Patricia Bowen Library & Knowledge Service

Library Survey Report

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Library & Knowledge Services Manager

1   INTRODUCTION

The main role of Patricia Bowen Library & Knowledge Service is to facilitate knowledge sharing in delivering high quality health services.

The mission is to positively contribute to the health of the community by providing current, comprehensive, quality, accessible and timely information for all our users.

The Library & Knowledge Services are currently provided to staff employed by the Chelsea and Westminster NHS Foundation Trust at West Middlesex University Hospital site, staff employed by Hounslow and Richmond Community Health Care NHS Trust (partial membership) and West London Mental Health NHS Trust who are based at West Middlesex Hospital (partial membership), medical students on placement from Imperial College School of Medicine, nursing students on placement from Bucks new university/Thames Valley University and other AHP students, local General Practitioners (Partial Membership), Public Health Staff (External membership) and overseas doctors and students on clinical attachment.

The services and resources we provide range from printed books and journals, electronic resources, training in information skills, evidence searching, eLearning support, clinical outreach services and health information support to patients. Our aim is to make our services and resources easily accessible to all staff. We have been providing health information support to patients and started outreach clinical librarian service. Last year the library has gained 99% rating for its annual Library Quality Assurance Framework (LQAF) submission. LQAF is an external tool developed by HEE Task and Finish group consisting of LKS Leads and library/knowledge service managers, to enable a robust quality assessment of NHS library/knowledge services.

During July- Aug 2018 we conducted a survey among library users to obtain opinion on the different library services, their impact, and to seek additional ways for their further improvement. This is the first time we attempted to undertake a comprehensive library user satisfaction survey after more than a decade, even though we do undertake annual leavers survey among foundation and trainee doctors and evaluate all our library services regularly to get feedback.

The survey was provided online via Survey Monkey, also in paper form for staff using the physical library. We made users aware of the survey by advertising in the Trust notice board, sending emails to those who use the library services during the survey period, by posting a popup on the library website. In total we received 100 responses, even though there is a huge usage of the library services as per library records (2127 active members). This may be due to paucity of time or too many survey questions or survey may not reach everyone due to restrictions with email distribution.

2 SURVEY OBJECTIVES

The main objectives of the survey are:

- To identify reasons for library usage or non-usage

- To understand the usage of library space

- To understand the impact of library services

- To measure the level of satisfaction with library services

- To investigate impact of library services on the work of individuals and the Trust

3 SURVEY FINDINGS

Demographics

We have received only 100 responses which are low compared to the large number of users (2127 active members) but sufficiently large enough for this survey sample to be meaningful and representative.
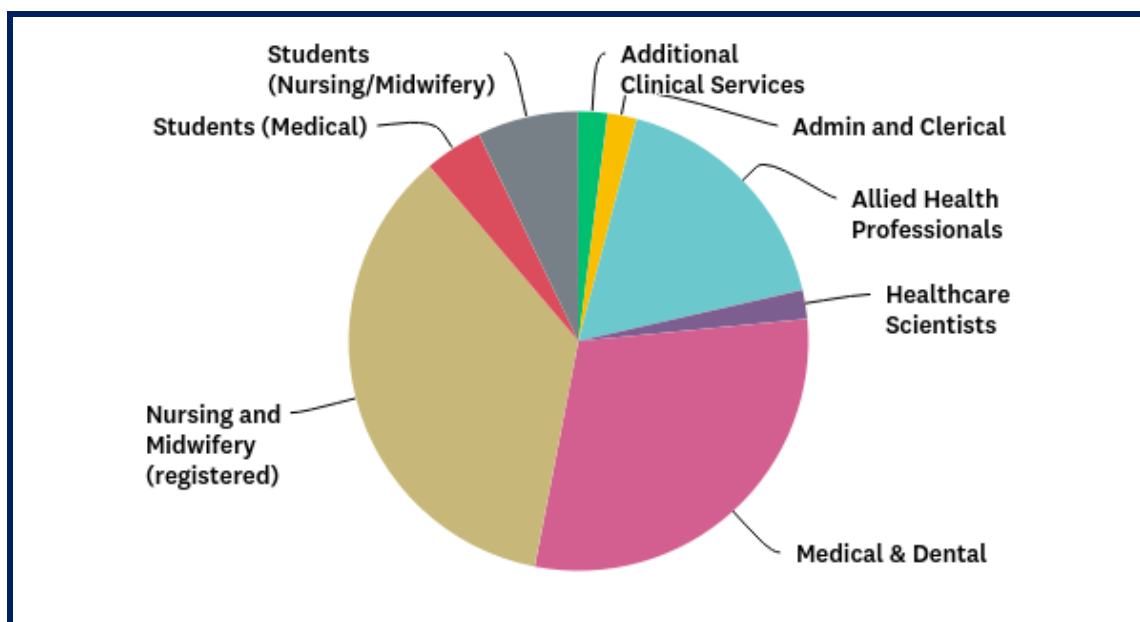

Majority of respondents (36%) are Nursing and Midwifery (registered), 28% are Medical & Dental staff and 17% are Allied Health Professionals.

Although we provide services to different staff groups, the same was not reflecting with the responses. It may be recalled, that due to new GDPR policies and restrictions with communications we could not send emails to all staff.

When do you mainly visit the library?

52% of staff uses the library during staffed hours. 34% use both staffed hours and outside staffed hours.
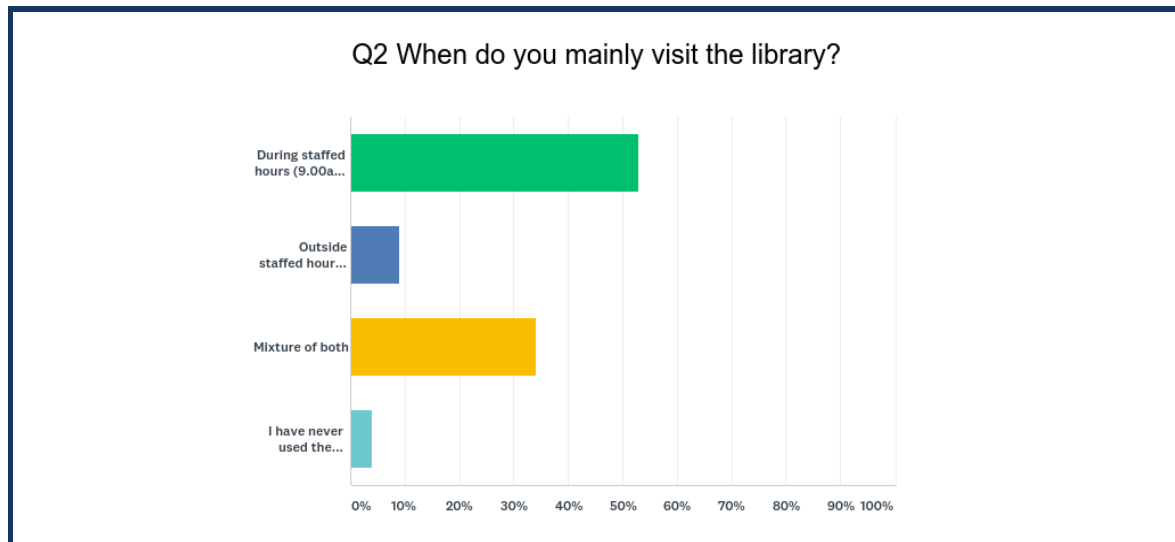

If you SELDOM or NEVER use the library, please tell us why. Please tick all that apply.
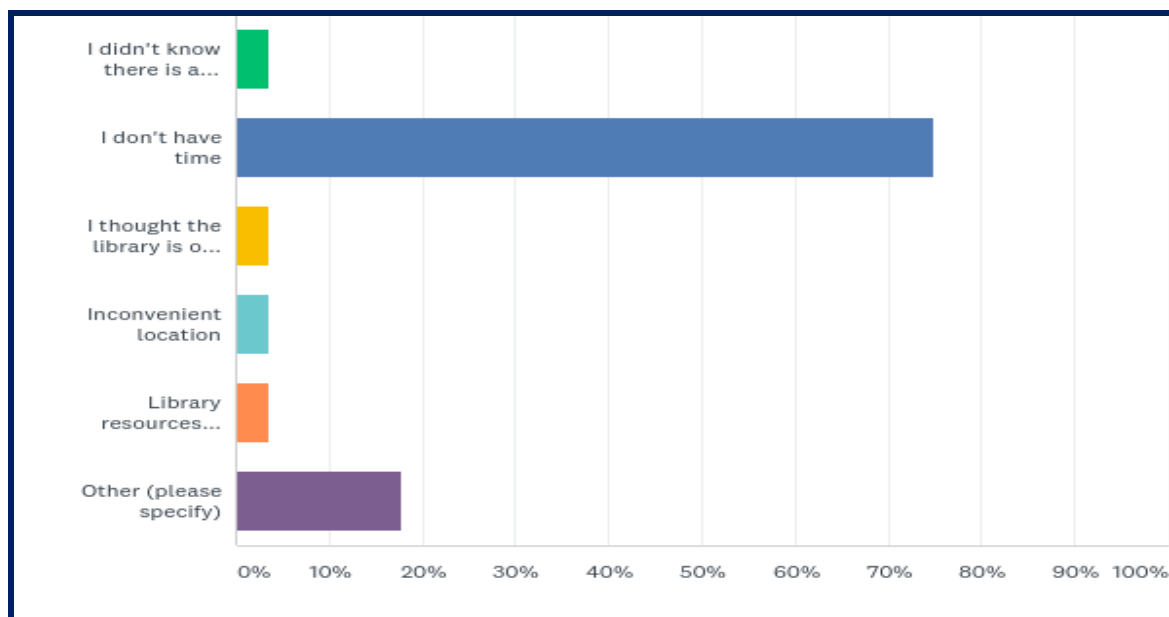
75% of respondents said the main reason for not using the library regularly was lack of time. Staff are busy in their clinical areas and could not come to use the library as the location is away from clinical areas but only 4% said that the library is in inconvenient location. For those who could not visit the library during normal working hours 24 hour access is quite useful. We are pleased that everyone is aware that there is a library at the hospital. Only one respondent doesn't know about the library, the reason may be he/she may be new staff or bank person not yet attended the Trust induction and visited the library first time and being asked to fill the survey form.

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There are a number of different ways of accessing and using library services and resources. Please could you select all those which you have used? (You can select more than one option)

Majority of the staff (92%) visited the library in person and 53% contacted the library via email and 29.3% contacted via telephone. The library responds to all email enquiries on the same day.
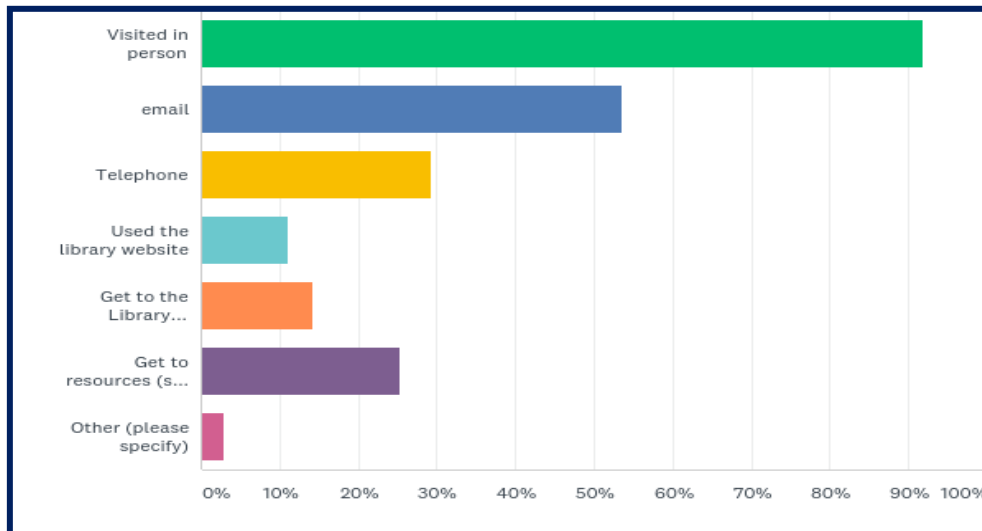
If you ever come to the library IN PERSON, which services do you use? Please tick all that apply

Majority of users (47%) come to the library to borrow books and use study space and computers. It is also apparent from the responses that despite the availability of online/virtual resources and services the presence of a physical library and especially a place for quiet study away from the clinical environment is still highly valued with 52% respondents citing this as a major reason for using the library and a further 16% seeing it as a place to relax, away from the clinical area. From our observation the library usage has been increased recently after the launch of health &

Wellbeing zone and there is much usage of wellbeing books also. Computers are mainly used for personal study or CPD although both individuals and groups use the library to complete mandatory e-learning as it is easier to get access to a PC in the library than in the work area and the library provides dedicated eLearning Zone and support.

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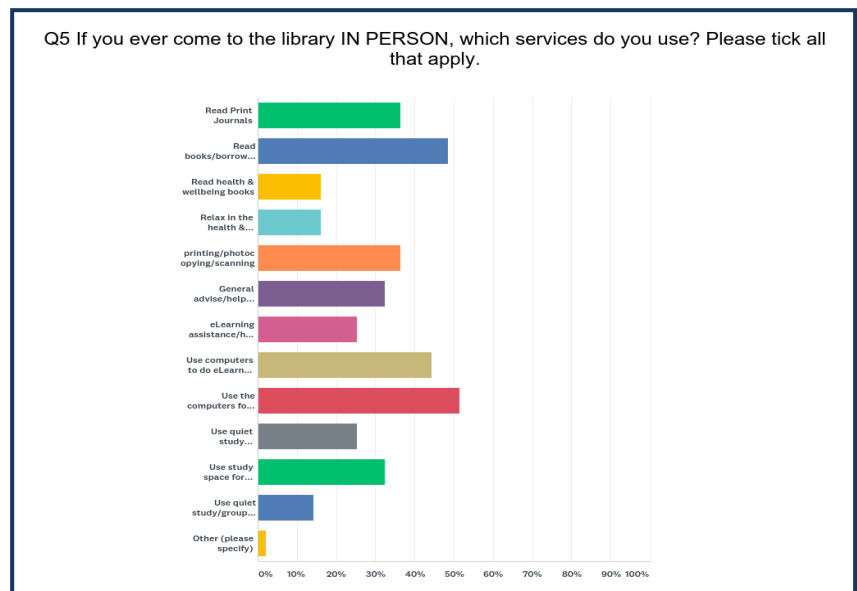
In general, how satisfied are you with the following services? (Please tick the appropriate box)

The highest score for the user satisfaction is overall library environment and ease of contacting the library staff and helpfulness of library staff.
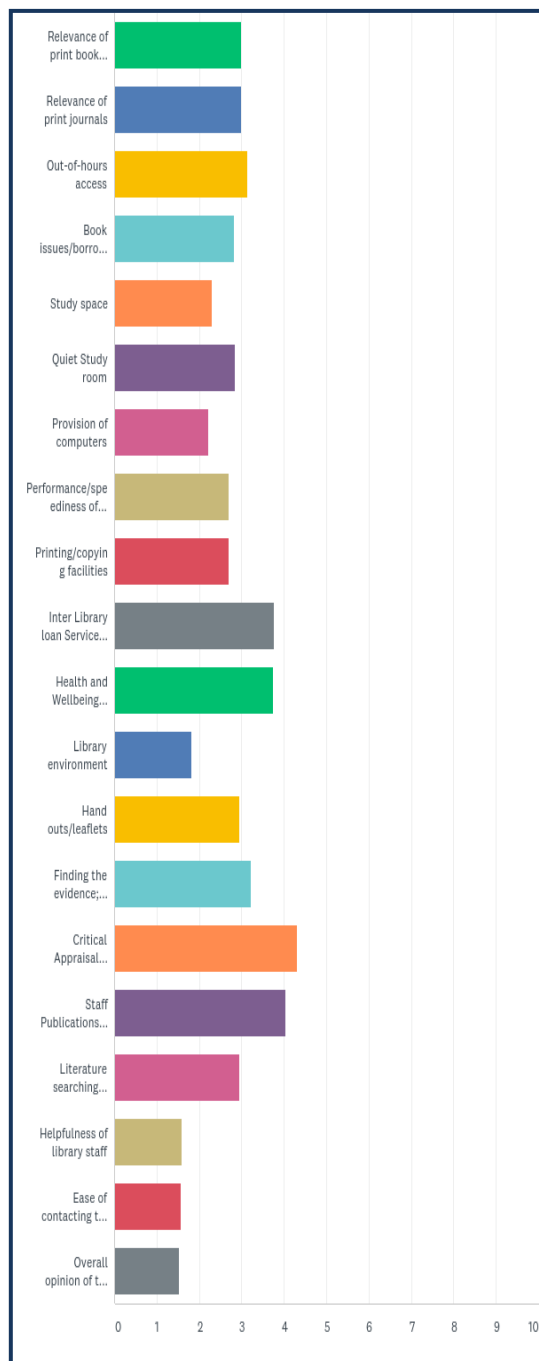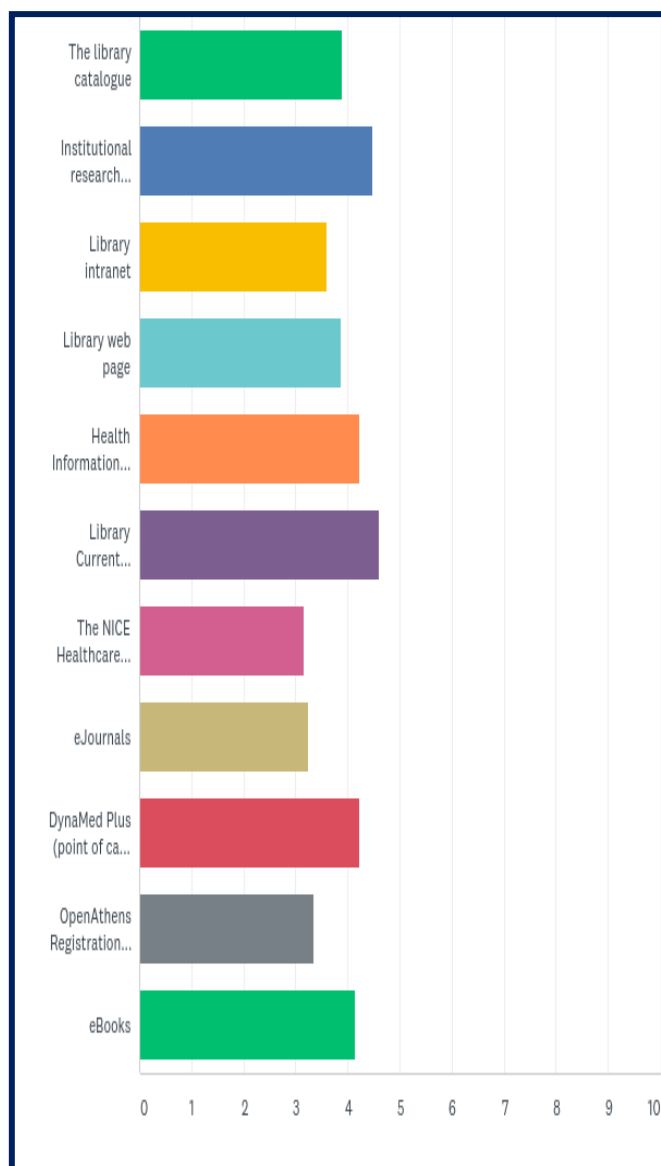

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT USED BUT AWARE OF SERVICE	NOT USED & UNAWARE OF SERVICE	TOTAL	WEIGHTED AVERAGE
Relevance of print book stock	16.13% 15	47.31% 44	4.30% 4	0.00% 0	18.28% 17	13.98% 13	93	2.99
Relevance of print journals	25.27% 23	37.36% 34	0.00% 0	0.00% 0	24.18% 22	13.19% 12	91	3.00
Out-of-hours access	32.22% 29	24.44% 22	3.33% 3	0.00% 0	17.78% 16	22.22% 20	90	3.13
Book issues/borrowing	34.78% 32	29.35% 27	1.09% 1	0.00% 0	23.91% 22	10.87% 10	92	2.82
Study space	36.26% 33	42.86% 39	0.00% 0	1.10% 1	15.38% 14	4.40% 4	91	2.30
Quiet Study room	30.77% 28	34.07% 31	2.20% 2	1.10% 1	16.48% 15	15.38% 14	91	2.85
Provision of computers	34.04% 32	46.81% 44	3.19% 3	0.00% 0	10.64% 10	5.32% 5	94	2.22
Performance/speediness of computers	18.95% 18	40.00% 38	18.95% 18	4.21% 4	10.53% 10	7.37% 7	95	2.69
Printing/copying facilities	37.63% 35	31.18% 29	0.00% 0	0.00% 0	17.20% 16	13.98% 13	93	2.70
Inter Library loan Services (obtaining articles/books which are not available locally)	21.28% 20	19.15% 18	1.06% 1	0.00% 0	37.23% 35	21.28% 20	94	3.77
Health and Wellbeing collection	18.48% 17	25.00% 23	1.09% 1	0.00% 0	29.35% 27	26.09% 24	92	3.75
Library environment	46.32% 44	43.16% 41	3.16% 3	0.00% 0	5.26% 5	2.11% 2	95	1.81
Hand outs/leaflets	26.97% 24	37.08% 33	1.12% 1	0.00% 0	17.98% 16	16.85% 15	89	2.96
Finding the evidence; health care database training	28.26% 26	27.17% 25	0.00% 0	0.00% 0	27.17% 25	17.39% 16	92	3.23
Critical Appraisal training	17.78% 16	11.11% 10	0.00% 0	0.00% 0	35.56% 32	35.56% 32	90	4.31
Staff Publications lists	17.98% 16	19.10% 17	1.12% 1	1.12% 1	24.72% 22	35.96% 32	89	4.03
Literature searching service	39.56% 36	18.68% 17	1.10% 1	0.00% 0	28.57% 26	12.09% 11	91	2.96
Helpfulness of library staff	64.89% 61	26.60% 25	1.06% 1	0.00% 0	7.45% 7	0.00% 0	94	1.59
Ease of contacting the Library team	63.83% 60	29.79% 28	0.00% 0	0.00% 0	4.26% 4	2.13% 2	94	1.57
Overall opinion of the Library service	55.91% 52	39.78% 37	2.15% 2	0.00% 0	2.15% 2	0.00% 0	93	1.53

How satisfied are you with the following online resources? (Please tick the appropriate box)

This question is designed to gain understanding of the usage of online resources. Significant percentage of those responding to the survey have mentioned that they had never used or not aware of some of the resources. This is understood to be due to the fact that majority of these survey responses are from the new users and completed the survey forms when personally handed over the forms in the library when they came to complete their eLearning and use library facilities. Moreover, the web statistics on usage of the resources indicate that usage of these online resources is quite high, which also indicates that who use the services and resources regularly have not responded to the survey, some of the reasons may be that they are too busy to complete the survey or they haven't either received the survey link or nor aware of the survey

The library is playing a strong role in supporting professional development which covers all students on placement, staff undertaking CPD and internal /external courses and those who are self-sufficiently keeping up to date in their field with 82% of respondents having used the library for this purpose.

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT USED BUT AWARE OF SERVICE	NOT USED & UNAWARE OF SERVICE	TOTAL	WEIGHTED AVERAGE
The library catalogue	14.77% 13	26.14% 23	1.14% 1	0.00% 0	29.55% 26	28.41% 25	88	3.89
Institutional research repository of staff publications	13.48% 12	13.48% 12	0.00% 0	0.00% 0	31.46% 28	41.57% 37	89	4.47
Library intranet	22.34% 21	26.60% 25	0.00% 0	0.00% 0	23.40% 22	27.66% 26	94	3.59
Library web page	17.98% 16	23.60% 21	1.12% 1	0.00% 0	25.84% 23	31.46% 28	89	3.87
Health Information Library website	17.58% 16	16.48% 15	0.00% 0	0.00% 0	24.18% 22	41.76% 38	91	4.22
Library Current awareness portal	14.77% 13	10.23% 9	0.00% 0	0.00% 0	23.86% 21	51.14% 45	88	4.61
The NICE Healthcare Databases (e.g. MEDLINE, CINAHL)	27.17% 25	30.43% 28	2.17% 2	0.00% 0	19.57% 18	20.65% 19	92	3.16
eJournals	22.35% 19	34.12% 29	1.18% 1	0.00% 0	23.53% 20	18.82% 16	85	3.25
DynaMed Plus (point of care tool)	14.29% 13	18.68% 17	1.10% 1	1.10% 1	25.27% 23	39.56% 36	91	4.23
OpenAthens Registration/renewal	20.65% 19	32.61% 30	2.17% 2	0.00% 0	25.00% 23	19.57% 18	92	3.35
eBooks	12.09% 11	21.98% 20	1.10% 1	0.00% 0	34.07% 31	30.77% 28	91	4.14

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How important are the following Library services to you? (Tick the appropriate box)
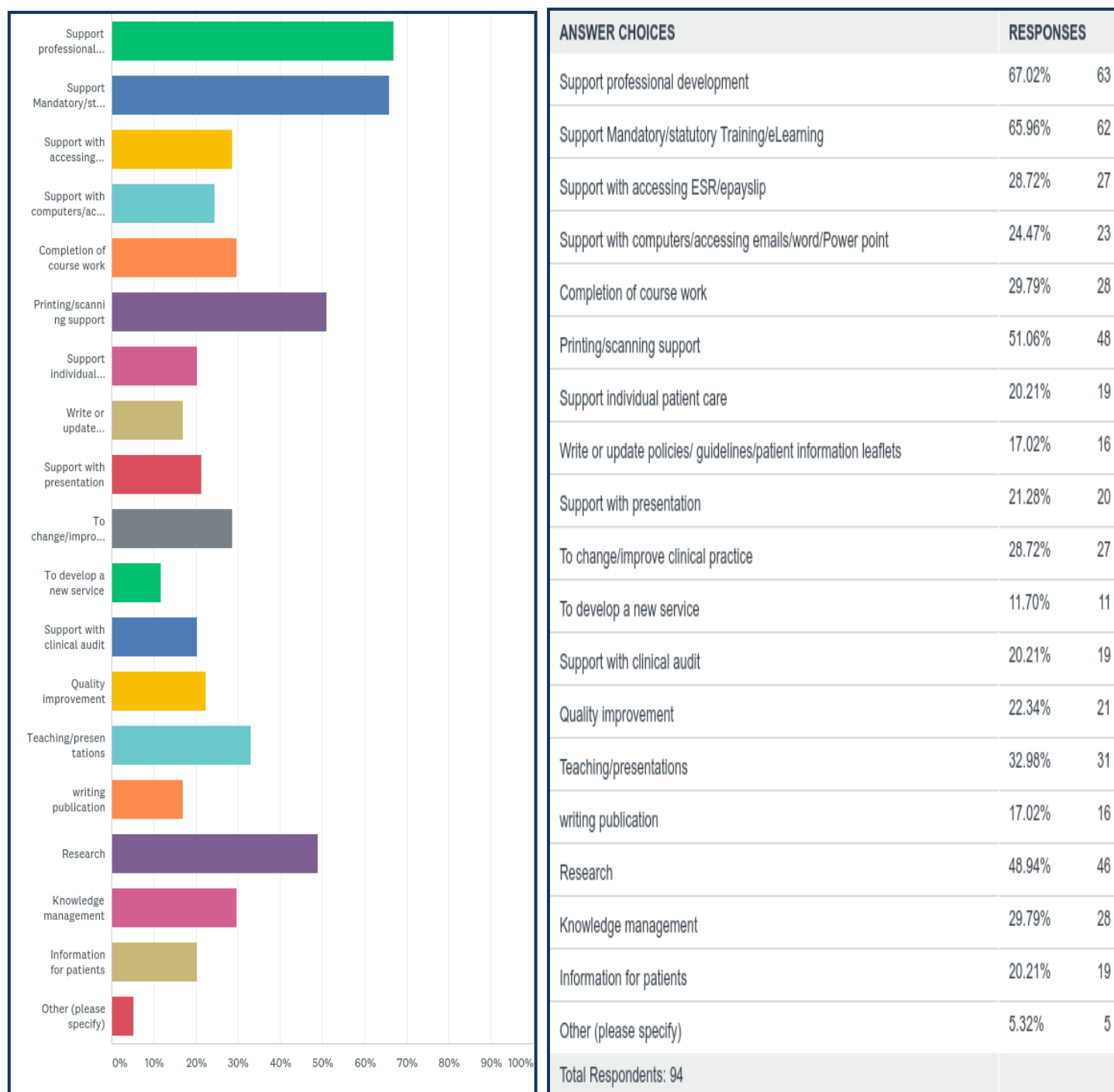
57% respondents said 24 hour access, study facilities and computers are extremely important. More than 45% said eLearning Zone, online journals, literature searching is very important. More than 35% said print books, Inter Library Loans and database training are very important.
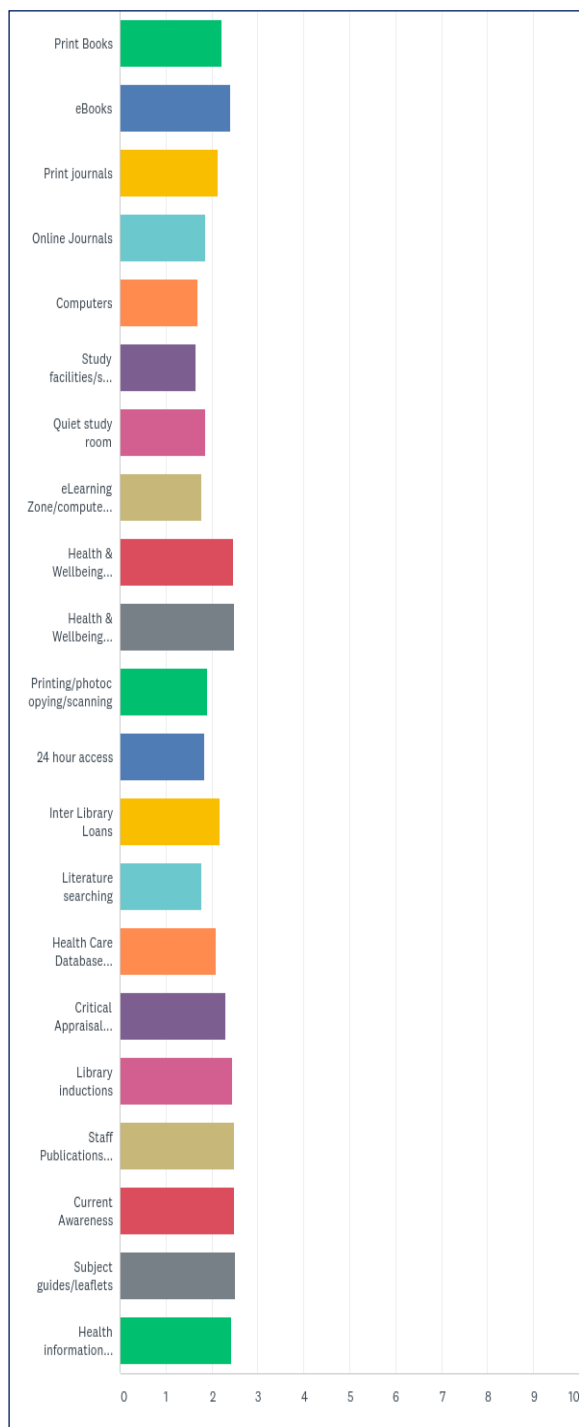
	EXTREMELY IMPORTANT	VERY IMPORTANT	FAIRLY IMPORTANT	DON'T KNOW	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Print Books	38.89% 35	25.56% 23	17.78% 16	11.11% 10	6.67% 6	90	2.21
eBooks	30.34% 27	28.09% 25	20.22% 18	13.48% 12	7.87% 7	89	2.40
Print journals	35.87% 33	32.61% 30	18.48% 17	8.70% 8	4.35% 4	92	2.13
Online Journals	48.91% 45	29.35% 27	11.96% 11	5.43% 5	4.35% 4	92	1.87
Computers	56.52% 52	28.26% 26	7.61% 7	4.35% 4	3.26% 3	92	1.70
Study facilities/study space	54.95% 50	31.87% 29	7.69% 7	3.30% 3	2.20% 2	91	1.66
Quiet study room	44.57% 41	32.61% 30	16.30% 15	4.35% 4	2.17% 2	92	1.87
eLearning Zone/computers/space	47.78% 43	36.67% 33	7.78% 7	5.56% 5	2.22% 2	90	1.78
Health & Wellbeing Zone/space	28.09% 25	29.21% 26	19.10% 17	15.73% 14	7.87% 7	89	2.46
Health & Wellbeing Collection	23.33% 21	31.11% 28	24.44% 22	15.56% 14	5.56% 5	90	2.49
Printing/photocopying/scanning	43.33% 39	34.44% 31	13.33% 12	6.67% 6	2.22% 2	90	1.90
24 hour access	56.04% 51	21.98% 20	9.89% 9	5.49% 5	6.59% 6	91	1.85
Inter Library Loans	33.33% 30	37.78% 34	12.22% 11	12.22% 11	4.44% 4	90	2.17
Literature searching	48.89% 44	33.33% 30	10.00% 9	7.78% 7	0.00% 0	90	1.77
Health Care Database Training	36.26% 33	36.26% 33	12.09% 11	12.09% 11	3.30% 3	91	2.10
Critical Appraisal Training	32.58% 29	28.09% 25	19.10% 17	15.73% 14	4.49% 4	89	2.31
Library inductions	29.55% 26	20.45% 18	30.68% 27	13.64% 12	5.68% 5	88	2.45
Staff Publications lists	27.27% 24	23.86% 21	25.00% 22	19.32% 17	4.55% 4	88	2.50
Current Awareness	26.44% 23	26.44% 23	21.84% 19	22.99% 20	2.30% 2	87	2.48
Subject guides/leaflets	24.72% 22	24.72% 22	28.09% 25	19.10% 17	3.37% 3	89	2.52
Health information support to patients	26.67% 24	34.44% 31	13.33% 12	21.11% 19	4.44% 4	90	2.42

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We would like to know how the Library and Information services have helped you. Please tick all that apply

This question is asked to get an understanding of what are the main areas users getting help and support from the library. The highest score is support for professional development (67%) and then Support for Mandatory/statutory Training/eLearning (65.9%) and printing scanning support (51%) and Research support (48.9%). These are the responses only from the sample but many users who uses library support for literature searching and other library support didn't respond to the survey.

ANSWER CHOICES	RESPONSES	
Support professional development	67.02%	63
Support Mandatory/statutory Training/eLearning	65.96%	62
Support with accessing ESR/epayslip	28.72%	27
Support with computers/accessing emails/word/Power point	24.47%	23
Completion of course work	29.79%	28
Printing/scanning support	51.06%	48
Support individual patient care	20.21%	19
Write or update policies/ guidelines/patient information leaflets	17.02%	16
Support with presentation	21.28%	20
To change/improve clinical practice	28.72%	27
To develop a new service	11.70%	11
Support with clinical audit	20.21%	19
Quality improvement	22.34%	21
Teaching/presentations	32.98%	31
writing publication	17.02%	16
Research	48.94%	46
Knowledge management	29.79%	28
Information for patients	20.21%	19
Other (please specify)	5.32%	5
Total Respondents: 94		

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> I always find our library staff are very helpful and easy to approach. They are very friendly . I often ask them to help me with literature searches for my work and patient care .They do it promptly. I also very often ask them to help me with computers , mandatory training and e-learning , ESR. They are always willing to help and find me books on loans
>
> **Medical & Dental staff**

> Library staff are very pleasant and extremely helpful. They go out of their way to help me.
>
> **Medical & Dental staff**

> Help accessing a journal article
>
> **Health Care Assistant**

> Help with literature searches
>
> **Consultant**

<u>Can you give a specific example of something the library has helped you in any of the areas listed in the previous question or any other way you have benefited from our library services? (This is important to us to show the impact of library services for our Quality Assurance submission and also to demonstrate Trust Management the importance of what we do)</u>

This question is asked to gain an understanding of the impact that library services has in the Trust. The answers to this question demonstrate the wide variety of ways the library staff and services contribute towards patient care and staff development and underpin the practice of evidence based healthcare. The library is playing a strong role in supporting professional development which covers all students on placement, staff undertaking CPD and internal /external courses and those who are autonomously keeping up to date in their field with 67% of respondents having used the library for this purpose. 65% of support is for Mandatory/Statutory eLearning. Library provides evidence based literature and the impact of the searches is on patient care, clinical audit, quality improvement and knowledge management.

The examples below demonstrate the range of ways the library supports staff. Statements were also made which illustrate the importance of having a physical library and eLearning support and the key role of library staff.

CPD

- I use the library to read the paper journals mostly. Reading the NEJM and other sources is great for CPD.

- Searching the evidence training, use of computers, printers etc. Use of hard copies, books and a place to study.

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- The library service has helped me to search for journals for my professional development and has helped to remind me when my borrowed books are due for return. They have supported me to access computers for my training websites, and they are always ready to serve you whenever you call them to ask them for help.

- Books in the library have helped to expand learning as a student obp

- Literature search for CPD

- Support professional development

eLearning

- Very good support with e-learning issues and help in facilitating group e-learning sessions

- support for completing mandatory training

- It's only here in the library where I can finish my e-learning because I won't be able to do that in the ward. The use of the printer is very helpful to use in printing my certificates & other documents that I read.

- enables me to complete my e-learning , research new research /reference and print material.

- completing elearning

- Support Mandatory/statutory Training/eLearning

- Management of user accounts for Training Tracker

Space

- I usually don't use much but every time I am here it's probably to use computers to do training and access emails (hospital).

- The library is useful to work and study, it is a reliable source of study materials.

- Gave us a space to practice and rehearse for presentations, also place for tutorials.

- Preparing for assessments and examinations

- Good and quiet space for studying /completing work

- Useful to have access to internet as a person that works across sites and does not have a permanent office desk

- As a pre-registration pharmacist I had professional exams but struggled to study at home due to distractions. having 24 hour access meant that I could come here and study throughout the night or whenever during the day, utilising as much of my time as possible for studying whilst I was working and during my study leave. I was also able to print of coloured posters of diagrammatic representation of guidelines which were invaluable as a revision aid. I would have been able to study as much as I did without these services and utilise my time as well. I am very appreciative.

- It is an important place to take time out from ward to complete training /workbooks as it is away from working environment and we are not pulled back to work !

Health & Wellbeing

- Health and wellbeing zone is very good. Comfortable chairs surrounded by self-help books. Great place to relax and get back on track with self-help guides. This space works well and enjoyed using it a lot.

- During break time, having a quiet place to relax and read health & wellbeing literature

- The library is a great place to not only come to study but also de-stress: the provision of health and wellbeing books have been great to peruse while relaxing in the health and wellbeing zone.

- The hospital library is a very useful service to the hospital staff as it provides a proper learning/working environment to work efficiently and practice effectively. I am personally very reliant on the library services and actually enjoy the presence of the wellness centre as well.

Staff Help

- The library has helped me twice when I was doing literature searches for two research papers

- Helped me for presentations

- providing resources for clinical audit and research

- providing support for computer learning

- Excellent and prompt help

- Very helpful staff with any research, knowledgeable about books and journals collections as well as online recourses

- I needed help to look for articles during my study time; one of the librarians helped me look for articles on database - much appreciated.

- Very lovely staff in library and always there to help

- Obtain specific papers to progress knowledge and patient care

- Very helpful staff

- When we want to collect papers on specific topic, staff is there always to help!

- Help accessing a journal article. Help renewing books.

- All the library staff have been very helpful to me as I try to navigate the computer.

- how to search articles & publications on search engines.

- Help with obtaining information for presentations over the years

- The librarian taught me how to search the literature using HDAS for my coursework, and also help me to find the articles I'm looking for and print a copy.

- I always find our library staff are very helpful and easy to approach. They are very friendly. I often ask them to help me with literature searches for my work and patient care .They do it promptly. I also very often ask them to help me with computers,

mandatory training and e-learning, ESR. They are always willing to help and find me books on loans.

- I have requested access to articles from the library and pleasantly received a speedy response

Evidence that the library has an impact on research, delivery of care and patient safety can be illustrated by the following comments:-

- working in research, the library is vital to our work

- Literature search in very timely manner performed by Library staff to guide management of rare complication of breast cancer (treatment of breast cancer within area of previous severe burn) many other examples of help with direct patient care and also planning for service development

- Assistance in the library and a literature review. performed within 24 hours to a very high standard.

- They are very helpful with literature evidence search

- Great help in helping conduct a literature research to look at current evidence of artificial feeding in a specific patient setting

- Library staff always help me with literature searches and they are prompt with replies and go out of their way to find me the article which I am interested to help me with patient management or presentation in meetings.

- Multiple patient's specific searches over the last few months from the Breast MDT. Valuable services to the breast unit

- Amazing literature searching service

- The recent literature search was used to review information to support application to undertake mouth care project.

- Collaborative working for patient information

- improved my patients care

How much do you agree with the following statement: Overall, I am very satisfied with the service the library provides to me.

89% of respondents strongly agreed or agreed with this statement

library services staffed by helpful and knowledgeable staff are essential to the on-going safe working of this hospital

Medical & Dental Staff

Thank you for providing a much needed space to develop myself as a professional

Allied Health Professional

The library is well maintained and managed: it is an excellent resource for the hospital.

Lead Research Nurse

Well run and organised unit with all the staff always willing to help. carry on the good work.

Nursing and Midwifery (Registered)

Fantastic , supportive service, always there to go the extra mile

Nursing & Midwifery (Registered)

WELL ORGANISED AND VERY HELPFUL

Medical & Dental Staff

Excellent service

Medical & Dental Staff

Staff are friendly and ready to help any time

Medical & Dental Staff

Very friendly and helpful staff

Allied Health Professional

Staff are quite helpful and understanding, ready to help at all times

Student Nurse

Wish I had time to use it more.

Allied Health Professional

I like going to the library because of the help I receive from the team, It has helped me in my studies and courses.

Nursing & Midwifery (Registered)

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4 CONCLUSIONS

Overall, it is generally observed that the survey has achieved its original objectives in obtaining user opinion on different library services and their impact, and possible ways for their improvement.

The survey strengthened the information gained from observation, monthly statistics that doctors and nurses are the largest user group. More needs to be done to encourage non-clinical staff especially administrative and clerical staff to use the library.

It is further realised that there is additional need to publicise the online library resources available to staff, especially among new starters.

Survey results clearly demonstrate that the library services and resources are used by different groups of staff and have a major contribution to the evidence based practice in the Trust. Majority of the respondents are using the library space and computers for their professional development, exam preparation and Mandatory eLearning and strongly agree that Library is helping and supporting these requirements. However there is a need to invest in more up to date PCs and equipment as many users dissatisfied with speed and performance of computers. Few respondents commented about the old look of the library and suggested some makeover which we will explore depending on the availability of funds.

The survey also highlights the huge positive impact that library staff and services have on patient care and staff development. A significant number of respondents have said that the information provided by the library benefited patient care. Overall, survey results and other impact assessments gathered show that the library impacts on many areas within Trust including overall patient care, service development, quality improvement, audit and research.

Survey respondents have provided many examples of where support, advice and resources from the library have contributed to their own work and personal development as well, crucially, the evidence based care being given to patients across the Trust. It is evident from these responses that the impact of library services on patient care and CPD activities is positive in most areas, both clinical and managerial.