

ERCLibrary

User Survey Results

July 2011

Stephen Woods

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Appendix

The Survey

1. Introduction

1.1 Background and aims of the survey

Between September 2010 and January 2011 the ERC Library carried out a user survey. The survey was intended to find out who was using the Library, for what reasons and to measure satisfaction. The questionnaire was also designed to find out which of our services would be used more (or less) in the future.

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. The results should also give us very useful information about future demands on our services.

1.2 Survey method

We devised an online questionnaire which was made available to all UHSM staff on the home page of the UHSM intranet from September 2011 to January 2011. In addition to this, paper copies were also made available in the Library or could be downloaded from the Library's website. A PDF of the survey was also emailed to junior doctors, medical students and Athens account holders. Paper copies were also hand delivered to ward managers throughout the Trust. The survey was promoted throughout the period via the Library website, on posters, Trust and University 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.

2. Characteristics of Response

2.1 Response

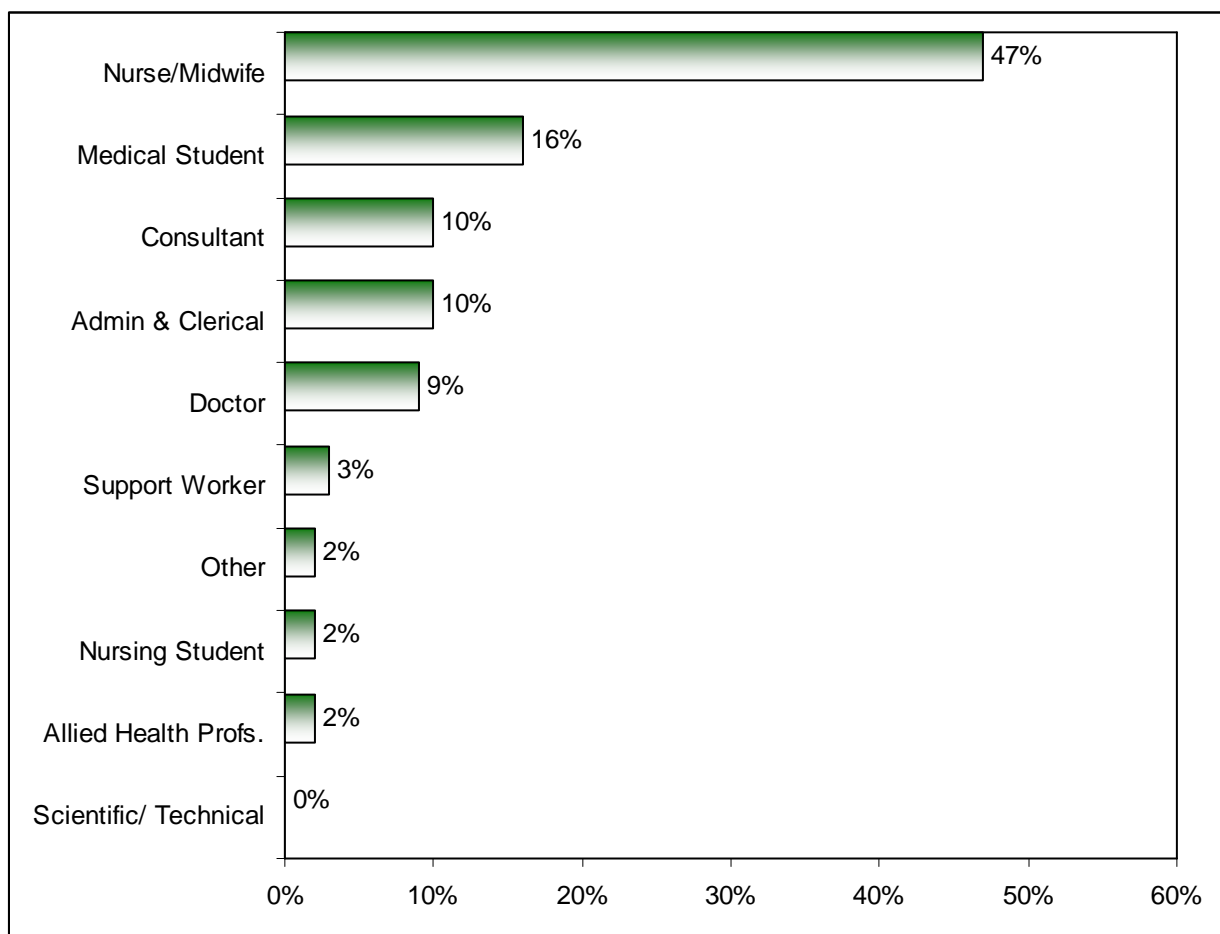
A total of 63 questionnaires were completed; 24 online and 39 on paper. All the following statistics reported below are based as a percentage of the total number of users who answered each particular question.

2.2 Respondents by Occupational Group.

Question 1.

What is your primary role?:

The percentages below are based on the 58 respondents who answered this question.



3. Library Visits

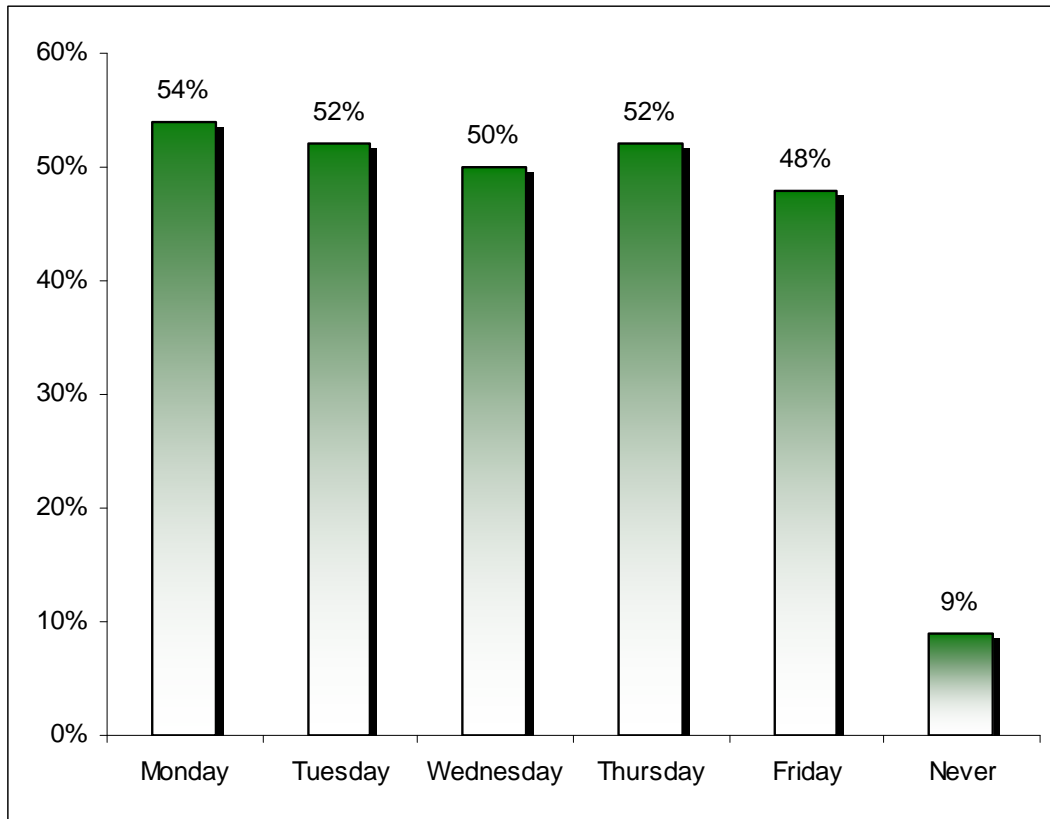
3.1 Visits by days of the week

Question 2.

Which days are you most likely to visit the Library (excluding the Multimedia Room)?

The percentages below are based on the 57 respondents who answered this question.

Respondents were able to select multiple days.

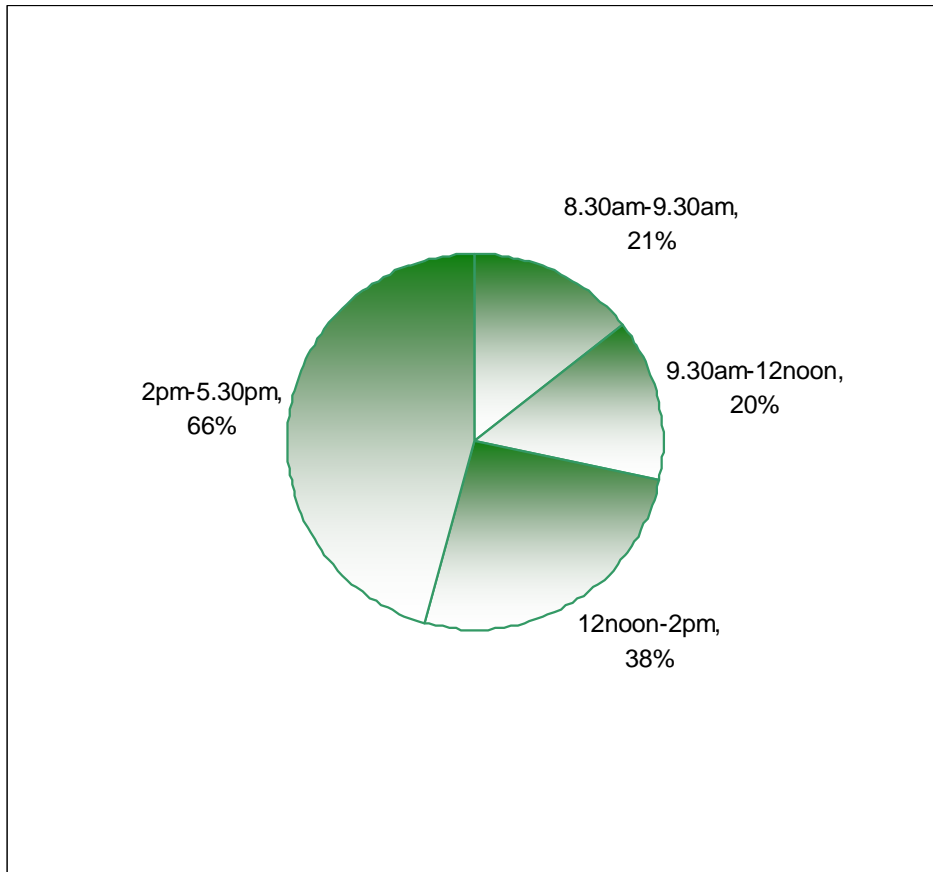


3.1 Visits by times of the day

Question 2.

What times are you most likely to visit the Library (excluding the Multimedia Room)?

The percentages below are based on the 56 respondents who answered this question. Respondents were able to select multiple times.



4. Information Seeking Behaviour

4.1 Information for work

Question 4.

Do you search for information to help you in your work?

The percentages below are based on the 57 respondents who answered this question.

YES = 82%

NO = 18%

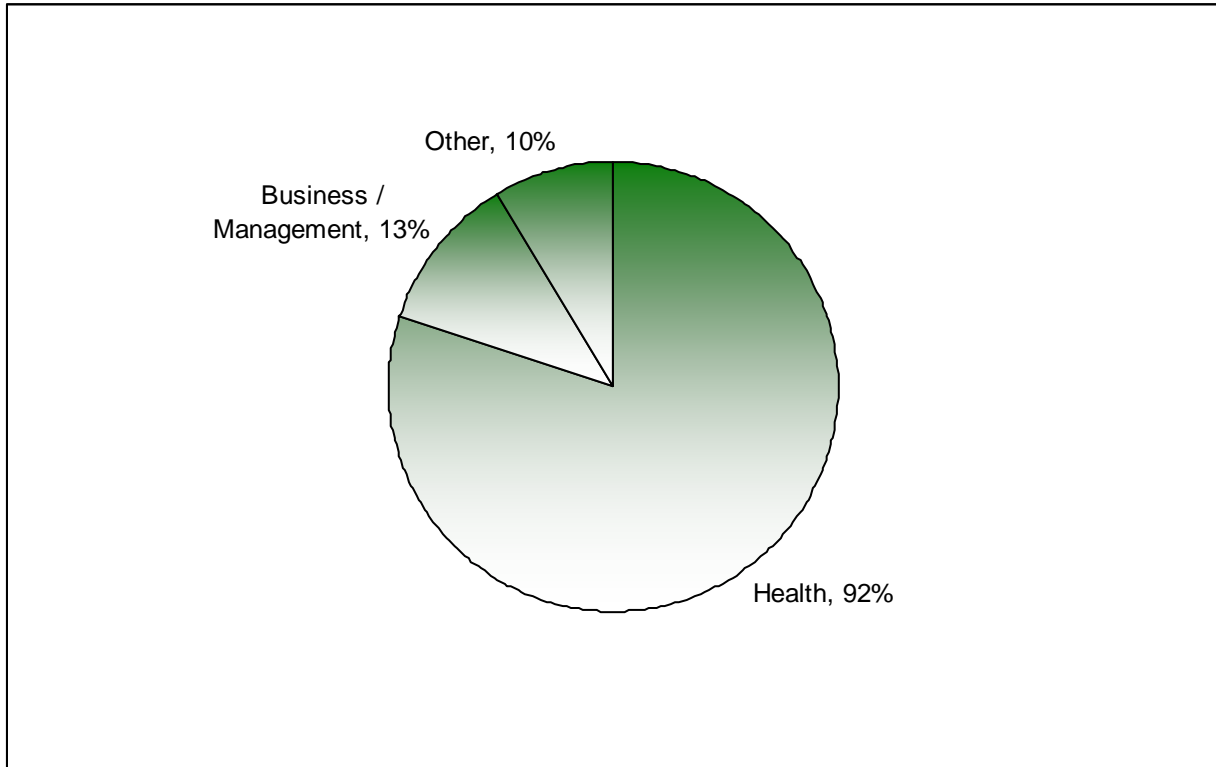
Those answering 'No' included 1 support worker, 2 doctors, 2 consultants, 2 medical students and 3 nurses/midwives.

4.2 Information sought

Question 5

What type of information do you search for?

The percentages below are based on the 48 respondents who answered this question. Respondents were able to select multiple times.



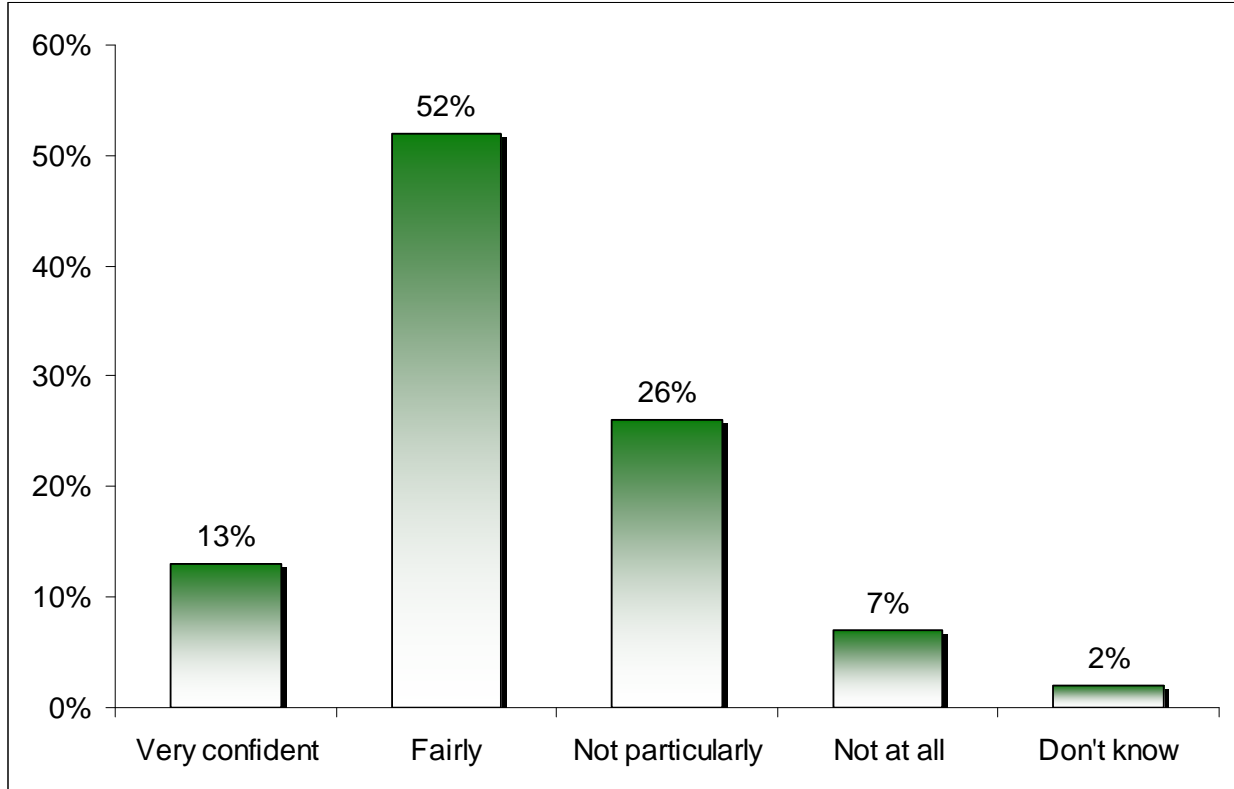
Those answering 'Other' specified: Personal improvement, Personnel / Administration and Education

4.3 Searching confidence

Question 6

How confident are you that carry out a sufficiently thorough search of the literature?

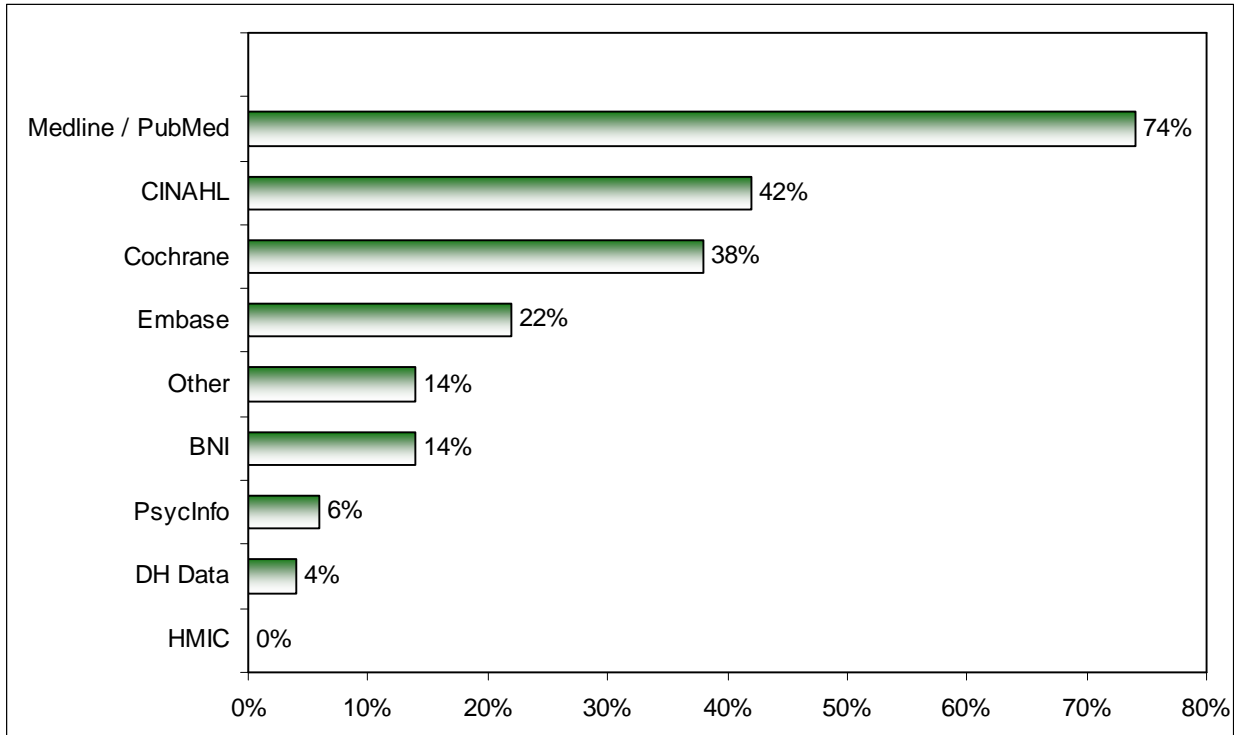
The percentages below are based on the 51 respondents who answered this question.



4.4 Databases used

Question 7

When searching the literature, which of the following databases do you access? The percentages below are based on the 50 respondents who answered this question. Respondents were able to select multiple answers.



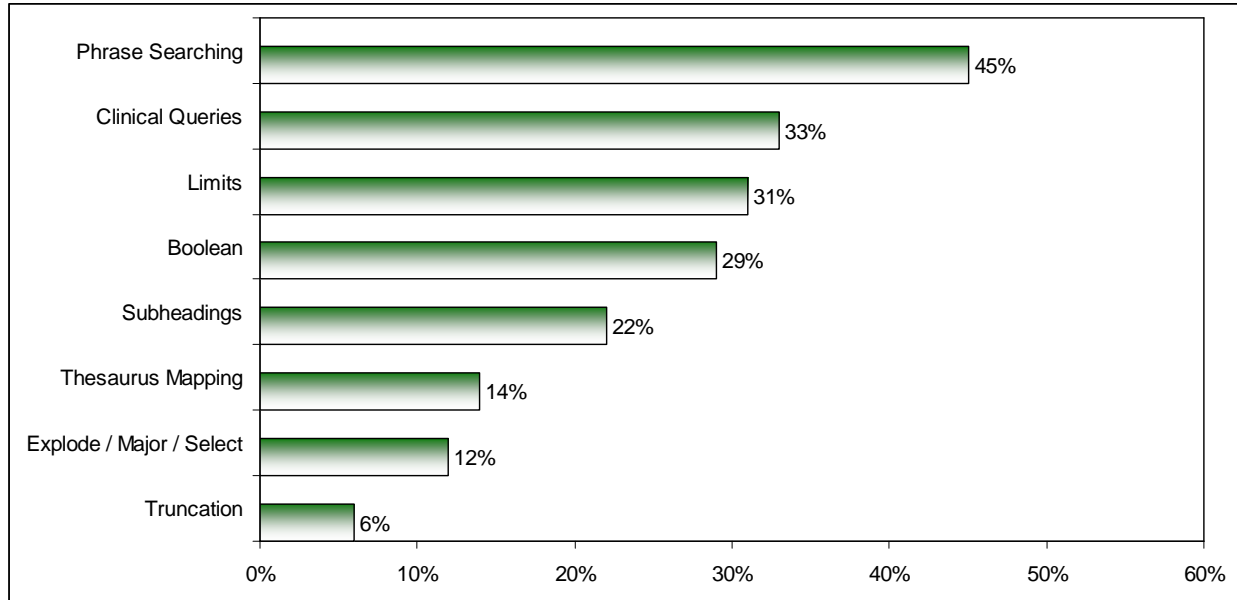
'Other' included Web of Knowledge, Google, Author, SCOPUS, NHS Evidence and Science Direct.

4.4 Search techniques

Question 8

When searching a database. Which of the following search techniques do you use?

The percentages below are based on the 50 respondents who answered this question. Respondents were able to select multiple answers.

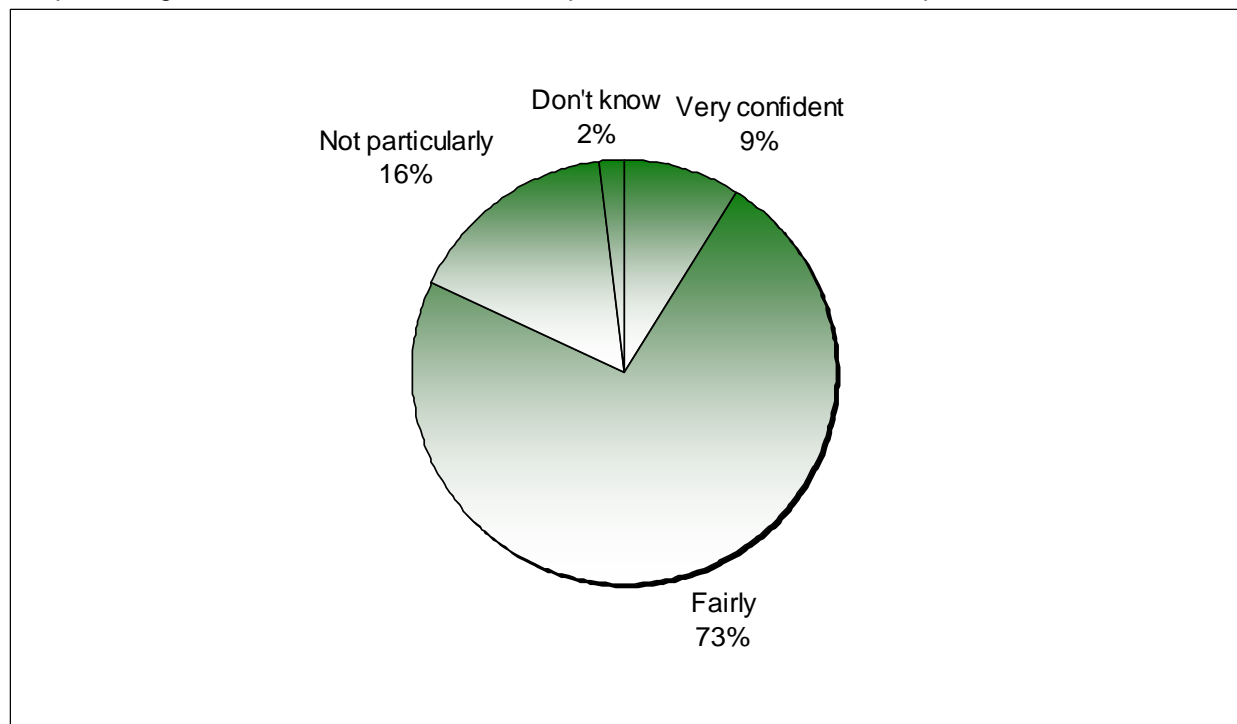


4.5 Quality of results

Question 9

When searching for information, how confident are you of the quality of the information you find.

The percentages below are based on the 51 respondents who answered this question.



5. Library Training

5.1 Usefulness

Question 10

If you have ever attended any of the following Library courses, how useful has it been? Please select one of the options from each row

The courses were, Critical Appraisal, Literature Searching Skills and Bitesize.
The rating scale was as follows:

Not useful		Useful		Extremely Useful
1	2	3	4	5

Most respondents had not attended a Library Course.

Of the two respondents who had attended a Critical Appraisal Course, one rated it as a 4 and the other as a 5.

Of the eleven respondents who had attended Literature Searching Skills course, two rated it as a 3 and nine rated it as 5.

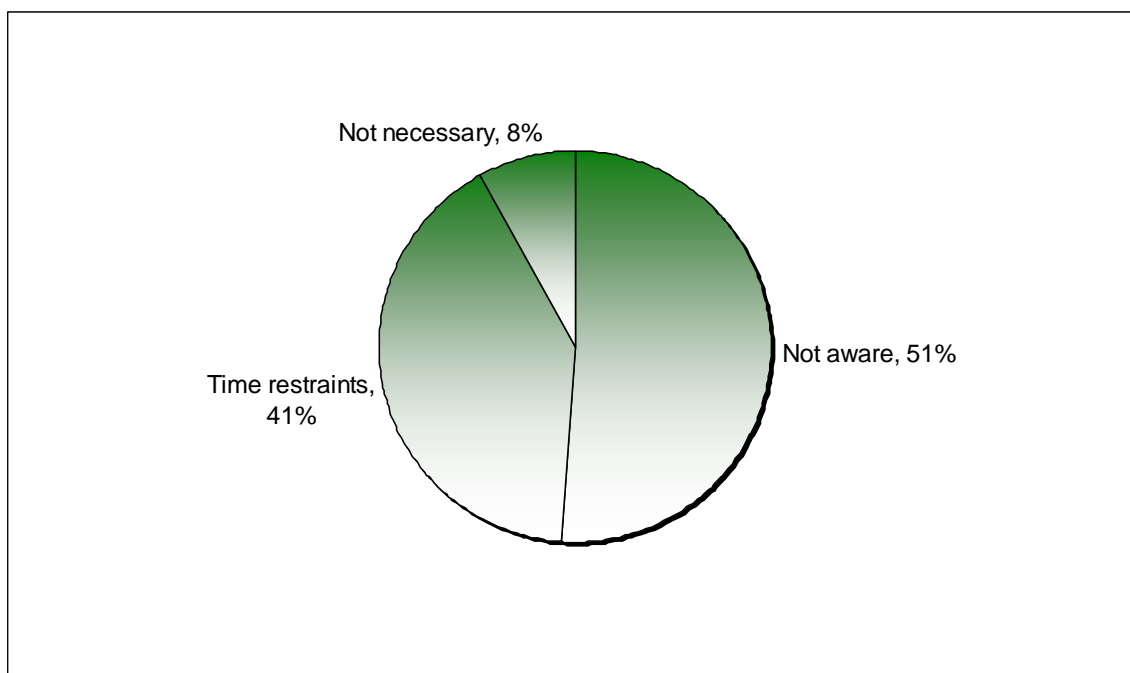
Of the two respondents who attended a Bitesize course, both rated it as a 5.

5.2 Reasons for non-attendance of training

Question 11

If you have never attended any of the above courses, please tell us why?

The percentages below are based on the 37 respondents who answered this question.



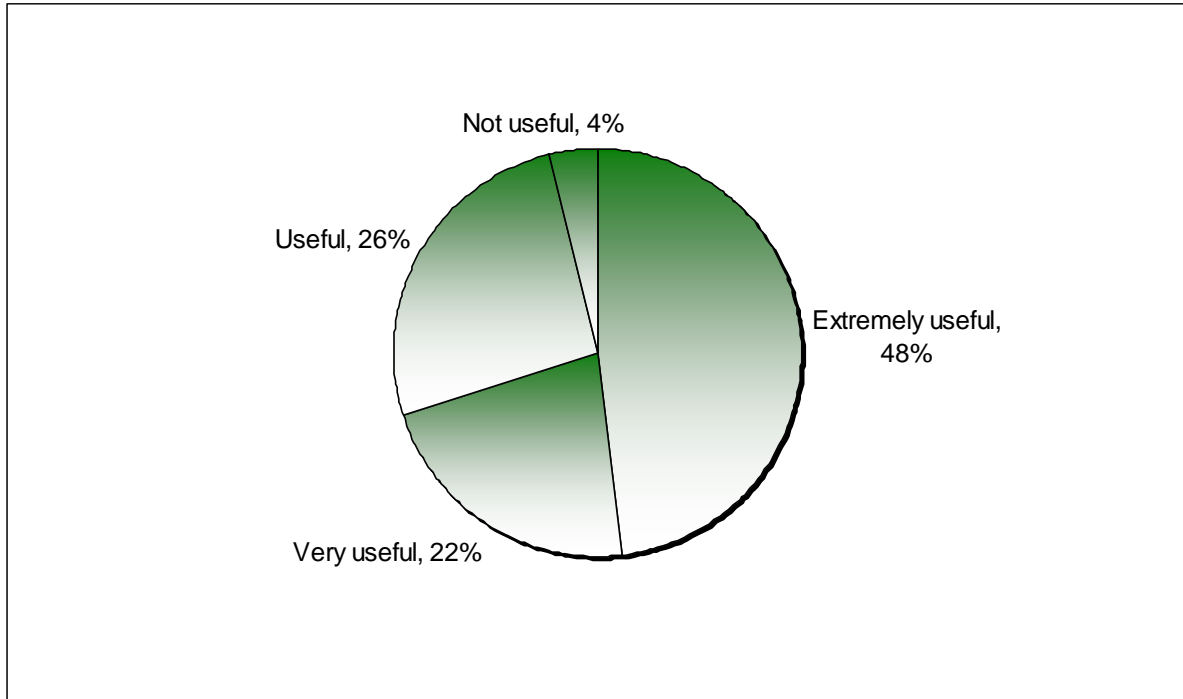
6. Literature Searching Service

6.1 Usefulness

Question 12

If you have ever used our literature search service, how useful was it?

The percentages below are based on the 23 respondents who answered this question.



Of the 23 who responded, nobody answered 'fairly useful'.

7. Keeping up to date

7.1 Keeping up to date

Question 13

Do you try to keep up to date with developments that affect your work.

The percentages below are based on the 57 respondents who answered this question.

Yes 91%

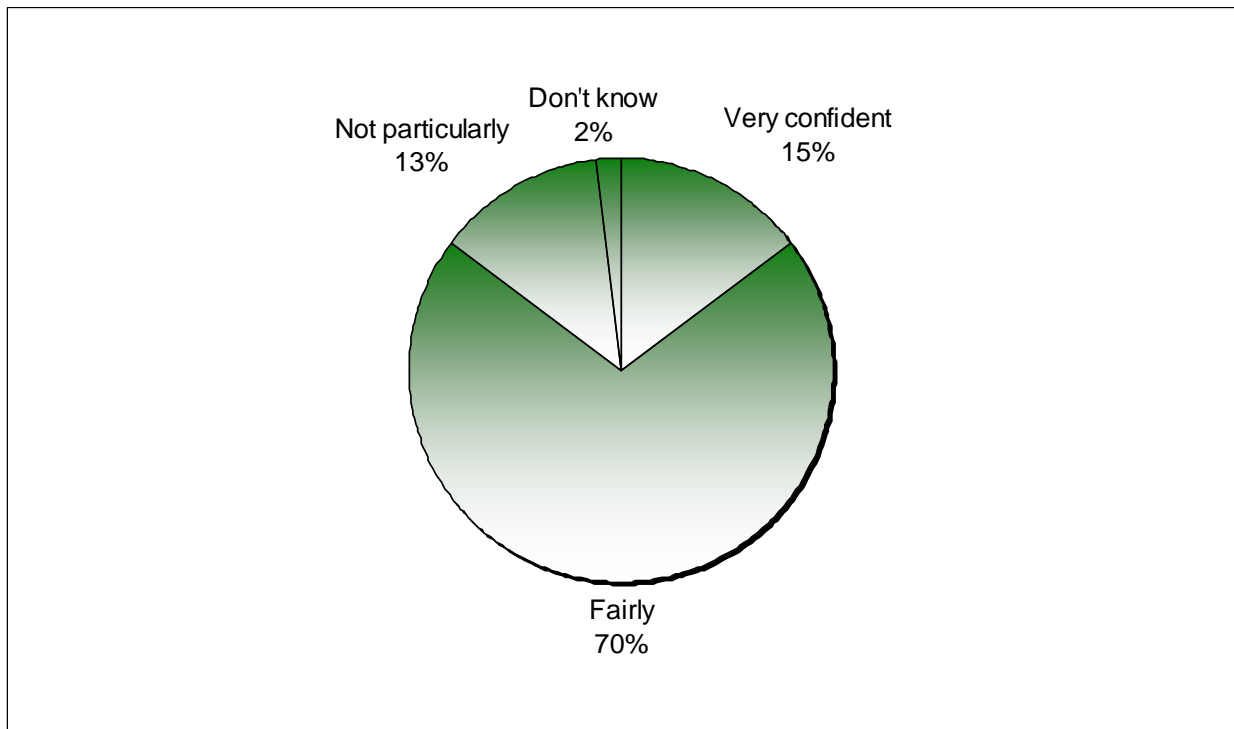
No 9%

7.2 Confidence in keeping up to date

Question 14

How confident are you that you are effectively keeping up do date?

The percentages below are based on the 48 respondents who answered this question.



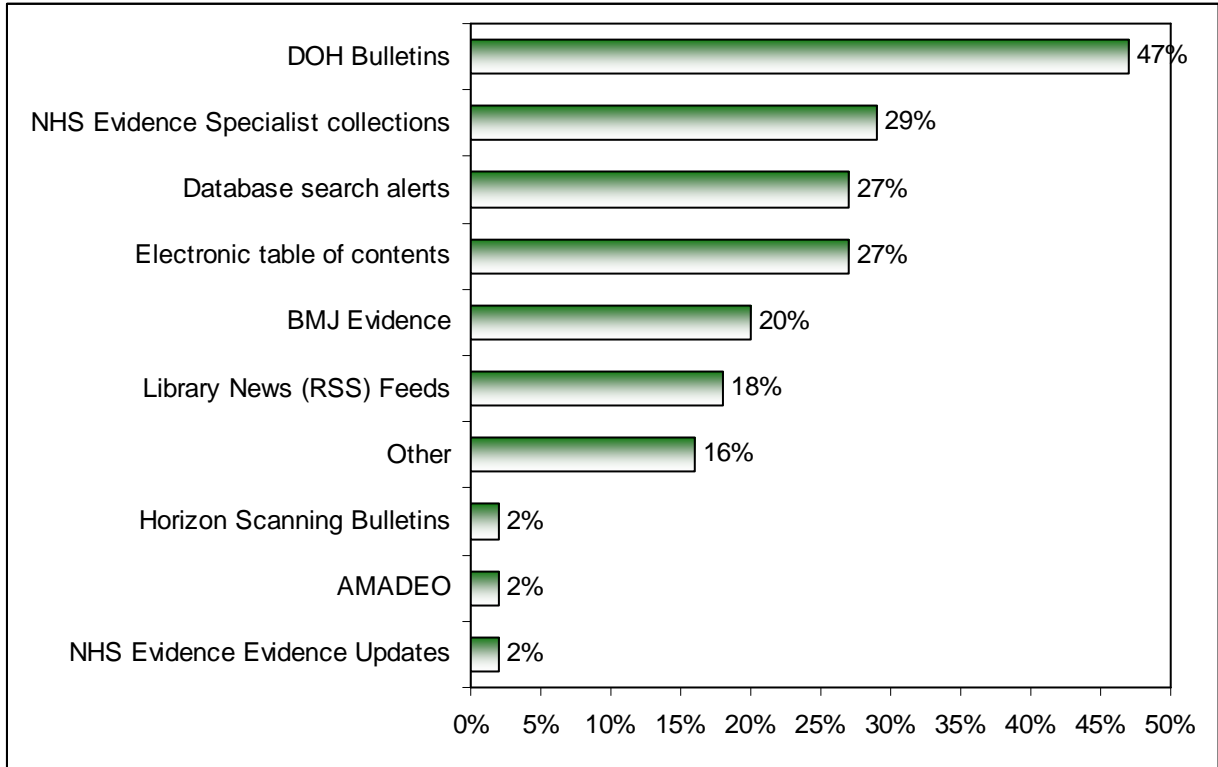
Of the 48 respondents, nobody answered 'not at all.'

7.3 Ways of keeping up to date

Question 15

How do you keep up to date?

The percentages below are based on the 49 respondents who answered this question.

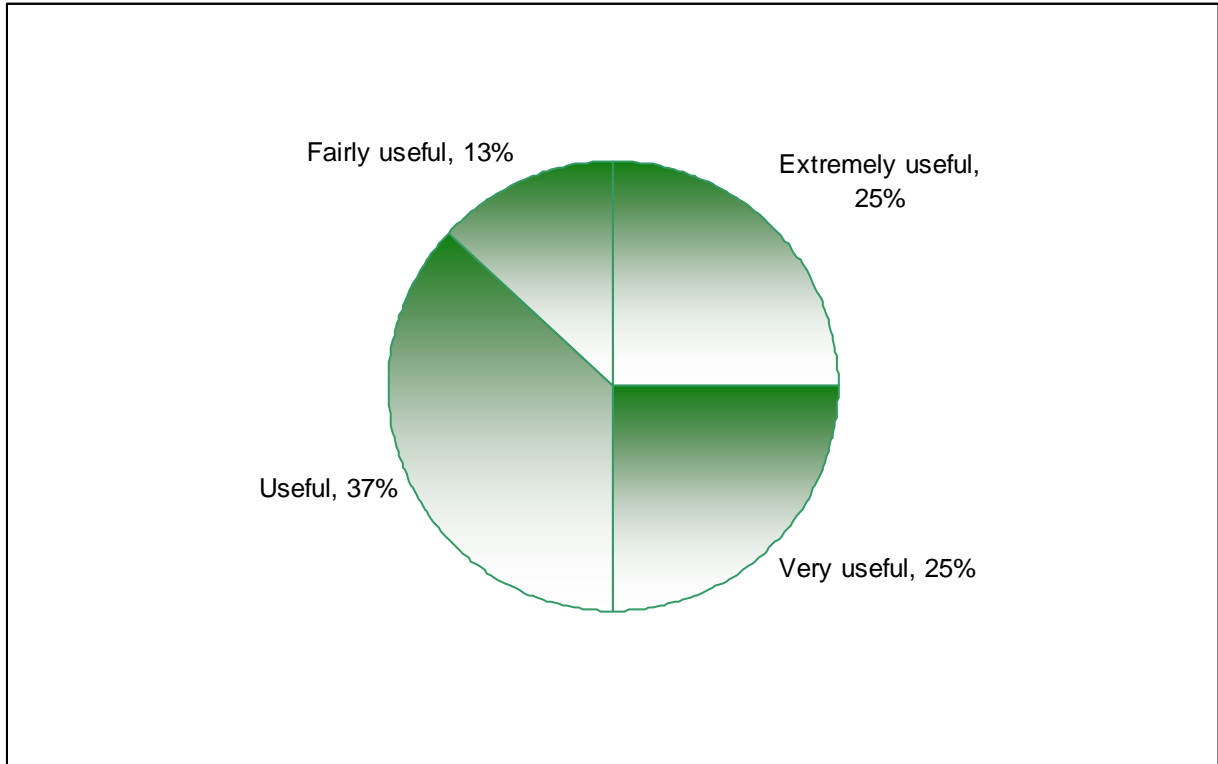


7.4 Current Awareness Service usefulness

Question 16

If you have ever used our current awareness service, how useful has it been?

The percentages below are based on the 9 respondents who answered this question.



8. Library usage

8.1 ERC Library Usage

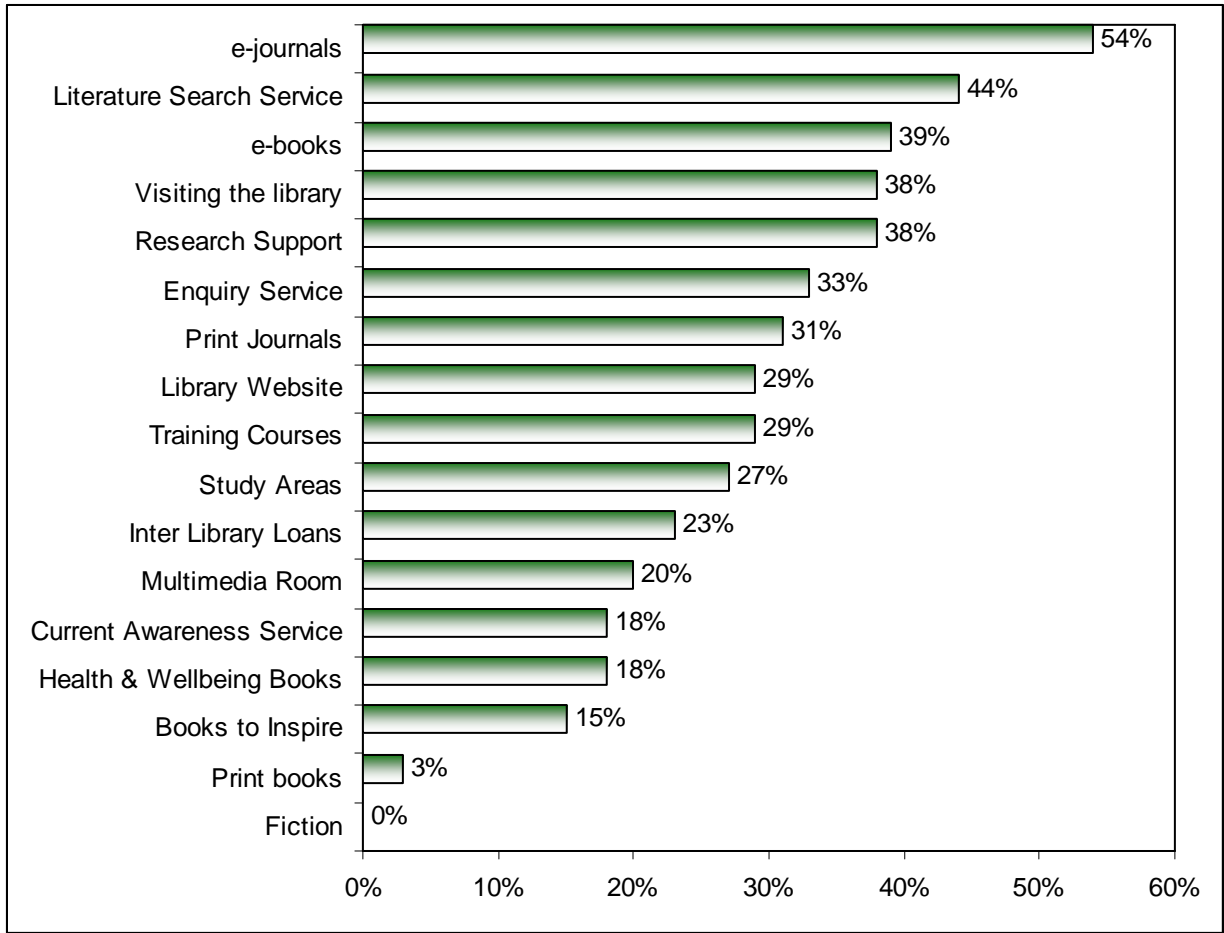
Question 17

Please indicate to what extent you expect to use each of the following Library services / facilities in the future. Please select one option from each row.

The percentages below are based on the 61 respondents who answered this question.

	Expect to use less than now %	Expect no change %	Expect to use more than now %	N/A %
Print books	13	51	16	20
e-books	7	28	46	19
Health & Wellbeing Books	6	39	24	31
Books to Inspire	10	27	25	38
Fiction	16	27	16	41
Print Journals	9	38	40	13
e-journals	4	31	58	7
Inter Library Loans	11	36	34	19
Literature Search Service	4	30	48	19
Training Courses	4	25	33	37
Visiting the library	2	51	40	8
Enquiry Service	2	39	35	24
Research Support	6	29	42	23
Study Areas	6	44	33	17
Multimedia Room	6	47	26	21
Library Website	6	43	35	17

The graph below uses the data from the table above to shows the potential increases in demand for each of our services in the future.



8.2 Usage of Other Health Libraries in Greater Manchester

Question 18

Do you use any other health library in Greater Manchester (as part of the GM Health Libraries Project)?

The percentages below are based on the 53 respondents who answered this question

Yes 23%

No 77%

9. General Comments

9.1 Information needs.

Question 19

I would like the Library to hold more information on:

Responses were as follows:

- New to the Trust not had opportunity to assess contents yet.
- More current books on cystic fibrosis
- Need more textbooks for medical students (Not enough copies available of key books)
- Chronic pain – anaesthetics – up to date anaesthetic practice.
- More print journals

9.2 Further comments and suggestions.

Question 20

Please let us know if you have any further comments or suggestions:

Responses were as follows:

- Really enjoy the 'books to inspire' section but would appreciate some more comfy chairs in that / the journals area.
- I find it extremely difficult to get the information I require using my searches, however, when you do the search it 'hits the spot'!!
- Library staff have been pleasant and helpful.
- Would like to use this library all the time as much better books and burns journals.
- No matter what article I am trying to find, if I struggle to obtain then you are always on hand to help. Your customer service is EXCELLENT.
- I often find it difficult to get to the library during 'working hours'
- Out of hours access (reference only would be fine if it's not possible to borrow them out of hours) would enable me to make better use of the facilities provided.
- Very interesting
- I don't know how to find books using the library. I find it a bit confusing. I would like it to be open later.
- Inform when sessions are available

- The service provided over the years has continued to improve aided by the move to electronic information. Information/courses as to how to advance in the use of keynote/PowerPoint would be useful for all as meetings and audit presentations could be enhanced. However it may well be that these courses have existed for years and I just have no knowledge of them.
- A late night opening would be helpful as I am located on the F-block side of the hospital. I am rarely able to get to the library during working hours as only have ½ hour for lunch.
- I am hoping to start my nursing training next year and use the library to loan books to research certain areas. The staff are extremely helpful and it's very quick and easy to join.
- Wish more people would use the Library. Didn't know that you did non-medical books – maybe promote more.
- Have you got course dates on how to improve searches etc.
- Library staff are very approachable and friendly. Always been of great help when needed.
- I attend training session as part of my NVQ business and Admin course and found it very useful. Didn't realise the amount of resources available to staff.
- I have always found all the staff very helpful. We are very fortunate to have an excellent library. The literature search for staff is a wonderful service. Many thanks to you all.

11. Our response

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

Issues & users' comments	Action & Progress
<p>Books</p> <p>'More books on cystic fibrosis' 'Chronic pain – anaesthetics – up to date anaesthetics practice.'</p> <p>Need more textbooks for medical students (not enough copies available of key books)</p>	<p>Our collection is multidisciplinary and we aim to cover all subjects relevant to this Trust. Please let us know if you feel there is a gap in either our book or journals collection and use our comments box or the e-discussion forum to suggest the titles you are interested in. If you are aware of a later edition that we have failed to buy, please bring it to our attention.</p> <p>We try to buy multiple copies of any book we feel will be heavily used. Students often will sometimes attempt to keep books on loan for the duration of their studies here. We also try to prevent this to ensure books kept in circulation and made available to all.</p>
<p>Journals</p> <p>'More print journals'</p>	<p>As with all other Health Libraries, we have moved towards e-journals because of the many advantages they offer over print journals such as searching facilities, remote access, contents alerts and immediate access on publication. It is very likely that the move towards e-journals will continue. If you are unsure about using e-journals, our staff are always on hand to assist and to ensure you make the most of the large collection of e-journals available to you.</p>
<p>Using of the library</p> <p>'I don't know how to find books using the library. I find it a bit confusing,</p>	<p>We can offer you an induction to the library anytime. We also offer half hour Bitesize training sessions to help you make full use of our services. We can also visit you or your team at your place as part of our outreach service.</p>
<p>Out of Hours Access & Extended opening hours</p> <p>'...I would like it to be open later'</p> <p>'I often find it difficult to get to the library during working hours' Out of hours access (reference only would be fine if its not possible to borrow them out of hours) would enable me to make better use of the facilities provided'</p> <p>'A late night opening would be helpful as I am</p>	<p>Currently there is only 24/7 access to the Multimedia Room. Unfortunately, because of staffing shortages, we have no plans to extend our opening hours.</p>

<p>located on the F-block side of the hospital. I am rarely able to get to the library during working hours as only have ½ hour for lunch’.</p>	
<p>Training ‘Inform when sessions are available’ ‘Have you got course dates on how to improve searches?’ ‘...Information/courses...use of Keynote/PowerPoint would be useful...’</p>	<p>All training we provide is advertised on the Trust and University daily bulletins, on our newsletter and on our webpage.</p> <p>If no courses are currently being run, we offer tailored one-to-one sessions at a time and location that suits you. You can book a session from the home page of our website.</p> <p>This kind of training is provided by Trust IT.</p>

12. Conclusion

We acknowledge the fact that number of respondents was less than we hoped for. Nevertheless, the responses we received have provided us with very useful information and 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 Survey

Please complete this short questionnaire to help us improve our services to you. It should take no longer than 5 minutes of your time. Even if you have never used the Library we would still like to hear from you.

All information you provide is confidential and will only be used by Library staff to improve Library services. Any information in the findings report will be anonymous.

Please place completed questionnaire in the box provided in the Library, send via the internal mail or hand to a member of the library staff. The closing date is 1st December 2010.

1. What is your primary role?

- Admin / Management
- Allied Health Professional
- Consultant
- Nurse / Midwife
- Doctor
- Scientific / Technical
- Medical student
- Nursing student
- Support worker (Health Care Assistant Practitioner, Therapy Assistant etc.)
- Other – please specify.....

2. Which days are you most likely to visit the Library (excluding the Multimedia Room)? Please select all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

3. What times are you most likely to visit the Library (excluding the Multimedia Room)? Please select all that apply.

- 8.30am – 9.30am
- 9.30am – 12noon
- 12noon – 2.00pm
- 2.00pm – 5.30pm

4. Do you search for information to help you in your work? If 'No' please proceed to question 13

- Yes
- No

5. What type of information do you search for? Please select all that apply.

- Health
- Business / Management
- Other – Please specify.....

6. How confident are you that you carry out a sufficiently thorough search of the literature?

- Very confident
- Fairly
- Not particularly
- Not at all
- Don't know

7. When searching the literature, which of the following databases do you access? Please select all that apply.

- Medline / PubMed
- BNI
- Embase
- CINAHL
- PsycInfo
- Cochrane
- HMIC
- DH Data
- Other – Please specify.....

8. When searching a database, which of the following search techniques do you use? Please select all that apply.

- Thesaurus mapping
- Phrase searching
- Subheadings
- Truncation
- Boolean (AND, NOT, OR)
- Limits (e.g. publication type, age groups etc.)
- Clinical queries (e.g. therapy, diagnosis, aetiology, prognosis)
- Explode / Major / Select

9. When searching for information, how confident are you of the quality of the information you find?

- Very confident
- Fairly
- Not particularly
- Not at all
- Don't know

10. If you have ever attended any of the following Library courses, how useful has it been? Please select one option from each row.

	Not Useful 1	2	Useful 3	4	Extremely Useful 5	N/A
Critical appraisal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literature Searching Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bitesize	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. If you have never attended any of the above courses, please tell us why.

- Not aware
- Time restraints
- Not necessary
- Other – Please specify.....

12. If you have ever used our literature search service, how useful was it?

- Extremely useful
- Very useful
- Useful
- Fairly useful
- Not useful

13. Do you try to keep up to date with developments that affect your work? If 'No' please proceed to question 17.

- Yes
- No

14. How confident are you that you are effectively keeping up to date?

- Very confident
- Fairly
- Not particularly
- Not at all
- Don't know

15. How do you keep up to date? Please select all that apply.

- Electronic table of contents
- Database search alerts
- BMJ Evidence alerts
- NHS Evidence Specialist Collections newsletters
- NHS Evidence annual evidence updates
- AMEDEO
- Horizon Scanning Bulletins
- Library News (RSS) Feeds
- Department of Health Bulletins
- Other – Please specify.....

16. If you have ever used our current awareness service, how useful has it been?

- Extremely useful
- Very useful
- Useful
- Fairly useful
- Not useful

17. Please indicate to what extent you expect to use each of the following Library services / facilities in the future. Please select one option from each row.

	Expect to use less than now	Expect no change	Expect to use more than now	N/A
Print Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Wellbeing Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books to Inspire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fiction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print Journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-Journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter Library Loans (articles, books etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literature Search Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training Courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enquiry Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Multimedia Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current Awareness Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Do you use any other health library in Greater Manchester (as part of the GM Health Libraries Project)?

Yes

No

19. I would like the Library to hold more information on:

20. Please let us know if you have any further comments or suggestions:

If you would like to receive an information pack detailing all our services, please contact us on (0161) 291 5778 or via email: erclibrary@manchester.ac.uk

Please place completed questionnaire in the box provided in the Library, send via the internal mail or hand to a member of the Library staff.

Thank you for your time and participation