

ERCLibrary



User Survey Results

July 2009

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The Questionnaire

1. Introduction

1.1 Background and aims of the survey

Between December 2008 and March 2009 the ERC Library carried out a user survey. The survey was intended to find out who was using the Library and for what reasons. The questionnaire was also designed to find out the views of staff who were not using the Library and why this was.

The results of the survey will assist us in assessing user satisfaction with various aspects of the Library and identify areas where we need to improve. Where there is a cost implication required to implement a suggested improvement, the survey results would be used as evidence to support any bids for the funding required.

1.2 Survey method

We devised an online questionnaire which was sent out as a global email to all UHSM staff in December 2008 and again in March 2009. During the whole of this period, a link to the online questionnaire was made available from the home page of the Trust intranet. In addition to the online survey, paper copies were also made available in the Library or could be downloaded from the Library's website. The survey was promoted throughout the period via the Library website, on posters, in global emails and in the Library bi-monthly newsletter.

1.3 Confidentiality

All completed questionnaires were seen by one member of the Library team only, (Stephen Woods) who used the data solely to compile this report. Respondents were invited to give their name if they wanted to be entered into a prize draw.

2. Characteristics of Response

2.1 Response

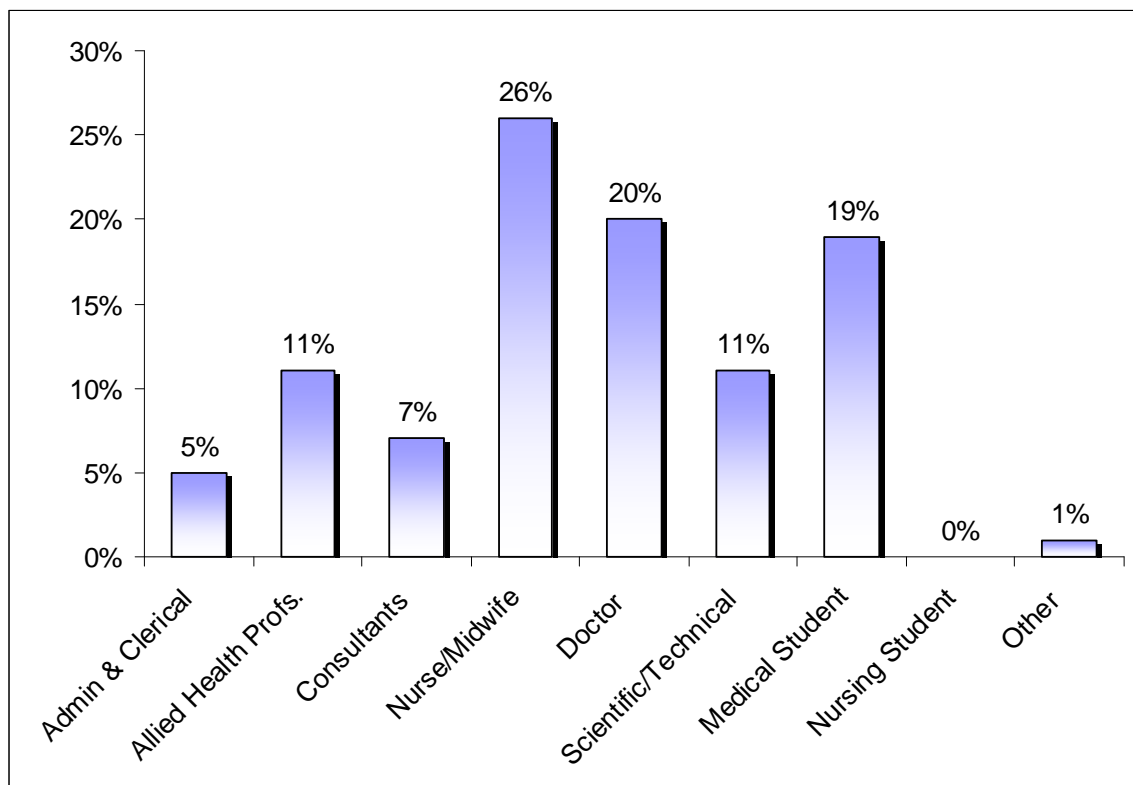
A total of 126 questionnaires were completed; 84 online and 42 on paper. All the following statistics reported below are based as a percentage of the total number of users who answered that particular question.

2.2 Respondents by Occupational Group

Question 1.

Please state the staff group which you belong to:

These figures are based on all the respondents to the survey; users and non-users of the Library. See section 3.2, which gives a breakdown of non-users



It was not possible to email nursing students the online questionnaire which may account for the 0% response. Medical students were also not emailed directly. They did however complete the questionnaires which were made available in the Library and Multimedia Room.

3. Library Usage

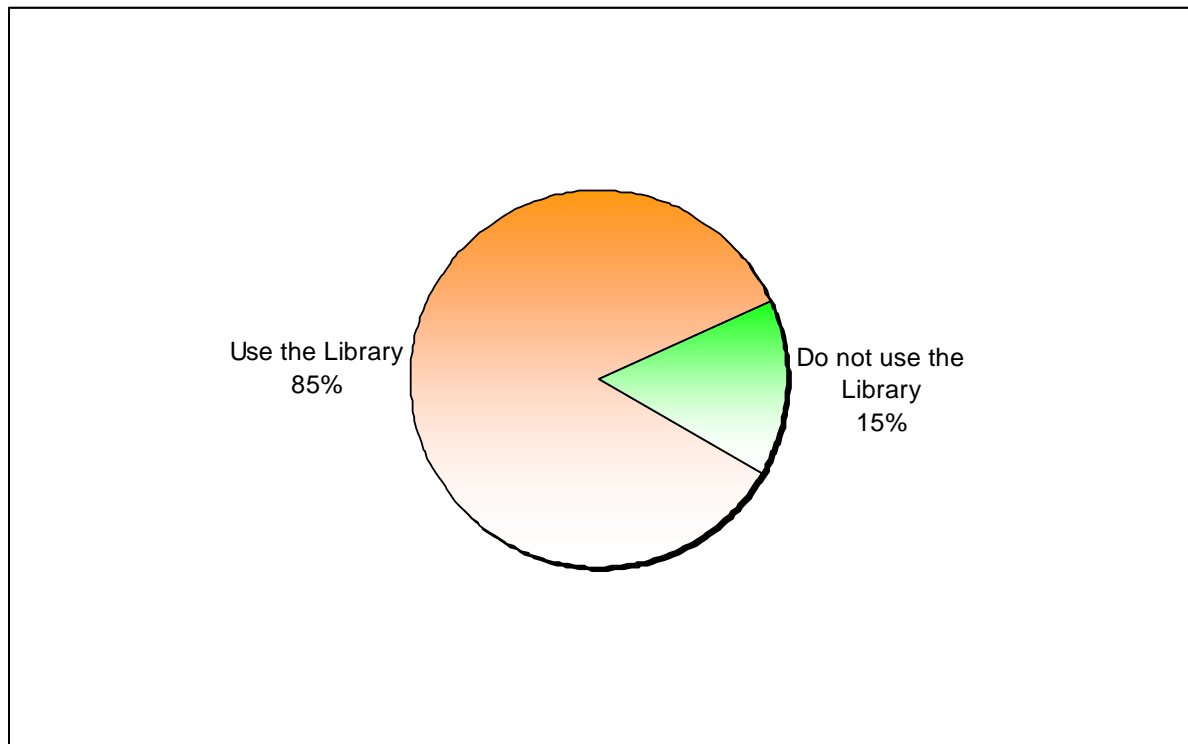
3.1 Use of the Library services and resources

Question 2.

Do you use any of the ERC Library's services or resources?

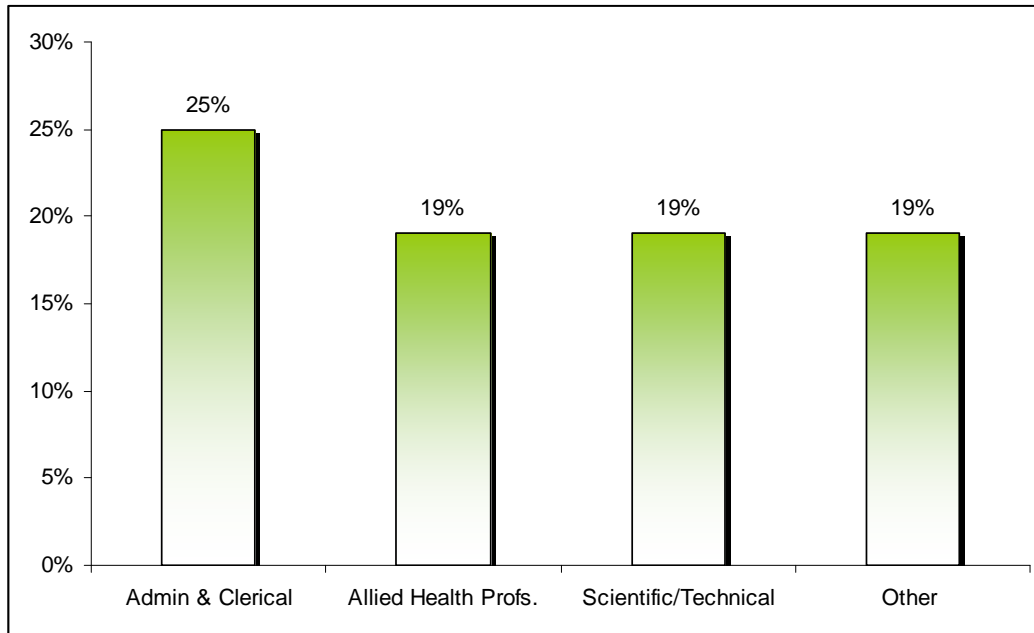
(e.g. Borrowing books, Attending training, Visiting the website, Accessing electronic resources, Studying, Photocopying, Videos/DVDs, Computer access, Inter library loans etc.)

85% of total respondents answered that they were users of the Library. The remaining 15% answered they were non users of the Library.



3.2 Non-Users by Occupational Group.

Based on the 15% of respondents who said they never use the Library



3.3 Reasons given for not using the Library

Those respondents who answered no to question 2 were then asked:

Question 3.

Please tell us how we could encourage you to use the Library:

Responses:

- List of books online
- Have more information on what is offered by the Library.
- Include a nice coffee shop.
- Extended opening hours, possible evening opening time.
- I will be using the Library next year, because I'm studying for my NVQ.
- Earlier opening times.
- Advertise the services more.
- Don't need encouragement, just wasn't aware it was available to non medical students in the ERC building.
- Make something available to me that I can't get from the internet.
- New to the Trust but I will be using.

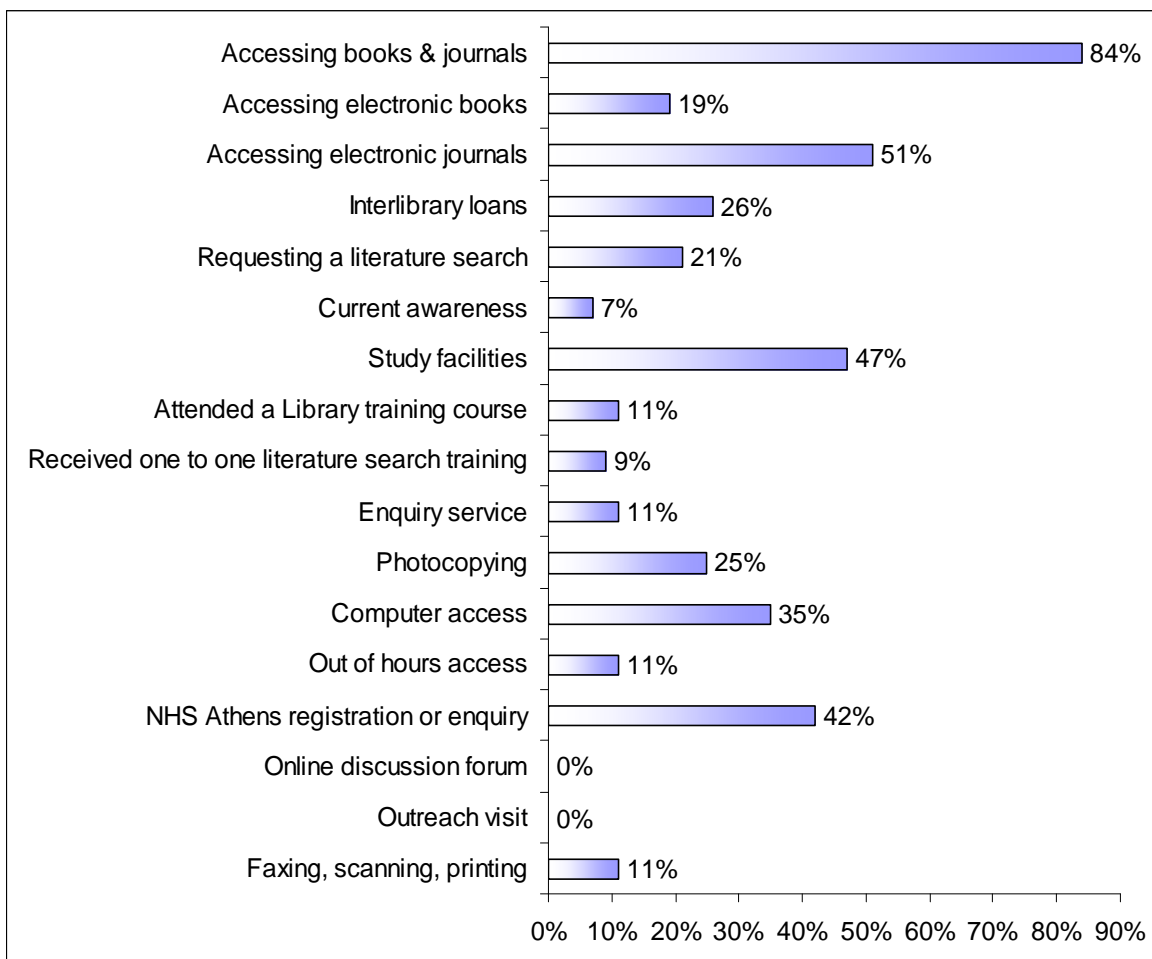
4. Resources usage

4.1 Resources and services used

Question 4.

Please indicate all the Library services and resources you use:

96 people responded. Respondents were able to select more than one answer.

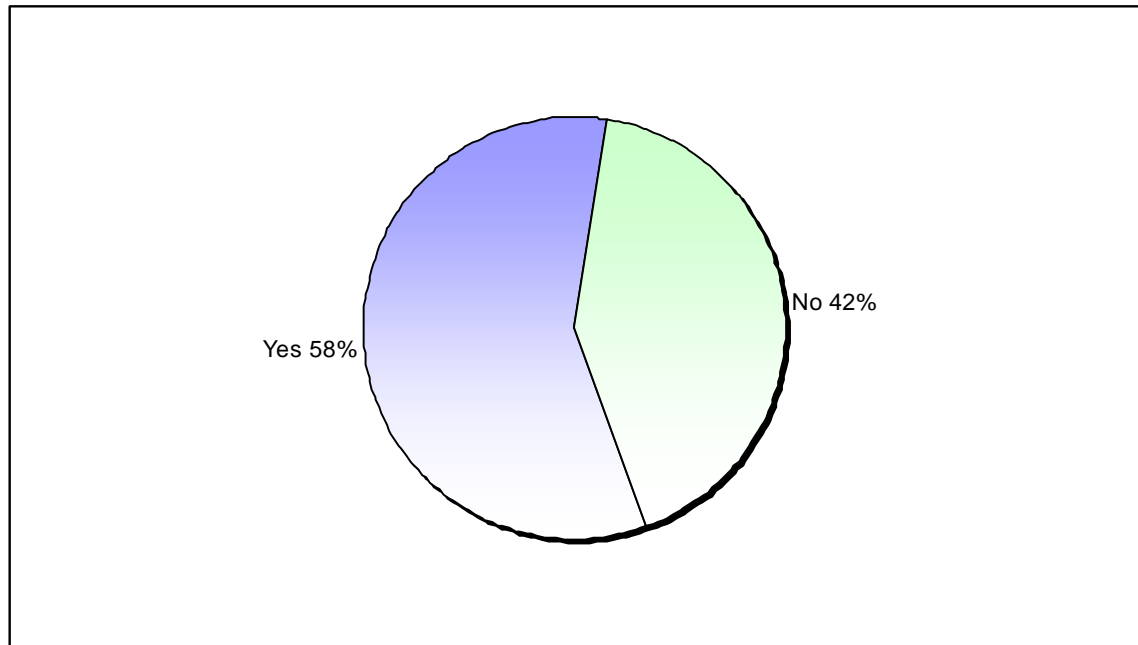


4.2 Library website access

Question 5.

Have you ever visited the Library website?

58% of respondents to this question answered yes and 42% answered no.



4.3 Website improvement suggestions

Those who answered yes to question 5, were then asked to suggest:

How the website could be improved:

Responses:

- Its been fine for me
- Make it as intuitive as possible (an issue with most websites)
- Online tutorials on literature searching
- On the whole it serves all my needs very well
- I think the website is very good
- Website is easily accessible and unable to think of any improvements
- I think that the search engine for journals could be better and the display list of items found could be more descriptive
- Generally good
- Easier navigation with more clear bread-crumbling
- Have found it very useful and useable- can't really think of any improvements
- I like the relative simplicity of layout (pictures take a long time to load on my home computer)
- Easier journal searching

- Reserve books online
- No improvements necessary – very good website
- It's great. Very simple to use
- Looks OK to me
- Better visual access to things like e-books so its obvious and you don't have to search around
- I find it very useful to access from home/ out of hours and easy to navigate. It can be frustrating when online journals not available until 12-24 months after publication.
- More obvious access to online database searches.
- Nicer interface.
- Nothing springs to mind.

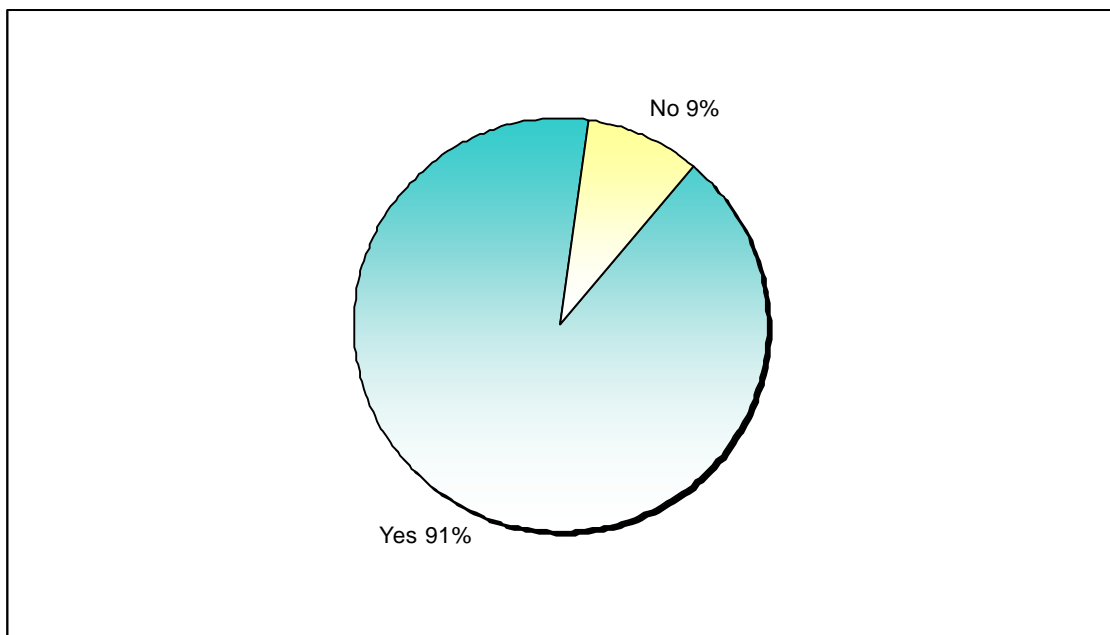
5. Library Access

5.1 Opening hours

Question 6.

Are the Library opening hours convenient for you?

91% answered Yes, 9% said no.



5.2 Reasons given for inconvenience of opening hours

For those respondents answering no to question 6, we asked:

Please tell us why:

Responses:

- Because I like perhaps some or most of us often find it difficult to get to the Library during working hours because of work pressures. However whenever I have been able to get there, the service and facilities have been excellent.
- It would be nice if the Library was open for studying later in the evening so that staff would have more time to study after work.
- I seldom get time during normal working hours.
- I start work before the Library opens and frequently finish after it has shut. I think this probably has more to do with my job than the Library!
- My usual working hours are 8-5 and its often difficult to find the time to get to the Library due to clinical commitments, especially if I need to spend time (e.g. reading journal articles).
- Out of hours for books would be useful.
- I work 8am-5pm and I can only pop in and grab something. I cannot use it to study.
- No out of hours – place in the Library to study especially when preparing for exams.
- I work 8-5 and rarely have free time during the working week so usually have to wait until a day off to use the main Library.
- Stay open an extra half hour in the morning and afternoon would make quite a big difference.

5.3 Out of hours access improvement suggestions

Question 7.

Please tell us how we could improve our out of hours access:

Responses:

- I don't use it out of hours.
- Perhaps open on Saturday mornings.
- Intuitive web access.
- I have never tries to use the service out of hours.
- Don't use the facility.
- You've probably done all you need to, I should just organise myself better to "make time" to use the Library resources more!
- Could have 'ask a librarian' email service for out of hours queries
- Later weekday evening opening times.
- Not sure, don't use the out of hours service.
- Longer in evenings or some weekend access would be helpful.
- Allow access to books. I appreciate this is probably not possible.
- More info available on how to access out of hours – I wouldn't know how to do this.
- Why not have 24 hour access to Library as well as computer room? Either reference only or allow self checkout (e.g. by leaving a form on the desk). Alternatively evening opening perhaps 1 or 2 nights each week?
- Provision for drop off points for books to be returned out of hours.
- As a practice educator I know that some of my colleagues find it difficult to isolate time during a daytime shift to visit the Library. After 5pm however the workload does lighten slightly and they may be able to get across to the ERC. I feel that wider publication of evening opening hours may facilitate their use of Library facilities at this time. For the Night Staff it is virtually impossible for them to access the Library

unless they stay behind after finishing their shift or come in during their off duty time. Perhaps an early opening on one morning per week would be of assistance to them?

- Some evenings the Library could be open.
- If you are fortunate in acquiring extra staff, we would appreciate evening access to the Library or if the honour system is appropriate and workable, perhaps some of us staff members could be trusted with unsupervised access out of hours. I know this is a difficult situation! Perhaps members would be happy to leave an appropriate financial deposit to defray any potential damage or loss.
- Out of hours access for doctors. This is a basic service provided in a teaching hospital. Minimum, one night a week late opening. E.g. Wednesday.
- Many or almost all university hospital libraries have 24 hours access – to study rooms and books for reference. If we could have the same it would be great. Kindly consider.
- Allow access to book/journal collections (even if it's reference only) as online journals often backdated 12 months. This could be either by swipe-card access, or by having late night opening on certain weeknights (e.g. until 8pm or 10pm)
- Saturday mornings.
- Advertise this facility.
- I think they're pretty good at the moment, as the computer room is available.
- Longer – into evening.
- Make printing available.
- Have access to study space not just computer room.
- Swipe cards to allow entry.
- Possible evening access. (e.g. by swipe card either normal ID from the parking office or a Library card.
- Give advice on how to request

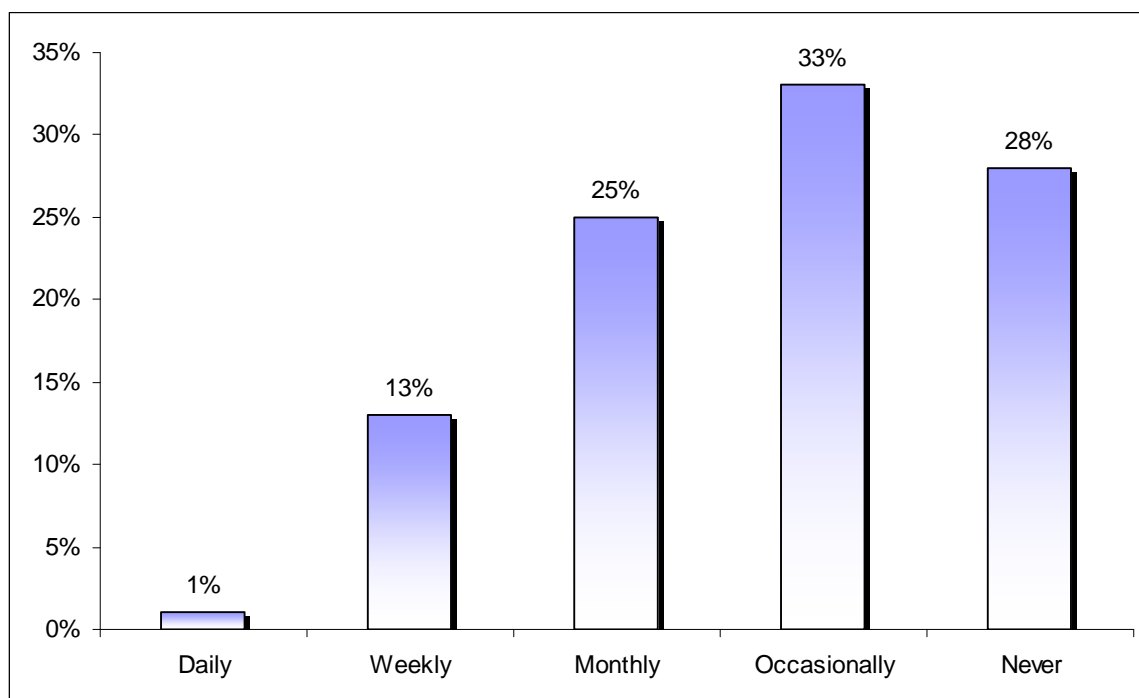
6. Electronic Journals

6.1 Frequency of use of electronic journals

Question 8.

How often do you access any of the electronic journals provided by the Library?

The following breakdown is based on the 75% of respondents who answered this question.



6.2 Reasons for non-use of electronic journals

Those who answered Never to question 8 were asked:

Please tell us why?

Responses:

- I am awaiting a training course next year which I hope to be able to attend before the start of the new financial year.
- Was not aware of where to access them although I haven't had the need to use the Library for some time.
- I don't have need to.
- Did not know they were available.
- Lack of time / awareness of access.
- Not had any need to.
- I was not aware there were any and have never felt the need to ask either.
- Busy, very rare to have time to sit in front of the computer to browse through.
- I don't know how to.
- Never needed to.

- I don't know how to or what it is for.
- Time – I only work 10 hours a week, also knowing how to do it!
- I don't know how to and would probably go through the John Rylands University Library if I did need them.
- I was not aware that I could access them.
- New to me. Not sure where to start searching.
- Access through John Rylands University Library is easier.
- Use JRUL.
- I use journals through the university websites.
- I haven't made the time! Yet!
- Just search from PubMed. Not familiar with the system.

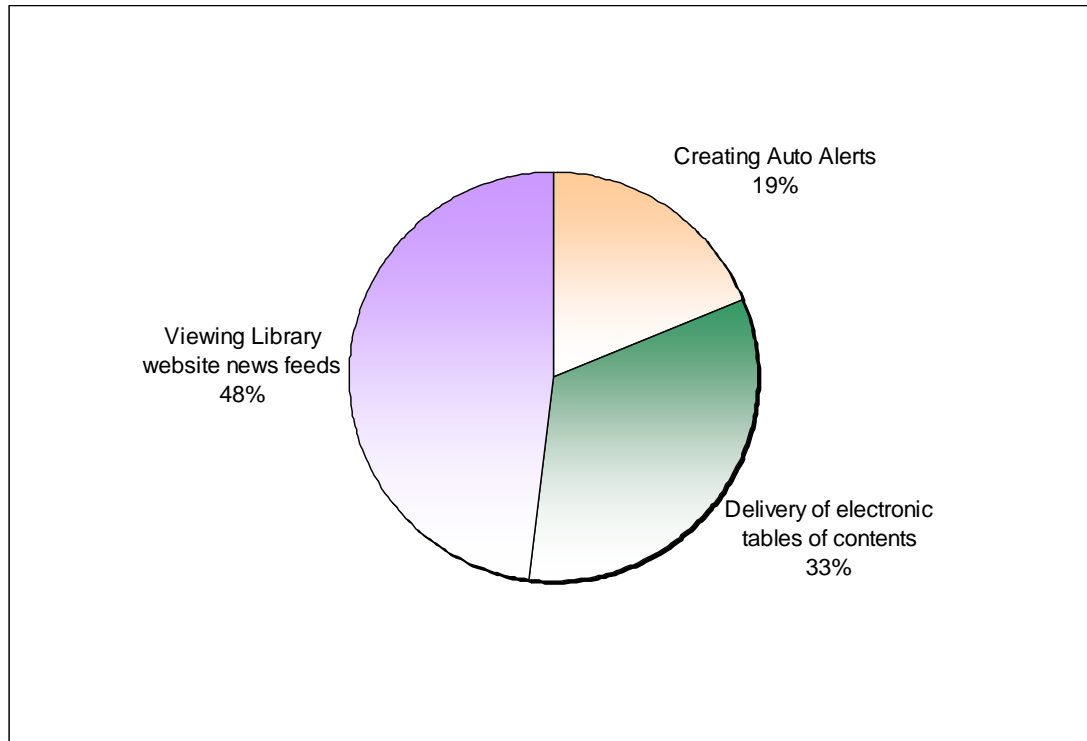
7. Current Awareness Service

7.1 Current awareness service usage

Question 9.

Please tell us which of our current awareness services you have used:

The figures below are based on the 20% who responded to this question. It was possible to select more than one answer.



8. Literature Searching Service

8.1 Literature searching service satisfaction

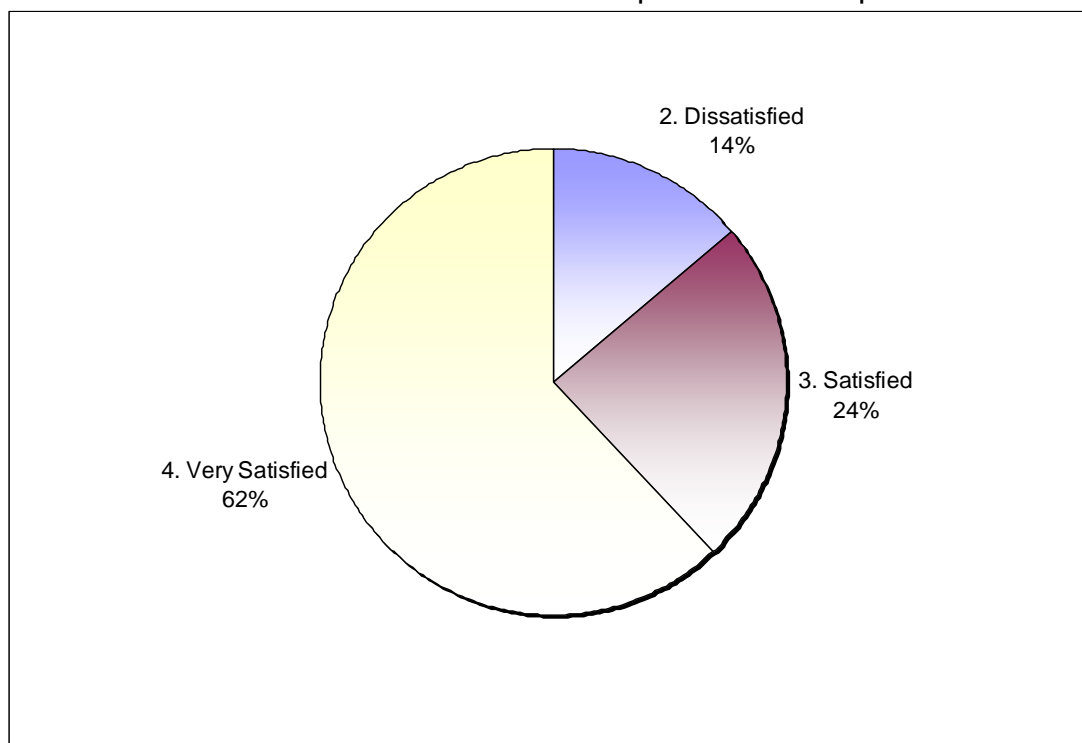
Question 10.

If the Library has ever carried out a literature search for you, please indicate your overall satisfaction with the results:

The choices available were:

- 1 Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

These results are based on the 16% who responded to this question:



No one answered that they were very dissatisfied.

8.2 Literature searching service suggestions for improvement

Question 11.

Please tell us how we could improve our literature search service:

Responses:

- Good service. Unable to think of improvements
- Tend to do my own literature searching
- More aware regarding resources kept in the Library

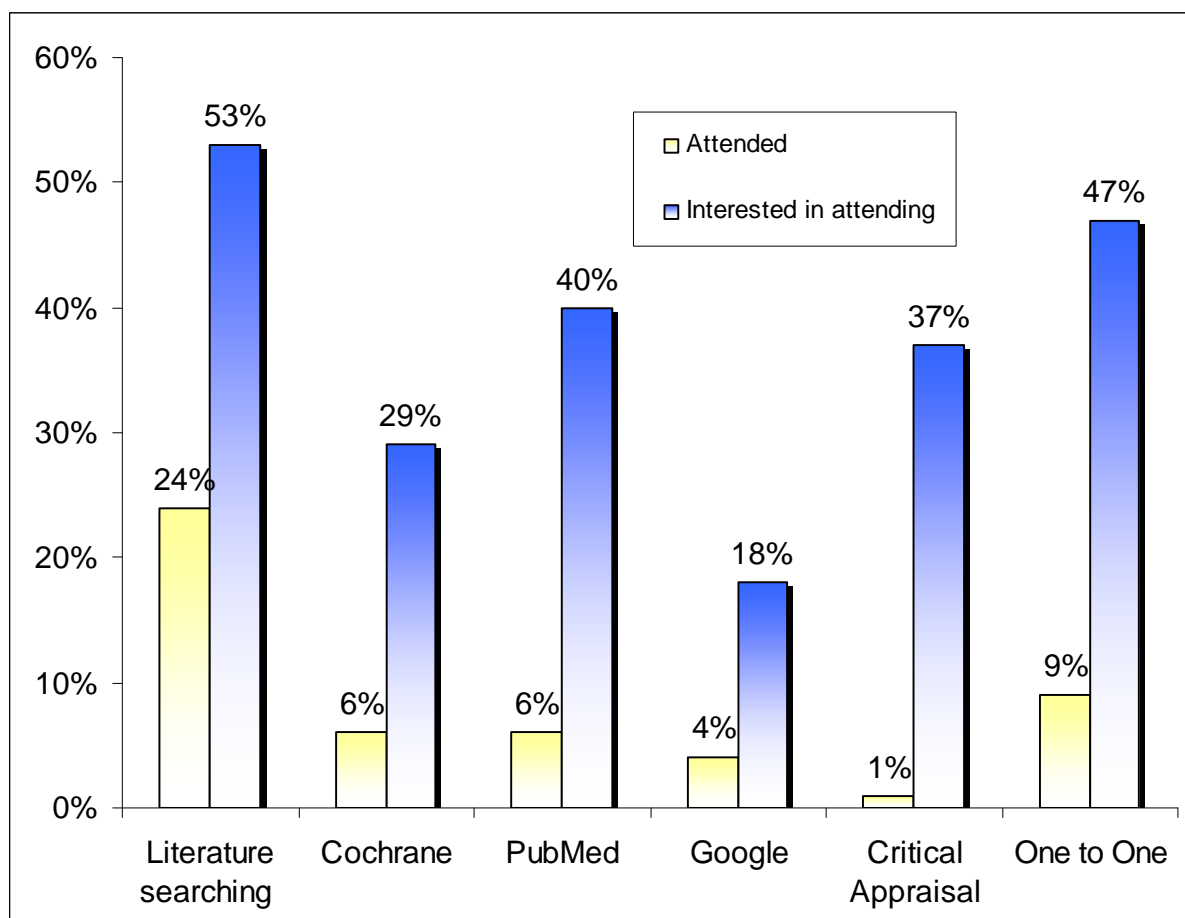
- I think the service you provide is excellent
- The service could not be improved. It was prompt, effective and staff were extremely helpful

9. Literature Searching Skills Training

9.1 Literature searching skills training attendance

Question 12.

Please state below which Library training sessions you have attended or would like to attend:



10. Overall Satisfaction with the Library

10.1 Most liked aspects of the Library

Question 13.

What do you like best about the Library?

Responses:

- Internet accessibility. Staff are always v helpful when I come down and interact "face to face."
- The staff are outstanding.
- Pleasant atmosphere and helpful staff.
- Staff service.
- I send my 4th year project option supervisees to your searching skills sessions. I eventually find whatever I am looking for.
- It is in convenient location.
- Very friendly helpful staff.
- Very helpful staff.
- Helpfulness of staff.
- Helpful staff easy to use website with access to a wide range of electronic journals.
- I tend to access all I need from my desk in the hospital and don't actually visit very often. My A&C staff come to get copies of journal articles I need.
- Location
- Easily accessible
- Quiet area for studying.
- Knowledgeable staff, prompt help with enquiries
- You can relax in comfort
- The study area as its quiet. Staff are lovely.
- Friendly helpful staff.
- The personnel is very kind and helpful.
- Quiet, always enough computers, I use the website to get to PubMed (quickest route I think).
- Accessibility staff are always really helpful.
- I think the atmosphere is conducive to learning and quiet study, there seems to be adequate table and chairs and computers. i like the "easy" seating area where the magazines and journals are. i think the Library is light and airy. I have always found the staff to be helpful and friendly.
- Pleasant environment, helpful staff.
- The staff are very helpful when I have a question.
- Helpful staff.
- It's proximity to my office.
- Helpful and friendly staff, good layout and easy to use. Access to web-based journals from website very useful to be able to study at home.
- Staff always approachable and helpful.
- The staff ever willing to help when needed.
- The atmosphere of calm - SO welcoming after the chaos of the wards! The staff - really friendly and helpful - even when I'm weeks overdue with my books! They

never make me feel guilty. The layout of articles and books, I find it quite easy to find what I need - and even more interesting just to browse!

- Friendly staff, good central location and user friendly layout.
- Helpful, willing staff peaceful! I don't feel stupid asking for help.
- Staff very helpful.
- Staff have been very helpful when I have gone in. books quite easy to find.
- Gets me the articles I need quickly. Lit searches have always had short turn round when I have asked for them.
- Friendly, quiet, helpful.
- Helpfulness of staff. Facilities conducive to study. Comfortable environment. Conveniently located in the hospital.
- Attitude & helpfulness of staff in the provision of Library services & additional help in getting a course accredited with MMU.
- Quiet environment.
- Staff always helpful.
- Cleanliness Very polite staff.
- Has appropriate books.
- It's a quiet place to work.
- The space & quiet atmosphere.
- How patient & kind you all are as I am definitely not academic.
- Books.
- All staff extremely helpful. Happy to assist those unfamiliar with Library use. Literature searches & resources in general.
- Quiet place to work. Excellent range of books. Excellent range of journals. Excellent helpful staff.
- Informative and friendly staff & nice environment.
- Staff are very helpful and friendly.
- Comfortable. Friendly and helpful staff. Good computer access.
- Its quiet.
- Modern. Usually all the books and space needed for work in the Library
- Friendly and helpful staff.
- Website.
- Very helpful staff. Good area to work. Excellent number of computers.
- Everyone is very helpful and willing to take time out to help.
- The quiet space to study.
- Its books.
- Friendly staff. Big. Good range.
- Quiet place to study.
- The staff are very friendly and helpful.
- Very helpful and friendly staff. Good range of textbooks. Availability of paper copies of major journals. It allows you to browse an article in half the time of logging on and finding the journal online.
- Good environment to work in. Nice staff.
- Friendly staff. Nice environment to work in. Open 24 hours access to computer room is very useful.
- The computer access.
- Medical Masterclass by RCP.
- Accessibility.

- I think Library provides very good service. The staff are always friendly and helpful. Very satisfied with the Library. Think it is a good resource for anyone working in the Trust.

10.2 Suggestions for improvement

Question 14.

Please tell us how you think we could improve our services:

Responses:

- When I last used the Library there was no sufficient resources for HR information/books etc although I have not tried in a while so this may have changed.
- I was sorry to see the trail of UptoDate come to an end. Work on the website - search engine Working through Athens is a chore (if a shopping web site was similarly organised you would shop elsewhere!).
- Later weekday evening opening hours.
- Computers tend to be too slow when having access to computer.
- I would like more journals for AHP staff. I work in Occupational Therapy and journal articles are scarce.
- Perhaps a wider range of journals.
- Cannot make any suggestions at present.
- UpToDate service was excellent - will there be another subscription?
- more books?!
- Give advice for different purpose.
- Could do with the media room being a bit quieter - both NHS staff and students often treat it is a common room with no thought to the fact that other people might be working / trying to concentrate. Also, the high chairs in there are about the most uncomfortable ever, with most of the adjustment levers not working
- New staff member, therefore feel unable to comment at this stage.
- Access to books/journals out of hours.
- Provide out of hour drop off points to return borrowed books.
- I know that it is difficult to isolate finances for books but I would like to see some expansion of Critical Care Literature especially. Equally I am aware that having purchased this type of book, they are virtually out of date as soon as they are published because this speciality is developing so fast. Congratulations on what you do so well though, you are truly one of the Trust's best assets and I bet nobody ever tells you so!
- Access to more journals.
- Improve sitting arrangements. More computers.
- More access to Medical Masterclass (?more copies). Open 24 hrs for study – when else can I use Medical Masterclass if working during week and all copies are on loan.
- Please turn the heating up. In winter my fingers get very cold.
- More up to date editions of some books.
- More opening. More training on computer awareness.
- Have more books.

- Have more copies of popular books. Medicine at a Glance would be useful in multiple copies.
- I think renewing books via email is great but could be improved.
- Its difficult to know what books are available, a list of books that are requestable (but may already be taken out) would be useful.
- More online books on generally all the UG subjects as we don't have easy access to JRUL.
- More books.
- More nursing journals. Journal of Advanced Nursing in particular. List of journals has declined unfortunately.
- Please email when books are due back – this happens sporadically and ends up with unnecessary fines.
- Put the heating on in Winter – I was put off using the place because it was so cold! Also more copies of the more popular books. It would be easier to know when to bring back books if they needed renewing once a month rather than every three weeks. Or maybe having option to keep the book for longer than that (e.g. the whole semester) unless someone else requested it.
- Very few books relevant to junior surgical trainees – most books are medical student level. The Royal College MRCS syllabus/recommended reading list for suggestions.
- Carry on doing more of the same. More heating.

11. Actions

We have already begun the process of analysing the data from this survey.

Issues & users' comments	Action & Progress
<p>Promotion of the Library</p> <p>'Advertise the service more'</p>	<p>We have extended our range of promotional activities. These now include newsletters, global emails, presentations, inductions, outreach visits, posters, and promotional events.</p> <p>Please let us know if you would like us to visit your place of work or attend one of your meetings to discuss in detail the services we provide.</p>
<p>Non-use of the Library</p> <p>'Don't need encouragement, just wasn't aware it was available to non medical students in the ERC building.'</p>	<p>We are a multidisciplinary resource for ALL grades of staff.</p> <p>To encourage use of the Library by all staff we are currently formulating a funding bid to diversify our collection to include fiction together with books and DVDs that will help towards improving the general wellbeing of all staff. This collection will focus on subjects such as leisure pursuits, travel, healthy eating, keep-fit, local walks, gardening etc.</p>
<p>Out of Hours Access & Extended opening hours</p> <p>'More info available on how to access out of</p>	<p>Currently there is only 24/7 access to the</p>

<p>hours – I wouldn't know how to do this.'</p> <p>'Give advice on how to request.'</p> <p>'Many or almost all university hospital libraries have 24 hours access – to study rooms and books for reference. If we could have the same it would be great. Kindly consider.'</p> <p>'I seldom get time during normal working hours.'</p> <p>'Out of hours for books would be useful.'</p> <p>Access to books/journals out of hours.</p>	<p>Multimedia Room. Access is via your Trust ID card. Application forms are available at the Library.</p> <p>We are planning to undertake a redesigning and refurbishment of the whole Library.</p> <p>If we secure the funding, the redesign will result in a designated training area, additional computers, extended study space and 24/7 access to the entire Library and stock, with self-issuing facilities.</p> <p>As stated, there is currently no out of hours access to our paper journals. The vast majority of our journal collection however is now online and accessible from home. There is also a collection of over 400 e-books, also accessible from home. Both can be accessed via our website. A UHSM NHS Athens account is required.</p>
<p>Website</p> <p>'Reserve books online'</p> <p>'List of books online'</p> <p>'Its difficult to know what books are available, a list of books that are requestable (but may already be taken out) would be useful.'</p>	<p>Our book catalogue is available from our website home page.</p> <p>If the catalogue shows a book is on loan, you can place a reservation online. The username required to reserve items is available on request from the Library.</p>
<p>Electronic Journal access</p> <p>'Did not know they were available.'</p> <p>'I don't know how to.'</p> <p>'New to me. Not sure where to start searching.'</p> <p>John Rylands Library e-journals</p> <p>'Access through John Rylands University Library is easier.'</p> <p>'I don't know how to and would probably go through the John Rylands University Library if I did need them.'</p> <p>'Use JRUL.'</p>	<p>Our journal catalogue is available from our website. It includes all the paper and e-journals we subscribe to. In addition, it also brings together e-journals freely available together with those provided by the NHS.</p> <p>We provide a range of training courses on searching for electronic information - from searching e-journals to searching online databases and the internet.</p> <p>John Rylands Library does provide access to a substantial collection of e-journals for its members. However, there are a number of e-journals we subscribe to which you will not have access to via John Rylands. These include: Medicine, Journal of Urology, Circulation, Journal of Vascular Surgery, Clinical Otolaryngology, Journal of Heart & Lung Transplantation and Anesthesia and Analgesia.</p>

	<p>All university staff and students based at UHSM can register for an NHS Athens account.</p>
<p>Books & Journal title suggestions</p> <p>'When I last used the Library there was no sufficient resources for HR information/books etc although I have not tried in a while so this may have changed.'</p> <p>'I know that it is difficult to isolate finances for books but I would like to see some expansion of Critical Care Literature especially.'</p> <p>'I would like more journals for AHP staff. I work in Occupational Therapy and journal articles are scarce.'</p> <p>'Perhaps a wider range of journals.'</p> <p>'More up to date editions of some books.'</p>	<p>We have recently added to our collection of HR books, management, and finance books. We have also created subject booklists for these subjects that can be linked to from our home page.</p> <p>As with all subjects, if you feel there is a gap in either our book or journals collection, please let us know and suggest the titles you are interested in.</p> <p>It is part of our collection policy to ensure we have the latest editions. Often an earlier edition may be on the shelf because the later editions are on loan. It may also be that the later edition is on order. Please check our catalogue for latest editions or speak to a member of staff. If you know of a later edition that we have failed to buy, please bring it to our attention.</p>
<p>Athens</p> <p>'Working through Athens is a chore (if a shopping web site was similarly organised you would shop elsewhere!).'</p>	<p>Try accessing what you need via our website. All electronic databases are in one place (the 'Databases and the Web' link). Similarly all e-journals you can access are in one place ('Journals – electronic and print' link).</p>
<p>Multimedia Room</p> <p>'Could do with the media room being a bit quieter - both NHS staff and students often treat it is a common room with no thought to the fact that other people might be working / trying to concentrate.'</p> <p>'The high chairs in there are about the most uncomfortable ever, with most of the adjustment levers not working.'</p>	<p>We are aware of this problem and have placed posters throughout the multimedia room which clearly stress that it is NOT a common room and that it is used for study. Other posters encourage users to contact a member of Library staff if disturbed by noise. Please bring it to our attention whenever this happens and we will quickly deal with the problem.</p> <p>We are very aware of this problem and have raised it as a health and safety risk with the Trust. We are in the process of resubmitting</p>

	a funding bid to deal with this problem.
<p>Book loan policy</p> <p>It would be easier to know when to bring back books if they needed renewing once a month rather than every three weeks. Or maybe having option to keep the book for longer than that (e.g. the whole semester) unless someone else requested it.</p>	<p>We are keeping with our three week period as this is in line with most libraries. It means less time to wait if you place a reservation. You can renew the book after each 3 week period, provided there are no reservations. We will now however ask to see the book after 6 months rather than 90 days as previously.</p>
<p>Library Heating</p> <p>'Please turn the heating up. In winter my fingers get very cold.'</p> <p>'Put the heating on in Winter – I was put off using the place because it was so cold!'</p> <p>'More heating.'</p>	<p>This is an ongoing problem which affects the whole of the ERC.</p> <p>If you feel cold (or too hot) please alert a member of Library staff immediately. We will then report the problem.</p> <p>We are hoping that the recently installed heating computer software should make a difference this winter.</p>

12. Conclusion

Listed above are some of the areas we have been able to positively act upon in the short term. The survey results have alerted us to many other issues which are already under consideration or which we hope to deal with in the medium to longer term.

Thank you to everyone who took the time out to take part in the survey.

Appendix

The Questionnaire

ERCLibrary User Survey 2008-9

Please take time to complete this questionnaire to help us improve our service. It should take no longer than 10 minutes to complete. **Even if you have never used the Library we still would like to hear from you.**

If you would prefer to complete this questionnaire online, please log on to the Trust Intranet.

All your comments and suggestions will be treated in confidence and used by the Library staff only.

Please return your completed questionnaire to the ERC Library as soon as possible. You only need to declare your name if you wish to be entered into a prize draw to win a **£25 National Book Token**

1. Please select the staff group which you belong to:

- Admin & Clerical
- Allied Health Profs
- Consultants
- Nurse/Midwife
- Doctor
- Scientific/Technical
- Medical Student
- Nursing Student
- Other

2. Do you use any of the ERC Library's services or resources?

(e.g. Borrowing books, Attending training, Visiting the website, Accessing electronic resources, Studying, Photocopying, Videos/DVDs, Computer access, Inter library loans etc.)

- Yes** Please continue from question 4
- No** Please answer question 3 and then go to question 15

3. If No, please tell us how we could encourage you to use the Library:

4. Please indicate all the Library services and resources you use:

- Accessing books & journals
- Accessing electronic books
- Accessing electronic journals

- Inter library loans
- Requesting a literature search
- Current awareness (Electronic tables of contents)
- Study facilities
- Attended a Library training course
- Received one to one literature searching training
- Enquiry service
- Photocopying
- Computer access
- Out of hours access
- NHS Athens registration or query
- Online discussion forum
- Outreach visit
- Faxing, scanning, printing

5. Have you ever visited the Library's website www.erclibrary.org.uk ?

- Yes
- No

If yes, please tell us how the website could be improved:

6. Are the Library opening hours convenient for you?

- Yes
- No – If no, please tell us why:

7. Please tell us how we could improve our out of hours access:

8. How often do you access any of the electronic journals provided by the Library?

- Daily
- Weekly
- Monthly
- Occasionally
- Never

If you answered never, please tell us why:

9. Please tell us which of our current awareness services you have used:

- Creating auto alerts
- Delivery of electronic tables of contents
- Viewing Library website news feeds

10. If the Library has ever carried out a literature search for you, please indicate your overall satisfaction with the results:

Very Dissatisfied		Neutral		Very Satisfied	
1		2		3	4
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

11. Please tell us how we could improve our Literature Search Service:

12. Please state below which Library training sessions you have attended or would like to attend:

	attended	Interested in attending
Literature searching skills	<input type="checkbox"/>	<input type="checkbox"/>
Cochrane	<input type="checkbox"/>	<input type="checkbox"/>
PubMed	<input type="checkbox"/>	<input type="checkbox"/>
Google & internet	<input type="checkbox"/>	<input type="checkbox"/>

Critical appraisal
One to one literature searching

13. What do you like best about the Library?

14. Please tell us how you think we could improve our services and/or resources:

15. If you would like to be entered into a draw to win a £25.00 National Book Token, please enter your contact details below.

Name

Department

Email address

I would also like to receive an information pack on the Library and its services

Thank you for participating in this survey