



Dorset County Hospital Library User Survey 2017

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Summary

The Library Service is expected to gather feedback from users as part of the Quality Assurance process. A survey offers users the opportunity to comment on the service and can provide evidence for service development/improvement as well as demonstrating how the service supports clinical and management decision-making.

We collected responses using SurveyMonkey from 25 September – 11 October 2017. The survey was sent by email to our registered library users and it was advertised on the Trust's emails to all staff. We offered Amazon vouchers as an incentive to complete the survey. We received 137 responses, with 100 people leaving their names for the prize draw.

The high level of customer service from the Library staff is a consistent theme. This word cloud is generated from the text in the answer to Q7 *Please tell us about the things you like about Dorset County Hospital Library that you think work really well, or something you think we should keep doing*. The most frequent words/phrases appear in larger font:

Space Think Extremely Helpful Hand Service
Number of Computers Books Requests Library Cotag
Helpful Staff Calm Articles Visited Access
Range Quiet Support

95% of respondents were either *Extremely likely* or *likely* to recommend the library service to colleagues.

We asked for suggestions on how the service could be improved. The Top 5 suggestions in order of frequency are:

1. More study space: Seating area for reading only/designated quiet zone; separate area for group study and discussion.
2. Enforce quiet/ban calls to mobiles – noted to be a problem out of hours
3. Increase awareness of Library services (esp. OpenAthens/E-Journals and Books): particularly for NHS organisations outside of DCH e.g Dorset Healthcare and CCG.
4. Install more PCs
5. Scrap printing charges

The final question was “Please tell us if and how you would like the library to work more closely with your team.” We created an [Action List](#) from the responses and have contacted all those who made requests for assistance or who had specific ideas to follow up.

Survey data is presented in the [Appendix](#).



A selection of comments:

I am always impressed at how innovative and up to date the department and staff are.

I find the staff very helpful and I think this is the library's best asset.

The staff are so helpful and go over and beyond when trying to help. I love the fact that I can email the details of an article and the staff will source it for me - invaluable service.

Customer service is always excellent; nothing ever seems too much to ask and I really value having them there.

Great range of books...Great workspace/study area.

The inter-library loan scheme is brilliant and given me access to all the right books.

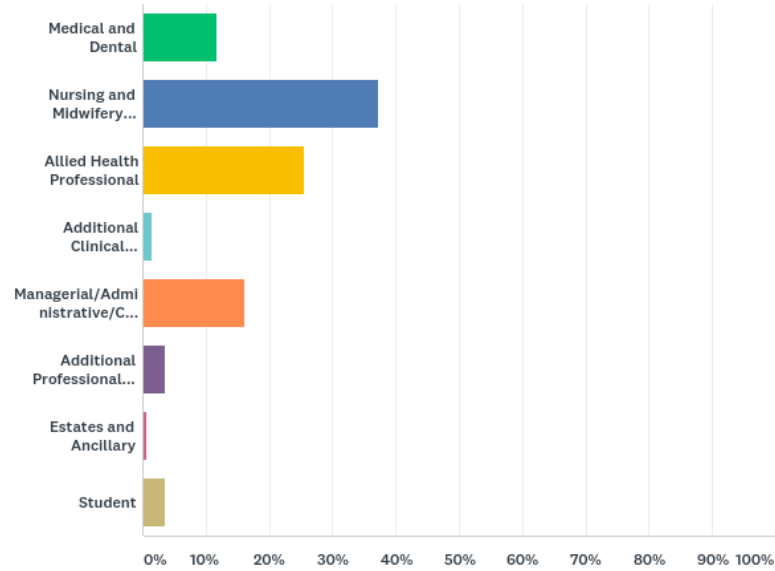
Action List

Department	Comment / request	Date contacted
Microbiology Joseph Weld Hospice	Our team are interested in coaching in journal article searching	04-Oct-17
	Assistance with Athens please	04-Oct-17
Stroke	Create specialty literature on line bundles + do our HCAs/therapists use any literature books on stroke?	12-Oct-17
Dermatology	Perhaps come to our departmental meeting to let the team know what you provide in the way of services.	04-Oct-17
Radiology	Increase number of books on radiology (X-rays) not MR or US, orthopaedic and trauma	12-Oct-17
Ophthalmology	Perhaps a few ophthalmic nursing journals + I feel that the ophthalmic book stock is a little sparse and dated	03-Oct-17
CCU	Some other libraries have staff that attend the ward to assist with clinically relevant rapid literature searching to identify the best evidence to support clinical decisions... Would you consider attending Critical Care once a month to teach us literature / EBM skills?	04-Oct-17
DHUFT	Alerts to relevant journal articles	03-Oct-17
DCH	Is there a BU postgraduate forum at DCH library?	05-Oct-17
DHUFT	Email information regarding publications which might be interesting re. your speciality	12-Oct-17
Public Health	Increased awareness for other colleagues within the Public Health Dorset team as to what the library service is able to offer.	12-Oct-17
DCH	How about setting up Journal clubs facilitated by library staff at lunchtimes -they could be specialty focused or subject focused or staff group focused?	12-Oct-17
Public Health	An email explaining all that you offer incl. inter library loan and literature searches would be a helpful reminder (for Public Health staff).	26-Oct-17
DCHFT Library Service		

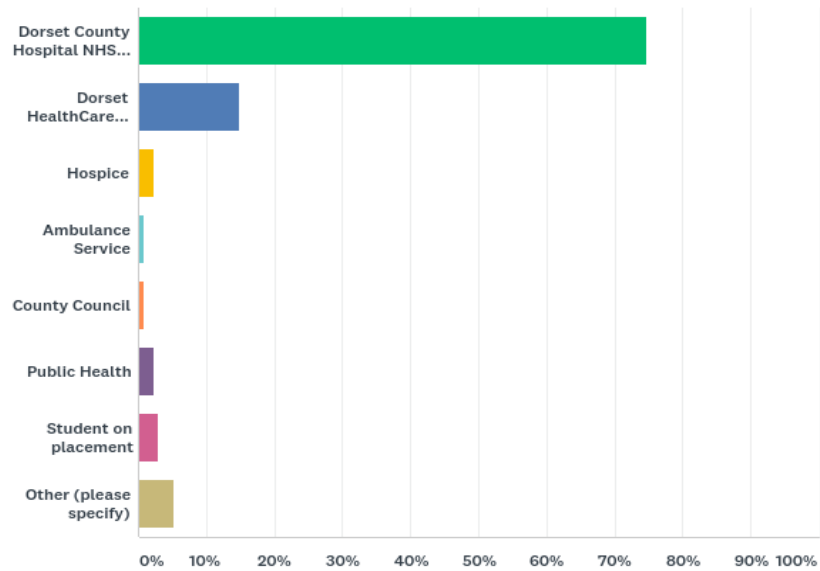


Appendix

Q1 Please select the group that best describes your role

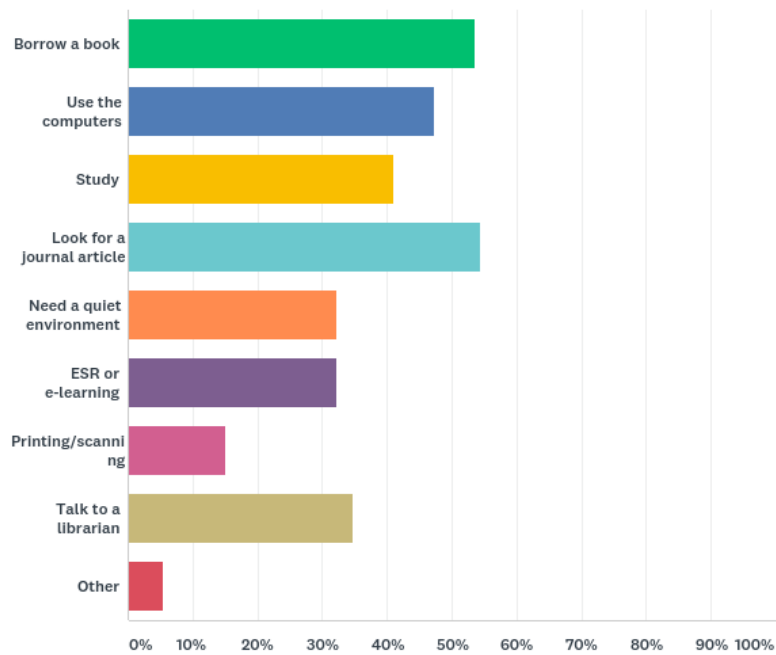


Q2 Which organisation do you work for?

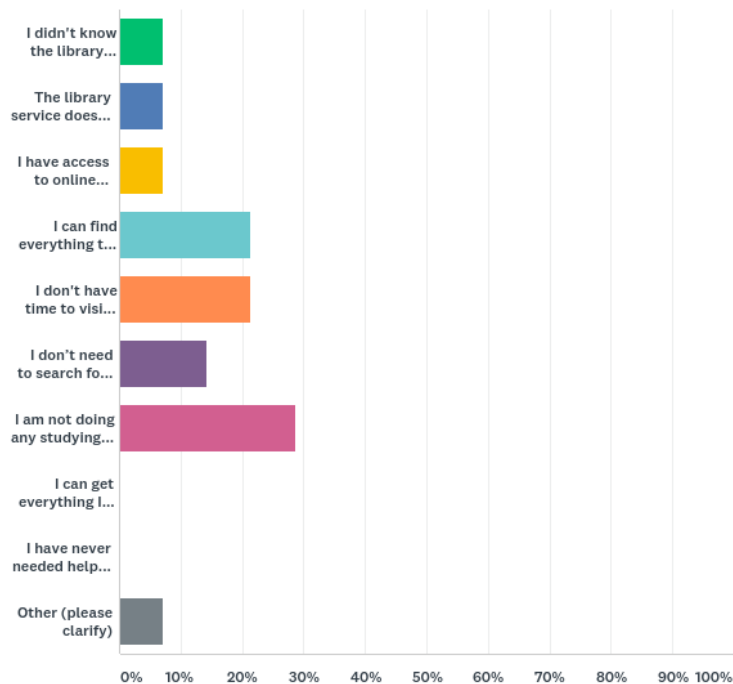




Q3 If you have used our services, what was the purpose? (Please tick all that apply)



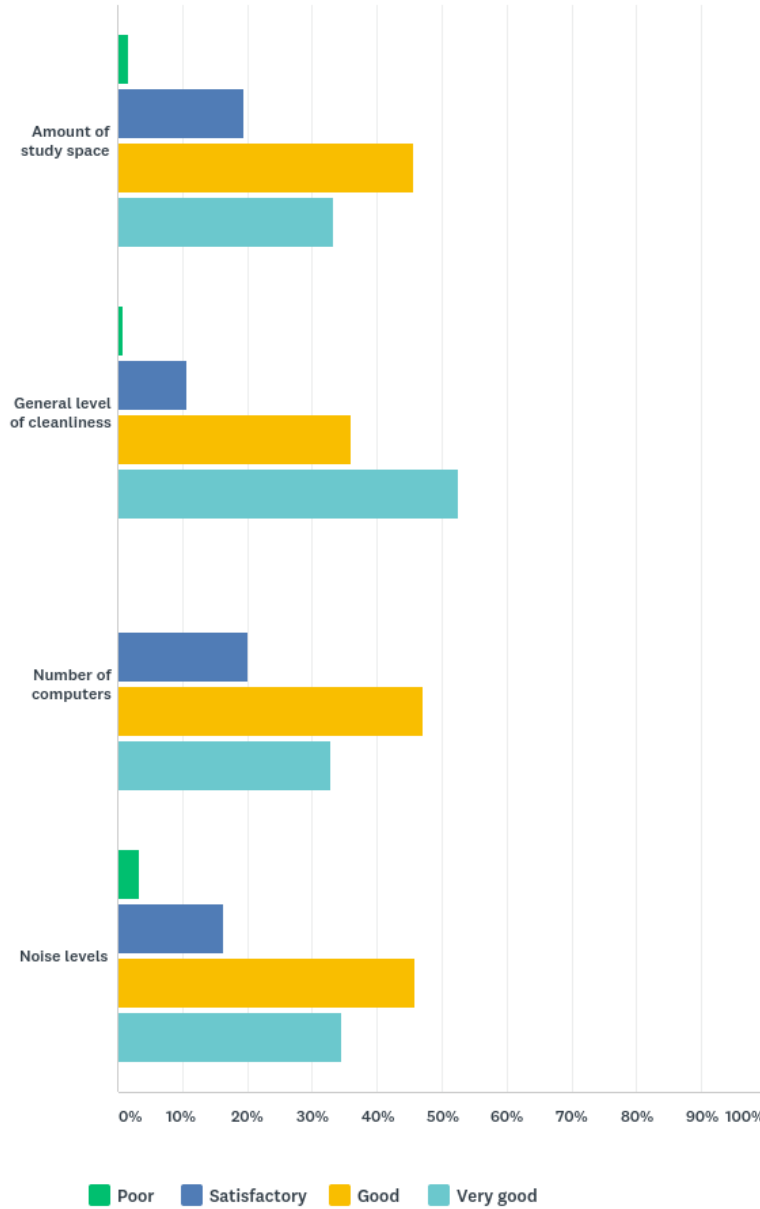
Q4 If you haven't used the library service, which of the following best explains your reasons? (select any that apply)





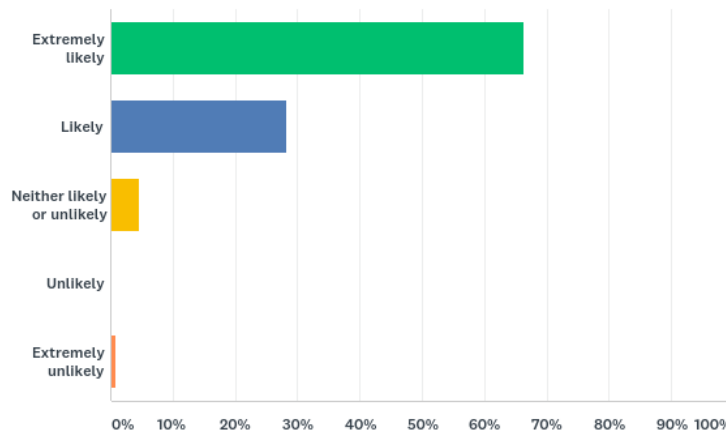
Only 14 respondents completed Q4:

Q5 How do you rate the library environment?





Q6 How likely are to recommend our library service to colleagues?



95% of respondents were either Extremely likely or likely to recommend the library service to colleagues.

Q7 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.



Data_Q7 What works well.pdf

Q8 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.



Data_Q8 suggest ways to improve.pdf