

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 to early-July 2017. An email was sent out to all current Athens users and all registered Library members, providing them with a link to the survey and inviting them to complete it. A link to the survey was also available from 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. Library staff also reached out to their own network of contacts inviting them individually by email to complete the survey. In addition to this the survey was marketed on posters throughout the trust and in blog posts and Twitter feeds. Library team members also included a link to the survey in the signature on their emails.

Survey results

On closure of the survey 114 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 114 responses received 81.6% of respondents stated that they used the library service. This was a slight decrease on last year (85.7%).

The demographic split of members (see

Figure 1) illustrates that the largest proportion of library members who completed the survey were from the medical and dental group (23.5%) closely followed by the nurse and midwife group (22.5%). The demographic split reflects our expectations and core staff groups.

The 'Other' category included staff from external partner organisations, a volunteer, trainee and one currently unemployed.

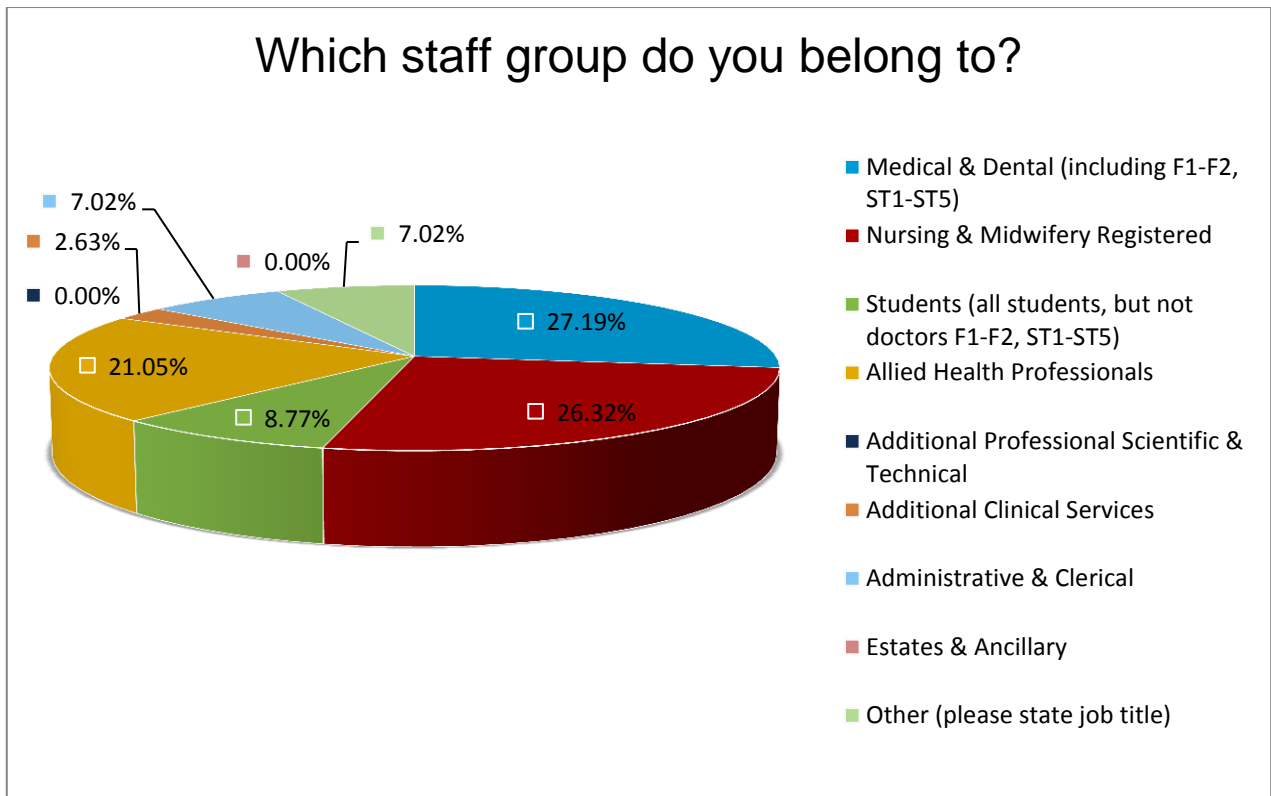


Figure 1

The people who didn'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	6
Distance / parking	5
No need to currently / not in current role	6
Use online resources	3
Use other library services	1

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. 49.5% said they used Athens. For clinical staff this increases to 54.8% of respondents, with 30% 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. However, the figures for clinical staff are lower than last year (62.3%) and we would expect this figure to be higher. We need to do more work to improve this. There was a slight flaw in the design of the questionnaire, some people said they didn't use the library because they use online resources, but these respondents weren't asked about their use of Athens. This may account for some decrease in the percentage of positive responses and will be amended next year.

Those respondents who stated they do not use Athens were asked why they did not use it (they could select more than one answer). 18 (41.9%) said it was not relevant to their role, whilst 14 (32.6%) were unsure what it is and 13 (30.2%) 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. Given that their other Athens accounts will probably give them access to more resources than an East Cheshire account, this isn't surprising. 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: More work should be undertaken to publicise the resources available to staff via Athens. As staff move roles and organisations this work should be on-going.

Resources and Information

When asked why they use the library (see Figure 2) by far the largest proportion (66.3%) of respondents said they came to the library to use the computers. This is an increase on last year (58.2%). 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 (53.9%), studying (52.8%) and for librarian support (44.9%) are the next three most common reasons for visiting the library, which would be expected. Again, these have all increased since last year.

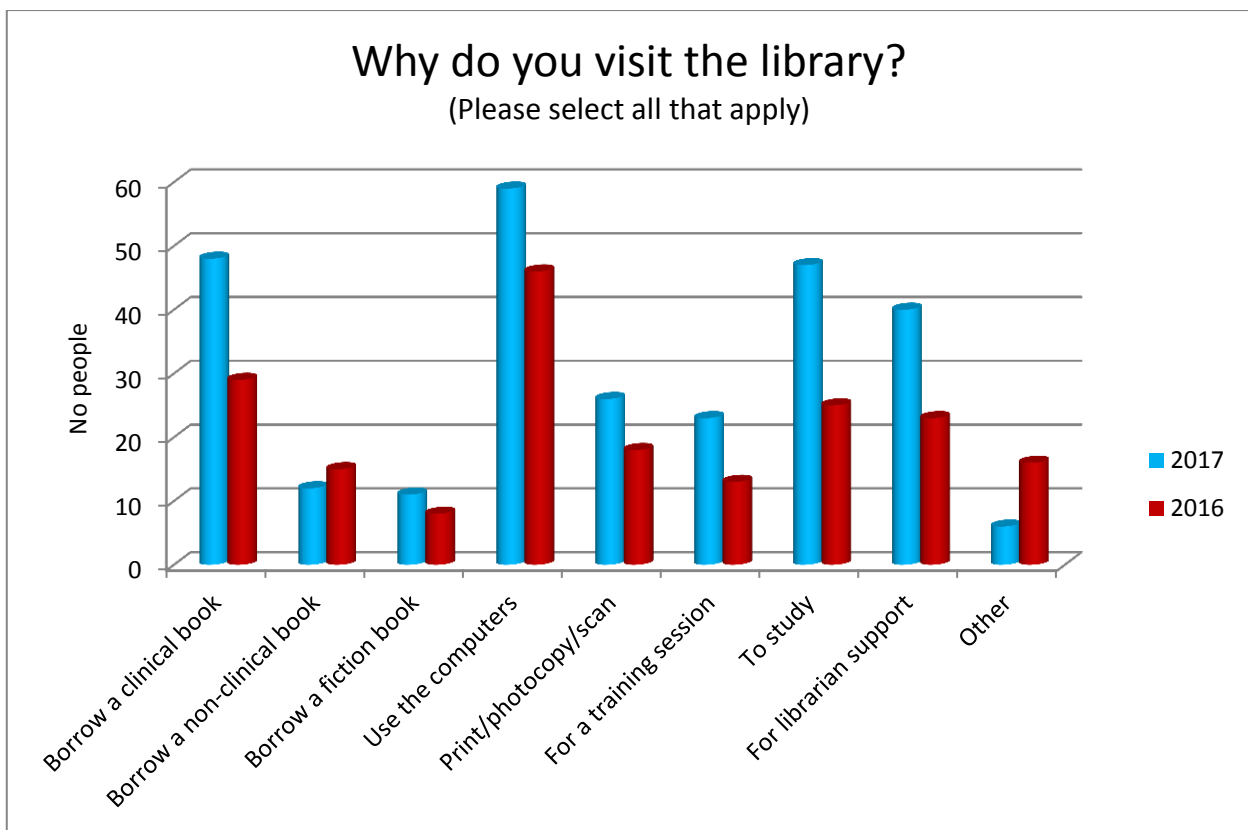


Figure 2

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).

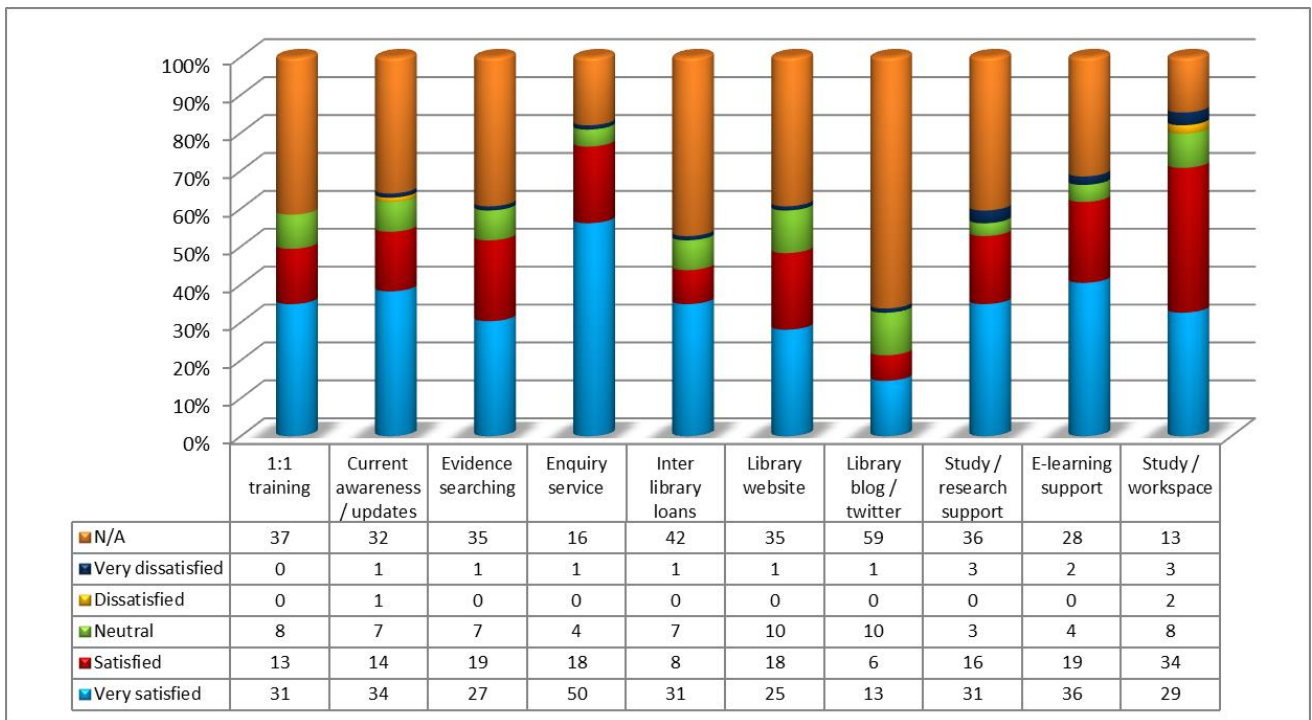


Figure 3

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

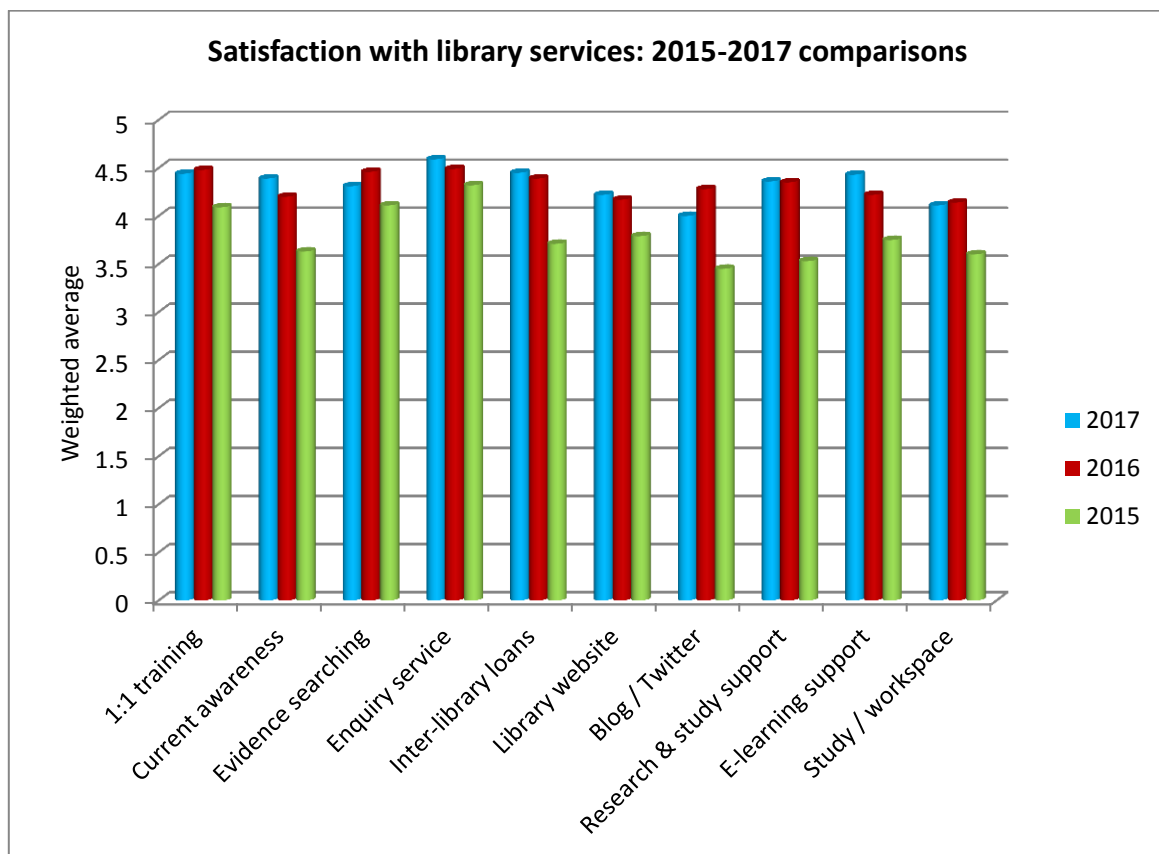


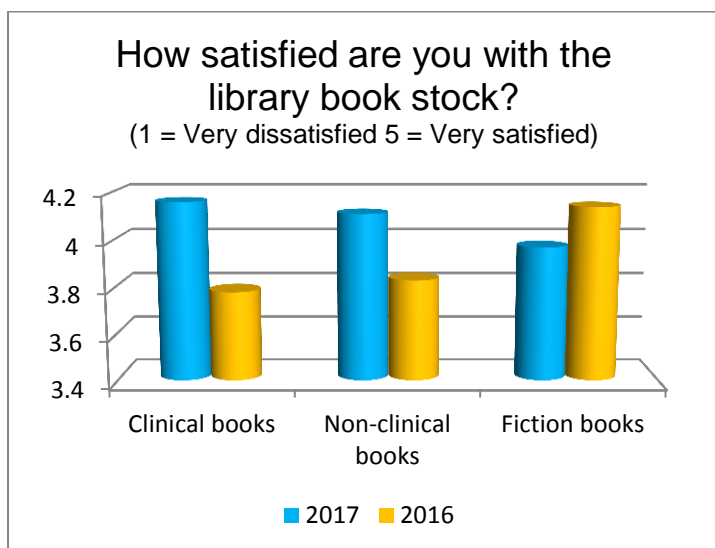
Figure 4

All the areas scored well, and most have increased their scores. Only the library blog/twitter and evidence search service have scored marginally less than in 2016. 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 place to study as it can be noisy.*
- *The Library is not fit for purpose. It is noisy and is basically in the middle of an office. Too small to have a useful collection of books and frankly its paper model is completely out of date. The days of needing a librarian to help with journal searches are also over. Close it and spend the savings on a decent quiet and comfortable, secure room. Also why does it even stock fiction? I dont need a library blog either.*
- *Sometimes the library is noisy. Quicker access to wifi. Uni loans out laptops, worth considering?*
- *Separate the library from the administration section. Library is supposed to be a quiet place. It is hard to concentrate during day time due to background noise.*
- *Not a lot of space to work in.*
- *It could be quieter*
- *Quieter space to study*
- *I find the study space quite noisy at times, it would be helpful if it were a little quieter. Access to referencing software would be extremely helpful to complete assignments etc. for university.*
- *a quieter area to study away from the main desk, printer and computers would be beneficial*

The other key comments were all to do with e-learning and how complex it is to use. The library staff support people to navigate the e-learning software as much as possible. This year this has been helped by the new 'e-learning support' post which is based within the PGME / library office area.



An injection of money for new book stock towards the end of 2016 has shown a big increase in the satisfaction of the clinical and non-clinical (e.g. management, wellbeing, computing, etc.) book stock (Figure 5). Some of the comments mentioned the lack of breadth within each specialty, due to the size of the library and its collections. To help this the library has continued to increase investment in e-book consortia purchases to increase the breadth of the available collection and to support staff who find it difficult to come into the library, for example community staff.

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 75.0% (70.7% in 2016; 70.21% in 2015)
- Improve patient care/evidence based research 73.8% (65.3% in 2016; 63.83% in 2015).

This has remained the same for the past 3 years.

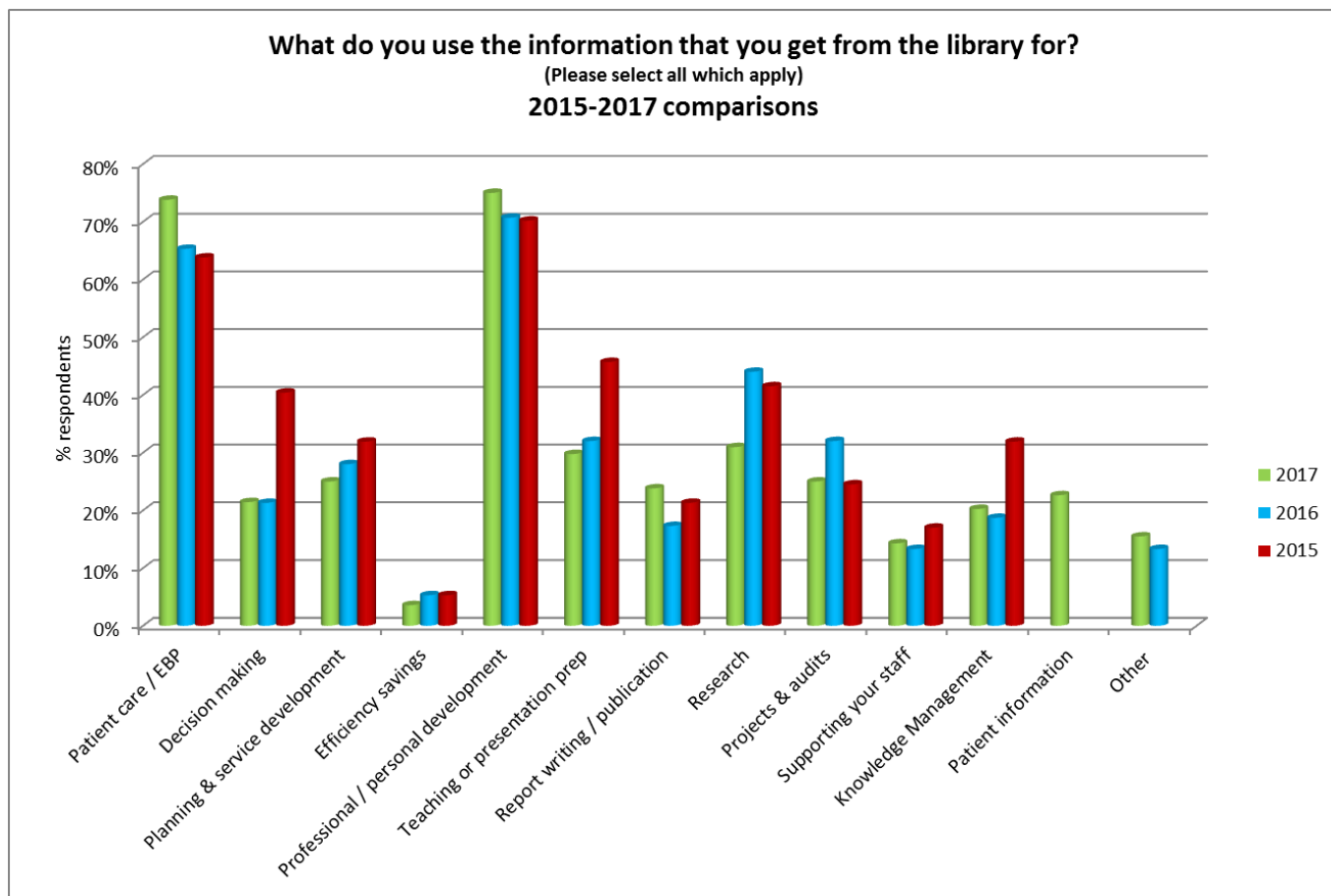


Figure 6

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):

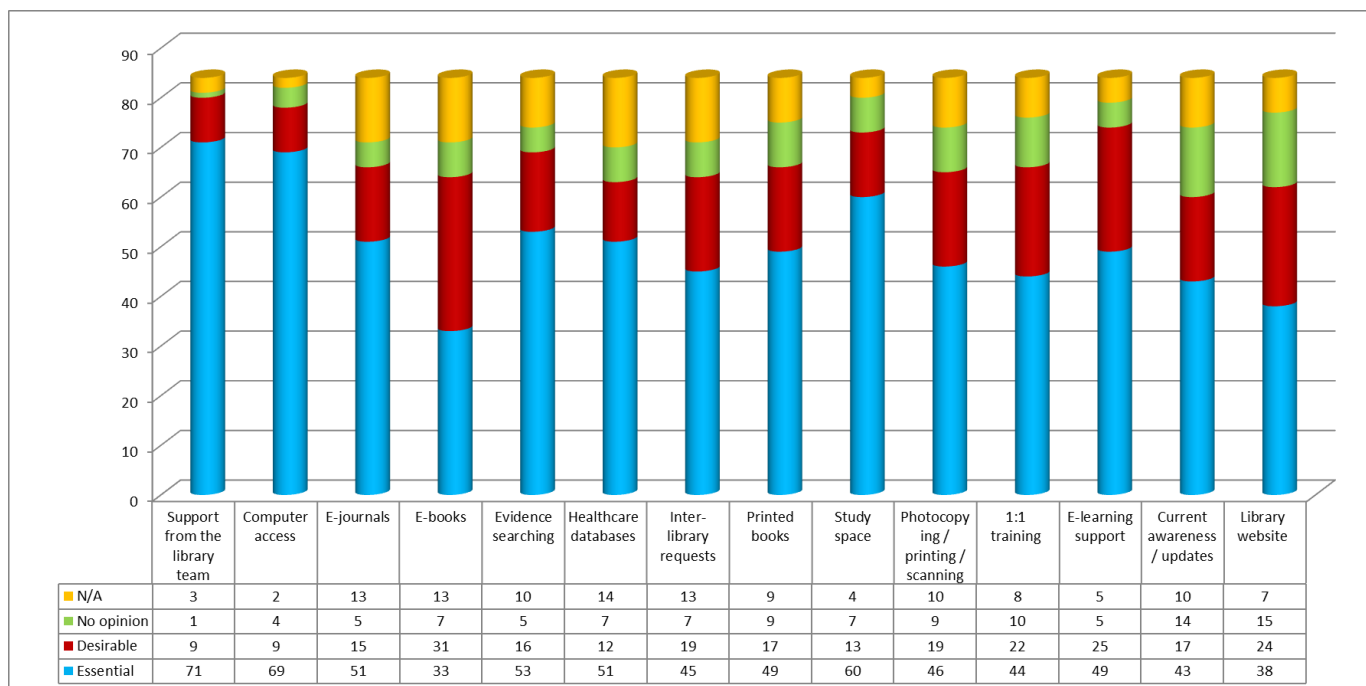


Figure 7

Support from the library staff was the most important service to our users, followed by access to computers, e-learning support and study space.

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

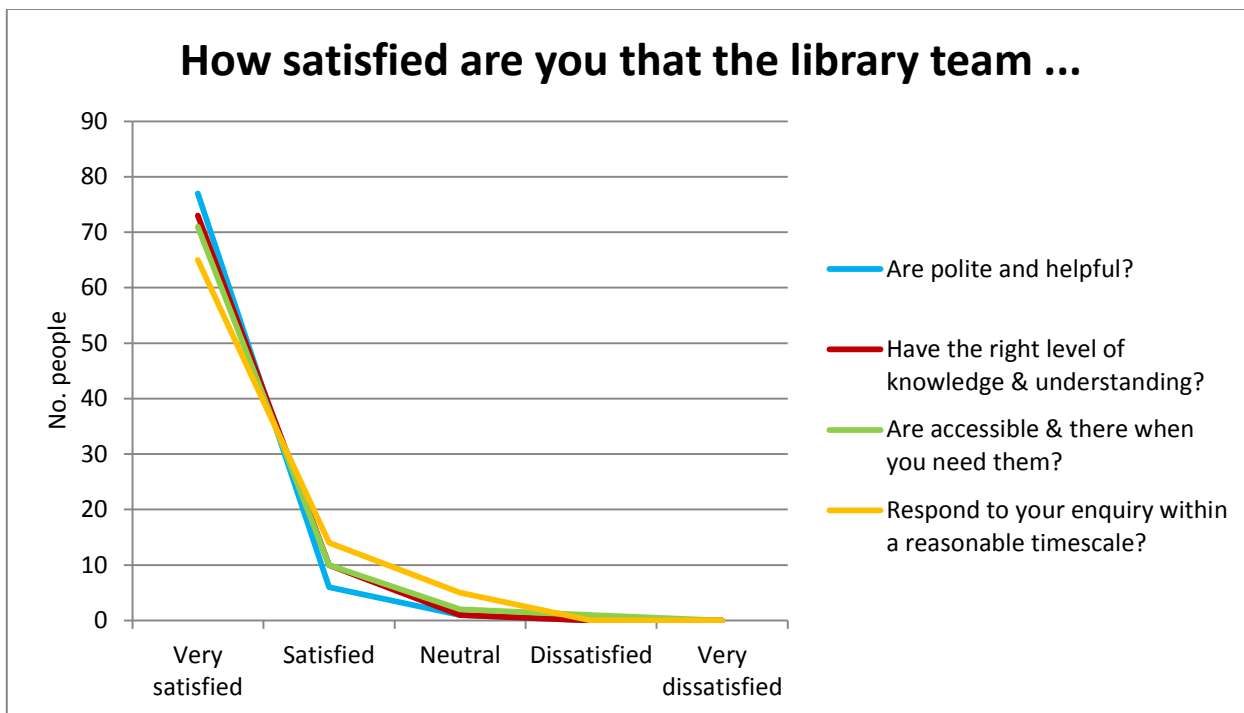


Figure 8

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:

- *Very good team*
- *Always very helpful. Great that library staff come over to tell us about new resources etc as it can be difficult to get over to the library*
- *Staff are always helpful when I visit the library*
- *Very nice staff, pleasant and helpful.*
- *I am satisfied, the girls are very nice and helpful*
- *they are excellent and always ready to help*
- *really helpful and knowledgeable staff*
- *They are polite, efficient and helpful. Was struggling with e-learning and library manager (Linda) was very helpful. Great support also from Anne for evidence searching*
- *Think the medical education email that comes out with precis of interesting articles is absolutely brilliantly written - many thanks*
- *Very helpful and patient helping me with e-learning. Also support for my studies*
- *Friendly staff*
- *Very helpful 10/10*
- *Got great support for course I was doing*
- *I think they are a great bunch in there who put themselves out to help you*

- *Having used the library a lot, the staff are consistently helpful, friendly and available whenever required*
- *Staff are always pleasant, available and very knowledgeable if the staff do not have the answer they will always signpost*

97.6% of respondents said they would recommend the library to colleagues. The following comments were received on the overall library service:

- Pleasant environment with some useful resources and good to have time away from normal work env to concentrate
- Polite staff who go out of the way to meet your needs
- I would recommend it due to 24hrs access to computer/printer/scanner. Good place to study after working hours.
- Because the staff are helpful
- Parking issues if wanting to use it on days off work
- Pleasant environment and supportive staff
- Had great support for my assignment from Anne, staff really know their stuff and are very helpful
- Very friendly staff and quiet space with computer to get on with my work
- I needed help accessing e-learning - a colleague recommended me to come to the Library for assistance, which i did and would recommend others to do the same.
- Very good service, particularly happy about the library being open 24/7 as I use it a lot to study even on weekends as am living on site (were there is no wifi access)
- Helpful staff and quiet place to work/study
- nice atmosphere, looks bright and modern, always able to use a computer, helpful staff
- Much improved environment, nursing books and respiratory books have been updated, very knowledgeable and helpful staff.
- very nice and helpful staff.
- Staff are really friendly and helpful and supportive. Help me get started on e-learning and also with my course work.
- good selection of books, good workspaces
- Drinks as well!
- It is never over busy, its open all year round. If you cant find what you are looking for the staff will help you.
- It's the only space to do work for junior doctors and provides invaluable resources to develop ourselves into well rounded competent up to date doctors. We have no offices or desk space of our own as a category so this is our only space for that. We need more computers.
- Very good. Nice environment
- Friendly staff. Pleasant environment. Good range of resources.
- Very helpful staff who have a wide variety of skills.
- It's an invaluable resource and saves the cost of purchasing own book's
- I have done because I received a lot of help from the library with elearning and getting the books I wanted
- Very helpful.
- 24/7
- Haven't used it often but on the few visits I have made staff are always helpful and have been able to deal with my requests

- It is a helpful place to study when office space is unavailable
- A good on-site resource, although small it is able to access those things not on the shelves. It can be a bit noisy due to the open plan nature though.

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 still an on-going issue.

The update to the clinical book stock has been well received, with a big increase in satisfaction levels. 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.

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 raise awareness of the information resources staff can access with an Athens account.
4. Continue to investigate additional sources of finance to improve the quantity and age of the clinical book stock.
5. Investigate ways to promote library membership, how to become a member and what the benefits are.

Alison Thornley
eResources Librarian
August 2017



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:

- 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:

	1 Very dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very satisfied	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?

	1 Very dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very satisfied	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?

	1 Very dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very satisfied	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. 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.eastcheshirehslibrary.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, 2 nd Floor, New Alderley House, Macclesfield District General Hospital, Victoria Road, Macclesfield, SK10 3BL
<u>Please return by:</u>	Friday 7th July 2017