

Library Survey Results

June 2025

"The breadth and depth of services the library has offered over the years has increased tremendously"

"On the ward, I frequently use UpToDate to guide my decision-making and greater understanding of a disease and management"

"The library services were crucial in finding evidence and research in preparation for a national conference talk"

"Access to such an array of books and being willing to order books in has been incredibly helpful, saving me time and money"

Jason Curtis
Site Librarian
Royal Shrewsbury Hospital

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Introduction

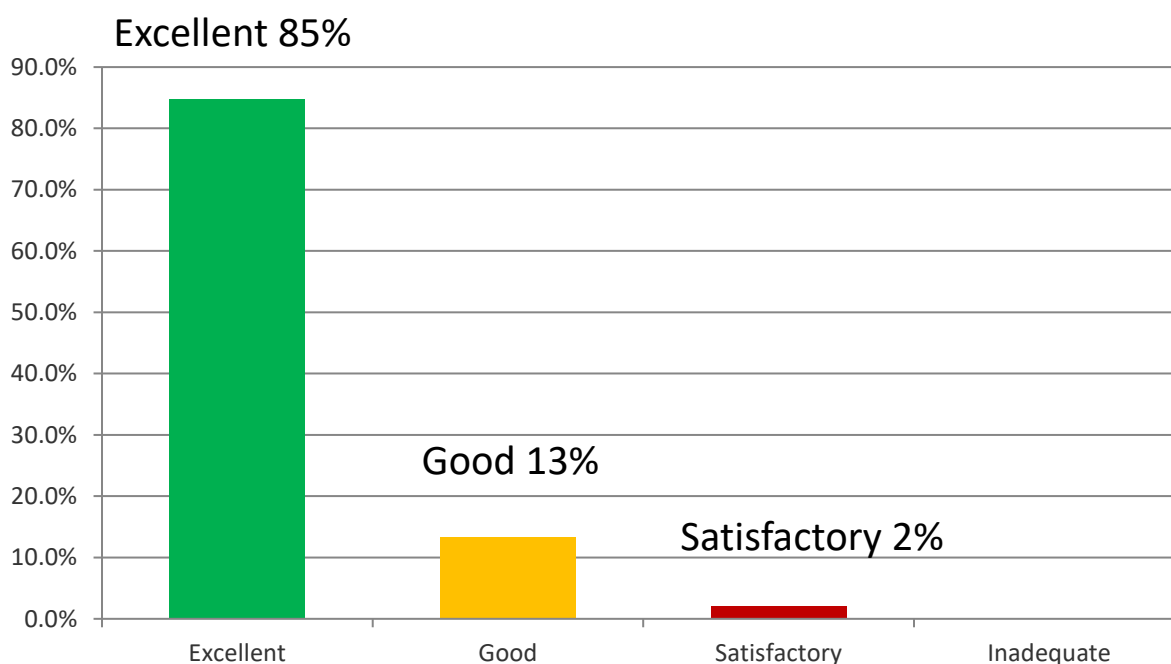
During May and June 2025, the library services conducted a survey among its users (and potential users) to get an idea of what they thought of the library service, its impact, and whether there are ways the service can improve.

The survey was provided online via Google Forms and in all there were 114, from users representing 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...

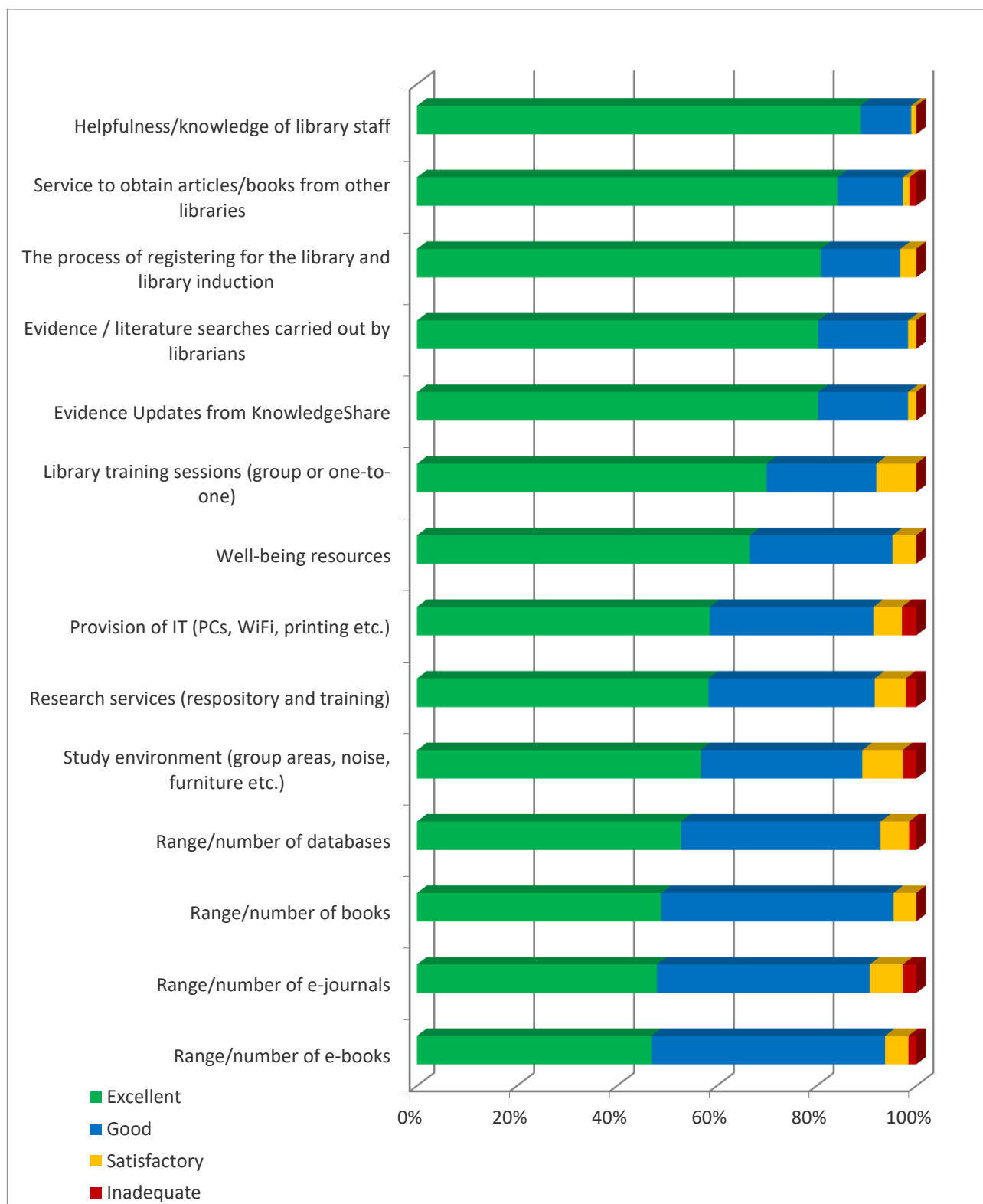
We asked respondents that had used our services in the last 12 months to rate the overall service to them. Of the 97 respondents to this question, 83 rated us as excellent, 13 as good and 2 as satisfactory. No respondents rated the service as inadequate.



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

Responses where the service was not used were removed, and the remaining results analysed.



Overall very positive results, and no area received more than 3% ratings of inadequate.

It's good to see that the library staff are regarded so highly (99% rated as excellent or good), and closely behind are services such as library registrations and inductions, evidence updates, evidence searches, and article and books request services.

As in previous surveys, it is resources (databases, books, e-books and e-journals) that fare less well. 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, and to supplement the e-journal packages purchased at a national level. We're trying to get the NHS England LibKey Nomad tool rolled out across SaTH as this will make it easier to access articles from journals we have subscriptions to, or to make requesting easier for those that we don't.

During June and July we're trialling two new full-text journal packages – Medline Ultimate and CINAHL Ultimate – to see how well used these are, to help us decide whether to subscribe to these.

Do you have any comments on your ratings of library services?

Overall Summary

The feedback on the library service is overwhelmingly positive with the staff particularly mentioned for their friendliness, helpfulness, and knowledge. Many of the comments also highlight the excellent quality of service provided by the library, with respondents expressing high levels of satisfaction. The library environment is described as welcoming, clean, and conducive to both relaxation and focused work.

There are a few suggestions for improvement, such as more comfortable chairs, better access to current issues of journals, and the provision of docking stations.

Specific comments

There were 42 comments after removing any that said 'none' or 'n/a'. The remaining responses have been grouped by theme, and some have been split where a long answer covered more than one area.

1. Staff Friendliness and Helpfulness

- The team is great
- Very helpful and friendly staff
- Very helpful staff
- Library staff are invariably helpful, efficient and friendly
- The staff are excellent - very friendly and helpful

"Just a huge thank you to the staff there - every time I go in I am greeted by such lovely people who just seem to have it their mission to create a space that is the most welcoming, inclusive, wholesome place possible."

- Staff are always extremely helpful and knowledgeable
- The librarians have always been supportive, helpful and knowledgeable
- Staff all very helpful and friendly
- Brilliant team that are always supportive
- Library Assistants Maria and Sarah are very supportive and friendly
- Library staff are always helpful and guide me through
- I always find library staff friendly, welcoming and helpful
- Staff always friendly and efficient
- The staff have always been really helpful and guided me with how to find certain resources
- The staff are great :)
- The Librarians at RSH go above and beyond to help - every time
- The staff and the service they provide are first class
- Welcoming, helpful and friendly
- The staff are approachable, full of knowledge, didn't matter what I asked they helped me get what I needed
- The staff are extremely helpful
- The library staff are so friendly, knowledgeable and approachable
- Very nice staff. Approachable and keen to help
- The most wonderful staff
- Everyone I have spoken to has been so helpful
- Good and the Librarians are sweet
- Absolutely brilliant resource and team
- The library staff at Shrewsbury and Telford have been exceptionally helpful

2. Service Quality

- Excellent services
- Amazing library!
- 5 star service every single time! Cannot recommend highly enough
- The breadth and depth of services the library has offered over the years has increased tremendously

"The library staff are extremely helpful, efficient and leave no stone unturned to obtain difficult-to-access journals."

- Excellent staff and services
- The Library Team are excellent and provide an excellent service
- The library staff at Shrewsbury and Telford have been exceptionally helpful

3. Library Environment

- I always enjoy visiting the library whether it is to use the workspace to study, access online literature, take out books
- The Library at Shrewsbury is a lovely space to be in, clean and comfortable, relaxing and yet supports being able to focus and work
- The pod is also superb... and of course the gravity chair and shiny new wellbeing area!!

4. Specific Feedback and Suggestions

- The chairs are not that comfortable and some days there is not enough space for study [PRH library user]
- Sometimes annoying can't get current version of medical journals
- My score for 'provision of IT' would be greater if we could have some docking stations

Library staff responses

It's wonderful to see so many positive comments about the staff, not just how friendly they are but also how knowledgeable.

We're reviewing some of our spaces and will be putting in bids for new furniture, which will include some more comfortable chairs at Telford.

During June and July we're trialling two new full-text journal packages – Medline Ultimate and CINAHL Ultimate – to see how well used these are, to help us decide whether to subscribe to these. These packages include a large number of journals for which there is no embargo meaning the latest issues are available.

We have ordered some laptop docking stations for the library at Shrewsbury as we recognise that some of our users make use of the space for hot desking, which we would encourage.

Are there any services or resources you would like the library to provide that it doesn't at the moment or is there something that would encourage you to make more use of the library?

This was asked to all respondents and there were 38 responses to this question. 12 respondents answered 'no', 'nothing I can think of' or similar. The remaining 26 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.

Clinical Resources:

- Perhaps have access to clinical models so that we could do more OSCE practice in the library focussing on examinations like obstetrics, PR, testicular etc.
- Audiovisual Aids for Clinical Procedures

Library Environment:

- More quiet pods
- In an ideal world, a good coffee machine, so I wouldn't need to leave the library to get one, which cuts down my time in the library.
- I think the size of the library dictates the times used, there isn't always the private area for study if there are a number of you.
- Self reflecting area

Access to Journals and Books:

- The selection of journals available through OpenAthens needs widening. Many key journals are missing from its remit. With the Trust's focus on Getting to Excellence and renewed focus on Research & Innovation. a large but appropriate selection of journals would be very helpful. I find that the BMA Library has a far better range of e-journals. perhaps partnering with another Trust or University may help enhance the OpenAthens package.
- It might be a good idea if we could have access via clinical key to more journal as it would allow us direct access.
- Technical IT books, (programming)

Library Services and Staff:

- I do know that in public library's there used to be a facility where you could order a book if it was not stocked within that library, does the same apply at the SATH library's. I would also like

to add that the staff within the RSH library are excellent colleagues that are always willing to help if needed and are approachable, friendly and professional and a true asset to SATH.

- Some more work could be done with the community trust to let staff know the resources that are available and also how to access. For many the distance to the library is prohibitive e.g. Ludlow, Oswestry, Whitchurch, Bridgnorth etc.
- I am aware of cuts to staff in the library, which can lead to queues and hassle for staff

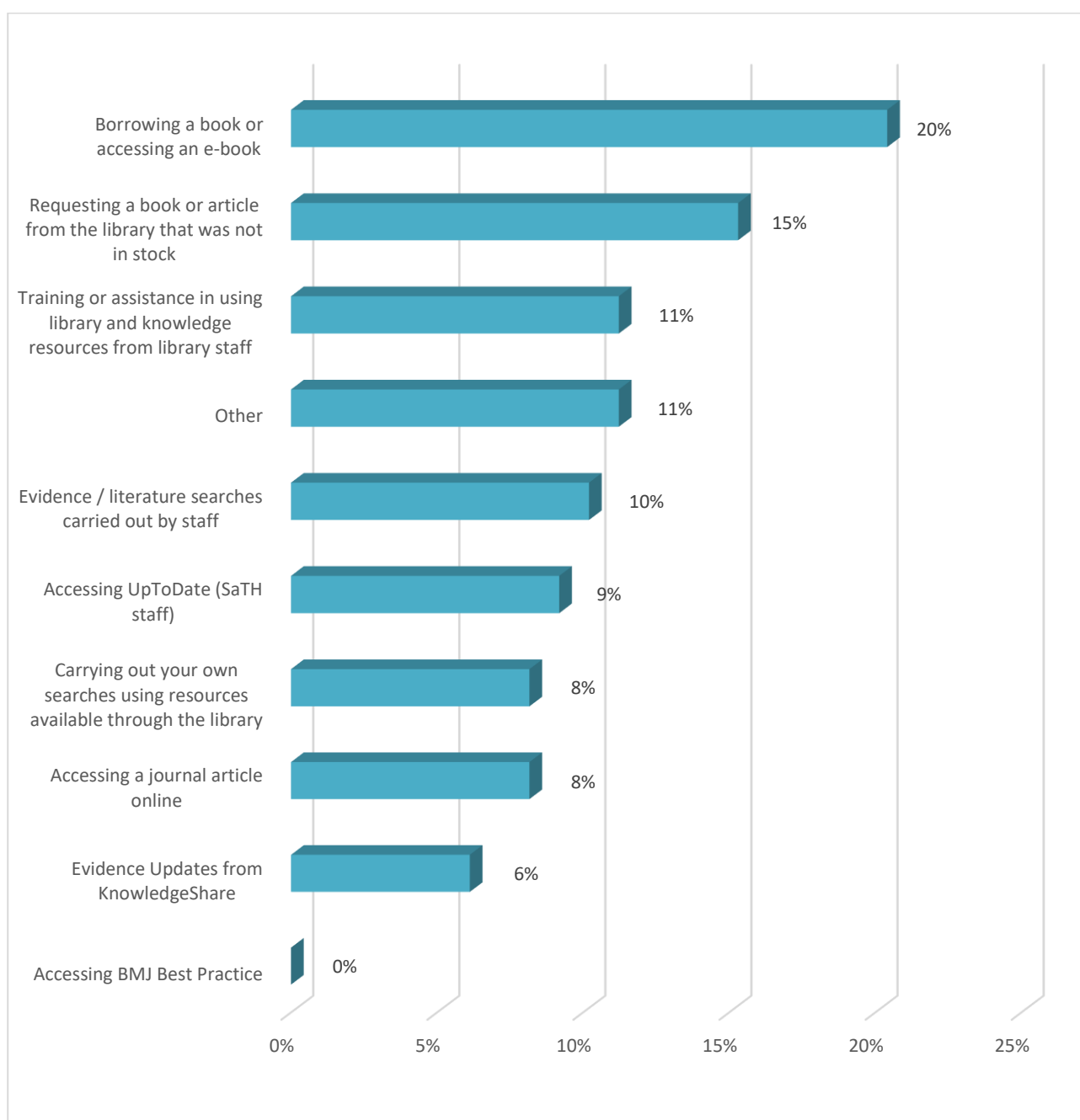
Miscellaneous:

- Not in the Library Service's gift unfortunately: More spare time/allocated study time.
- my requirements probably to specialised
- Critical analysis on research articles.
- BMJ Learning please
- Docking stations for laptops

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. There were 98 responses in total.



Not surprisingly, book loans came out high as this is by far the most well-used service, but in relative terms it's services such as evidence searches that have the greatest impact since we do a much smaller number of these (around 80 per year).

In terms of our point of care tools, UpToDate had a much greater impact (9%) than BMJ Best Practice (0%).

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

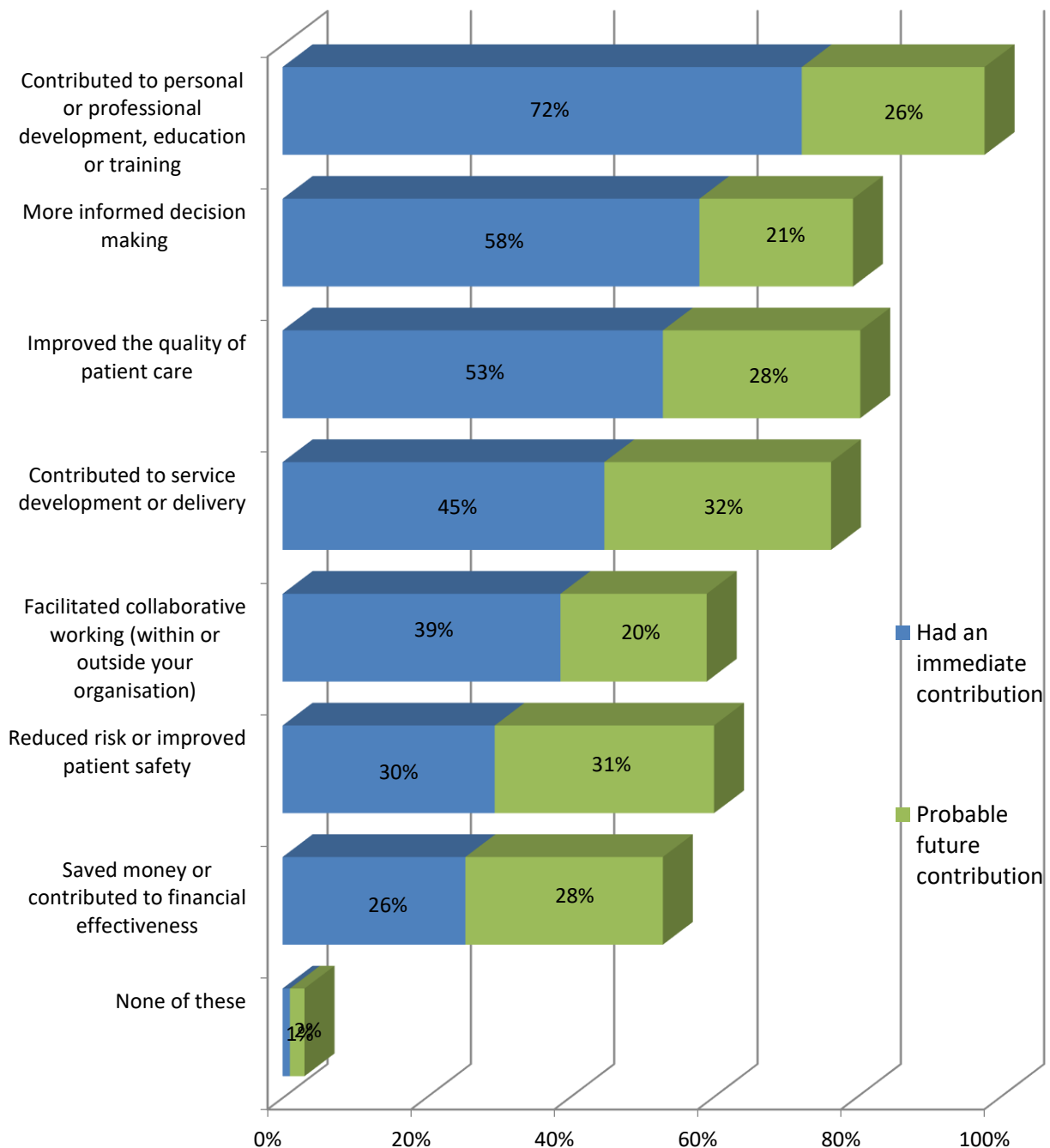
Among the answers given in 'other' were:

- A3 printing
- Competition
- Having a space to study

- Booking a room for students
- Computer and printer
- quiet study
- using facilities for Careflow learning
- Running undergraduate training
- sessions twice weekly
- LMS assistance.
- Working on my e learning
- all of the above

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

Of the people that indicated that a use of a library service or resource had had an impact, the following impacts were assessed, including whether that impact was immediate or was felt to probably occur in the future (or both). Respondents were allowed to indicate multiple impacts and could indicate both immediate and future impacts if appropriate.



Library services had a big impact, either immediate, probable in the future or both, on all the areas listed. Nearly half of respondents indicated the use of library services or resources would have an immediate impact patient care, and over three quarters indicated an immediate impact on CPD, education or training.

Over a third indicated an immediate impact on service development or delivery, and over a quarter indicated an immediate impact on patient safety or risk reduction.

Over 20% (1 in 5) indicated that their use of library services had an immediate impact and saved money or contributed to financial effectiveness.

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

There were 38 responses to this question, and they highlight the significant positive impact of library services and resources on various aspects of patient care, research, education, and professional development. The themes that emerged include the friendliness and helpfulness of the library staff, access to a wide range of resources, access to space, support for education and training, and direct contributions to patient care. The library services are highly valued for their role in providing up-to-date information, facilitating research, and creating a supportive environment for learning and professional growth.

Support for Patient Care

- UpToDate reviews of "What's New in Oncology" gives an updated version of treatment/management options, as well as the latest guideline updates and NICE approvals [Specialty Doctor]
- Reduced use of thickener, thereby increasing the quality of life for patients
- Specific knowledge of conditions
- Improved use of professional interpreter service
- Helped with falls prevention and breast care services
- On the ward, I frequently use UpToDate to guide my decision-making and greater understanding of a disease and management [Advanced Clinical Practitioner]
- Obtaining not easily available articles has helped refine the patient management and provide up-to-date and evidence-based care
- Provided the latest industry knowledge and legal precedent relating to the provision of care

"Sourced a particularly hard to access article which has been incorporated into a new service SOP to improve utilisation of resources and quality of care provided"

- I could access up-to-date information to ensure the service is keeping professional boundaries around note-keeping and confidentiality. I also requested a specific book looking at developing a trauma-informed environment, as we are working on this as a pilot

Support for research

- The library services were crucial in finding evidence and research in preparation for a national conference talk
- Research development
- Research aisle is fab

Support for Education and Training

- I have used library resources to support specialist training as a haematology nurse, a non-medical authoriser of blood components and as an independent prescriber
- Update of my knowledge in the science of care
- I have used my time in the library to complete online training for myself and also to enable me to work in a quiet space developing assessment tools and developmental programmes for Registered Nurses with SaTH
- There was time to revisit some of the areas already covered for my job & for access to further info that would enhance the info I could input
- I frequently use the library for books and journals to help me develop teaching sessions for staff members which they can then improve their knowledge and take back into practice.
- Articles found to support work for a Masters level module
- The staff are all extremely helpful and cooperative in accommodating the teaching sessions making those participating in these events (students, staff, & patients) feel welcomed and valued

“Library services accessed a reference book which has proved really useful for our learners when undertaking their diploma”

Support for patient information

- I look up the journals and evidence to provide patients with evidence-based information and give them the opportunity to make informed decisions

General comments

- Personalised service from the library team - always friendly and helpful and go the extra mile if they can
- Staff are always so helpful and explain things so clearly. Very patient and invaluable. I would not have been able to get so much useful information or use IT without their help
- The individuals who run the library are super friendly and welcoming and incredibly knowledgeable. I always recommend the library to my team members
- Friendly and helpful staff, able to sit quiet, managed to book a room to carry out an exam
- I have to study in the workplace 1 day every week and there is limited suitable place in the department. It provides a quiet, friendly space (with a window!) for me to study and to do online virtual meetings/classrooms. I have access to a scanner/printer which the staff help me to use and I have used their reference books, such as the BNF so I don't waste time going back and forth to the department
- Access to such an array of books and being willing to order books in has been incredibly helpful, saving me time and money
- Expertise in database searches is invaluable
- Full-time staff
- Facilitation
- Child therapy
- Provide a space for reading which is difficult to find in the rest of the hospital
- No thank you

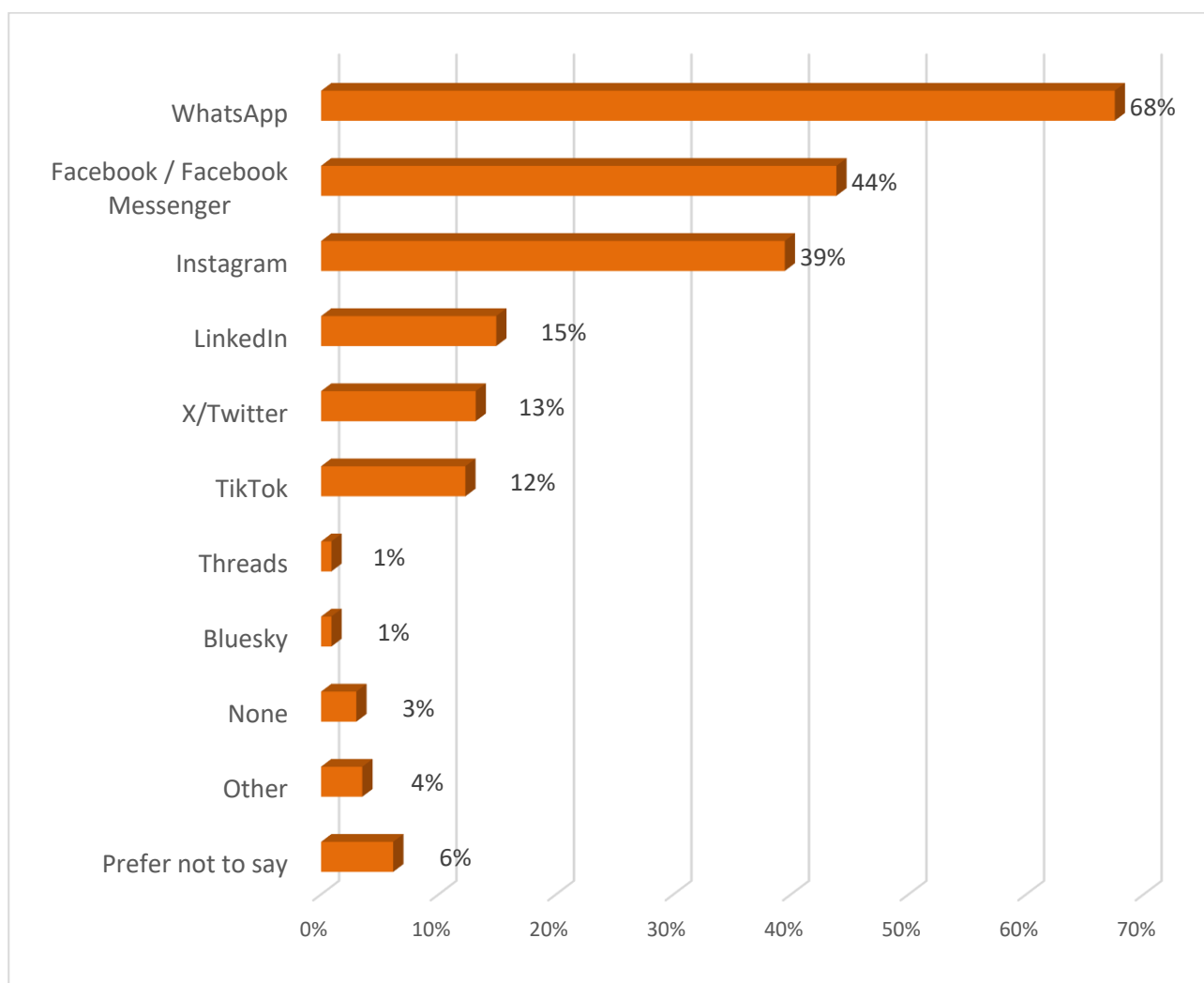
Library marketing channels

This year we added a couple of questions about social media to gather information about what channels our users use, and to try to ascertain how we might market library news to them through social media. The questions were discussed in the Library Marketing Group.

The question was asked to all respondents, and there were 114 responses. People could tick as many answers as necessary.

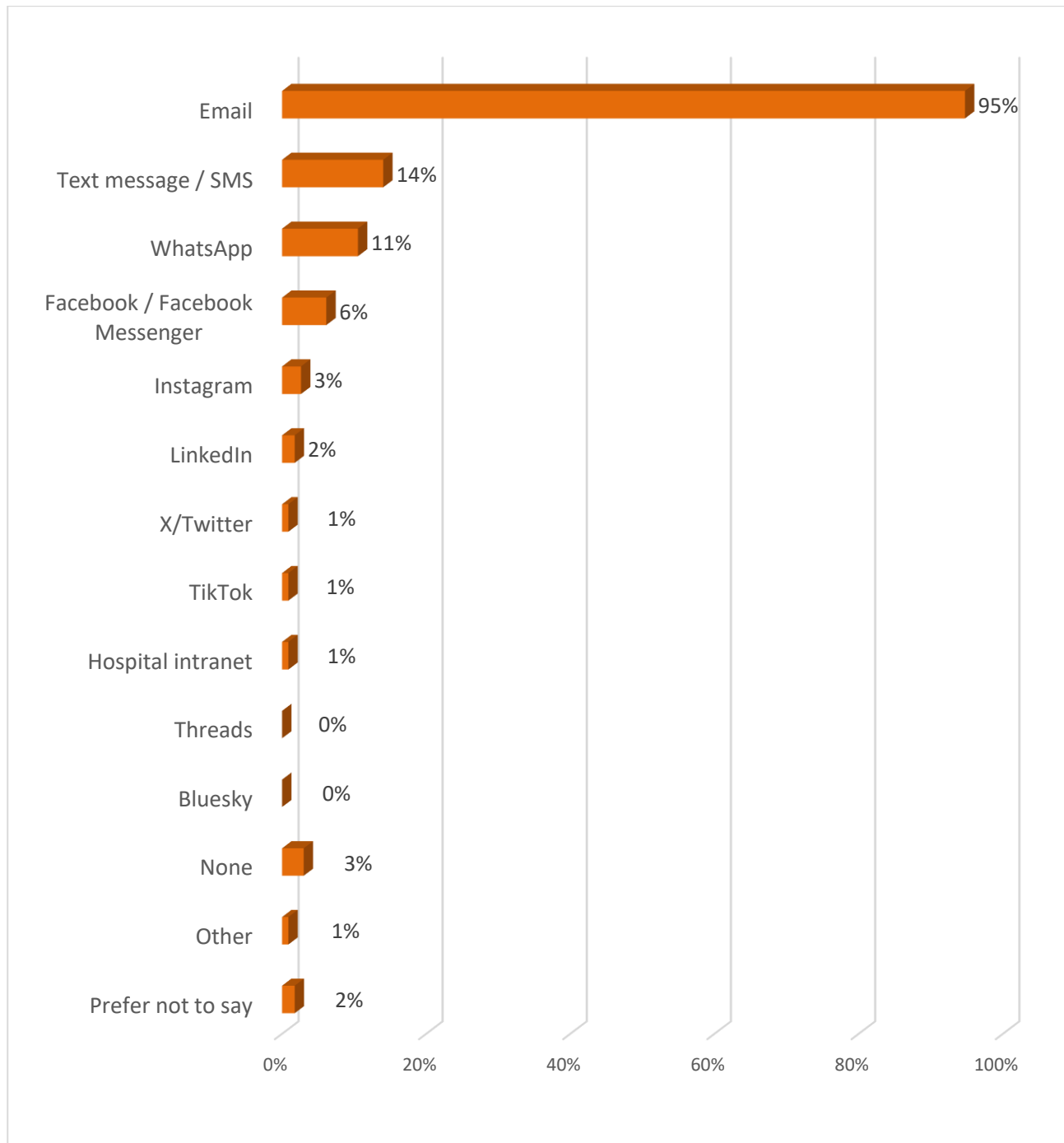
What social media platforms do you use on a regular basis?

The results were not too surprising, and broadly reflect social media use more widely. With hindsight we could have divided Facebook from Facebook Messenger to see what difference that made, as some people use Messenger without using Facebook.



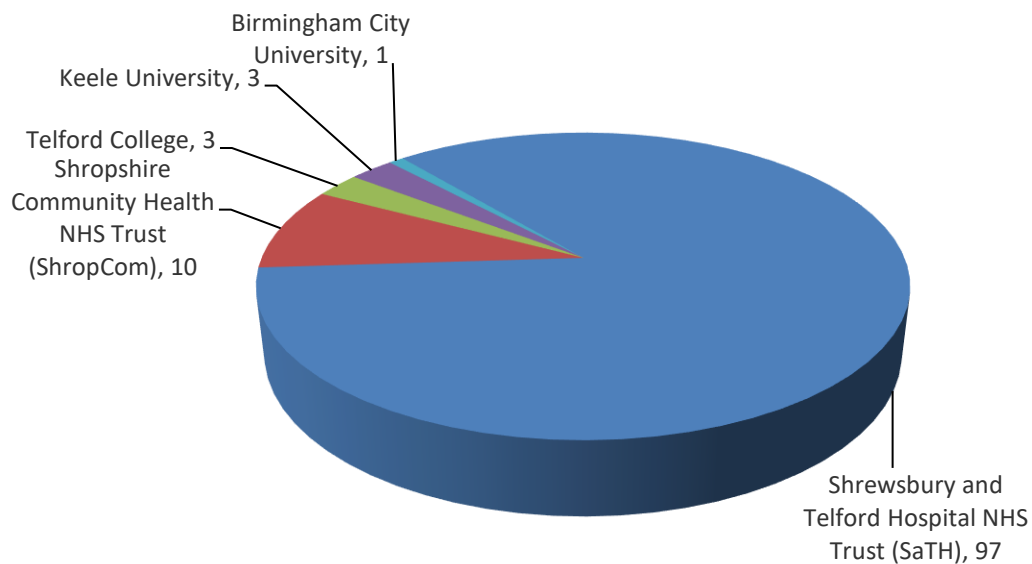
How would you like the library to communicate with you about library news?

The results of this question were more surprising – almost all respondents indicated that they would like to hear about library news via email, with smaller numbers choosing text messaging or WhatsApp. Very few were interested in using social media channels such as Facebook, Instagram or LinkedIn and this is something we may need to consider when thinking about how we market and promote the library.



Details of respondents

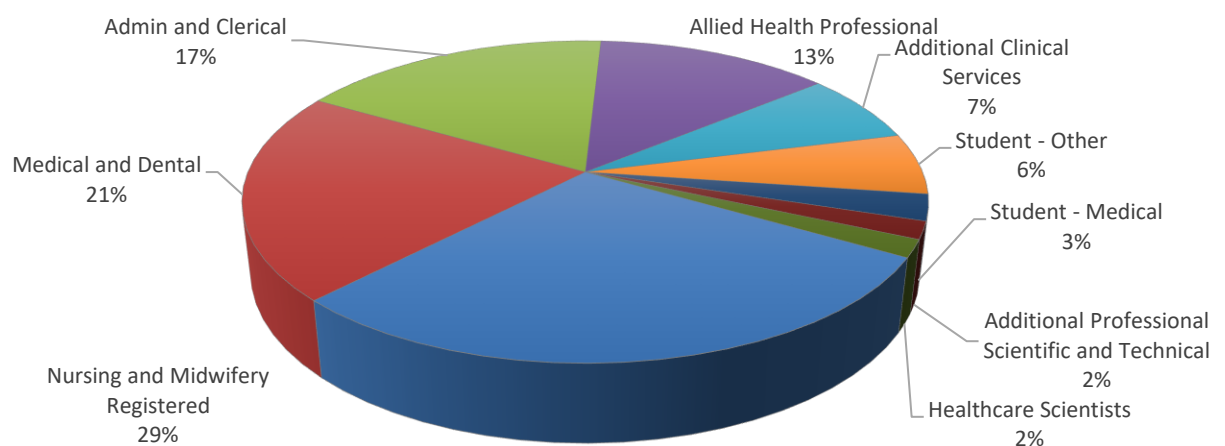
Main employer or affiliation



The bulk of the 114 responses are from Shrewsbury and Telford Hospital NHS Trust (SaTH).

Occupation

Breakdown of occupation by main occupational groups.



Site

The majority of respondents either work at the Royal Shrewsbury Hospital or the Princess Royal Hospital (97 of the 114 that answered this question).

There were a variety of other responses from staff working across Shropshire, Telford and Wrekin.

Location	Number
Royal Shrewsbury Hospital	57
Princess Royal Hospital	40
Both RSH and PRH	5
Coral House	2
Stepping Stones	2
Louise House	1
Ludlow Hospital	1
Lancaster Road	1
Child Development Centre, Monkmoor	1
Severn Health Village	1
Halesfield	1
Shrewsbury Business Park	1
Other	1
Total	114

Department

There were 94 responses to this question, indicating the range of departments represented in the responses. The responses have been grouped where possible.

Department	Number
Corporate Nursing	4
Education	4
Acute Medicine	3
Diabetes and Endocrinology	3
Keele University	3
Radiotherapy	3
Research & Innovation	3
Therapy Services	3
Care of the Elderly	2
Corporate division	2
Critical Care	2
Digital / IT	2
General (Internal) Medicine	2
Improvement Hub	2
Obstetrics and Gynaecology	2

Renal Unit	2
Respiratory	2
Speech and Language Therapy	2
Trauma & Orthopaedics	2
Adult community service	1
Anaesthesia and ITU	1
Anaesthetics	1
Breast Surgery	1
Chaplaincy	1
Children & Young Families SDG	1
Children's Speech and Language Therapy	1
Children's Occupational Therapy	1
Clinical Coding	1
Community Paediatric	1
Corporate Governance	1
Delivery Suite	1
DFN Intern	1
End of Life Care	1
Endoscopy	1
Estates	1
Haematology Day Unit	1
Hospitals Transformation Programme	1
Infection Prevention and Control	1
ITU/HDU	1
Leadership and OD	1
Medicines Centre	1
MES	1
Neonatology	1
Neurology	1
Oncology	1
Ophthalmology	1
Organisational Development	1
Orthopaedics	1
Outpatients	1
Paediatric Diabetes	1
Paediatrics	1
Pain service	1
Palliative and End of Life Care	1
Pathology	1
People & OD	1
Pharmacy	1
Physiotherapy Outpatients	1
Radiology	1
Surgery	1
Telford College	1

Temporary staffing department	1
The Hamar Centre	1
Upper GI	1
Volunteer	1
Women's and Children	1
Total	2