



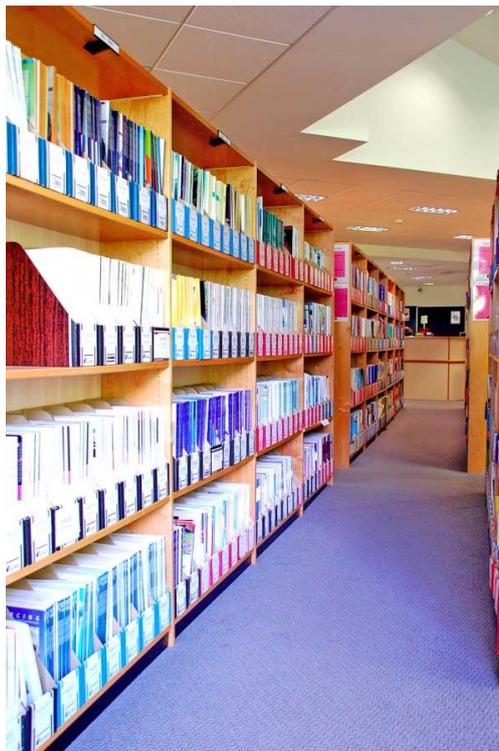
**Dorset County Hospital
Library Service**

Space to think, knowledge to act

Dorset County Hospital Library Service

User Survey 2016

Report



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Introduction

The Dorset County Hospital FT Library Service is available to all staff and students on placement at the hospital.

Aims

- To obtain feedback about users' experience of and satisfaction with Library Services
- To identify areas in need of improvement and development
- To demonstrate the positive impact of the Library services (aligned with LQAF 1.3c)
- To meet the needs of different customer/staff groups (aligned with LQAF 5.3a)

Methodology

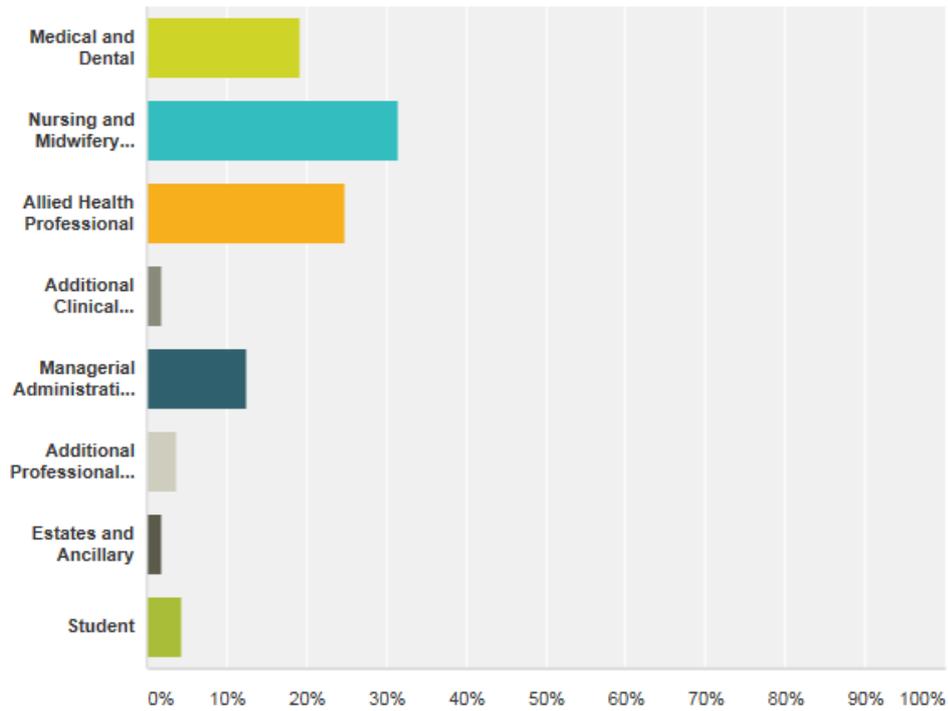
- A six-question survey was created using Survey Monkey (<https://www.surveymonkey.com>)
- A prize of £20 Amazon voucher was offered as an incentive to complete the survey.
- The survey was publicised by Communications email with a reminder broadcast email to Library users via OLIB.
- 211 responses were received.

Analysis

Question 1:

Please select the group that best describes your role

Answered: 209 Skipped: 2

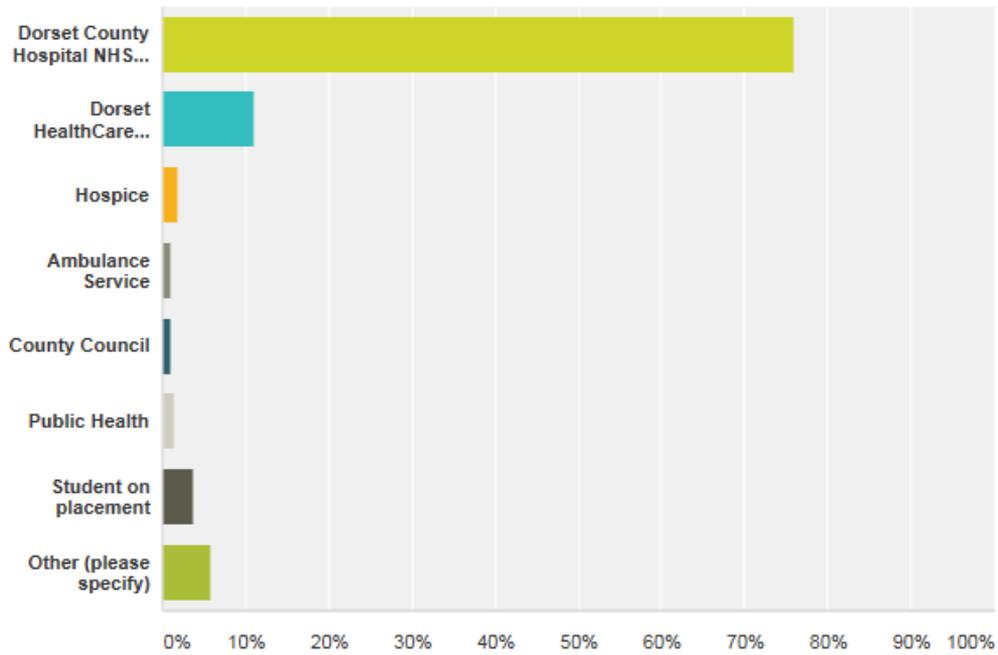


Answer Choices	Responses
Medical and Dental	19.14% 40
Nursing and Midwifery Registered	31.58% 66
Allied Health Professional	24.88% 52
Additional Clinical Services	1.91% 4
Managerial Administrative and Clerical	12.44% 26
Additional Professional/Scientific/Technical	3.83% 8
Estates and Ancillary	1.91% 4
Student	4.31% 9
Total	209

Question 2:

Which organisation do you work for?

Answered: 208 Skipped: 3



Answer Choices	Responses
▼ Dorset County Hospital NHS Foundation Trust	75.96% 158
▼ Dorset HealthCare University NHS Foundation Trust	11.06% 23
▼ Hospice	1.92% 4
▼ Ambulance Service	0.96% 2
▼ County Council	0.96% 2
▼ Public Health	1.44% 3
▼ Student on placement	3.85% 8
▼ Other (please specify) Responses	5.77% 12
Total Respondents: 208	

Question 3:

Please tell us about the things that you like about Dorset County Hospital Library that you think work really well, or something you think we should keep doing.

Summary

172 out of 207 respondents completed this question. Nine themes can be categorised from the responses:

Impact on patient care

Respondents praised the Library staff for being **“fast, efficient and extremely helpful”** and **“fantastic.”** One respondent commented that they are able to get published papers from medical journals within **“very short turn-around time”** which has a **“positive impact on patient management.”** Another respondent particularly valued the Inter Library Loan service which **“allows for evidence-based patient care.”** Other respondents commented that the **“hospital should be proud of the [Library]”** and that **“they make a difficult part of my job very easy.”**

Resources

Nine respondents commented on the quality of resources the Library offers. One respondent particularly valued the provision of online resources like **“UpToDate and ClinicalKey.”** One respondent praised the Library as a resource in itself and said they were **“fortunate to be able to access such an excellent resource within [their] workplace.”** Internet availability and PCs were also mentioned as being an important part of the service the Library offers.

Customer service – staff attitude and behaviour

Five respondents praised the customer service they had received from the Library for being **“helpful and efficient, always going that extra mile.”** Other respondents commented on the knowledge of staff and that they make users **“feel welcome.”** The quality of the service was praised: **“All the staff...are so very helpful and obliging. I have always had a very pleasant experience with the Library team.”**

Inter Library Loans service – including document supply

Many respondents commented on the ILL service. They find the service **“really helpful”, “an invaluable service”** and Library staff **“always try and get the books you require, no matter how obscure or difficult.”**

Physical space – seating and study areas

The Library's physical space was also commented on. Respondents valued the **“quiet area to work in and [the] seating arranged appropriately.”** One respondent was particularly appreciative about the space to work in: **“A great space away from the ward, enabling access to intranet and hospital emails etc plus a space to read and get info for studying. Very lucky to have it.”**

Training - including literature searching, reflection on reading for revalidation and bite size workshops

Seven respondents commented on the training offered by the Library, including literature search training, reflection on reading for revalidation and information literacy bite size workshops. These were described as **“excellent”** and **“really helpful.”**

Out of hours service – 24 hour access and cotag system

One respondent commented on 24 hour access facility: **“please continue with this!”**

Current awareness - Public health bulletins and Knowledgeshare

Four respondents commented on current awareness, particularly the Public Health Bulletin and Knowledgeshare. They find these a **“useful and effective way of keeping in touch with the latest publications, health headlines and recent research. This method of circulation should remain”** and **“having regular updates on articles and papers that are in my area of practice and could affect the way I work.”**

Other services- e.g. book group, fiction, etc.

Some respondents commented on other services the Library offers:

“I use the Library mainly for the monthly book club”

“The cheap for sale books. Really helped build a collection for myself.”

“I also borrow and read the fiction available there”

Question 4:

Please suggest any ways in which the service you receive from Dorset County Hospital Library could be improved. We welcome the comments and suggestions of those who do not currently use the service.

Summary

132 out of 208 respondents answered this question. Nine themes can be categorised from the responses:

Resources

Many respondents were keen for the Library to offer more resources in their field. Suggestions for resources included:

“consider a more contemporary journal for midwifery”

“easier access to the physical Library books and journals for those not based at DCH but in the community, with a slightly longer borrowing time would be helpful.”

“more mental health/psychiatry related journals, e.g. British Journal of Psychiatry.”

“more leisure reading.”

“free access to AJR, Radiology Radiographics”

“renal journals”

“perinatal mental health.”

“full access to psychological articles across domains such as neuro, cognitive and health psychology.”

“journal of one day surgery”

Internet access and PCs

Five respondents commented on Internet access and PCs. One respondent suggested that **“it would be welcome if the computers were able to access all the clinical systems”**; another respondent noted that **“Library staff spend a lot of time helping people onto e-learning sites. If they had some laminated screen shots...this would help as people can do things for themselves if they know how.”**

Physical space

Two respondents commented that they liked it better when the Library was a quiet zone and that they were frustrated by the noise of chatter and people using their mobile phones.

Marketing/publicity/outreach

Twelve respondents suggested the Library could do more to promote and market its services, including:

“wider advertisements of services amongst healthcare staff.”

“monthly promotion of one of the Library services to raise awareness.”

“innovative approaches to reaching out to staff”

“would you consider coming to our department to present relevant journals...”

“the Library could encourage engagement in more collaborative events across the trust.”

Availability, opening hours, etc

Five respondents were keen for the Library to extend its opening hours including weekends and evenings. Two were particularly enthusiastic about being given more time to use the Library:

“clinical staff find it difficult to get time away from work...perhaps managers should be more proactive in encouraging staff to continue their professional development.”

“add time to my contract so that I can manage to use your services more and so do my job better.”

Remote access

Two respondents were particularly interested in accessing and using the Library remotely:

”more flexible services for those who are registered at other hospital libraries.”

“remote payment of fines over the web.”

Information literacy

Two respondents expressed a need for training:

“it would be good if they did workshops for those that have been out of academic study for a while to cover literature searches, accessing articles and referencing systems.”

“I am not aware of staff sharing their knowledge in any structured education way – e.g. could they offer workshops on the use of Athens, referencing, etc.”

Current awareness

Three respondents commented on current awareness and notifications about new evidence:

“notification through email when new publications are available.”

“regular emails telling us titles of latest articles.”

“could research papers be emailed that are relevant to area of working.”

Communication

Some respondents highlighted communication as an area for improvement, including:

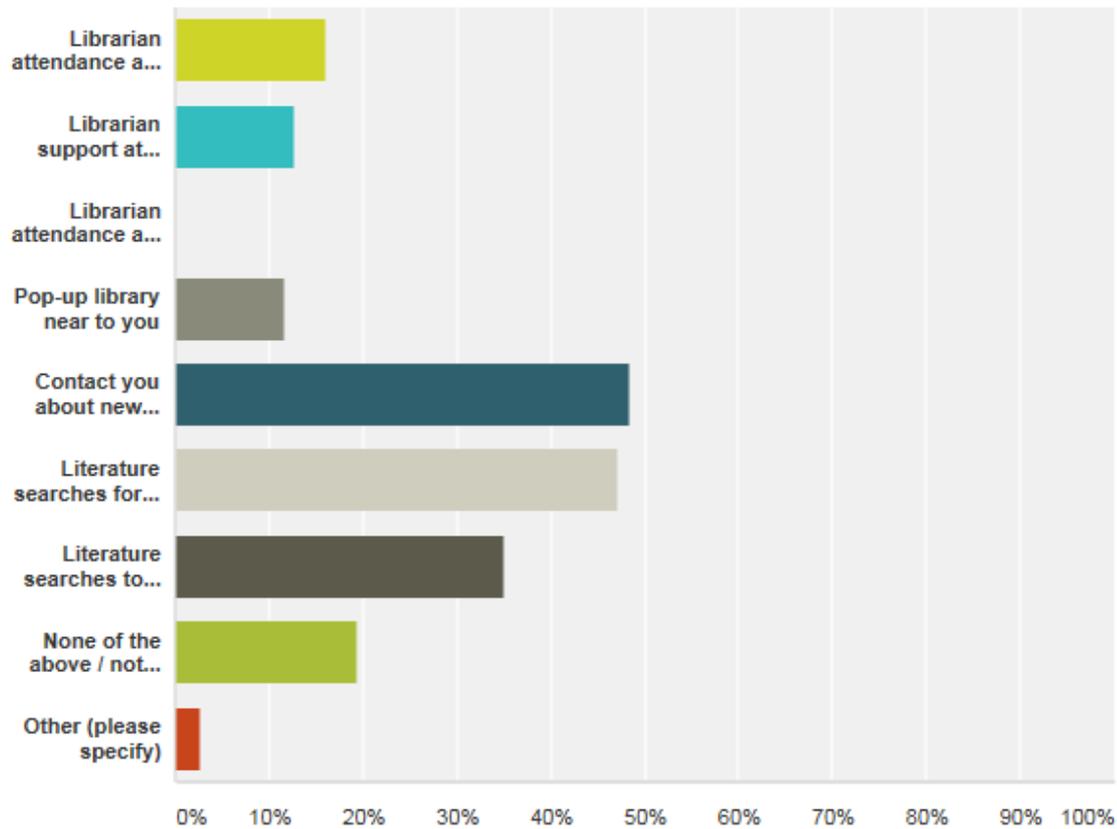
“maybe a monthly newsletter advising of new books, journals...monthly quiz?”

“reminders to mobile phones of exact dates of books that have to be returned.”

Question 5:

How could the Library work more closely with your team? Please tick all that apply.

Answered: 180 Skipped: 31



Answer Choices	Responses
Librarian attendance at a team meeting	16.11% 29
Librarian support at journal clubs	12.78% 23
Librarian attendance at ward rounds	0.00% 0
Pop-up library near to you	11.67% 21
Contact you about new developments for the service	48.33% 87
Literature searches for research projects eg. systematic reviews	47.22% 85
Literature searches to support the development of Trust guidelines	35.00% 63
None of the above / not applicable	19.44% 35
Other (please specify)	2.78% 5
Total Respondents: 180	

Conclusions

- Most (76%) of the respondents work at the hospital and are nursing or midwifery registered (32%).
- The Library is valued by its users. Results show that the Library has a direct impact on patient care. It was also suggested that users appreciate a personalised customer service.
- A small number of respondents commented that the Library needs to promote its services more widely/effectively. Internet access and the quality of PCs were also mentioned as an aspect which could be improved.
- 48% of respondents would like to be contacted about new services while 47% requested literature searches for research projects.
- An action plan has been drawn up so that Library staff can follow up particular comments and suggestions.