

Introduction

The annual library survey was developed using Survey Monkey. It comprised of 16 questions and took participants no longer than seven minutes to complete. See Appendix 1 for a copy of the survey.

The survey was open for completion throughout June and July 2018. New GDPR regulations limited who we could email the survey link to. An email was sent out to all library members who had signed up to receive library newsletters. We were unable to email Athens users because of GDPR. A pop-up invitation to complete the survey was put on the library website, and paper copies of the survey were distributed around the main hospital as well as being made available in the library itself. In addition to this the survey was marketed on posters throughout the trust and in blog posts and Twitter feeds.

Survey results

On closure of the survey 100 responses had been received. To facilitate data analysis the survey questions and responses have been collated into four sections:

- Membership
- Athens
- Resources and Information
- Customer Service

Membership

Out of the 100 responses received 84% of respondents stated that they used the library service. This was a slight increase on last year (81.6%).

The demographic split of members (see Figure 1) illustrates that the largest proportion of library members who completed the survey were from the Admin and Clerical staff group (30%) closely followed by Medical and Dental staff (22%) and Nursing and Midwifery staff group (21%). This demographic split is mainly due to the difficulties in reaching clinical staff with survey requests following GDPR introduction. Because of our location it is much easier to reach administrative and clerical staff.

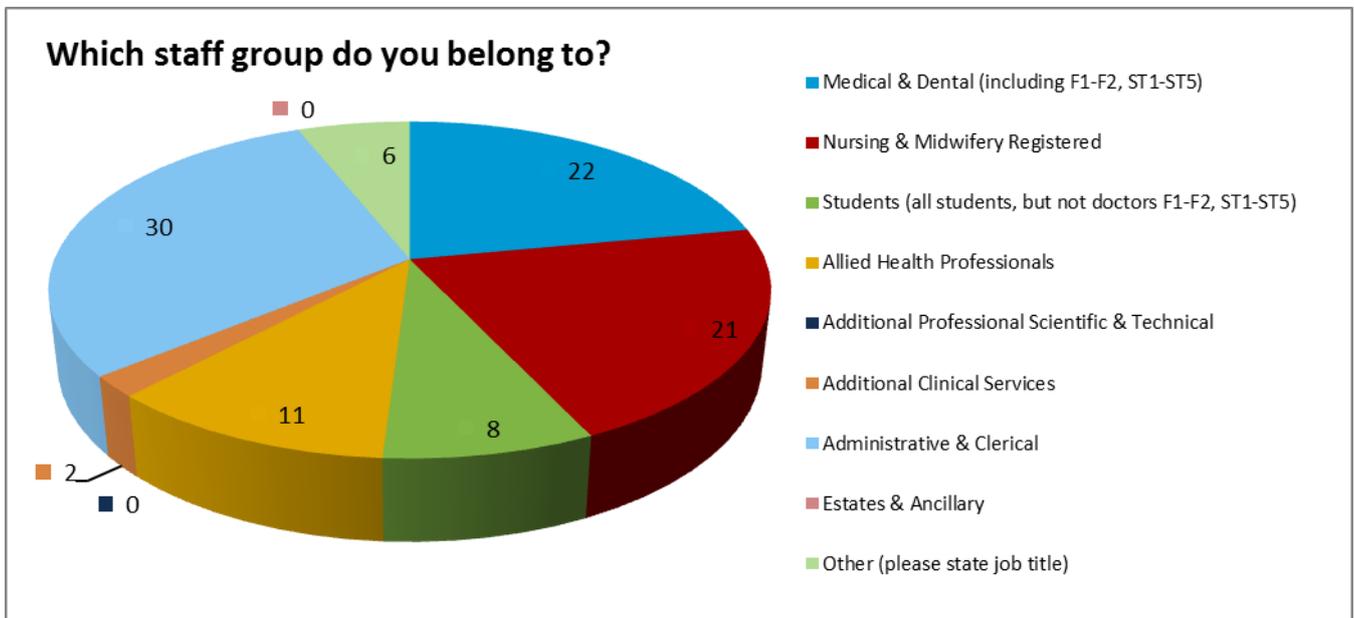


Figure 1

The people who don't currently use the library gave a wide variety of answers when asked why, but the main responses fell into the following categories:

Don't have time / work commitments	4
Distance / parking	2
No need to currently / not in current role	6
Didn't know I could use it	3
Use other library services	2

Athens

We asked the respondents who used the library whether they used Athens. Athens is the username / password authentication service used to access the majority of online information resources. 40.74% said they used Athens. For clinical staff this increases to 62.5% of respondents, with only 9.09% of non-clinical staff using Athens. We would expect non-clinical staff to have a lower rate of use due to the nature of their roles. The usage by clinical staff had increased from last year (54.8%). We need to continue to do more work to improve the use of Athens as this is the access point to the majority of the information resources. Since last year a couple of key resources have been enabled on-site without needing to login with Athens – UpToDate and The Royal Marsden Manual.

Those respondents who stated they do not use Athens were asked why they did not use it (they could select more than one answer). 23 (47.9%) were unsure what it is whilst 19 (39.6%) said it was not relevant to their role, and 16 (33.3%) did not know how to use it. From the comments a number of people used Athens from their university or Royal College rather than an East Cheshire Athens account. Google and the general internet were also popular sources of information. There is on-going work to be done to highlight the usefulness and importance of accessing quality information resources through Athens, especially to clinical staff.

ACTION: On-going publicity of the resources available to staff via Athens.

Resources and Information

When asked why they use the library (see Figure 2) by far the largest proportion (68%) of respondents said they came to the library to use the computers. This is a very slight increase on last year (66%). An increasing number of people are coming to the library to complete their e-learning, which may well account for the year-on-year increases in computer use (up from 16% in 2015), especially amongst non-clinical staff. Borrowing a clinical book (56%), studying (52%) and for librarian support (41%) are the next three most common reasons for visiting the library, which would be expected. The most popular reasons are the same as last year, with very slight differences in percentages. Especially pleasing is the increase in percentage of people borrowing clinical books and may well be due to a concerted effort to improve and update the book stock. Borrowing a non-clinical book and fiction book saw the largest increase since 2017, up 14% and 18%.

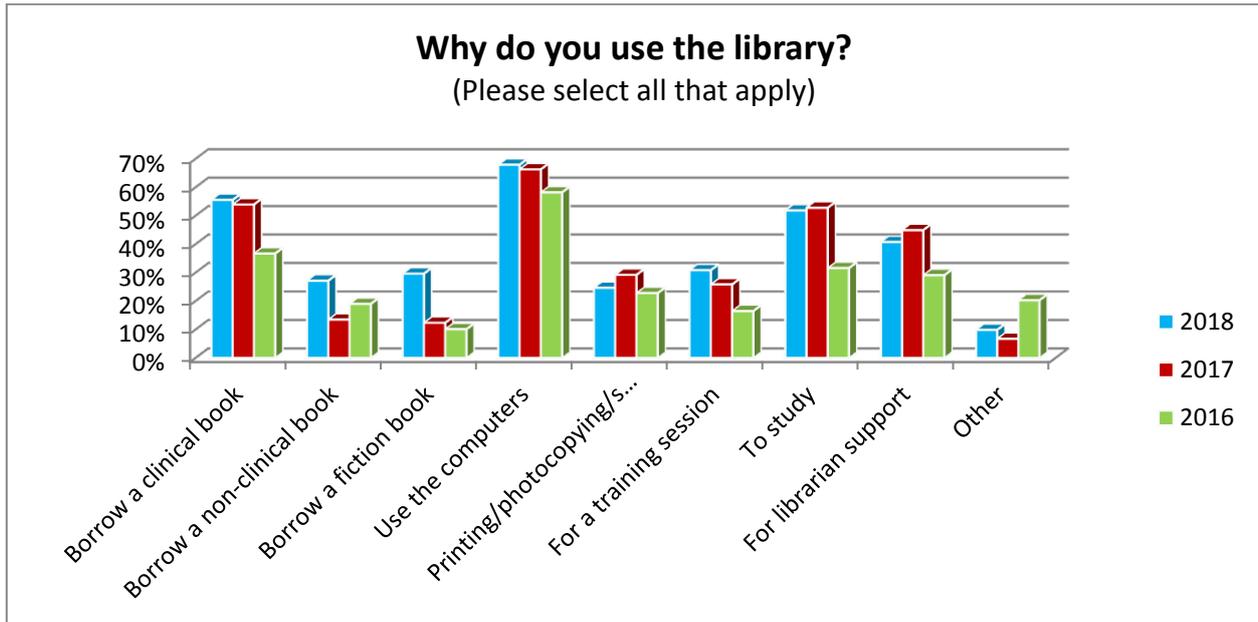


Figure 2

Respondents were then asked to score each of the library services (1 for very dissatisfied through to 5 for very satisfied). Overall satisfaction with the library services is very good with all services having a weighted average over 4, which is an increase on last year (Figure 3).

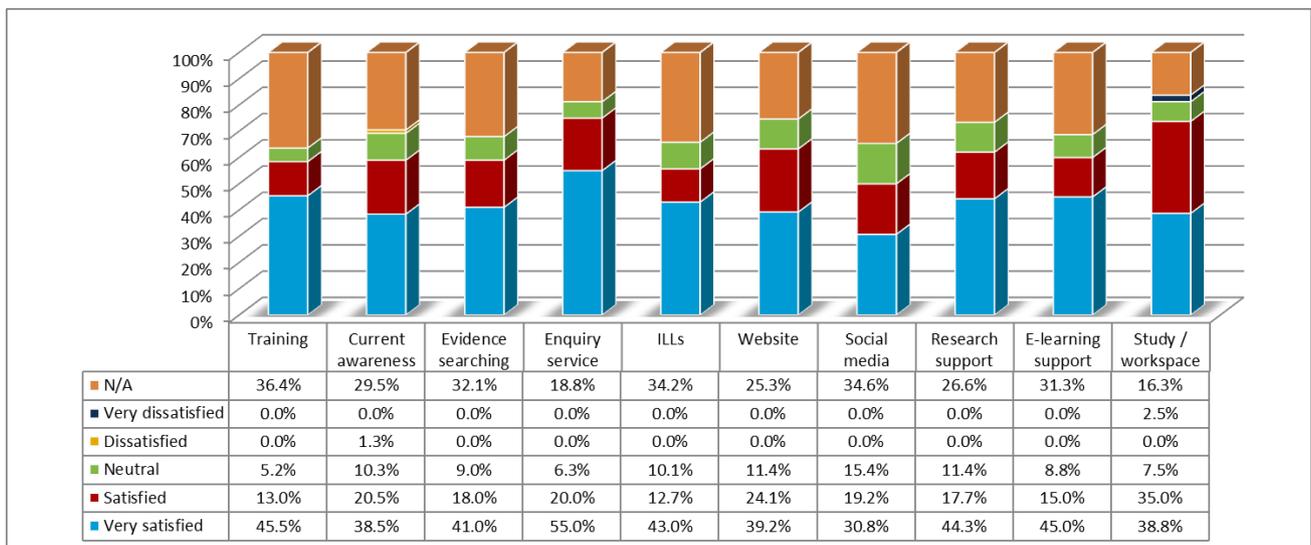


Figure 3

Comparing the weighted average for the satisfaction levels over the past 3 years shows a continued increase almost across the board (Figure 4).

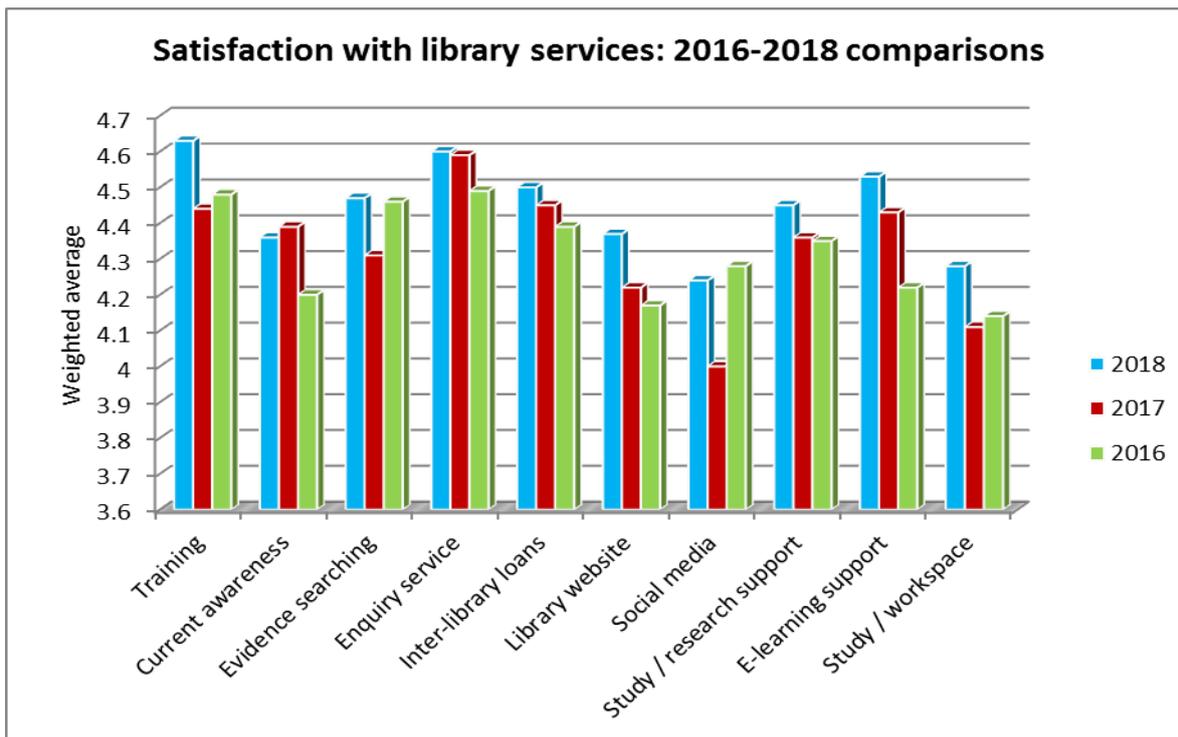


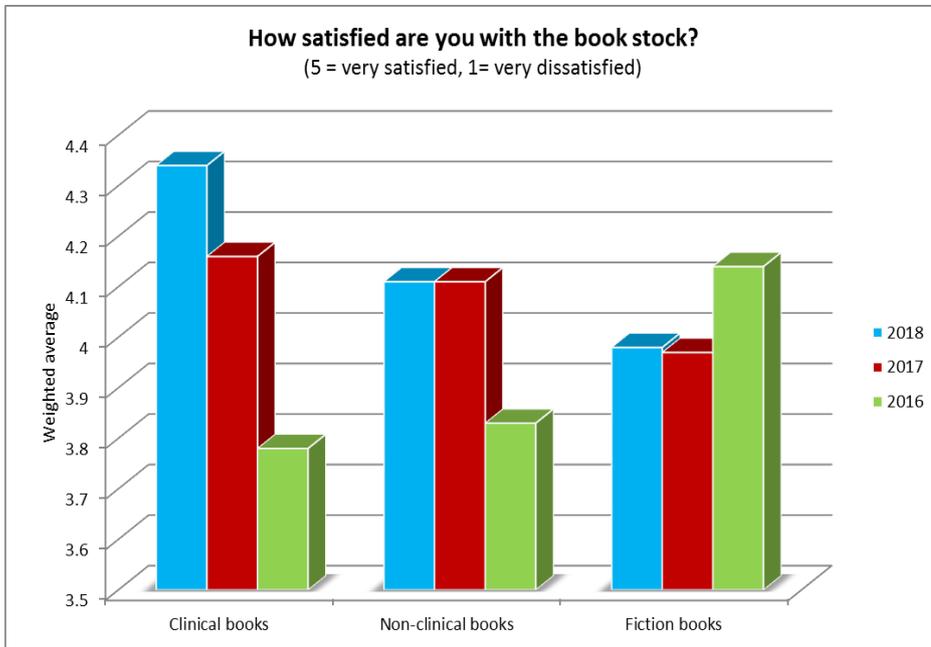
Figure 4

All the areas scored well, and most have increased their scores. Only the current awareness services have scored marginally less than in 2017. However, the satisfaction scores are still all over 4 which demonstrates a high level of satisfaction.

People would still like a quiet study area and find that the level of noise is still an issue at times, despite the 2016 refurbishment.

- *Quieter space, it can be noisy when you are trying to concentrate. Also the computers are sometimes booked/all in use.*
- *This is the best library service I have seen in a trust. Great staff and a good environment*
- *I work behind the library and it can become extremely noisy when training is taking place*
- *It can be very noisy.*
- *Sometimes it is hard to concentrate because it can be noisy.*
- *Facilities are excellent, great selection of up to date books available for anaesthetic training with good study space and access to wifi which I use a few times a week. Availability of a water cooler would be appreciated.*
- *Quieter space and more books for the relevant course.*
- *Have the offices separate from the study place - too noisy*
- *The study area should be quiet and separate from the staff working in the same area. There should be more robust support in research like literature search and collecting evidence for research projects.*

- *Staff are always very helpful to me & my PEF colleagues & our learners*
- *Cannot score e-Learning support high enough.*
- *Sometimes the library can be a little noisy and distracting with people chatting*



Following the injection of money for new book stock towards the end of 2016, satisfaction with the book collection has remained high. (Figure 5). We have continued to update and improve elements of the collection, and will continue to seek additional funds to keep up the work as it is obviously appreciated.

Figure 5

Next, the respondents were asked how they use the information obtained from the library (Figure 6). The two most popular reasons given for using the information were:

- Professional/personal development 76% (75.0% in 2017; 70.7% in 2016)
- Improve patient care/evidence based practice 60% (down from 73.8% in 2017; 65.3% in 2016).

This has remained the same for the past 4 years. The general trends seem fairly stable across the years, even if the actual figures vary slightly.

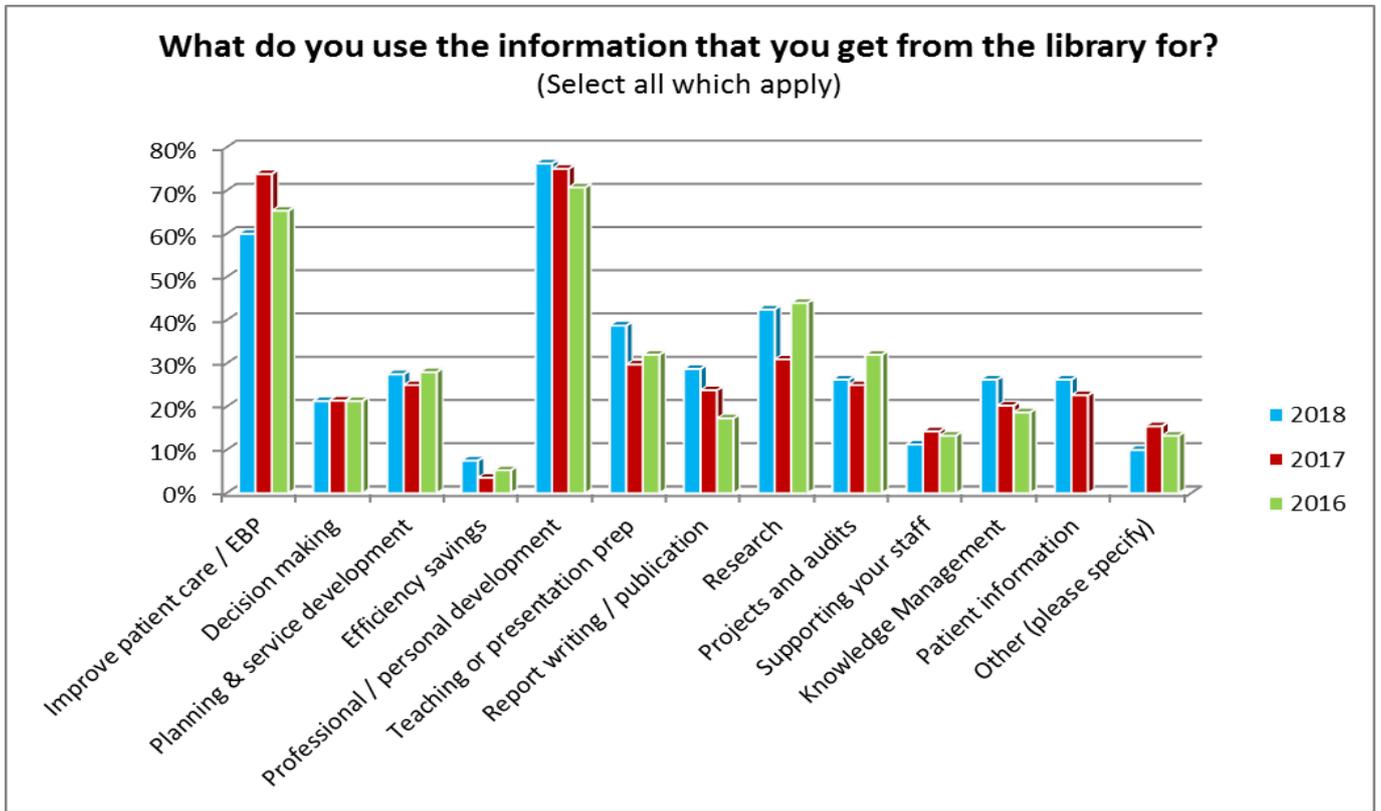


Figure 6

We also asked respondents how important each of the services was to them, whether it was essential, desirable, no opinion or not applicable (Figure 7):

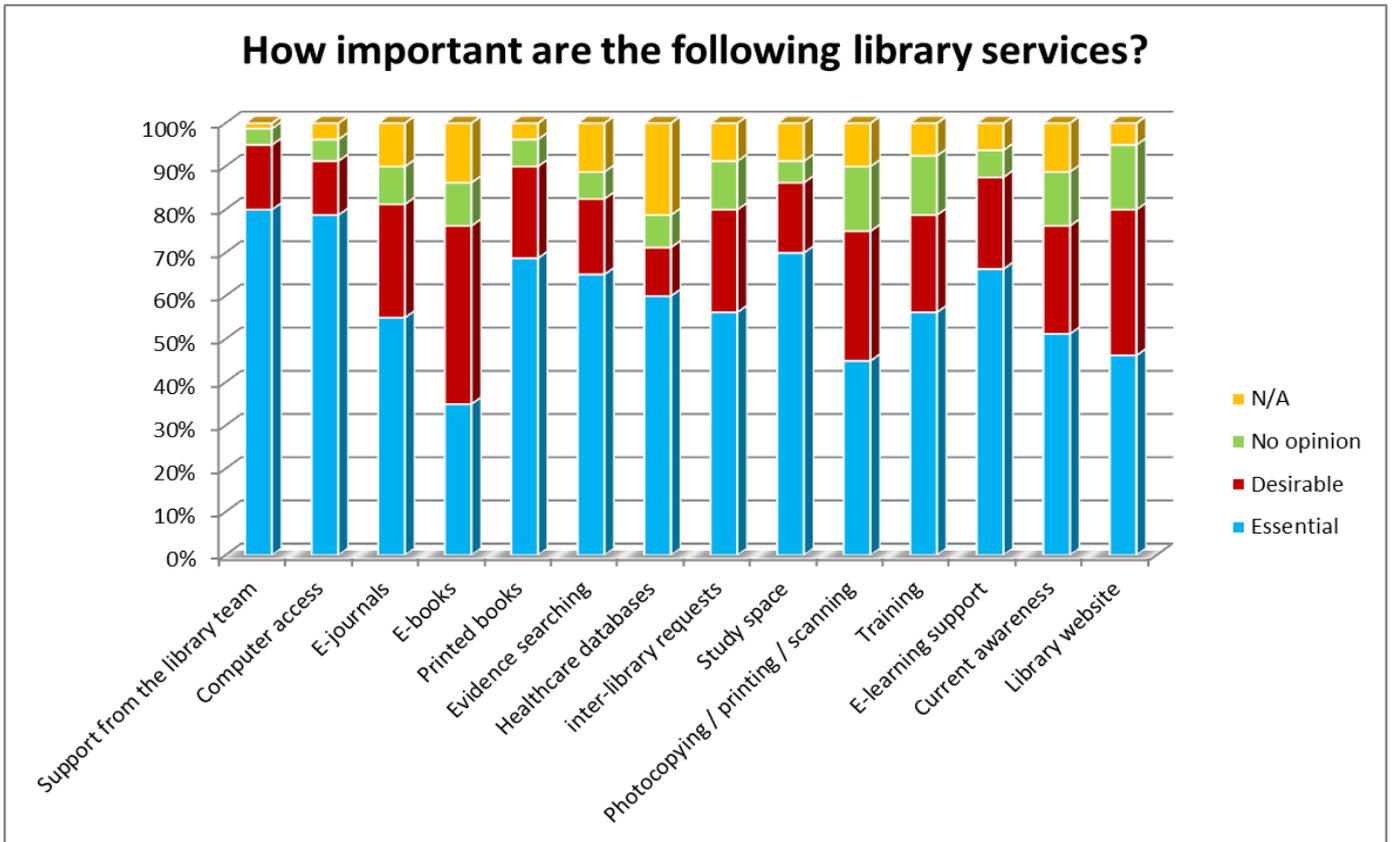


Figure 7

Support from the library staff was the most important service to our users, closely followed by access to computers, study space and printed books.

ACTION: to continue to investigate whether it would be possible to provide a quiet study facility or reduce the noise levels within the library.

Customer service

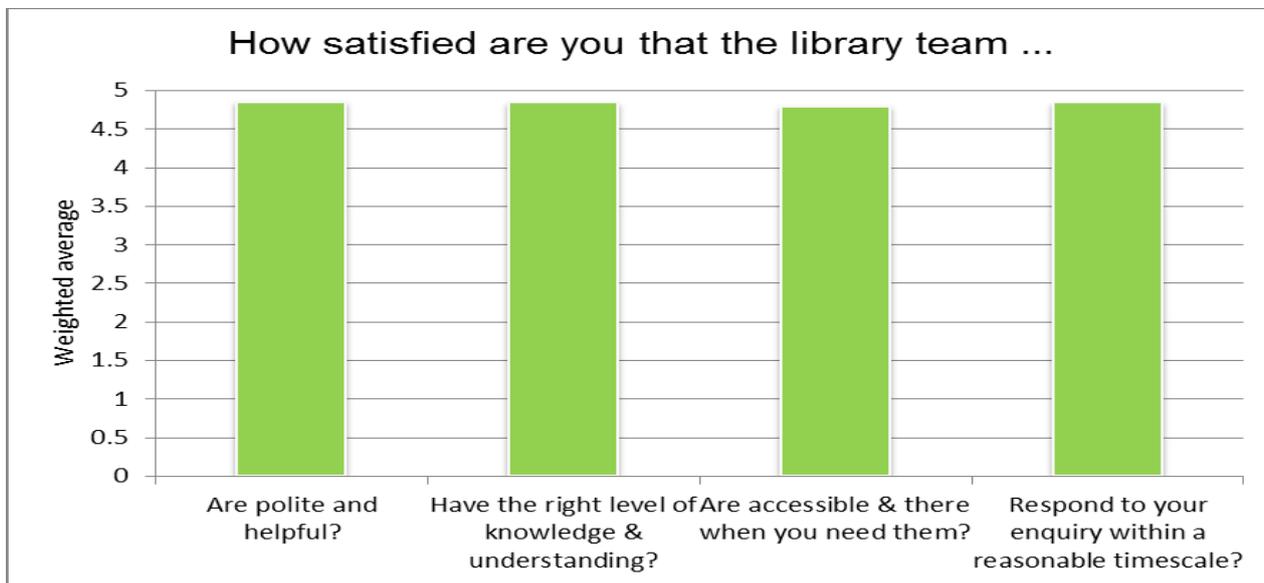


Figure 8

As in previous years, a high level of satisfaction with the library team was evident. The highest scores were received for the team being polite and helpful (Figure 8). The comments below are a sample of the views expressed by the respondents:

- *Laura on the desk has been really helpful. She will try and help with any questions or problems that i incurred*
- *Great staff.*
- *Lovely staff*
- *Excellent team*
- *Laura has been very efficient and helpful today with my e learning needs*
- *Very helpful and kind.*
- *Consistently professional and approachable.*
- *I've had fantastic support from the working staff with my course work.*
- *I love the library.*
- *Staff are very helpful and friendly. Evidence search service has been invaluable to me.*
- *Brilliant staff who, with their support got me through my assignment.*
- *Very helpful staff. Very patient with me as I am not very good with computers. Thank you.*

- *Very helpful staff.*
- *An excellent team*

100% of respondents said they would recommend the library to colleagues (up from 97.6% last year). The following comments were received on the overall library service:

- *Very responsive to my requests eg for new books. I've used lots of services such as the literature search request and think more staff should use this excellent library*
- *Good resource.*
- *Friendly, professional approachable staff. Access to training 1:1, books, training.*
- *Staff very accommodating.*
- *Great resources, valuable space away from the office and excellent support.*
- *Helpful staff*
- *Excellent work space and resources available*
- *Lovely staff and some great events like the 6 Book Challenge (& NHS 70th)*
- *Great resource.*
- *Excellent resources. Addition of Uptodate is fantastic.*
- *Great space for private study and support when necessary.*
- *Better computers than on ward.*
- *Helpful staff.*
- *Very good, supporting staff.*
- *I think it is a good study space.*
- *Helpful for learning.*
- *Good book choices, clean nice study space. Good atmosphere.*
- *Friendly, knowledgeable staff who are always ready to help*
- *Underutilised as a commodity. We recommend its use at all training events.*
- *Lots of resources and helpful staff. Quiet space in mornings/evenings away from main hospital*

Respondents were asked what one improvement to the library service they would like, and the comments were wide ranging but followed trends seen earlier in the survey – a quiet study space, more computers and more books.

- *Closer to the main hospital.*
- *More computers. Sometimes the office staff can be quite noisy in the other room*
- *Move to the main hospital building would be more convenient*
- *New furniture arrangement*
- *Real time service*
- *Sometimes it can be a bit noisy due to other teams being in the vicinity. Possibly because of lack of space in the hospital generally.*
- *More soft seating*
- *More space*
- *Quieter area and bigger in size.*
- *More visuals out and about across the Trust*
- *More books to support coursework.*
- *Nothing - very pleased with the facilities*
- *Allied professionals to be allowed 24 hour access. I cover East Cheshire delivering training therefore it can be difficult to access the library and to return books.*
- *More books!*
- *Separate study space.*
- *More books space*
- *more books on management/leadership/development*
- *More non clinical books, e.g. management, project support etc.*
- *More spaces with terminals*
- *I have no improvements to offer. I very rarely use the service but when I do it has been great*
- *Not to be so far away from the main hospital*
- *More space for training*
- *Make it bigger*
- *Larger space*
- *Quiet place. Wider choice*
- *Watercooler*
- *Make it larger, so it has more study spaces that aren't within the offices*
- *Separate study space.*
- *Bring in more computers.*
- *Quiet space and move to main hospital.*
- *Access to a larger range of journals.*
- *Quiet work space.*
- *More desk space.*
- *Reduce the noise from office workers adjacent.*
- *I would like to see more done in getting the newest editions of books rather than having many older editions.*
- *Not sure yet as I don't regularly use it.*
- *Very limited collection of books. Would like to have a spacious library with more books.*
- *Slightly broader Athens accessibility*
- *Improved intranet (and internet) presence*
- *Please separate it from the main working area use by the staff on the same floor. Make it a quiet area to study, because it is impossible to concentrate during day time.*
- *Expectations of level of noise generated sometimes and people realising it is a library where*

people go to study

- *More books.*
- *Based within the hospital itself as clinical staff do not always have the time to come over to the library in their lunch break. It would also make the service more visible to staff.*
- *More databases*
- *Maybe quiet space & more computers....the library was full when I called in yesterday*

ACTION: continue to promote the librarians skills and show Trust staff how we can help them; continue to promote the library services, especially those which scored lower, to show staff how they can benefit their work and development.

Conclusion

Despite the ongoing challenges for the Library and Trust over the past year, the Library and Knowledge Service has continued to improve the services and facilities it offers with increased levels of satisfaction in most areas.

The refurbishment in early 2016 continues to provide an improved library environment for our users and has been well received. However, the need for some quiet study space is clearly still an on-going issue and one which needs addressing to meet the needs of our users.

The continued updating of the book stock has been welcomed and satisfaction levels remain high, especially compared to a couple of years ago. We should continue to investigate ways to increase funding for certain areas of the collection to update and increase the relevancy of the stock. More promotion of new e-book collections should also be undertaken, especially with 'remote' staff who find accessing the physical library more problematic.

This was the first year that UpToDate wasn't requested by medical staff, reflecting their satisfaction that they now have access.

Despite these challenges, library users value the library and its staff and resources, and are very satisfied with the service they receive.

Recommendations

Recommendations based on the feedback received in the survey are detailed below in suggested order of priority:

1. Continue to investigate ways to reduce the issue of noise in the library or facilitate access to a quiet study area.
2. Investigate options to improve the satisfaction with the current awareness and alerts service; increasing the uptake of the service so staff can see its value.
3. Continue to investigate additional sources of finance to improve the quantity and age of the clinical book stock.
4. Continue to promote the information resources available via Athens

Alison Thornley
eResources Librarian
August 2018



Survey 2018

Thank you for participating in our annual survey. This questionnaire is part of the Library & Knowledge Service’s commitment to ensure a high quality service. Your responses are completely confidential (unless you choose to give us your details) and will be used to evaluate and improve our Service.

We anticipate that this survey will take 7 minutes to complete.

1. Which staff group do you belong to?

- Medical & Dental (including F1-F2, ST1-ST5)
- Nursing & Midwifery Registered
- Students (all students, but not doctors F1-F2, ST1-ST5)
- Allied Health Professionals
- Additional Professional Scientific & Technical
- Healthcare Scientists
- Additional Clinical Services
- Administrative & Clerical
- Estates & Ancillary
- Other (please state job title)

2. Do you use library services? (This includes using our services remotely, for example receiving emailed bulletins and evidence searches, as well as using services in the physical library)

- Yes (please move to Q4)
- No

3. If you **don't use library services, please could you tell us why?**

(Please move to Q15)

Library Services

4. Why do you visit the library? (Please select all that apply)

- Borrow a clinical book
- Borrow a non-clinical book (e.g. management, computing, wellbeing)
- Borrow a fiction book
- Use the computers
- Printing / photocopying / scanning
- For a training session
- To study
- For librarian support
- Other (please specify)

5. Please tell us how satisfied you are with the following library services:

	5 Very satisfied	4 Satisfied	3 Neutral	2 Dissatisfied	1 Very dissatisfied	N/A
1:1 training						
Current awareness / updates						
Evidence searching						
Enquiry service						
Inter library loans						
Library website						
Library blog / twitter						
Study / research support						
E-learning support						
Study / workspace						

Please tell us how we can improve any of the above:

6. How satisfied are you with the library book stock?

	5 Very satisfied	4 Satisfied	3 Neutral	2 Dissatisfied	1 Very dissatisfied	N/A
Clinical books						
Non-clinical books e.g. management, wellbeing, computing						
Fiction books						

If you are not satisfied please tell us why:

7. Do you use an East Cheshire NHS Athens account?

Yes

No (please move to Q9)

8. How satisfied are you with the following Athens resources?

	5 Very satisfied	4 Satisfied	3 Neutral	2 Dissatisfied	1 Very dissatisfied	N/A
Healthcare databases e.g. Medline, Cinahl, Embase, etc						
Electronic journals						
Electronic books e.g. Royal Marsden, Oxford Medicine collection, etc						
Electronic resources e.g. UpToDate, BMJ Best Practice, BMJ Learning, etc						

If you are not satisfied please tell us why:

(Please move to Q10)

9. If you don't use an Athens account please tell us why:

- Unsure what I can use it for / don't know what it is
- Not been trained / don't know how to use it
- Not relevant to my role

Please tell us what you do use to find information:

10. What do you use the information that you get from the library for? (Please select all which apply)

- Improve patient care / evidence based practice
- Decision making, including legal / ethical
- Planning & service development e.g. developing guidelines, policies, pathways, etc
- Efficiency savings
- Professional / personal development
- Preparing for talks, teaching or presentations
- Report writing / publication
- Research
- Projects and audits
- Supporting your staff
- Knowledge Management
- Patient information e.g. advising or educating patients, carers or clients
- Other (please specify)

11. Please indicate how **important the following services are to you ...**

	Essential	Desirable	Not bothered	Don't know
General support from the library team				
Computer access				
E-journals				
E-books				
Evidence searching				
Healthcare databases e.g. Medline, Cinahl, etc				
Book / article inter-library request service				
Printed books				
Study space				
Photocopying / printing / scanning				
1:1 training (database searching, e-resources, basic IT skills etc)				
E-learning support				
Current awareness / updates				
Library website (www.eastcheshirelibrary.net)				

Customer Service

12. How satisfied are you that the library team ...

	1 Very dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very satisfied
Are polite & helpful?					
Have the right level of knowledge & understanding?					
Are accessible & there when you need them?					
Respond to your enquiry within a reasonable timescale?					

Please let us know if you have any additional comments:

13. Thinking about the library, would you recommend it to a colleague?

Yes

No

Please tell us why:

14. If you could see one improvement to the library service what would it be?

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15. If you would like a member of the library team to contact you about any of the services below please tick and leave your contact details in Q16 or contact the library on ext. 1362 or email

ecn-tr.stafflibrary@nhs.net

- Join the library
- Athens registration training
- Evidence search training
- Request an evidence search
- Current awareness / email alerts
- Other (please specify):

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16. Contact details (optional)

Name:	
Job title:	
Email address:	
Phone number:	

Thank you for taking the time to complete our user satisfaction survey. We appreciate your feedback and will use the results to evaluate and improve our Service.

<u>Please return to:</u>	Library & Knowledge Service, 2nd Floor, New Alderley House, Macclesfield District General Hospital, Victoria Road, Macclesfield, SK10 3BL
<u>Please return by:</u>	Friday 27th July 2018