

Healthcare Library, The Ark, Basingstoke & North Hampshire NHS Foundation Trust

Annual Survey Results 2007

Conducted : March/April 2007

No. of Returns: 215

Main Findings

- The results of the 2007 survey were comparable with those of the last survey undertaken in 2005.
- Most respondents were familiar with the traditional resources eg books and print journals together with the availability of computers in the library.
- There remains a general lack of awareness of the full range of library services and facilities.
- Some improvements in awareness levels have, however, been achieved since 2005.
- Respondents reported high levels of satisfaction with those services used.
- The majority of users still visit the library in person rather than online or by phone/email.
- Community based staff cited distance from library and lack of time as major barriers to access.
- A significant proportion of respondents (63%) cited training needs. Most specifically in literature searching and maintaining current awareness.
- Supporting study and continuing professional development were the main purposes of library use.
- A third of respondents made use of the library for clinical questions/daily work needs.
- The majority of the respondents (87%) were not members of any other library.
- 91% of respondents rated the library staff as excellent or good.

User Comments

Whilst most comments were very positive

“Invaluable for me as a professional and as a student studying for a Doctorate. The staff are incredibly helpful”.

some felt that more advertising was necessary

“Very good facilities. More staff need to know about them”

and some comments focused on opening hours and computers within the library.

“Would like later opening hours”

“Computer screens not good last time I used”

Actions:

Upgrading of library PCs (this has been completed).

Revision of opening times (from 3 September, when we shall once more be fully staffed).

Active promotion of library facilities and services, including electronic resources to all staff groups, on and off-site (ongoing).

Continual monitoring of user needs in order to provide relevant and responsive library services (ongoing).

Full Summary of Results 2007

A survey of users was undertaken in March/April 2007. Distribution methods were varied in order to obtain best possible returns.

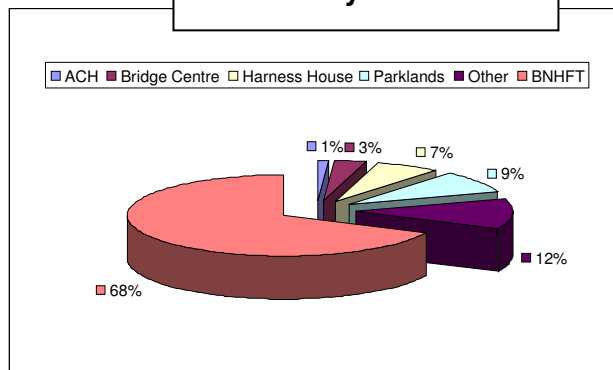
An incentive in the form of a prize draw was offered to encourage returns.

215 completed questionnaires, from a cross section of user groups were received and analysed.

Returns by Employer Group

BNHFT	118
Hampshire PCT	30
Hampshire Partnership Trust	22
Students	20
GP Surgery	19
Other	6

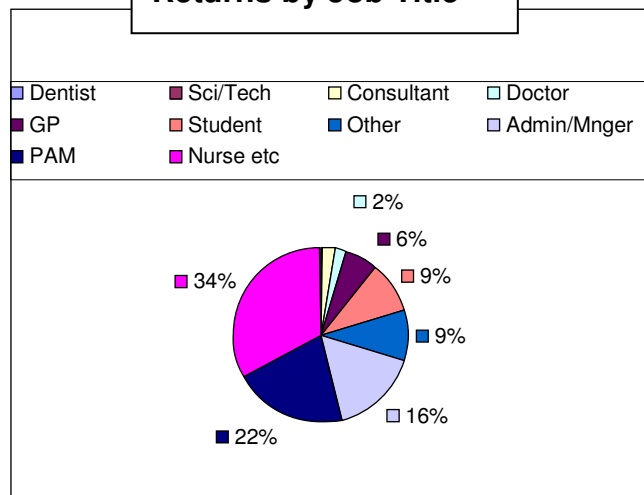
Returns by Work Base



GPs are included in "Others".

10 surgeries represented.

Returns by Job Title



Whilst the majority of responses were received from nurses, allied health professionals and administration staff, other groups were also represented to a lesser degree, including general practitioners and consultants.

Summary of Results

Q1. Awareness of Services + Levels of Satisfaction (not students on placement)

Books

94% were aware 6% unaware
57% had used
Of those 92% rated excellent or good (33%+59%)

ILLs

71% were aware 29% unaware
27% had used
Of those 100% rated excellent or good (72%+28%)

Print Journals

86% were aware 14% unaware
50% had used
Of those 87% rated excellent or good (43%+44%)

Videos/CDs

65% were aware 35% unaware
11% had used
Of those 79% rated good or satisfactory (50%+29%)

Self-service Photocopier

76% were aware 24% unaware
42% had used
Of those 91% rated excellent or good (48%+43%)

Computers in Library

89% were aware 13% unaware
33% had used
Of those 98% rated excellent or good (47%+51%)

24hr Access

59% were aware 40% unaware
20% had used
Of those 96% rated excellent or good (77%+19%)

Library Website

73% were aware 27% unaware
33% had used
Of those 94% rated excellent or good (42%+52%)

Electronic Journals

68% were aware 32% unaware
32% had used
Of those 89% rated excellent or good (46%+43%)

Electronic Databases

67% were aware 33% unaware
33% had used
Of those 91% rated excellent or good (42%+49%)

Literature Search Service

69% were aware 31% unaware
27% had used
Of those 88% rated excellent or good (60%+28%)

Article Photocopy Service

64% were aware 36% unaware
29% had used
Of those 98% rated excellent or good (71%+27%)

E-resource Training

58% were aware 42% unaware
18% had used
Of those 93% rated excellent or good (64%+29%)

Student Responses

Out of the total 215 responses, 20 were received from students on placement at BNHFT. Of these 17 were studying with Southampton, (1 medical student, 16 nursing students), 2 with Surrey (nursing), and 1 with Bournemouth (midwifery).

There were indications that some students had rated services that were not in fact on offer to them eg article photocopy request service and literature searching etc. A decision was made, therefore, to look at their usage and levels of satisfaction with services separately, extracting only information relating to services actually available to them.

Books & Print Journals

All responding students were aware of the availability of books and print journals in the library.

Books	Excellent	Good
Bournemouth	0	1
Southampton	10	5
Surrey	0	2

Print Journals	Excellent	Good
Bournemouth	0	1
Southampton	9	2
Surrey	0	2

Videos and CDs

Although the majority of the respondents were aware of AV stock only 4 had actually used.

Videos/CDs	Excellent	Good
Southampton	2	2

Self-service Photocopier

All respondents were aware of copier facilities. Surrey students however had not used.

Photocopier	Excellent	Good
Bournemouth	0	1
Southampton	8	4

Computers in the Library

All but Bournemouth student were aware of computer facilities. Most Southampton respondents had used, but Surrey students had not.

Computers	Excellent	Good	Satisfactory
Southampton	9	5	2

24hr Access

All respondents were aware that 24 hour access was available to them and the majority had used.

24hr Access	Excellent	Good	Satisfactory
Bournemouth	1	0	0
Southampton	11		
Surrey	0	0	1

Q2. How library services are accessed

The majority of users had visited the library in person, or alternatively contacted us by telephone. As might be expected, proportionately more community staff had used the latter.

Visited the library in person	145 67%	Contacted the library by email	30 14%
Contacted the library staff by telephone	77 36%	Used the facilities avail via website	40 19%

Q2a. Difficulties in accessing library facilities

104 responses received. Of these 94 had no difficulties, whilst 10 reported problems with physical access (in terms of distance from site) and Athens password related problems.

Q3. Purposes for using library resources and services

Supporting study and CPD were the main purposes of library usage.

It should be noted that some respondents who said that they had not used the library in fact completed this section, suggesting potential purposes of use should the need arise.

To support study/course-related work	123 57%
To support your general professional development	112 52%
For clinical questions/daily work needs	64 30%
General use of library computers for Internet etc	32 15%
To inform patients and carers	19 9%
Other	10 5%

Q4. How assistance from library staff is rated.

Of those who responded to this question, 91% rated staff assistance as excellent or good.

Excellent	89	55%
Good	54	36%
Satisfactory	8	5%
Poor	0	0%
No assistance received	12	7%

	BNHFT	GP	Hants PCT	HPT
Number of responses to training needs question	74 63%	13 68%	19 63%	15 68%

Q5. Training Needs

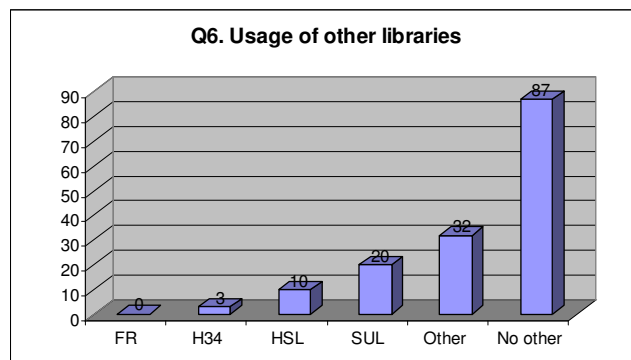
63% of all respondents expressed a training need.

Respondents were given the opportunity to indicate areas of training need. There may be a need to clarify users understanding of such terms as “critical appraisal” before any further action is taken.

Types of training	BNHFT	GP	Hants PCT	HPT
	%	%	%	%
Subject Specific	51	38	58	60
Lit Search	58	62	63	60
Crit Appraisal	47	23	53	27
Current Awareness	57	46	74	87

Q6. Usage made of other libraries

The majority of respondents were not members of any other library. Of those that were, this was mainly their local public library. As might be expected, usage was also cited for Hartley Library, Southampton.



Comments

General Praise

- Invaluable for me as a professional and as a student studying for a Doctorate. The staff are incredibly helpful (PAM, BNHFT)
- Always very helpful. (Consultant, BNHFT)
- Excellent services (Nurse, HPT)
- Staff always very helpful. (Nurse, BNHFT)
- Library services have really developed and continue to do so....web site information is really good. (Manager, BNHFT)
- I have always found the staff helpful and supportive. (Nurse, BNHFT)
- I only have high praise for everyone in the library for assisting me and my husband with effective service. The service they provide is excellent! (Nurse, BNHFT)
- Very helpful. (Nurse, BNHFT)
- Very efficient and helpful staff (Doctor, BNHFT)
- I have mainly used the staff for article copying – fantastic. (PAM, BNHFT)
- No improvement necessary. (Nurse, BNHFT)
- Always very helpful. (PAM, BNHFT)
- Staff are quiet (?) good and helpful. (Nurse, BNHFT)
- Always responsive and have assisted whenever I have required it. (PAM, BNHFT)
- Excellent staff support given. (Nurse, BNHFT)
- Very good support given. (Nurse, BNHFT)
- I found the library staff very helpful and supportive when I was studying with the University of Southampton. Keep up the good work. A brilliant team. (Nurse, BNHFT)
- Library staff are always helpful, cheerful and polite. (Nurse, BNHFT)
- I am a third year student at present and feel the Ark Library has assisted my learning in a big way (Soton Student)
- I am thoroughly pleased with the service I receive from the Ark Library. The assistance I have received from library staff is excellent, they are welcoming, approachable and always smiling, willing to help. (Soton Student)

- Claire has been a great help, she even remembered a book I'd asked about that was not published at the time; when it came in she phone to tell me. She continually offers excellent customer service. (Soton Student)
- Always been offered assistance and staff go out of their way to help. (Soton Student)
- Excellent service. (Soton Student)
- The 24hr service very good. Wifi internet was excellent. (Doctor, BNHFT)
- I am happy that we got 24hr access to library service. (Nurse, Hospice)
- Generally the staff are very helpful. (Nurse, Hospice)

General Grumbles

- Computer screens not good last time I used on (mid 2006) (Nurse, BNHFT)
- ..Have more space (Soton Student)
- I was unable to access the e-books, my Southampton Athens login does not have authority to do so. (Soton Student)
- More computers in the library (Soton Student)
- Speed of computers (Doctor, BNHFT)
- Sometimes the systems are very slow. (Nurse, Hospice)

Awareness of Library Services

- Did not know library existed (Practice Manager, GP Surgery)
- What's available to who? (Admin, GP Surgery)
- Advertise facilities more (Physio, BNHFT)
- Could Bank Staff be supplied with a copy of library info on arrival (Bank Staff)
- I had a leaflet in my induction pack – maybe you should do a quick presentation and tour to new bods (Admin, BNHFT)
- More advertising of service (Pharmacy)
- Would like emails to tell us what facilities are available and alerting and contents page service (Admin, Hants PCT)
- Very good facilities. More staff need to know about them (Admin, Parklands)
- I am unaware of any library facilities in the Ark .. (Admin, Parklands)
- I tend to do my own study research on line and therefore do not frequent the library. As I am now aware through this form of the facilities available, I will make more use of the library. (Nurse, BNHFT)

Stock

- Not enough, up-to date, RCGP pt 1 paediatrics examine books (GP)
- More up-to-date ophthalmic journals for nurses (Nurse, BNHFT)
- DVD's to help with training of staff the within practice (GP Surgery)
- Would like to see greater range of instructional CD/DVDs that could tie in with clinical skills and management training eg interviewing skills, investigation, reporting etc (Manager, BNHFT)
- Subscription to evidence based websites eg clinical evidence, dtb (Prescribing Support Pharmacist, Hants PCT)
- The possibility of out of hours loan facility with sign in and out book??? (Doctor, BNHFT)
- Provide service to return/collect books with Hartley Library. (Soton Student).
- I work in the learning disability field and I am aware you cannot stock all journals/books available but there hasn't been a wide choice available to me or my team (prior to me going on maternity leave for a year) I guess though the access to the other libraries through your service covers that .(Hants Partnership Trust)

Training Needs

- Initial introduction to library facilities when joining would be beneficial (PAM, Parklands)
- Problems accessing online literature and electronic databases (DTC)
- Interested in free journal articles through Athens (Physio, BNHFT)
- Need to have another session re literature search service to give me more confidence. (Nurse, BNHFT)
- There is training from NHS staff, but as I work in hospice, I will be glad if I get training to use computer at advanced level. (Nurse, Hospice)

Access

- Normal opening hours beyond 4.30 one night per week until 6 or 7 would be useful (Physio, BNHFT)
- Would like later opening hours (PAM, BNHFT)
- The late night opening times were very beneficial, it is a shame that has stopped. (PAM, BNHFT)
- The return of a staffed late night service would be helpful. (Nurse, Hants Partnership Trust)
- Have a satellite service and web/intranet usage (Nurse, Chase Hospital)
- Help us to help others access your service (Admin, GP Surgery)
- Being able to access the books available on the website and being allowed to reserve them online (Soton Student)
- Easier access and broader availability to journals and literature on psychotherapy (HPT)

- I have found it difficult to fit in a visit to the library so good to know there is 24 hour access, but unclear how this works. (PAM, BNHFT)
- Improve access (has not indicated in what way) (Pre-Reg Pharmacist, BNHFT)
- Unfortunately, it is a lack of time within my timetable that has stopped me accessing the resources available. This is a wider issue, that the library is not responsible for, but which may be affecting the number of people able to access the services available. (PAM, Fairway House)
- New..would like ability to access up-to-date e-journals from person terminal (Nurse, Chase)
- Being based in Bordon makes it difficult, almost impossible to access the library. It would be useful if we could access the catalogue from a website so we can see what's available (Health Visitor, Hants PCT)
- Would like to access library catalogue 24 hours a day (Nurse, BNHFT)
- Basingstoke is a 45 min journey which makes it difficult to access. Was unaware that a lot could be accessed on line. (PAM, Chase Hospital)
- Free access to photocopies of journals from the British Library if possible, up to a certain limit per person per year. (Doctor, BNHFT)
- Please could the psychiatric journals be kept at Parklands as others wishing to obtain articles/photocopies could download these/have them downloaded and printed. It would really help the ongoing development of the SHOs at Parklands if they could read the BJ Psych rather than the Sun! (Consultant, Parklands)