

Library Survey

Results

February 2019

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Introduction

During January 2019 we conducted a survey among library users (and potential users) to get an idea of what they thought of the library service, its impact, and whether there are ways we can improve.

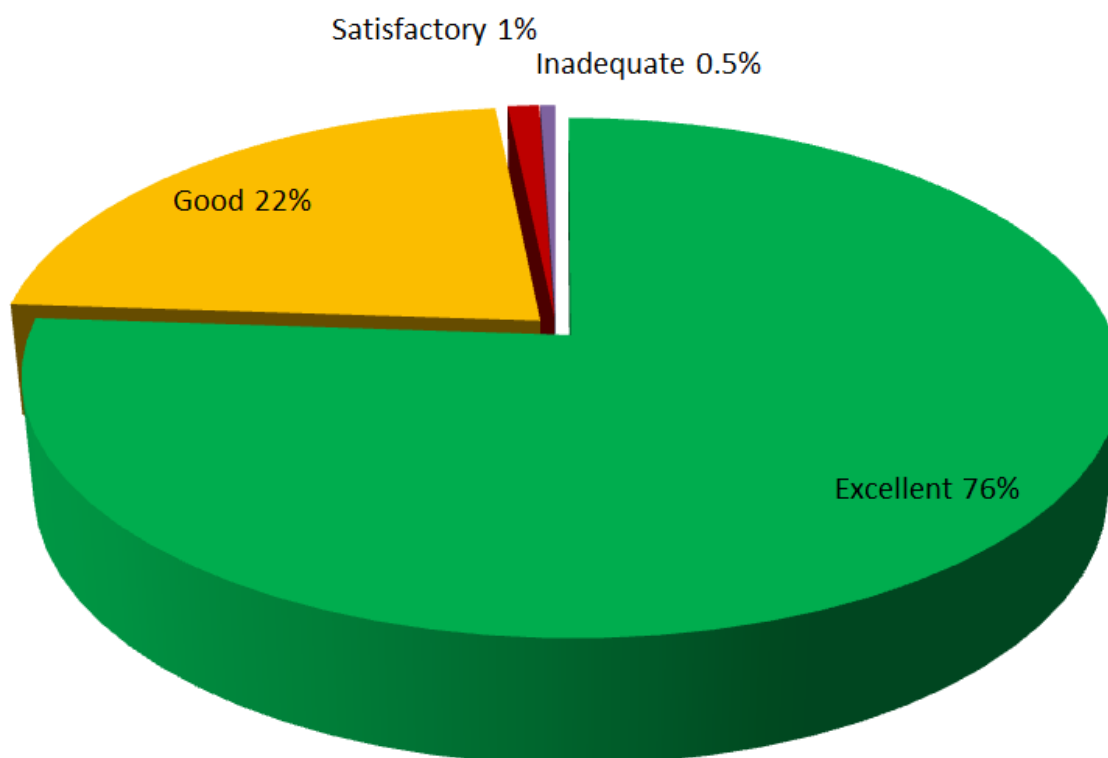
The survey was provided online via SurveyMonkey, and also in paper form for people coming through the doors. We made users aware of the survey by sending global emails around the SaTH Trust, sending emails to registered users on our library management system, sending global emails to users registered for an NHS OpenAthens account, by posting entries on our blog and Twitter feeds, and by asking users coming into the libraries to complete a survey form.

In all we received 211 responses, from users representing all of the partner organisations that we serve, and from a wide range of occupations and departments.

How people rate our services

Overall the library service provided to me is...

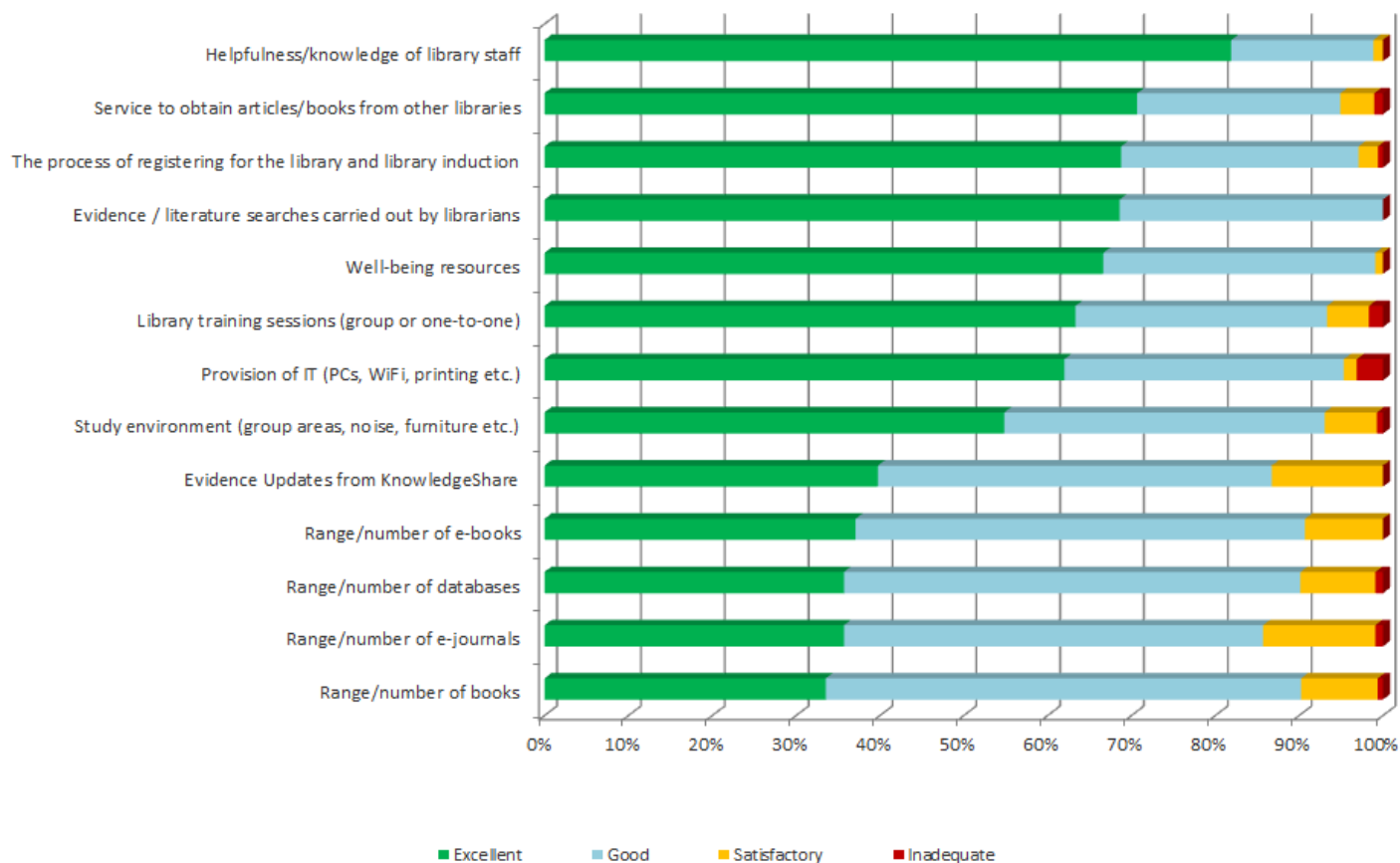
We asked respondents that had used our services in the last 12 months to rate the overall service to them. Of the 188 respondents to this question, 185 rated us as excellent or good, with just 3 rating us as satisfactory or inadequate.



There were a large number of comments from all respondents, many of which were very positive, praising in particular the help and support that library staff provide.

Please indicate how you rate the following services and facilities

There were around 185 responses to this question (some people didn't answer all sections of the question). We removed those responses where the service was not used, and analysed the remaining responses.



Overall very positive results, and no area received more than 3% ratings of inadequate (provision of IT was the worst, with 4 respondents rating it inadequate, but another 123 rating it excellent or good). At Shrewsbury, all the PCs were replaced recently (apart from the NHS ones)

It's good to see that the library staff are regarded so highly, and closely behind are services such as article and books requests, library registrations and inductions, and evidence searches.

It seems to be resources (databases, books, e-books and e-journals) that fare less well. Some of this is beyond our control, as students mainly access databases, e-books and e-journals through their own universities. However, we're aware that our range of e-journals is not as extensive as we'd like, but we do make every effort to purchase a range of both journals packages and individual titles to satisfy as many article requests as possible. We are currently trialling BrowZine to make access to our e-journals easier, and promote the range of titles we have available.

We're really pleased to see good ratings for the study environment, with 93% rating it as excellent or good. We've been updating our furniture at both sites recently, and emphasising the noise zoning of Shrewsbury

Health Library, and this seems to have paid off with just one negative comment about noise and some very positive comments about the library environment.

Ratings for books were disappointing, but does reflect a continued high demand for books. We'll continue to monitor usage and buy more copies of textbooks that are in high demand, and we'll also promote the availability of our books request service, whereby we normally buy copies of books requested by users.

Comments

There were 48 comments in all, many of which were very positive.

- I have found no fault with the staff, environment or the process. In fact I would highly recommend this library to any of my work colleagues. I really enjoy coming to the library as it is a relaxing and enjoyable experience. I know if I need to relax or get work done with no interruptions this is where I go. The support is outstanding by the staff they can't help enough it is a joy to be a member.
- A wonderful hospital resource for staff. A quiet escape. Good substitute for a public library - good leisure range of books.
- Extremely satisfied with all the services I use
- Very good staff.
- Very helpful - amazing service
- The staff at both RSH and PRH are extremely helpful and friendly - exceptional service! Thank you!
- Excellent staff and environment.
- Only joined library today. Staff on reception were VERY helpful.
- Exceptional staff no query to big nor to small, five star service.
- Very friendly and helpful
- The SATH libraries and especially their staff provide a wonderfully efficient, helpful, calm and well-resourced environment for learning and for writing. Thank you.
- Extremely friendly and helpful staff. Comfortable environment
- Staff always extremely helpful and friendly. Thank you.
- Librarians are always eager to answer any questions and help
- Excellent help and support from PRH library staff
- Just an excellent Library ! and staff !!
- I just love the library and all the staff are so friendly and welcoming. I always feel calm when I go in and it's been great having it so near for when I've needed to study or take out a book.
- Very quick and responsive service
- The Library Staff are very lovely and helpful. Their knowledge of the books and resources is brilliant.
- Library staff are always polite and ready to help. Great range of 'mood boosting' books And of course, the PCs and support for is exceptional
- Staff was friendly, helpful and patient with me as I did not know how to use zip files and a member of staff helped me do it of which, was appreciated greatly.
- Everytime I've had an issue nothing has been too much trouble. Staff have always been so helpful and have sorted any issues even if it

meant coming back to me because they didn't know the answer straight away

- Jason was helpful in supporting me to reference correctly and I also had assistance from Jenny with accessing journal articles for my assistant.
- Good variety of books -Good variety of group areas, study areas and tables
- I really enjoy using the library and the resources you have to offer. As a cohort we use the space for group work and study days. I also have a 24 hour access card which is so useful. Its always very clean and tidy and staff are lovely as well
- The PC's I have used to access the SaTH network are really slow.
- For NHS staff, there is no facility for printing from the NHS SATH computers
- unable to access SaTH intranet
- Found it difficult to use a computer as i dont have a staffordshire uni log in?
- PCs for non-students limited. Often problem eg with USB stick
- A good number of the books in the library are published over 5 years ago, meaning I can't use them in my assignments, although for general learning they are still very useful. [*Staffordshire student*]
- A great range of books available from the library. Areas are always clean and a good space to study. Staff are very friendly and always happy to help.
- The only ever time i've tried to find a book (more of a reflection on how much I read rather than the Library) it was to find some kind of self-help physiotherapy book. I couldn't find anything, it was all physiotherapy books for physiotherapists. Although I never asked any staff to help me,

maybe you do them, but that's why I only put Good.

- I have previously tried to log in to access journals online via OpenAthens account/ Keele. However this does not seem to work - not an issue as I can usually find another paper if needed. However would be good to offer 'quick-help' guide to accessing online journal/ research via a number of methods and whether SATH has subscription to allow this. [*Keele student*]
- Library staff have always been very helpful especially when I have needed to request articles. I find accessing ejournals complicated and I regret the lack of printed journals (like NEJM/Clinical Endocrinology/JCEM). While I accept we are not going back to printed journals I would prefer to be able to access those journals electronically in a more straightforward way. [*SaTH staff*]
- Nursing Times should be available for Staffordshire University [*we have it in print at RSH*]
- Database search like scopus is not available for use.
- I really like the leisure collection to use alongside other books
- I didnt know about the well being resourses! I will make use of this!
- Group study areas can sometimes be excessively noisy (with very little "study" going on). I would like to see the staff challenge loud "gossip" in study areas and remind the users that it is a place of learning and information.
- Always cold
- The relaxed surroundings help to create 'head-space' in a frantic healthcare system which is vital for reviewing what we do, and

learning new things to provide better services to our patients and each other.

- I have requested a couple of articles in the past and not heard anything back from the Library. Staff are very helpful and knowledgeable.

- Have not used the facilities for studies but would like to make more use of the library in future. especially when having students on placement.

Is there any service you would like the library to provide that it does not at the moment?

This was asked to all respondents, whether they had used the library in the last 12 months or not. There were 69 responses to this questions, of which 16 answered 'no', 'nothing I can think of' or similar. The remaining 53 have been grouped by theme, with some comments and feedback from library staff.

Some of the respondents' comments are duplicated by responses to the previous question about ratings of individual services.

IT and website

- Printer for SATH staff [*both libraries have printers connected to the SaTH network, we'll look at making this clearer*]
- It may be worth investing in some colour filters for the computers. I do find I struggle with the black and white?
- Faster PC's [*user based at PRH*]
- I would love to be able to/be told how to access the computers without a staffs uni log in (i do have a sath one) [*we'll get in touch with this respondent to sort out a log in for them*]
- Is there a way to check whether a book or journal is in stock on line? it can be difficult to leave my work base to physically come over to the library. Also, it would be great if the library had it's own mini website within the intranet so that I could find out what services you provide without having to email or phone or physically come over. apologies if you already have such a model - if so, can this be advertised more? [*there's a link from the Intranet to our library website, where it is possible to search many of our resources including books and journals*]
- Only a minor point but when I use the Library computers you cannot lock them so when I need the toilet I'm aware i'm leaving all my data exposed. If I'm handling confidential information I have to close all my work then re-load everything when I get back. I appreciate the reason for this is that if someone locks the computer and doesn't come back then no one else can use the computer then but perhaps if there is a way to set a timer that allowed you to only lock the computer for 5 minutes this would be enough time to pop out without having to close everything down, which is a pain.

- Online library email to use to check if book is there prior to coming as it is costs of transport to get to library. I.T classes for some people as I know myself and some others struggle with I.T. A good list of nursing and biology books to use for studies. [*our catalogue shows whether a book is in stock or out on loan*]
- A searchable database of books, ideally available from home/non-intranet computers (or publicising this list if it is available) [*our library website has a search box for our catalogue, and is available from anywhere*]

Resources

- Endnote referencing software to be installed in one of the computers and a CD of the software that can be borrowed and returned back
- Continue UpToDate subscription [*we certainly hope to do this, given how well used it is!*]
- More availability of certain books [*we do try to buy more copies of books in high-demand*]
- More e-journals including Nature.
- Downloaded up to date app for phone but cannot log in. Will drop by to ask for details. [*we're happy to show you how to use any aspect of UpToDate*]
- Bmj best practice, please! [*this is being considered as a national point-of-care resource, but is not something we can afford locally as we already purchase UpToDate*]
- Bearing in mind lots of staff are undertaking NVQs, maybe some appropriate resources/revision aids? [*we already have lots, but will look out for more*]
- Some books that are available at staffs but not RSH. Ie PROMT manual which is a key textbook for students. I have previous requested books that are not in the library and staffs were really helpful and quickly located a copy to have available! Thanks :) [*we'll look into getting the PROMT manual*]
- i would like to be able to access specialist journals
- I'll like to have access to more books
- More e-journals and e books
- Access to scopus for literature search
- Easier ejournal access and access to current copies of New England Journal of Medicine, Clinical Endocrinology and Journal of Clinical Endocrinology and Metabolism.
- Yes. I would like access to "the Optician" magazine for their on-line CPD events, as requested many years ago. Still not forthcoming.
- More links to electronic resources e.g. greater range of articles that are easy to obtain electronically.
- Online resources (open Athens) and web based service would be very helpful.

Facilities

- -Another whiteboard may be useful but overall very happy with the services provided
- more areas to sit in groups and discuss work.
- Laminater [*already have one at RSH, and we sell laminating pouches - just ask if you'd like to use our machine*]
- More bean bags and comfy seats [*we're glad people like these!*]
- A bed? Only joking, that's the only thing missing it is like home from home.
- Hot drink availability out of hours. more sofa/chill out areas to relax with my laptop.
- More study booths [*we're pleased to see people are making good use of our new study booths, we'll certainly consider getting some more*]
- My one bug bear is the group study area can get quite noisy and when a large number of students are in they can get a bit chatty. I'd like the quiet study area to be just that!!!
- possibly more desk space
- Extended opening hours 1 weekday per week
- Prayer room

Training

- I would like to know more about accessing ebooks and evidence based searches [*do ask us, we'll be happy to help*]
- Training sessions to help literature searches and writing e.g. reference manager
- More short introductory sessions delivered away from Sath sites for community based services [*we're happy to come out to community sites to deliver group training sessions, just ask!*]

Other

- It would be great if the library can provide books for sale or act as a middle man between the staff and books sellers.

General comments

- The library is an excellent resource that is invaluable in delivering good, up to date clinical care. The range of services over the years has increased and the knowledge and

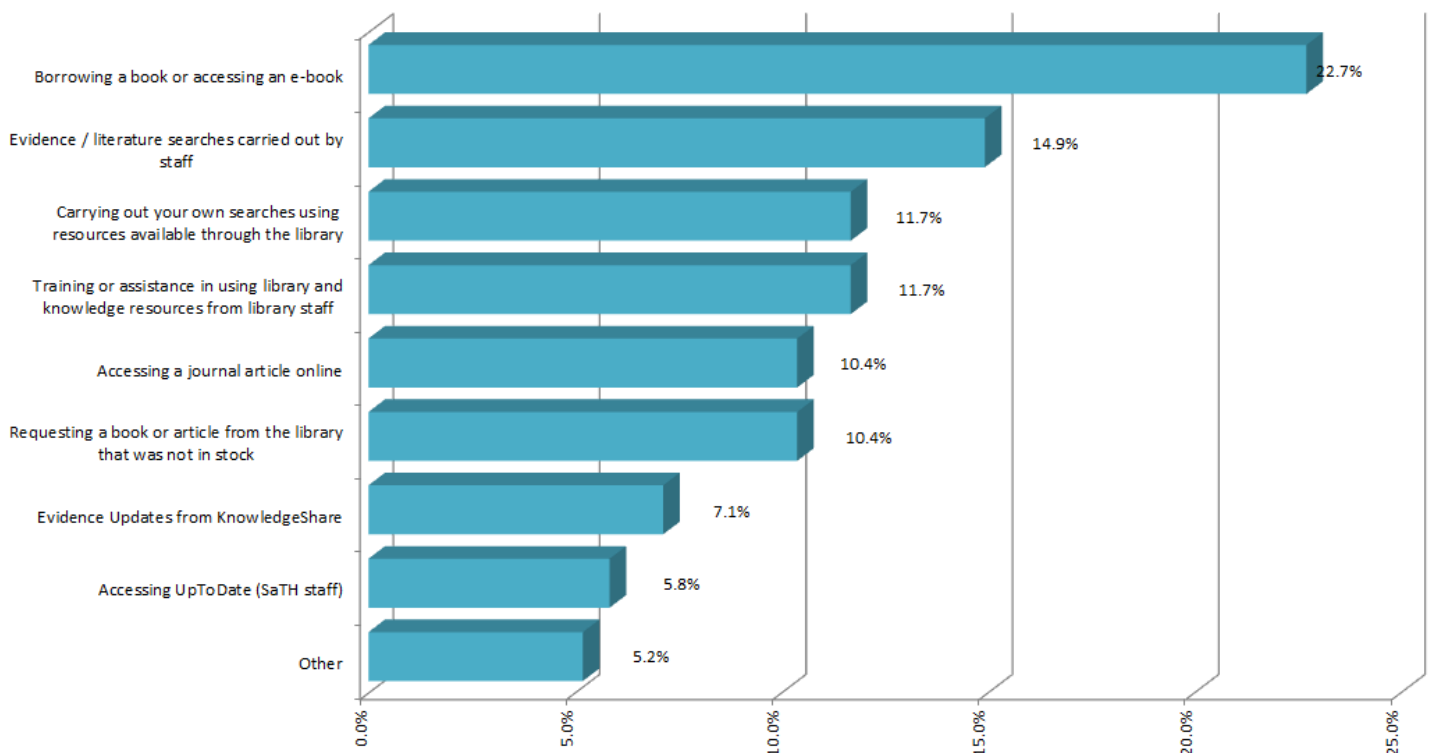
helpfulness of the staff is first class. It is essential that all hospitals have a facility such as this and we should consider ourselves fortunate here.

- The library is a fantastic environment. The staff are friendly, helpful and knowledgeable I often use the library out of hours and overnight which suits me and others on my course
- No, I genuinely cannot think of any way in which the library service should change. It fully provides any needs I have and I already make a lot of use of the services provided.
- I think the library i have used at RSH provides everything it needs to in order to encourage learning and productivity.
- The services I use the library for are very good, I have no need for any extra services currently
- I use it when researching for evidence base practise etc and recommend it to the staff within my department including the students we take. We use the services within both libraries to support the learning and development of our junior staff. The library staff are always very helpful and the environment is conducive to learning.
- None that spring to mind. I think its great!
- No - all the services meet my requirements to a satisfactory level
- No, I perhaps should have put excellent , but I always think nothing is quite 10/10. Although my use is small, I think the library and staff are very good.
- Next week I start a 3 year managment degree apprenticeship and i plan to visit the library is sath for support and help obtaining articles and books I require. Knowing the library is there and the staff have been so helpful in the past, has helped to reassure me that the library will help support me through my degree
- I'm a huge advocate of the library and the staff They are exceptional in addressing issues when they arise - even getting help from school of health when I couldn't get an issue in Microsoft resolved.
- I think that there are lots of great resources and I can't think of anything further that could be added.
- Not at the moment, I need to learn more about what's available and I guess the more I use it the more useful it will become to me.
- I don't access on line journals very often but knowing that I can is really important to me.
- Thank you great staff
- I am about to commence a 6 month part time course so will make full use of facilities once more.

The impact of library services and resources

Which one of the following had the greatest impact on patient care, research, education and training, or continuing professional development in the last 12 months?

This question was asked to respondents that had indicated they had used the library service in the last 12 months, and was only asked to staff and not to students. There were 161 responses.



Not surprisingly, book loans came out high as this is by far the most popular service, but in relative terms it is services such as evidence searches that have the most impact since we do a much smaller number of these (around 110 per year) than say article requests.

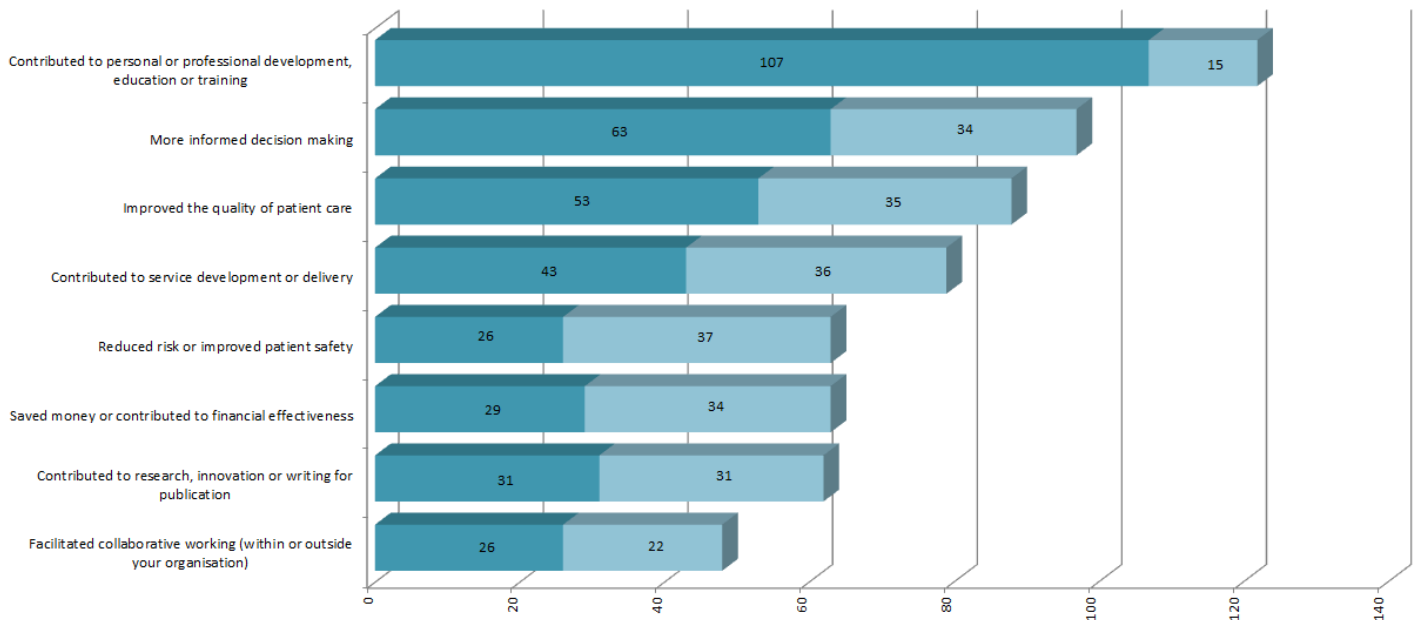
It was good to see Evidence Updates from KnowledgeShare mentioned by 11 people, as this is a relatively new service that has so far got 335 signed up to receive personalised updates from.

Overall, it demonstrates that a wide range of our services have an impact.

Among the answers given in 'other' were use of library space to study, IT facilities, and library equipment such as laminators.

Which of the following impacts did that use of library services or resources contribute to?

Again, this question was asked of staff that had used the library within the last 12 months, and there were 139 responses.



Had an immediate contribution ■
 Probable future contribution ■

The overall percentages were:

Contributed to personal or professional development, education or training	88%
More informed decision making	70%
Improved the quality of patient care	63%
Contributed to service development or delivery	57%
Saved money or contributed to financial effectiveness	45%
Reduced risk or improved patient safety	45%
Contributed to research, innovation or writing for publication	45%
Facilitated collaborative working (within or outside your organisation)	35%

Library services had a big impact, either immediate or probable in the future, on all the areas listed. Nearly two-thirds of respondents indicated that patient care would be improved by the use of library services or resources, and nearly half indicated that it would save money or improve financial effectiveness, improve patient safety, or contribute to research or innovation.

With Future Fit moving ahead, and a Sustainability and Transformation Partnership in place, effective service development and delivery is more important than ever, and over half of respondents to this question said library services or resources had, or is likely to have, an impact in this area.

Over a third indicated an immediate or future impact on collaborative working, an important aspect of integrated care.

Would you like to expand on a specific examples of how library services or resources benefited patient care, research, education and training, or continuing professional development?

45 respondents gave an example of how library services or resources had had an impact, and these cover a range of staff groups, situations and library resources.

- Evidence Updates provide me with up-to-date information on my field of working which is focused on dementia care. I have accessed guidelines mentioned in one of the articles to improve patients' quality of care and also developed my own understanding of interventions for dementia that can be effectively used in general hospital settings.
- I spent a lot of time when completing my Masters' Dissertation in both libraries. I used their facilities extensively and always found staff very helpful. The resources available were fantastic and I could not have completed this piece of work without the use of the library and the books available to me. My dissertation was on the effect of OSCE on international nurses which gave me some real insight in to the skills of international nurses and how these can be best used within the NHS.
- Being able to access UpToDate is in my opinion essential in providing immediate high quality care for patients with less common conditions presenting to hospital. I find it invaluable.
- I borrowed a book title 'psychological wellbeing and acquired communication impairments'. I then used knowledge gathered from reading this book to assess mood/anxiety in a patient with global aphasia. This patient significantly struggles to express and understand verbal communication. By making my communication visual, instead of verbal, I was able to better communicate with her. I wouldn't have known exactly how to do this without use of the borrowed book
- AAA Screening Technicians are required to complete a diploma to become fully qualified. Accessing the library on site and using resources and facilities has made this convenient and easy for each learner. The library contributes to the education and knowledge of our team including professional development. The AAA team also utilize the rooms at the library and the library areas to conduct one-to-ones, quiet study, reading and host our meetings with commissioners and external organizations.
- The sessions Louise runs for the nurses where we meet and discuss an article we have all read. Very useful - makes me think of other issues effecting nurses. I think we all get caught up in our own little area of work and don't see the bigger picture. Its nice to discuss these topics we read with other nurses outside of your work place.
- Currently doing a Masters in Clinical Oncology, and the systematic review advice has been extremely valuable. The library proved very useful when doing my Physical examination module and more recently the tissue viability module all at Masters level.

Other responses

- Regular article updates will now be sent to all our accredited coaches across the Trust, giving them useful resources to refer to.
- Registered nurses are required to re-validate their registration every three years. The SATH libraries are full of help - human, paper and electronic for this stressful process.

- I was able to use library resources for examination preparation. I was able to get a very new book from the library which was very helpful in the examination. In view of passing my exam, I am doing more for the department and I am more confident in decisions made for patient care.
- - Access to books that are essential for my postgraduate exam - Access to the library out of hours has enabled me to prepare for my exam
- The availability of meeting rooms with computer access facilitated workforce by allowing larger numbers of staff to access a central location, and to input data under supervision and in privacy.
- Library staff have done literature searches for us that we have subsequently used in business cases, research and study / journal groups.
- Sourcing full text publications which were unavailable via any other source
- BY UNDERSTANDING Latest guidelines ie in asthma as nurses we can give care based on latest evidence ,therefore giving evidence based practice leading to greater patient safety
- After the Leadership Conference I was really inspired to read some of Paul McGee's books and it was so handy to borrow the books from the library on site rather than having to go into town. The staff at the library are always so helpful. Read the book helped my personal and professional development.
- RSH library has been the best in terms of librarians and books availability
- Used the library extensively for my NVQ research and through the knowledge acquired, my practice has been improved
- The off hours access is very good for utilising the library facilities.
- I found the Library very useful when completing my NVQ Level 3. Staff were very helpful.
- Hugely knowledgeable and supportive staff who helped with my MSc
- I was returning to my profession so needed study aids & a place to come to study during working hours
- I was able to access an online article detailing unusual case studies in reproductive medicine to enable awareness of what to do if I ever come across similar patients
- Area of investigating incidents, human resources, leadership
- I find our library staff are very friendly and helpful in answering all enquiries promptly and helping to find any medical literature as and when required.
- Researching on unknown diagnosis, verifying and updating treatment trends. Using other library resources like internet to conduct own search for medical equipment and training tools.
- Ms Louise Stevens performed an excellent literature review on the subject of Stress Ulcer Prophylaxis for critically ill patients. It was a very valuable contribution to a large teaching hospital.
- Use of library services were invaluable in helping me get through and pass my Non-medical prescribing course.
- Reviewing articles and journals and latest evidence base care . I had always great help and support from library staff at PRH
- Without fail, I have been greatly impressed with the service provided. From literary searches, finding appropriate books, and

general friendliness and approachability. Even helping to modify the learning environment to make it more conducive to learning. I appreciate the free fruit on Mondays, and how the service promotes mindfulness and mental health through colouring-in, chess, and jigsaws. Top marks from me!

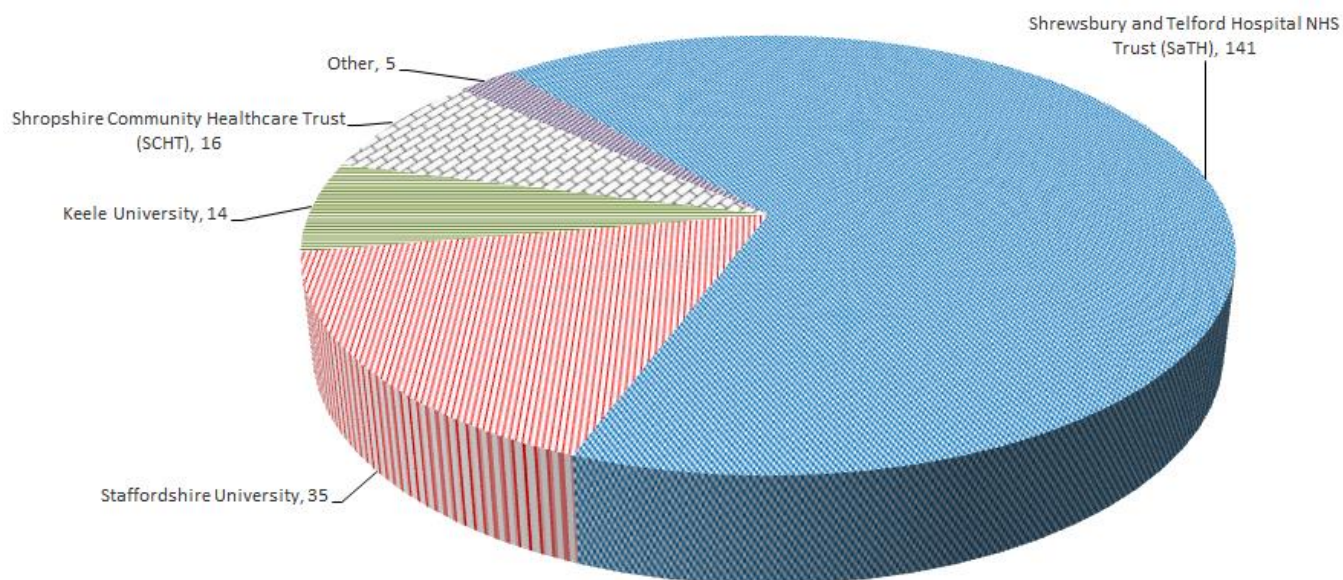
- THE LIBRARY STAFF AND ITS RESOURCES ARE AN INTEGRAL PART OF THE SERVICE PROVISION AT SATH

- I have reviewed my coaching practice using up to date literature adopting new methods and tools.
- Useful in my article writing and presentations
- E-learning
- Library staff have been very helpful in article search and in getting copies of publications not available in our library. UpToDate is a great place to quickly look for any clinical topics
- Able to access recent journals to keep abreast of current neonatal knowledge. This then can impact on patient care.
- In doing my masters and improving my competency in my role
- I create educational videos for staff using software only available to me on Library computers, the last I made was guidance for staff completing Equality Impact Assessments to ensure our services / service developments are fair and accessible to all service users
- Conducting audits needs PCs able to access trust systems (PACS, Portal etc) away from clinical areas. This is only found in the library to my knowledge.

- Library staff assisted me with my University Application for Student Nurse by printing documents and attaching them to an email zip file as I did not know how to do it. The staff was friendly, helpful and patient.
- I am a sixth form student who worked as a ward volunteer in the Day surgery and Gynaecology wards. I borrowed a few books from the PRH library that aided me in writing my EPQ " How would life style factors affect the rate of miscarriage?" I aspire to become a doctor in the future. This is how the library resources have helped me.
- As a Nursing Student my submission date was approaching, the library helped me with several issues. I needed help referencing a trust policy, I used the online library chat where they explained to me how to reference and then checked I did it correctly. I also needed help binding my professional document together, the young man in the library helped me complete this.
- We have used articles found by the library to look into best evidence for treating painful shoulder following stroke
- Literature searches to support service delivery and CPD
- The Library was able to provide me with articles I couldn't get as only abstracts currently available, this helped with planning and delivering my therapy as well as professional development.

Details of respondents

Main employer or affiliation



The bulk of responses are from Shrewsbury and Telford Hospital NHS Trust (SaTH). This is partly due to the use of global email as one of the means to distribute the survey link, which means the results for SaTH include a lot more non-users of the library services.

The 6 in the 'other' category includes 3 respondents from Shropshire GP practices, 1 respondent from Shropshire Clinical Commissioning Group, and a student on placement from Birmingham City University.

Occupation

Breakdown of occupation by main occupational groups (covering the 204 respondents that answered Question 2)

Occupational group	Number
Admin and Managers	42
Allied health professionals	31
Consultant	8
Doctor	29
Estates and facilities	1
GP	1
Healthcare assistant	4
Midwife	1
Nurse	39
Scientific and technical	2
Student	50
Other	1
<hr/>	
Total	204

A wide range of professions and departments were represented in the responses, and the answers will help us to target specific areas where issues are identified.

Site

The majority of respondents either work at the Royal Shrewsbury Hospital or the Princess Royal Hospital (179 of the 207 that answered this question).

There were a wide variety of other responses and we've tried to group these as far as possible into meaningful categories as shown below.

Location	Number
Royal Shrewsbury Hospital	115
Princess Royal Hospital	62
William Farr House	6
Other community site	5
Shrewsbury Business Park	3
Community hospital	3
Coral House	3
Both RSH and PRH	2
General Practice / Health Centre	2
Severn Fields Health Village	2
Shropshire Rehabilitation Centre	2
Staffordshire University Blackheath Lane	2
<hr/>	
Total	207