

Tell us about:

a time you were really proud of your work

When I met Sara Munro, the Trust's Chief Executive, and Claire Kenwood, our Medical Director, (on Claire's first day!) and talked about the library and the #amilliondecisions campaign. Also when we achieved 99% on our Library Quality Assurance Framework – I'm aiming for 100% this year!

your fondest memory of working at the Trust

Coaching support really made a difference to me. It's fantastic that we can access this in the Trust!

What do our values of integrity, simplicity and caring mean to you? How do you show these values in the work that you do?

The Trust values are encapsulated in our service. To me, they mean that we are open about mistakes and will try again, and if we don't know the answer we will find out. Simplicity is core to library work – we always want to help our users avoid information overload so deliver the key information that will be useful. Caring means being respectful, patient, and professional with our colleagues, no matter the query.

How has the NHS made a difference to you/how have you seen the NHS help people?

Personally, the NHS has always been in my life. It was there when I delivered my child and when I suffered with postnatal depression afterwards. It helped me get back on my feet and – of course – provided me with a place of work where I can feel fulfilled and like I am making a difference by supporting the staff on the front line.