



Essex Libraries Project
User Survey 2017
Colchester Healthcare Library Analysis

At the start of the Essex Libraries project in April 2016 we undertook a baseline survey, gathering data about staff perceptions of library services and resources which would inform our strategy and help us plan changes and improvements according to what people wanted and needed. Now that we are a year into the project we have resurveyed staff of both Colchester and Harlow Healthcare Libraries, asking many of the same questions to see if perceptions and knowledge of services had changed in any way and also to see if the improvements we have made have been noticed by the staff. The results seem to indicate a growing acknowledgement of the importance of library services at CHUFT as well as an appreciation of improvements made.

Demographics

102 CHUFT respondents out of 284 in total (36%) compared to 79/159 (50%) in 2016

Nurses and students 32 (31%) although only 3 students this seems poor considering the events which have been undertaken for them in the library and the library's good relationship with nurse educators.

30 (29%) of respondents were doctors but again there was no representation of students views.

18 (18%) of respondents were AHPs but again, no students. This lack of student representation in the results is concerning and could be down to the avenues through which the survey was disseminated or lack of engagement with student populations. This will be investigated.

If you SELDOM or NEVER use the library, please tell us why. Please tick all that apply.

40 respondents

Time, as usual in these surveys is biggest factor for not using library 15 (37.50%) A false economy, if staff make original effort to contact the library they could find their time saved in other areas.

Worryingly high % 12 (40%) didn't know about library or thought it was only for clinical staff

Inconvenient location and or opening hours 13 (33%) 24/7 should address some of this.

4 (10%) didn't feel that library covered their specialty- could be left over perception as stock has been updated in many areas.

Comments include:-

- *I am based in the high street so difficult/expensive for me to park*
- *Many books are older and out of date*
- *Don't often need to use it. I've forgotten how to read papers, search for information though. Lack of time to go there. Feel I can't go during the working day as it's time off the wards.*

There are a number of different ways of accessing and using library services and resources. Please could you select all those which you have used IN THE PAST YEAR?

57 Responses

Majority visited library in person 46 (80.70%)

People are beginning to use the library website 14 (24.56%) and also using the new links on the Trust intranet pages. Needs to be more promotion on this done as far more are still googling material and then finding library resources to which they can log into via Athens 29 (50.88%). Much quicker and easier for them to go straight to website.

Comments include:-

- *The library website and NHS Athens information is not advertised. These are resources that I was not aware of. Having this information would be beneficial to a vast number of staff in the trust.*

If you ever come to the library IN PERSON, which services do you use? Please tick all that apply.

57 responses

Majority come to the library to take books out 37 (64.91%) but many of those also benefit from advice from the library staff 33 (57.89%)

A number come for advice on database searching 14 (24.56%) while 37 (57%) take advantage of computers and printing facilities. The importance of the library environment and workspace is also recognised with 23 (40%) of responses referring to the use of the library as a quiet and or group study area, with a number of those just finding it somewhere to relax.

Can you tell us briefly what changes you have noticed in the library environment in the past year?

45 responses out of 102 (44%)

Survey Monkey Text analysis of answers



The questions on changes which have been made both in the environment and resources were deliberately open so as to not “lead” any responses. However it is a shame that not more people felt they could answer this. There have been huge changes in the environment including

New carpet, new shelving, removal of journal archive, more desk space, more PCs, group study area, new reception desk, self-issue machine, smaller, more current and relevant stock.

It is therefore disappointing that of those who replied 5 saw no change, 4 didn't know and 7 hadn't been to the library. So there is still room for much more promotion of the service. However the majority of comments were extremely positive and included:-

- *refurbishment, new books, study area to the back*
- *The Colchester library has been modernised. Old journals have been replaced by books which are much more useful.*
- *panic alarm bump rails*
- *Looks more organized. Staff are always (but always have been) helpful and professional*
- *It is much brighter and more open since the new shelving etc. It is a tranquil space*
- *A much nicer environment to come and study in. More computers to use and places to sit.*
- *our library has been totally updated with new books and facilities. a lovely space to study. Library staff support me with resources for my Students*
- *Self-scan facility for checkout/in Desk location*
- *Better organized. Improved layout. general appearance is much cleaner and brighter. More workstations.*
- *The library has been completely refurbished. The way the library is organised has had tremendously positive developments and has become a much more user friendly place, where you would enjoy working and using the facilities. I have been very fortunate as it has helped me to progress in my career. There are more computers. The method to access books has been much easier.*
- *It has changed dramatically! It has had a huge update which has made the environment more practical flexible to different needs*

44 respondents answered the following question **if you have noticed changes, are they.....**

- Positive 23 52.27%
- Negative 3 (6.82%)
- No Impact 13 (29.55%)

Can you tell us briefly what changes you may have noticed in library services in the past year?

New Books Staff Services Journals Library
Access

Again the low number of responses to this question is disappointing 37/102 (36%) with almost half of those 15, who don't know, have not used the library or have not seen any change. However the positive responses do indicate that perceptions are slowly changing especially with regard to technology and online access to resources and the fact that the staff are promoting services more is being noticed..

- *There has been more of an emphasis towards electronic provision. The staff remain as helpful as always in assisting this transition*
- *More online services*
- *opening 24hrs looking forward to self-issue books*
- *Opening hours changed to 24/7*
- *They advertise their services more.*
- *They have access to journals and new books - online access to library materials especially if the reading material is present in other libraries but not in the hospital's library e been promoted more.*
- *Change to personnel. Less journals*
- *more communication*
- *Seems more proactive. More accessible.*
- *General drift to IT based resources*
- *Seen the library website better than before*

36 respondents answered the following question **If you have noticed changes, are they.....**

- Positive 52.78% 19
- Negative 5.56% 2
- No Impact 27.78% 10

What further changes to our environment and services would you like to see during the next year?

28/102 responses

Some answers to this question indicated that many people didn't know of services which already exist or which have been advertised as coming soon, for example longer opening hours and so highlight the need to promote the library and services even more vigorously over the coming year. Indeed the need for that was suggested as a further change with the comments:-

- *More advertising in regards to access to the library and resources.*
- *I would like to be able to use the library and for more information to be circulated for non-clinical staff about what is available in the library*

Changes to the environment included the suggestion of air-conditioning as it can get very hot and uncomfortable

Other suggestions included:-

- *Let people know you can help searching scientific databases, help with getting information etc (This service already exists)*
- *More new editions of textbooks- New books are being purchased all the time*
- *Need more books on Medical Physics, Radiotherapy and Radiation protection.*
- *I would like to have easier online full access to articles in premier journals. I do use Athens but it does not serve me well in Paediatric Orthopaedics and Adult Trauma- New online resources are becoming available where affordable such as Clinical Key*
- *more online support and more online resources with full paper available online*
- *Quiet area to read-*
- *Larger study area, refreshment facilities*

In 2016's survey there was a huge dissonance between importance and satisfaction with services in the next 2 question as can be seen by the green sections in the chart below... **Please indicate on the following table how SATISFIED you are with the library services that you use** and **Thinking about the services you have ALREADY USED, how IMPORTANT are they to you?**



(66 and 65 responses respectively)

This year the charts (below) look far more equal indicating more of a correlation between importance and satisfaction, therefore an improvement in the delivery and perception of services and resources. A new addition to these tables is our website, not available last year and it seems that its importance is already being recognised by users.

There are still some differences between satisfaction and importance of e-resources including books and journals but compared to last year these are small. There are more e-resources available than before so this result may be partly due to perception of what is available rather than the actual range of what is offered. It is possible that more intense promotion of the website as a "one stop shop" to resources may help close the gap ready for next year.

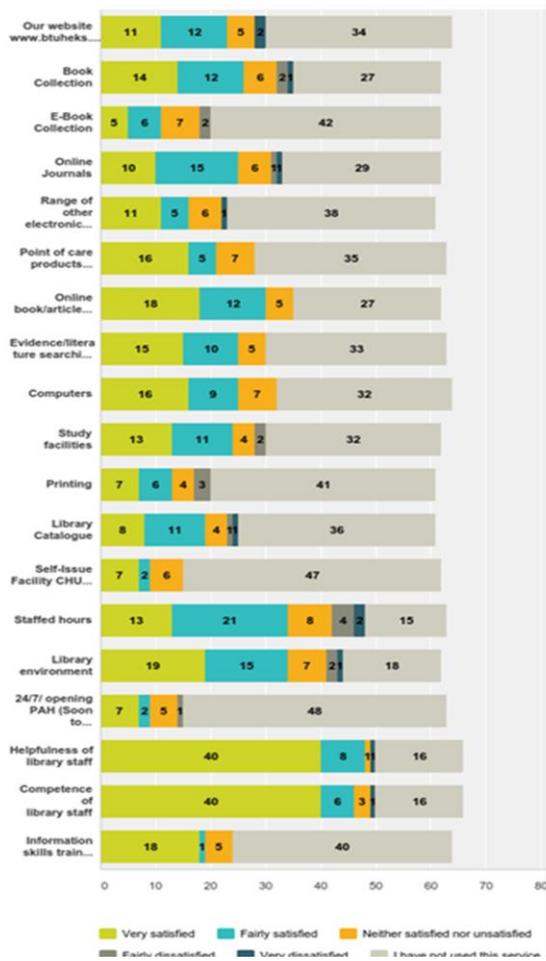
The importance of the library staff is underlined by the fact that their competence and helpfulness is seen as the most importance resource of all yet again and satisfaction with staff has increased. The availability of evidence based

resources is vital for NHS staff but it is the work of library staff as navigators through that information which is paramount and highly valued.



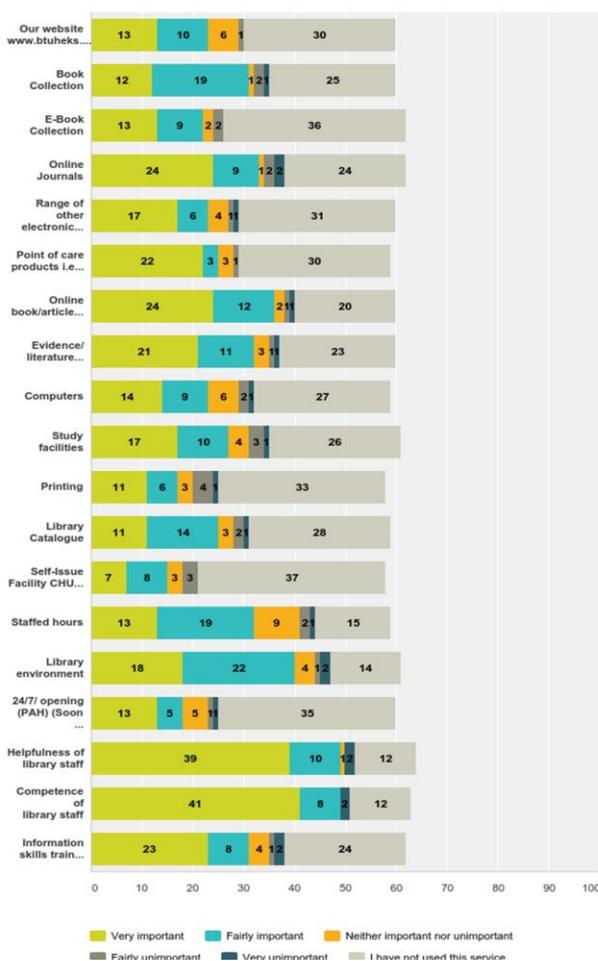
Q14 Please indicate on the following table how SATISFIED you are with the library services that you use.

Answered: 66 Skipped: 36



Q15 Thinking about the services you have ALREADY USED, how IMPORTANT are they to you?

Answered: 65 Skipped: 37



Thinking about the services you have NOT USED, how likely would you be to use them in future and how IMPORTANT COULD THEY BE to your work?

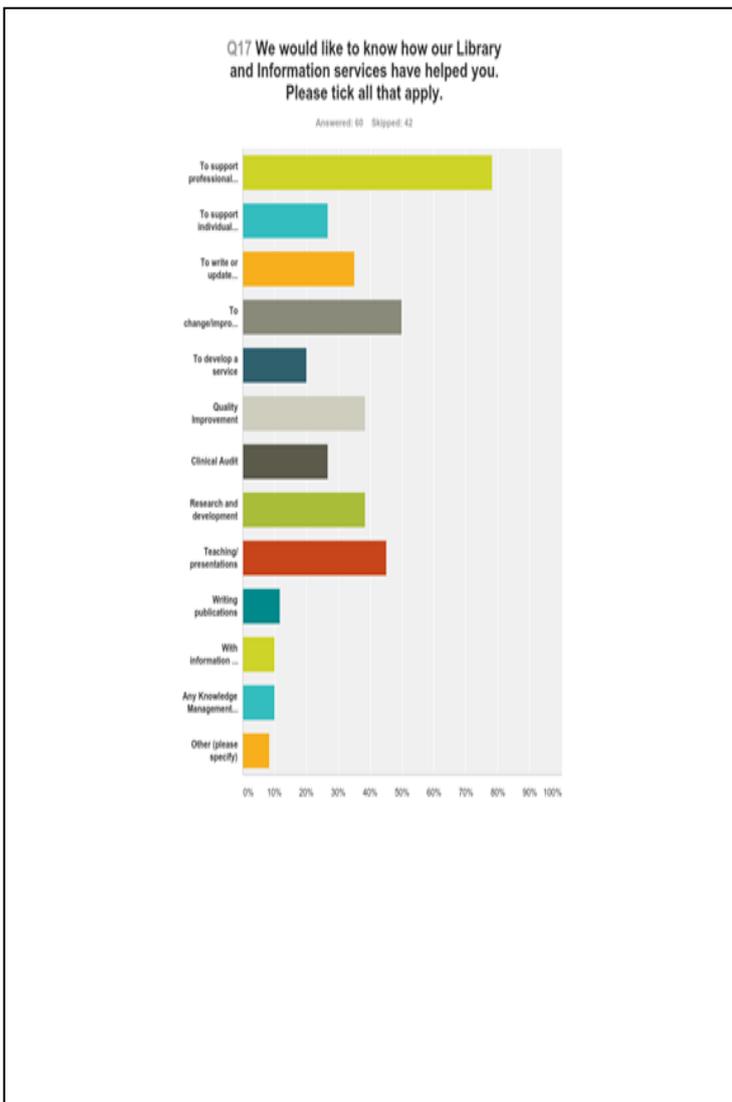
63/102 responses

This question included some services which are not yet available, for example, a clinical librarian service. Not surprisingly all services scored quite highly with the majority of respondents saying they thought most services were important and were likely to use all of them to some degree. Overall respondents seemed more likely to use e-resources in the future rather than print ones. Self-issue for books etc. though, was seen as important, appropriately fitting with the view of respondents earlier that the library is becoming more technology focussed in its quest to make access easier. 24/7 opening was a future service which scored very highly, demonstrating peoples need for easy out of hours access to the library, this correlated with the importance indicated by the library environment.

The clinical librarians service also seems to be perceived as a much wanted and important service and needs to be developed..

We would like to know how our Library and Information services have helped you. Please tick all that apply.

60/102 responses



This question was included to help us demonstrate the impact services have on, staff, on patient care, service improvement, education and the work of the Trust. As can be seen the library impacts in a number of ways, from individual patient care to supporting professional development.

The following question asked respondents **to give a specific example of how our resources/ services or evidence retrieved by us have helped you in any of the areas listed in the previous question**

25/102 responses

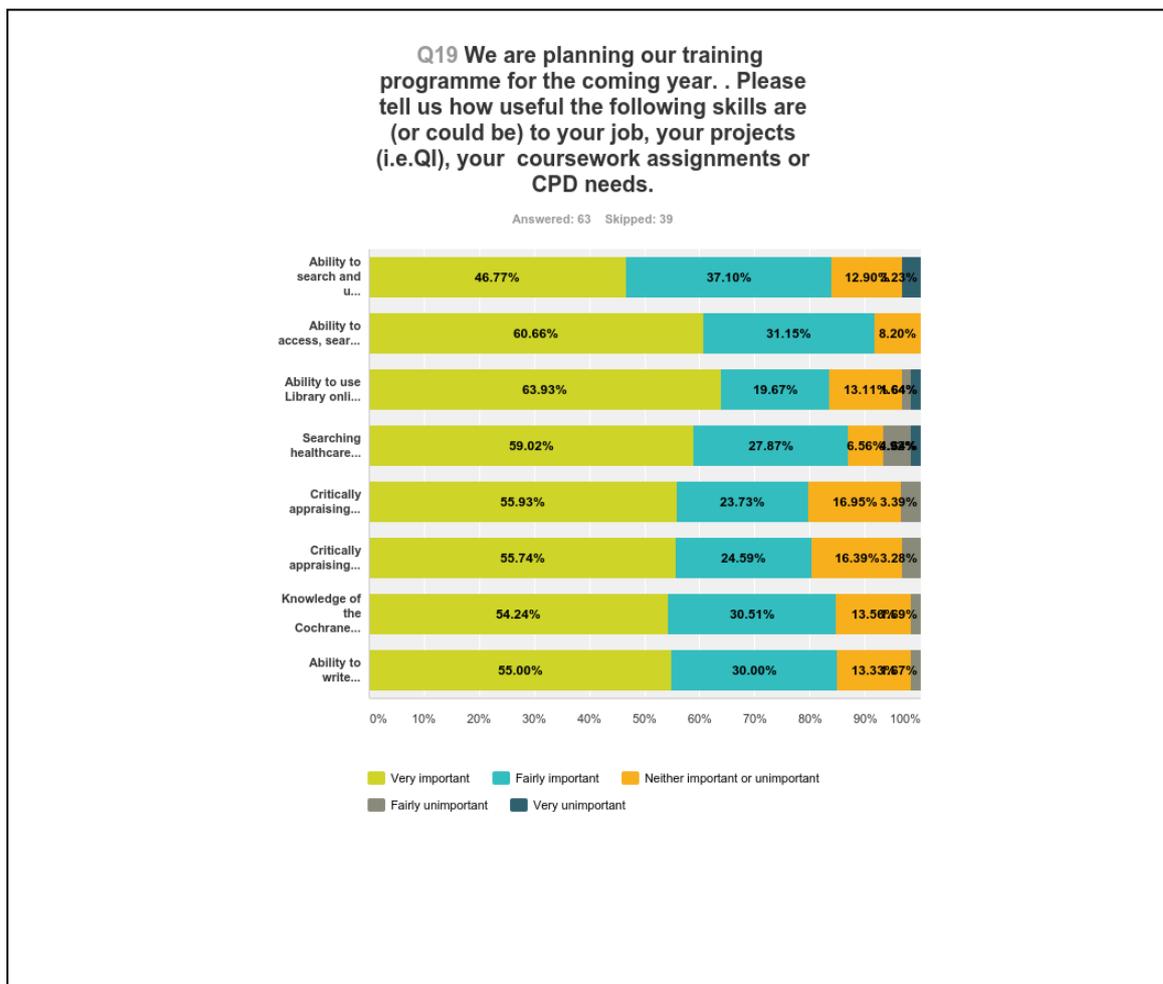
Again, it would have been helpful if more respondents had chosen to answer this question but from the answers given we have a clear idea of the many ways in which the service has impacted in the Trust over the past year.

Examples include:-

- *the staff have been extremely helpful and patient helping me gather research for my masters dissertation*
- *Helping me out when getting information to improve clinical practice and in teaching students.*
- *Being shown how to access Keats Atlas of Normal Roentgen Variants through Clinical Key was really useful, as we have several hardcopies of the book, but it is very heavy and not available at every reporting workstation. The electronic version has extra chapters, one of these enabled us to positively identify that a possible shoulder fracture on a young man was actually a normal variant.*
- *Being able to source books that are not stocked locally at CHUFT but at other associated locations has helped me find resources that would otherwise have been unavailable. Using the <http://www.btuheks.nhs.uk/> website to search for references and other resources has helped me find what I need.*
- *I have used clinical key for resources such as textbooks to study for my professional exams. Ebooks are particularly important for me as I commute a long distance and so cannot always carry heavy medical textbooks with me. They also allow me to access library services from home (as there often isn't time within a working day to physically study in the library). The library staff have been very helpful in setting me up to access this service.*
- *Access to information on the current /ongoing Sustainability and Transformation Projects. Research on audit project and abstract presentation. Revalidation- reading journals, Teaching - in house and regional (information gathering, preparing power point presentations)*
- *The library is very important for the Medical Students that I supervise and essential for us to deliver quality undergraduate teaching.*
- *Literature search for paper to be presented at major meeting*
- *Enables me to find the evidence to underpin patient care decisions and devices we use*
- *The library team have helped me to sources the correct books to enable me to develop training courses for staff needs*
- *I have been able to conduct literature searches, print and evaluate evidence in a non-distracting supportive environment to submit and write a research paper.*

We are planning our training programme for the coming year. . Please tell us how useful the following skills are (or could be) to your job, your projects (i.e.QI), your coursework assignments or CPD needs

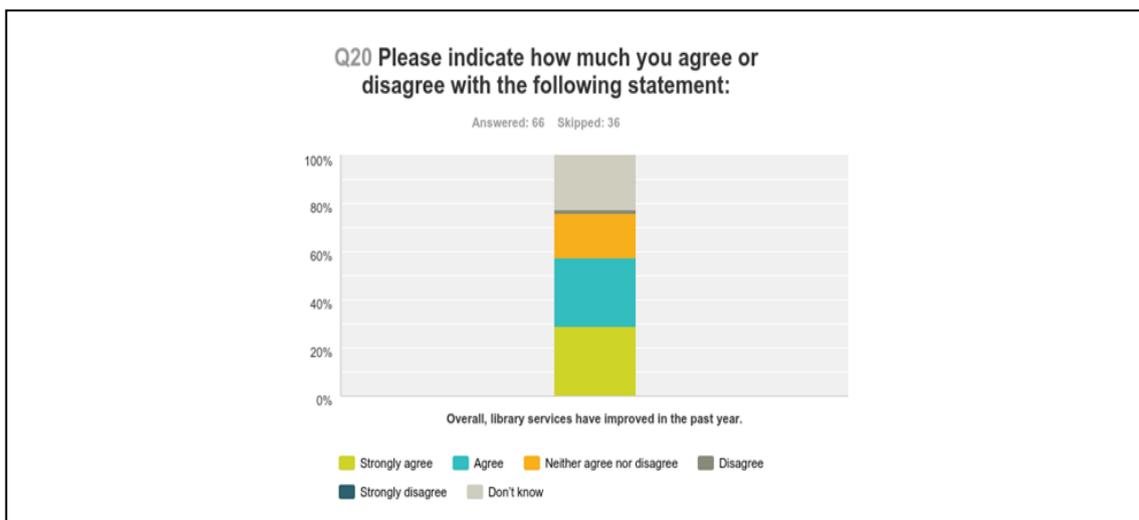
63/102 responses



Library staff have kept up with 1-2-1 training on database searching while refurbishing the library but now want to extend the training programme to incorporate more key skills for healthcare staff. We wanted to know what to prioritize for the coming year. It was heartening to see all options are regarded as very or fairly important however staff capacity is limited. It was also obvious that the ability to search e-resources of all kinds is the skill rated most important so that is what library staff will concentrate on, developing courses for searching healthcare databases and other online resources such as Clinical Key and UptoDate. Critical Appraisal courses will be developed later in the year.

Please indicate how much you agree or disagree with the following statement: Overall, library services have improved in the past year.

66/102 responses



As can be seen by the above chart the majority those who responded to this question felt that library services had improved.

Do you have any other comments regarding the library service?

There were 18 responses to this question.

- *Advertise more*
- *The library team are doing a great job - keep it up!*
- *Please don't underestimate its usefulness or value.*
- *I have always felt that the library and its staff offered an excellent service and have always received excellent service and help when needed it. Never used the Trust library*
- *I feel that this service is a vital part of the Trust for all staff. More promotion of the services would ensure that we will have access to a range of the library services.*
- *The reflective writing course was excellent.*
- *I think the library is a valuable resource. The staff have been very supportive and their help has been invaluable. Thank you*
- *I have never used the library - I think it's only for clinical staff*
- *I am very happy with the library service, staff is very kind and helpful*
- *The library currently provides an excellent service.*
- *Prompt access to relevant information is critical in modern day medical care. I await an app that I can use on my phone or tablet without having to log on to Athens!*
- *The staff are always very helpful and friendly.*
- *A highly valued service.*
- *The concept of the Essex Library Services is in danger of being overtaken by NHS events and re-organisations; is this under discussion? (TONY ELSTON- consultant)*
- *It provides an excellent service and is an excellent environment to work within with unlimited resources available to conduct any necessary work.*

Conclusion

Overall the survey results paint a very positive picture of how the improvements in services have been received by CHUFT staff. However there would be more depth to these results if respondents had answered all questions. We will consider making all questions mandatory for the next survey.

The decision to ask very open questions about what changes in services and resources people had noticed was made so as to not lead respondent's answers by giving them a list of changes. However it is possible that this approach may have gathered better quality feedback.

One thing the survey does not capture is the way the refurbished space is now being used in a much more flexible manner and the impact this has on perceptions and usage. This could be explored in the future.

The lack of student responses in the survey must also be noted and has implications for future marketing and induction events.

Negative comments or queries that have arisen in respondents comments will be individually answered