



**Essex Libraries Project**  
**User Survey 2017**  
**Harlow Healthcare Library Analysis**

This is a very basic analysis of the results from staff and library users at Princess Alexandra Hospital, Harlow.

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 at both Harlow and Colchester, 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 as well as an appreciation of improvements made.

### **Demographics**

There were 129 PAH respondents out of total of 284 (45% of total). This is a much higher response rate than 2016 when there were 43/159 respondents, (27% of total). This is very positive and indicates that awareness of the library service is growing

There were a wide range of responses from different user groups, the highest being nurses (including students) 46 (36%), followed by doctors (and medical students) 33, (26%), AHPs 24 (19%) plus others ranging from HCAs to business intelligence developer.

### **The Questions**

#### **If you SELDOM or NEVER use the library, please tell us why**

##### 70/129 responses

Lack of time is highlighted as the main reason people don't use the library with 18 (26%) responses.

There are still staff who do not know there is a library and those who don't feel it is relevant for them or that it is for clinical staff only....13/70 (19%). This number is too high and demonstrates the need for continuous promotion.

A small number of staff rely on their professional organisation but a relatively high percentage rely on Google, 13 (18.57%) which is a risk factor when it comes to patient safety.

A significant number chose the "Other" response and included a number who would use the library when they were specifically studying but not to generally keep up to date.

Comments include:-

- *I have access to University library at the moment.*
- *I thought it was mainly for the qualified medical staff, i.e doctors and nurses, not healthcare support workers. I was never given any information about the library or it's resources when I joined the trust and I am unsure as to what facilities I was allowed to use.*
- *I use the library only when I'm in need of completing some studying or researching some articles/literature.*

**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?**

77/129 responses

66 (85.71%) of respondents had physically been to the library.

75 (97%) have accessed resources remotely, via the website or intranet or via Google or another search engine.

There is still a high number using EEL, the regional library site-16 (20.78%). This was the previously promoted way to get to some of the e-resources. It is still valid but the website is more useful, this promoted way- do they know of website?

There is still (and always will be) high use of Google and other search engines but many users are still finding the NHS Athens authenticated resources this way. they are getting to library resources via Athens..

It is very positive to see that the presence of a Clinical Librarian is already being felt within the Trust with 10 (13%) respondents engaging with a librarian around the hospital site.

**If you ever come to the library IN PERSON, which services do you use?**

76/129 responses

The majority of respondents come to the library to borrow/read books 52 (68.42%) and/or use the computers for study 34 (44.74%). It is also obvious that the library and the computer rooms are valued as places of quiet study 31 (40.79%). Many ask staff for general advice of specific searching advice 59 (78%). The library space as somewhere just to relax is also acknowledged 4 (5.26%). It is hoped that as there are further improvements to the environment more people will realise the benefit of having such a space for individual/ group study and away from the clinical environment.

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

54/129 responses

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 the response rate is disappointing with only 54 (42%) of respondents answering. There have been numerous physical changes to the library including:-

- Less clutter
- Journal collection significantly reduced
- Book collection streamlined and tidied.
- New carpet and new chairs in library and computer rooms
- New OPAC stand
- Brighter Displays
- New branding and signage

A number of responses 12 (22%) indicated that people hadn't been to the library at all or were new to the Trust so couldn't really comment. Very disappointingly 6 (11%) people had seen no change! However the majority had seen the improvements. Comments included:-

- *better online resources, refurbishment of IT room, new chairs*
- *less journals , computer training room next door. more new books in back office.*
- *nothing has changed in our library*
- *It's more targeted and focus*
- *more books more computers and really helpful staff*
- *i just love and enjoy going to library there are variety of books available now new shelves been added and information on every shelf about book requirement*
- *More computers and less books*
- *new carpets all over the library*
- *More current books compared before*
- *Better layout new resources*
- *journals in the corridors have gone*
- *Always up to date and staff are helpful - organized and comfortable environment*

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

- Positive 27 (44.26%)
- Negative 1 (1.64%)
- No Impact 24 (39.34%)

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

40/129 responses

Again the low number of responses to this question is disappointing 40 (31%) with 15 (38%) of those who don't know, not having used the library or 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. Comments include:-

- *new electronic systems*
- *more accessibility for staff*
- *I have noticed the presence of more members of staff in the library*
- *The bthukes website where we can just access the book on line all over Essex I don't have to go to library personally librarian just calls me and I go and collect in PAH library very impressive*
- *its more friendly to go there and relax in a good place without hassle*
- *Even though I've worked for the trust for four years I have only become aware of the library this last year and used the web site to support my learning. It is great to have it there.*
- *Ne Re branding, clinical librarian appointment, reflective writing, critical appraisal & evidence search workshops, Clinical Key w books, out of hour facilities*
- *Very quick response to requests*

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

- Positive 22 (42.31%)
- Negative 2 (3.85%)
- No Impact 20 (38.46%)

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

### 38/129 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, 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 within the comments. Some comments wanted changes that had already taken place, i.e. new carpets. Wi-Fi is also a theme which runs through. However we are limited what to do about this until IT change the WIFI system and enables access. All comments will be looked at and acted on if feasible. Comments included:-

- *I feel that the library is excellent and give me a quiet peaceful environment to study maybe adding some comfortable chairs in the study area next to the main library for a more relaxing environment and a food vending machine as I often get hungry when studying for long periods of time*
- *Maybe a welcome pack which has information designed to let people know about all the services available at the library in the front reception area so that people coming in for the first time know what they can use and what facilities are there. Also, maybe a library induction that people can book themselves on to have a tour of the library and facilities and get more information.*
- *In these days of internet, how much is it needed at all?*
- *More COE MCQ books.*
- *more study rooms and variety of books*
- *More printing facilities and more up to date computers.*
- *Please do not live (leave?) PAH site.*
- *Some form of collection service to / from SMH.*
- *More staff*
- *Better access to the internet. There should also be a 24/7 service on some days especially during exam periods.*
- *better environment, faster internet connection*
- *Varied access times and means to collect and deposit books in main building*
- *More e-books*
- *Change the carpet in the E-learning rooms*
- *Some of the important books are only available for a week. It is inconvenient because most of the time when you go to the library to return it is not requested by anyone else. Is there any possibility to have more copies of it or renew it again without actually bringing it back to the library*
- *Longer opening hours Wi-Fi access*
- *study/ reading/ quiet room*
- *Please get "UpToDate" as a part of a wider service available at all sites incl. PAH*
- *An outline of how the library resources can be used online.*
- *It'd be nice to have PACS on all library computers - a few don't have it.*
- *Extended opening hours and more clinical books available*

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?**

## 2016 charts



88 and 86 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 is a gap between satisfaction and importance of the online article/book request service. This could be because some people do not yet realise how easy this service is to access.

Staffed hours is also an area of discord. Although there are more staff the library has been hit by times of staff sickness and necessity of shortening hours. The library is still closed on a Wednesday afternoon because of staff shortages and this needs to be looked at in the light of these results.

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. 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.

## 2017 charts

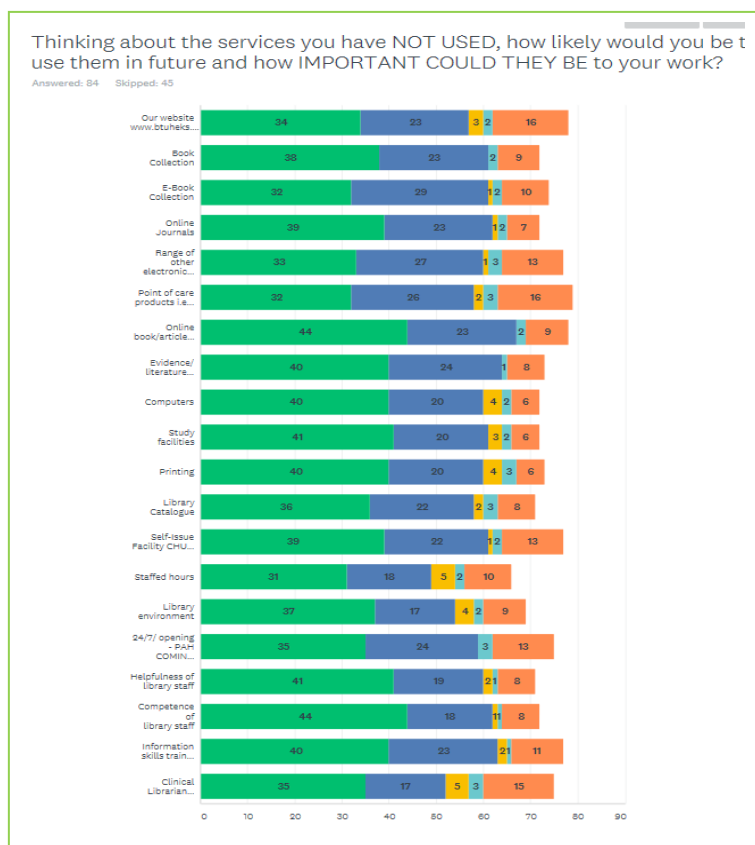


### Thinking about the services you have NOT USED, how likely would you be to use them in future and how IMPORTANT COULD THEY BE to your work?

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 slightly more likely to use e-resources in the future rather than print ones. Results also clearly indicated the desire for point of care products, especially UpToDate. Self-issue for books 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 service which scored very highly, demonstrating peoples need for easy out of hours access to the library, The clinical librarians service also seems to be perceived as a much wanted and important service.

Comments included:-

- *I'm going to make good use of the online services and also seek for advice from the librarian regarding literature search etc.*
- *PAH needs to get UpToDate*



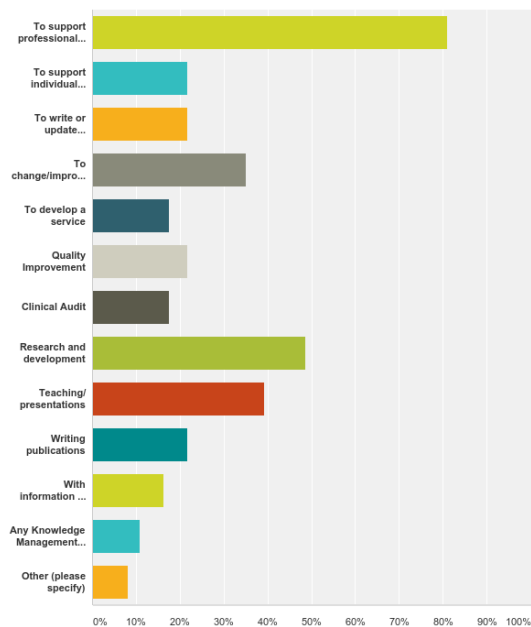
**We would like to know how our Library and Information services have helped you. Please tick all that apply.**

74/129 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

**Q17 We would like to know how our Library and Information services have helped you. Please tick all that apply.**

Answered: 74 Skipped: 55



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**

28/129 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. However it would have been more useful to have more evidence of where the library had supported clinical or management practice. Examples include:-

- *The library has a good amount of books that we can easily request and help to improve the clinical knowledge.*
- *as I'm studying a foundation degree the library has helped me improve my practice by providing up to date literature and has given me a quiet comfortable environment in which I can effectively study*
- *This has helped me in my management course, I was able to pass the course with the help of research materials found at the library and online with help from the library staff.*
- *Collected manuscripts for a clinical audit I performed, requested books I needed from other libraries*
- *As a clinician, I find medical literature very expensive and at times unaffordable. Also, the library services allow you you find and obtain articles relevant to your studies or research*
- *The library helped me find the literature I needed, journal articles both online and on paper in order to complete my literature review to complete my dissertation, my undergraduate degree in order to qualify as a health care professional.*
- *The service helped my find relevant books, how to reference, how to write whilst maintaining patients confidentiality and expanded my knowledge.*
- *Staff actively arranging literature search and review courses*
- *quality improvement- Prevention of venous thromboembolism*
- *I am studying at Kings College in London. I had trouble getting an article on line for my management module. I emailed the library and they had it for me 2 days later!*
- *I was studying at the Royal Marsden, and the traveling was too much with trying to work full time also. I used the local library to do literature searches and book loans. Any books were requested in for loan if needed. I could not have managed to get through this with out the support of our local library.*

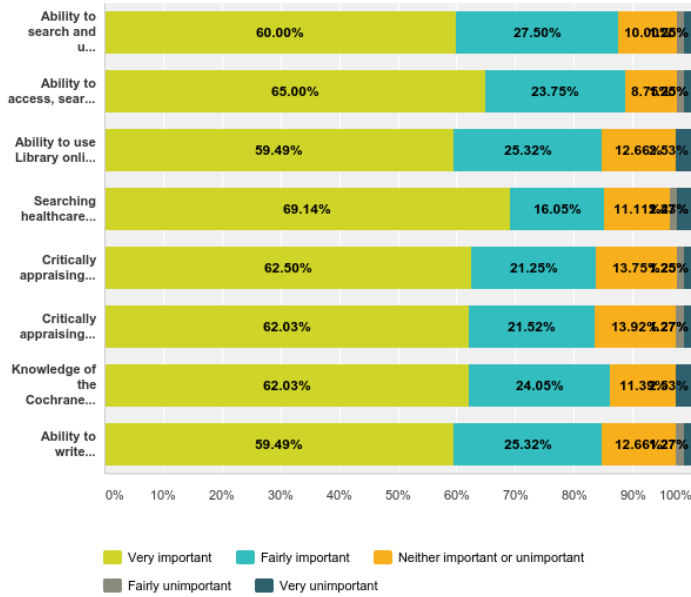
**We are planning our training programme for the coming year. Please tell us how useful the following skills are (or could be) to your job, your projects (i.e.QI), your coursework assignments or CPD needs**

Library staff have kept up with 1-2-1 training on database searching while working on the many changes of the past year 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 databases is the skill rated most important, 48 (60.00%) so that is what library staff will concentrate on, for the coming year alongside searching Library online collections 52 (65.00%). Critical Appraisal courses will be developed later in the year. 50 (62.50%)



**Q19 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.**

Answered: 83 Skipped: 46

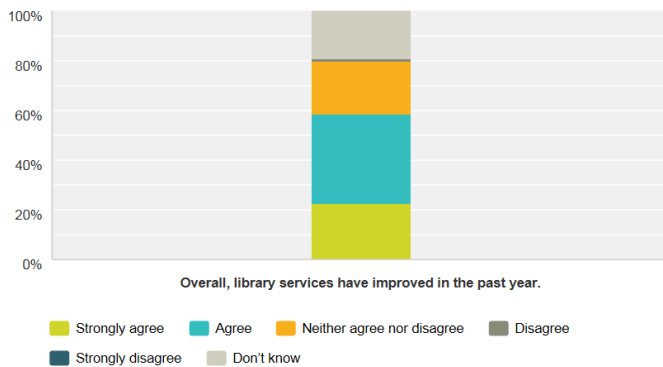


**Please indicate how much you agree or disagree with the following statement: Overall, library services have improved in the past year.**

89/129 responses

**Please indicate how much you agree or disagree with the following statement:**

Answered: 89 Skipped: 40



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?**

- *I have used the library for many years since I joined the trust and I can see that all the changes made over the years have made it a great library and an asset to the trust and its staff*
- *I started using the online resources last year and it has been helpful for me as a student*
- *The staffs are very helpful, competent and efficient in delivering a high standard service.*
- *Library staff are always improving the services they offer the hospital staff.*
- *More advertisement is need so that all staff are aware of the location.*
- *The staff at PAH are brilliant and an underutilised resource at present*
- *I feel that the library could be open longer hours and have library staff supporting for longer hours to respond any queries.*
- *I did my surgical first assistant course recently , at Anglia Ruskin university but living in Harlow with full time work it was difficult for me to get access to Anglia university , but PAH library made my life and course easy i found all the books required for my course and loan from other library if i need i just have to give my request of book and book was there within couple of days so it was good and end of this i passed my course what do i more required result so please i was with Harlow library*
- *staff were fantastic and I can't thank them enough for their help over the stressful period of having to get my essay in order, the PAH library would be my first port of call in the future most definitely :)*
- *I hope it's a service that continues.*
- *I would like to be able to use UptoDate and subscription to BMJ Case reports*
- *Very good quality service, maintain it to same level*
- *Excellent and valued service*
- *The librarian was interested in what I was studying. Also helped me with academic referencing and guided me with managing workload. I have nothing but praise for the library at Harlow.*

## **Conclusion**

Overall the survey results paint a positive picture of how the improvements in services have been received by PAH 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 respondents answers by giving them a list of changes. However it is possible that a different approach may have gathered better quality feedback.

It is also apparent from the qualitative data that the library is mainly perceived as a resource for students and those studying rather than a key support and enabler for evidence based healthcare and quality improvement. This perception needs to change and will be aided by ith the implementation of clinical librarian service and the further promotion of literature searching and current awareness services.

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

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