Health Library Survey 2014

Executive Summary

Introduction

A Health Library Survey was requested by the Operational Management Team. The survey focused on whether users are satisfied with the Health Library facilities, services and resources; what is important in the library service to users and how we can improve our service to better serve our user groups.

This Executive Summary reports on the main highlights. A complete report of the full, in-depth results is available on request from the Health Library.

Overall the Health Library provides a good service to me

Altogether 83% (295) of respondents either strongly agree or slightly agree that the health library provides a good service to them. Only 2% (7) of respondents slightly or strongly disagree with the statement.
Although this is an over-whelming positive result, respondents still felt that the Health Library service could be improved in a number of ways.

**Executing the Survey**

A print and online survey were developed to maximise participation by our varied and disparate user groups. The survey questions were developed, reviewed and tested by Health Library staff. Final sign-off of the agreed questions was done by the NHS Lead Librarian, 22/01/2014.

The survey was promoted via a range of routes:

- Display board in the library
- Survey dispensers at the counter and in the rotunda
- Plasma screen adverts
- Blog entry
- Twitter entries
- Facebook entries
- UHNS Trust Intranet rolling screen (in the clinicians area)
- UHNS Trust bulletin
- Email promotion
- Health Library website

The survey was run between 17th and 31st March, 2014. Three hundred print surveys were printed, 256 were handed out and 189 completed print surveys were returned. This gives a response rate for the print survey of 74%. One hundred and sixty-four (164) online surveys were received. In total 353 completed surveys were received. This is an increase in respondents compared with the total number of survey replies received from the 2 surveys in 2010 (256 respondents).

Responses were considered note-worthy if they were chosen by at least 10% of respondents. For consistency “not used” results were taken from the “satisfactory” section of the survey.

**Survey Results**

**Who were the respondents?**

The respondents to the survey were a **good mix of Keele University and NHS users**. The majority of our respondents (50%) work or study with Keele University; 27% of respondents work at UHNS; and NHS Community-based staff accounted for 20% of respondents. In total NHS-based staff accounted for 47% of respondents.

Although the majority of respondents were students (36%, 127), there were also a **range of NHS job roles** represented (Nurse (17%), Doctor (8%), Allied Health Professional (8%), Consultant (5%), GP (2%), Pharmacy staff (1%), Dentist (1%), Commissioner (<1%), Health Visitor (<1%), Midwife (<1%)).

**Using information from the library service**

The **majority** of our survey respondents (73%, 259) either **always or mostly** were able to **find** the information they needed using the Health Library resources.

Not surprisingly the **majority** of respondents **use** the information from the health library service for study or course work (73%), professional development (61%), presentations (61%) and research (51%).

**Significant** numbers of respondents use the information from the health library service to **support their work within the NHS**: informing patient care (40%), developing guidelines / procedures (22%), audits (18%), service development / planning (18%), information service to patients / carers (13%).
The majority of respondents (51%) use online resources such as websites and ejournals to keep up-to-date. Whereas 44% of respondents use books or ebooks to keep up-to-date suggesting that some respondents prefer stable, approved information rather than latest research.

**Health Library Facilities**

**Importance of Library Facilities**

<table>
<thead>
<tr>
<th>Facility</th>
<th>0%</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
<th>50%</th>
<th>60%</th>
<th>70%</th>
<th>80%</th>
<th>90%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Environment</td>
<td>158</td>
<td>102</td>
<td>31</td>
<td>1</td>
<td>37</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopying</td>
<td>86</td>
<td>103</td>
<td>71</td>
<td>8</td>
<td>61</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printing</td>
<td>125</td>
<td>88</td>
<td>47</td>
<td>8</td>
<td>59</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision of PCS</td>
<td>168</td>
<td>77</td>
<td>33</td>
<td>6</td>
<td>45</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning</td>
<td>74</td>
<td>96</td>
<td>15</td>
<td>66</td>
<td>25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study Area</td>
<td>144</td>
<td>99</td>
<td>35</td>
<td>3</td>
<td>47</td>
<td>25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The majority of respondents considered many of the library facilities very or fairly important (Library environment (74%), PCs (69%), Study area (69%), Printing (61%), Photocopying (54%)).

**Significant numbers** of respondents considered some of the library facilities as not very or not at all important (Scanning (26%), Photocopying (22%), Printing (15%), PCs (11%), Study area (11%)).

**Satisfaction with Library Facilities**

<table>
<thead>
<tr>
<th>Facility</th>
<th>0%</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
<th>50%</th>
<th>60%</th>
<th>70%</th>
<th>80%</th>
<th>90%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Environment</td>
<td>140</td>
<td>127</td>
<td>20</td>
<td>2</td>
<td>40</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopying</td>
<td>124</td>
<td>85</td>
<td>7</td>
<td>113</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printing</td>
<td>119</td>
<td>94</td>
<td>170</td>
<td>99</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision of PCS</td>
<td>120</td>
<td>103</td>
<td>31</td>
<td>70</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning</td>
<td>89</td>
<td>91</td>
<td>127</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study Area</td>
<td>108</td>
<td>121</td>
<td>23</td>
<td>68</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notable numbers** of respondents did not use many of the library facilities (Scanning (36%), Photocopying (32%), Printing (28%), PCs (20%), Study area (19%), Library environment (11%)).

The **PC facilities** were not considered satisfactory by 10% of respondents.

All the library facilities were considered very or fairly satisfactory by the majority of respondents (Library environment (76%), Study area (65%), PCs (63%), Printing (60%), Photocopying (59%), Scanning (51%)).
Health Library Services

Importance of Library Services

The **majority** of respondents considered the library services **very or fairly important** (Help / support (82%), Opening hours (81%), Enquiry service (74%), Library training (64%), ILL service (61%)).

The **Literature Search Service** and **Outreach Service** are **NHS-specific** services. These were considered **very or fairly important** by most of those users (Literature search service (NHS only) (81%), Outreach service (NHS community only) (79%))

**Library training** was considered **not very or not at all important** by 16% of respondents. **Enquiry services** were also considered not very or not at all important, by 11% of respondents.

Satisfaction with Library Services

**Significant** numbers of respondents **did not use many** of the library services (ILL service (34%), Library training (25%), Outreach service (NHS community only) (20%), Literature search service (NHS only) (15%), Enquiry service (13%)).

The **opening hours** were **not considered satisfactory** by 13% of respondents.

All the library facilities were considered **very or fairly satisfactory** by a **majority** of respondents (Help / support (80%), Enquiry service (76%), Literature search service (NHS only) (72%), Opening hours (70%), Outreach service (NHS community only) (70%), Library training (62%), ILL service (54%)).
The majority of respondents considered most of the library resources very or fairly important (Books (81%), eJournals (81%), Databases (80%), Health library website (79%), eBooks (78%), Library catalogues (78%), eTutorials (77%), Print journals (74%), Current awareness (55%), Mobile / tablet resources (55%)).

A number of resources were considered not very or not at all important: Social media sites (23%), Health library news blog (21%) and Health library etutorials (10%).
Significant numbers of respondents did not use many of the library resources (Social media sites (49%), Health library news blog (45%), eTutorials (41%), Mobile / tablet resources (39%), Current awareness (34%), Print journals (14%), eBooks (12%), Databases (12%), Library catalogues (11%)).

The ejournals were not considered satisfactory by 12% of respondents.

Many of the library resources were considered very or fairly satisfactory by respondents (Books (77%), Health library website (74%), Library catalogues (72%), Databases (71%), eBooks (68%), Print journals (68%), eJournals (67%), Current awareness (50%)).
Major Themes
The major themes identified in the survey related to: **finding and accessing information, opening hours, relevant resources** and **study area**. A range of recommendations have been developed to address these issues.

Finding and Accessing Information
Respondents expressed concern about finding and accessing information within the library service via a number of routes including: choosing options within the “improvement” section of the survey (35% make online access easier, 26% simplify finding articles, 19% simplify finding books); as well as the available comments fields (16 comments in total).

Opening Hours
Opening hours were selected as an area for improvement by 29% (102) of respondents. They were mentioned further in the comments field for the “improvement” section of the survey by 15 respondents and in the general comments field by 28 respondents. In the individual questions about library services 13% of respondents indicated that they were either not very or not at all satisfied with the opening hours.

Relevant Resources
The need for more relevant resources was selected from the improvement options by 16% of respondents. Comments in this section relating to more resources included: improve journals (7 comments), specific resources mentioned (5 comments), general improve resources (4 comments) and improve online resources (2 comments). Improved resources were also mentioned in the general comments field by 28 respondents. In the individual questions about library services 12% of respondents indicated that they were either not very or not at all satisfied with the range of ejournals.

Improve Study Space
Respondents indicated that the study areas could be improved in a number of ways. Options in the “improvement” section of the survey, relating to study space were chosen as follows: improve study space (22%), provide group study areas (16%) and reduce noise (10%). Comments in this section that relate to studying also included: noise in IT (4 comments), improve study space (3 comments), improve NHS PCs and printing (2 comments), computers in silent study (1 comment) and study rooms (1 comment). Further comments included in the general comments section relating to study space included: improve study area (11 comments), improve computing facilities (10 comments), noise issues (8 comments) and refreshments / relax area (6 comments). In the individual questions about library facilities 10% of respondents indicated that they were either not very or not at all satisfied with the PCs.

Recommendations

**Finding and Accessing Information**

- Review library signage for the printed book collection; consider whether more easily identifiable shelf markers would help.
- Review NHS journals – print and online – to assess access routes, to identify problem areas and assess against usage figures. Feed this information into the renewal procedures.
- Review the help page [eJournals for NHS Users](#) to streamline the page and ensure problem areas and work rounds are identified and provided for the users.
- Consider specialised survey of users regarding finding and accessing information to identify needs and preferences.
- Consider the impact of licensing and usage restrictions placed on electronic resources and communicate these to users, whilst appreciating the difficulties that this can cause.
- Promote literature searching service where librarians can complete searches for users.

**Opening Hours**
- Increased weekend opening hours are being planned for the end of 2014.

**Relevant Resources**
- Contact respondents, who provided their details, about resources that they haven’t been able to find and that we do have available.
- Promote stock suggestion service.
- Continue with the annual journal renewal procedure. This includes consultation with a range of stakeholders as well as analysis of journal usage figures to inform purchasing decisions.

**Improve Study Space**
- Consider whether there is any current funding to upgrade existing furniture to increase accessible study space.
- Promote soon to be available library laptop loans as alternative to the IT suite.
- Investigate whether a range of different learning spaces can be incorporated within the library.
- Re-evaluate the layout of the rotunda and the study space provision once the School of Nursing & Midwifery move out of the CEC to the Keele Campus.
## Appendix 1 – Amendment Log

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Updated by</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft_V1</td>
<td></td>
<td>Cheryl Kent</td>
<td>Initial document sent for review by NHS Lead Librarian &amp; Health Library Manager</td>
</tr>
<tr>
<td>V1</td>
<td>04/06/2014</td>
<td>Cheryl Kent</td>
<td>Include a reference to the full report.</td>
</tr>
</tbody>
</table>

Author: Cheryl Kent (eResources Librarian & Survey Project Developer)
Date: May 2014