

‘Making the Most of Information’ survey report 2016

Summary

The survey covered staff information-seeking habits and needs; and satisfaction with and future priorities for improving the Trust’s library services. All 196 responses were received online from SSSFT and SSOTP staff. Two vouchers were offered to encourage responses.

Overall the survey showed that there were very high levels of satisfaction with library services and resources; and that these make an important contribution to the quality of patient care, staff expertise and compliance with professional and regulatory standards.

Many used a (usually personal) mobile device alongside a desktop or laptop computer to search for information. They preferred a straightforward search interface with immediate access to full text from a range of sources. Precise information retrieval, comprehensive results and quality assured information were less high priorities. Most respondents still preferred print books to electronic. The most useful formats of information were deemed to be full text journal articles, books and guidelines.

The most popular future library priorities were: a summary of key results within literature search results; a single search box incorporating Trust and online resources; e-learning for search skills with certificates; and support for sharing knowledge and good practice.

Levels of satisfaction with library services had increased slightly from 2013 (when they were already high). There was general satisfaction with the book and journal stock; and with the library’s standards of service – the speed with which it responds to article requests, enquiries and literature searches. There was a particularly high rating for library staff helpfulness and knowledge, which was borne out in the stories and comments. Respondents expressed a preference for training in small groups of colleagues, which is rarely requested in practice. The most popular topic was clinical database searching, followed by resources specific to a particular area or profession and critical appraisal.

Responses showed how library services and resources (print and online) contribute to core Trust activities, such as evidence-based patient care, up to date and skilled staff, innovative services and meeting quality standards. Respondents also reported that using the library and its information resources helped them save time and money, improved the evidence base for their decision-making and reduced risk and error. Respondents were invited to give examples or stories of how they had used information from the library to support their work or CPD. This new question elicited specific examples illustrating the more quantitative responses to the other impact questions.

Constructive suggestions were made for improving library services and book stock. Action points and more strategic ideas will be incorporated into the forthcoming library strategy and annual Delivery Plans.

Table of Contents

DRAFT ‘Making the Most of Information’ survey report 2016	1
Summary	1
1 Aims	3
2 Methodology and population	3
3 Characteristics of respondents.....	4
4 Information Seeking habits.....	4
4.1 <i>Computers and devices used to access information</i>	5
4.2 Factors influencing respondents’ choice of website	5
4.3 Print books or e-books	6
4.4 Types of information considered most useful for work or CPD	7
5 Future priorities for library services	8
5.1 Priorities for online information/library services over next four years	8
6 Information and search skills training	9
6.1 Training topics	9
6.2 Training format.....	9
7 Satisfaction with library resources and services.....	10
7.1 Library resources	10
7.2 Standards of service	11
8 Impact of the library on Trust activities and CPD	12
8.1 How information obtained from the library or online resources has impacted on work or CPD.....	12
8.2 More generic benefits of using the library	12
8.3 Examples of something done or changed as a result of library or online resource use	13
9 Overall satisfaction with the library.....	14
10 Barriers to using the library	14
11 Conclusions	15
11.1 Library use	15
11.2 Information use	16
12 Actions	16
13 References.....	16
Acknowledgements	16

1 Aims

The aims of the 2016 'Making the Most of Information' survey were to:

- Find out what library users thought of the library services currently on offer with a view to improving future services and ensuring they remained relevant to user needs
- Get South Staffordshire and Shropshire Healthcare (SSSFT) and Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP) staff's views on future library services development as part of the 2017-2020 library strategy consultation
- Gain an understanding of the way in which SSSFT and SSOTP staff use evidence sources and prefer to find information online.
- Provide evidence on some specific aspects of library services to comply with criteria within the Library Quality Assurance Framework

The main outcome was to be this report with shorter term action points and longer term 'strategy pointers' identifying ways of improving existing services and increasing the use of quality health information in local practice.

2 Methodology and population

A draft survey was drawn up based partly on the 2013 library survey, with some changes (due to changing priorities and also recent work done on demonstration of library impact). A few elements were then discussed in depth by the librarians and the survey was piloted firstly by the library staff, then selected members of the wider IM&T team and finally with selected library users. Slight changes were made based on feedback received from the first two pilot groups (whose responses were not included in the final analysis).

The finalised survey was opened for responses in February 2016, using the Qualtrics survey software used for the previous survey. It was publicised predominantly as an online survey - paper surveys were available but none were requested. The survey remained open for about four weeks. It was publicised through a variety of methods including:

- News items on SSSFT and SSOTP intranets and library web pages
- 'Signature' on library staff e-mails and forwarded bulletins
- E-mails sent out to all registered library users and all ATHENS account holders within SSSFT¹
- Posters in the site libraries
- SSSFT screensaver
- Tweets on library Twitter account

Informal monitoring of the number of the responses showed that the two e-mails were by far the most effective ways of obtaining responses.

¹ The recent merger of the ATHENS organisations for North and South SSOTP meant that an e-mail could not be sent out solely to ATHENS account holders in the south division of SSOTP; and the questions on service quality meant it was important to target users of the SSSFT-provided library service only.

The survey was aimed at all staff in both SSSFT and SSOTP South, not specifically at library users. It was structured so that only library users would be asked the questions about the quality of current services. As an incentive, entrants were offered the opportunity to be entered in to a prize draw to win a £25 voucher (bought from the library's charitable funds). An additional £25 voucher was on offer for the best 'story' about the way respondents had used library information.

Altogether 196 responses were received, a slight drop from 209 in 2013. All were received through the online survey. 136 of these respondents stated that they used Trust library services. Given the many ways in which staff and students can use the library, no attempt was made to calculate proportion of library users responding to the survey.

The Qualtrics software provided a basic report of all findings and also allowed cross tabulation. This meant that no manual data entry was required. Percentages have been calculated based on the total number of responses for that question.

The report below highlights key findings from the questionnaire results, and shows overall responses to questions. Full details of responses are given in Appendix 3 and references to tables within the report refer to this Appendix. Due to the relatively low numbers involved, limited cross-tabulation of responses was carried out (see Appendix 4).

3 Characteristics of respondents

87% of respondents were from SSSFT and 10% from SSOTP (see table 1). This represented a big drop in respondents from SSOTP since 2013, following trends in library usage.

23% of responses were received from nursing and health visiting staff, followed by 16% from AHPs, 14% from Administrative staff, 11% from psychologists and 10% each from Medical and Dental staff and health and social care support workers (table 2). The majority of SSOTP respondents fell in the nursing and health visiting category.

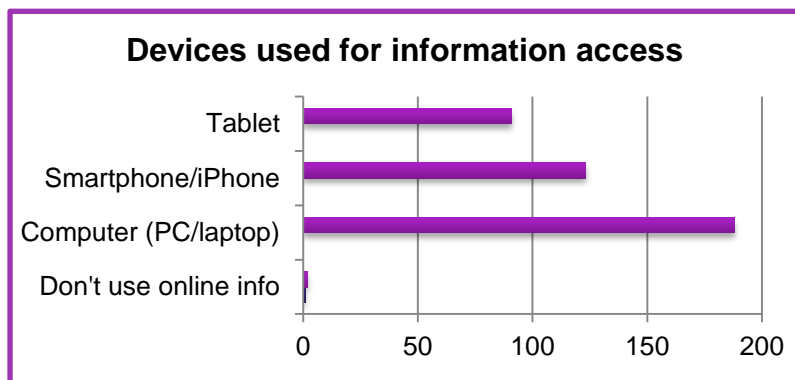
62% of respondents were based in South Staffordshire, with 29% in Shropshire and 5% in Telford and Wrekin. The 'other' responses included one each from Birmingham, Isle of Wight and Wirral (table 3).

4 Information Seeking habits

This section of the questionnaire aimed to investigate the sorts of information and information sources staff are using to inform their practice and CPD and, from a library perspective, improve library staff's understanding of the forms of information we should be supplying to our users beyond the traditional resources of books and journal articles.

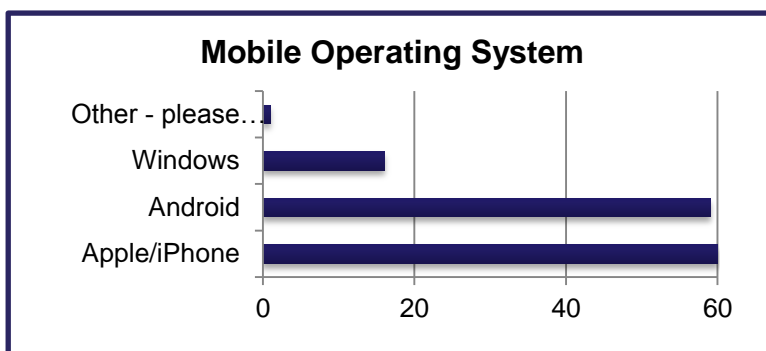
4.1 Computers and devices used to access information

A growing range of IT devices are being used to access information, and this influences the information sources used. Therefore respondents were asked which they currently used to find or read information online.



The results (tables 4, 4A and 4B) show that most respondents access information using a mobile device as well as a computer (desktop or laptop). Nearly two thirds of respondents used a Smartphone, compared to 48% using a tablet. Some respondents clearly used all three. Apple and Android smartphones were equally

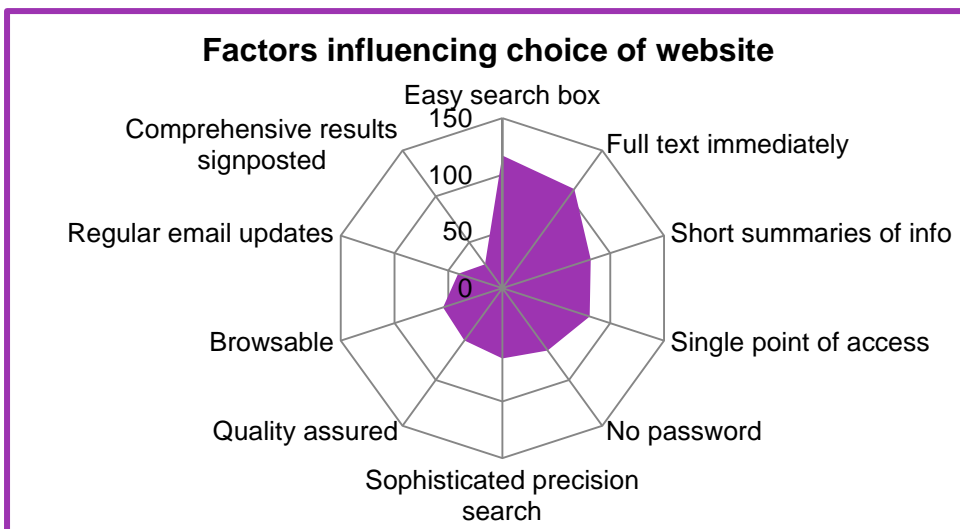
popular but iPads (65% of tablet users) were significantly more popular than Android tablets (40%). Windows tablets and phones were much less well-used. Use of both tablets and Smartphones for information seeking had increased since the 2013 survey. These results show that staff use personal as well as Trust-owned devices to search for health information online, and emphasises the need for library staff to be familiar with a range of mobile devices, not just those in use within the Trust.



- Action: Library needs to:
- Be familiar with quality sources of information suitable for use on Smartphones
 - Include mobile friendliness as a criterion when procuring information sources and designing library tools such as web pages.

4.2 Factors influencing respondents’ choice of website

While library training and e-resource provision focuses on the traditional journal articles and bibliographic databases, most people generally use Google or Bing as their first port of call when seeking information. Respondents were asked to select the top four factors that influenced their choice of website, to help the library staff identify the best way of encouraging use of quality information sources.



The chart (also table 5) shows that, as in 2013, most respondents opted for an easy search box and immediate access to full text in preference to a more precise search with more comprehensive results, not all of which were immediately available. Choosing a quality assured

website was not high up the list of priorities.

Action: carry on with plans to implement simple search ('Discovery Tool')

Work is already underway to introduce a search tool that meets the 'simple search, full text results' element – this will be available alongside the traditional healthcare databases interface (best described by the least favoured options such as 'comprehensive results but not all available immediately'), as both have their place. Since the last survey, the library has started to move the emphasis of its training slightly away from database searching (but most

training requests still seem to be for this); it has included a link to the NICE Evidence site (which meets the 'easy search box' requirement) on its home page; and has started to change the way it formats search results by including a synthesis with some search results and highlighting key text relevant to the search question.

- Strategy pointers:
- library-provided evidence sources need to be easy to use and provide information immediately wherever possible;
 - review library acquisitions policy to make sure it provides a range of resources to meet these preferences;
 - ensure remaining options also included within strategy;
 - emphasise the importance of quick basic critical appraisal skills in general web and information searching;

4.3 Print books or e-books

- Strategy pointers:
- continue to develop library's print collection alongside an e-book collection of carefully selected texts
 - review attitudes again in future surveys.

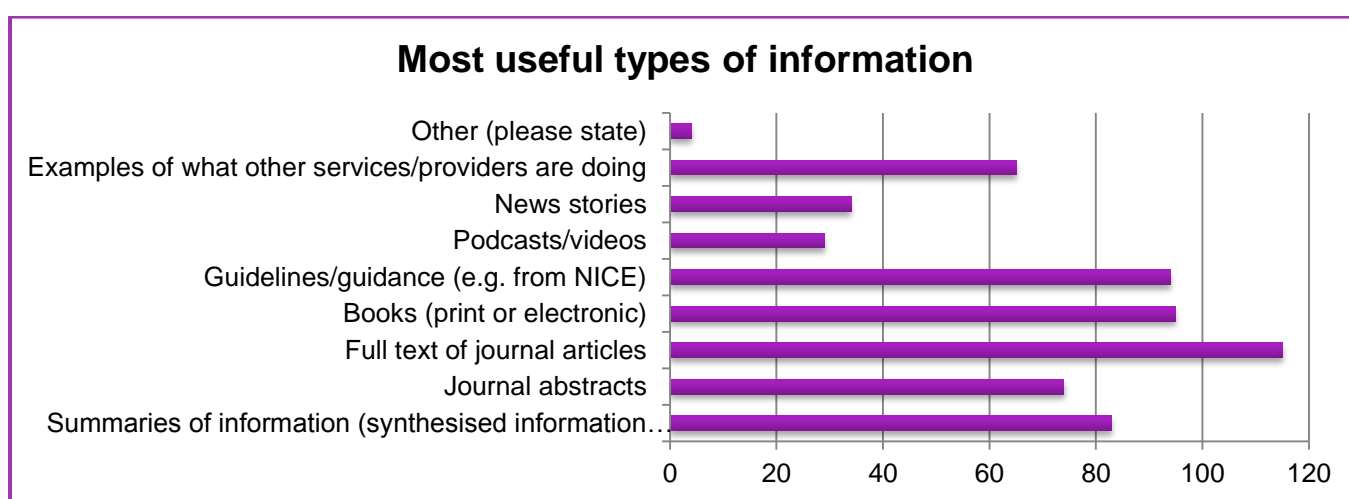
Since the last survey the library has started to develop an e-book collection in parallel with its traditional print collection. Advantages of e-books include providing more flexible usage patterns (catering for peaks and troughs) and easier remote and out of hours access to texts. However, feedback even from people very comfortable with new technology has often suggested a preference for print books. Print books also tend to be less expensive

than e-books and there is a better range of texts.

Respondents were therefore asked to indicate the strength of their preference for print or e-books. On a scale from 1 to 5 (where 1 indicated a strong preference for print and 5 a strong preference for e-books), the average value was 2.21 – a fairly strong preference for print. 92 respondents preferred print books whilst 23 preferred e-books (table 6).

4.4 Types of information considered most useful for work or CPD

Separately from the print book/e-book and print/online debates, respondents were asked which types of information they found most useful (table 7). This was to inform future library acquisitions policy – at this point most of the library resources budget is spent on books and full text journals.



The chart above shows that full text journal

Strategy pointer: continue to broaden range of resources – both through the library’s acquisitions policy and through the incorporation of these resources into library services.

articles and books are still considered the most

Action point: improve coverage of examples of what other services/providers are doing in library current awareness services.

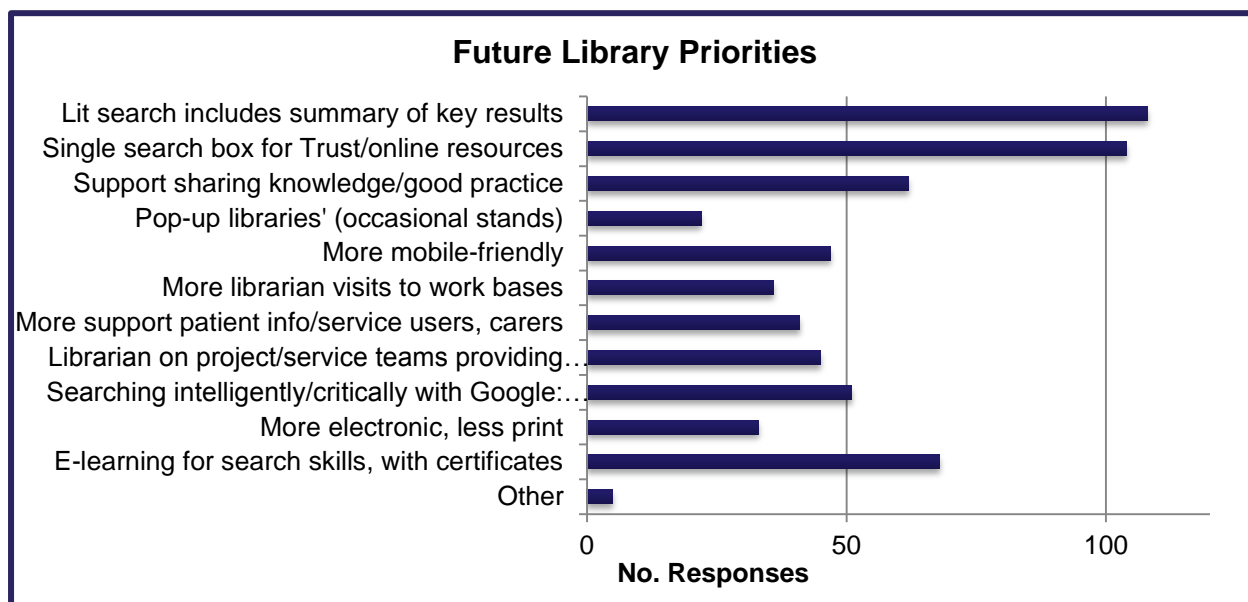
useful resources. However, as suggested by the last survey, staff are using a broader range of resources. Many staff also consider journal abstracts to be useful

in their own right. The library has started to include additional sources, such as guidelines and examples of what other services and providers are doing, into literature search results and current awareness bulletins – these efforts need to continue.

5 Future priorities for library services

5.1 Priorities for online information/library services over next four years

As part of the consultation for the library’s 2017-2020 strategy, respondents were asked how they would like library services to develop over the next few years (table 8).



Action points:

- re-examine e-book loan periods;
- follow up current awareness suggestions
- include more children and young adult fiction in the Mental Health fiction collection.

There was a fair degree of interest in all the options. The two most popular responses by far (summary of literature search results and single search box) fitted in with responses about preferred information seeking habits – quick simple access to information provided in a user-friendly format. The next most popular, more formal e-learning modules for search skills is now the subject of a national project. ‘More support for sharing knowledge and good practice within teams/the Trust’ fits in with the library staff’s future support for Sharepoint at both Trust and team level, but could also lead to other knowledge management type projects (possibly using approaches and tools from the national Knowledge for Healthcare Knowledge Management workstream). There was also a perceived need to promote

the use of basic critical appraisal skills in day to day web searching, as well as the inevitable move towards more mobile-friendly services and resources.

Interest in clinical librarian and outreach approaches was lower (this involves concentrated librarian support for a team or group, usually in the form of a series of searches on topics arising from meetings; and librarian visits to workplaces to improve awareness of what the library can offer). There was a similar level of interest in library support for patient information and/or service users and carers. ‘Other’ suggestions (table 8A) have been included in the ‘Action Points’ and ‘Strategy Pointers’ boxes

Priorities were broadly the same across SSSFT and SSOTP and by workbase. Differences in priorities by occupation are shown in Appendix 4.6.

Strategy pointers:

- continue to develop synthesised literature search service as high priority;
- trial 'Discovery tool' with priorities from survey in mind;
- consider feasibility and desirability of a facility similar to South London and Maudsley's Clinical Record Interactive Search – including statistics from anonymised Trust data in search results to reflect local trends;
- look at the best way to support reading groups with sets of books

6 Information and search skills training

Several questions about information and search skills training were included to inform future library training provision.

6.1 Training topics

The most popular choices for training topics were searching clinical databases (81 responses), resources specific to a particular area or profession (69) and critical appraisal (68) (see table 9). Clinical databases and critical appraisal are currently the most common subject of training sessions, but the library does not offer anything at the moment on resources specific to a particular topic (except in that one to one sessions are tailored to the participant's needs).

Strategy pointers:

- investigate ways of promoting training on resources tailored to the needs of particular groups;
- investigate whether presenting some current training courses differently could increase take-up

6.2 Training format

The library provides training in a variety of formats. Respondents were asked which format they preferred (table 10). The results were interesting in that one to one sessions, which is by far the most common form of training requested, was only third on the list (59 responses), compared to training with a small group of colleagues (100 responses) and e-learning (84 responses). The library does already offer training for small groups of colleagues but receives little demand for this.

The results confirmed that there was little demand for an extensive programme of timetabled courses (25 respondents expressed an interest in this option) and only 6 preferred training via Skype/WebEx or other remote channels – this had been foreseen as an answer to the geographical spread of both SSSFT and SSOTP staff.

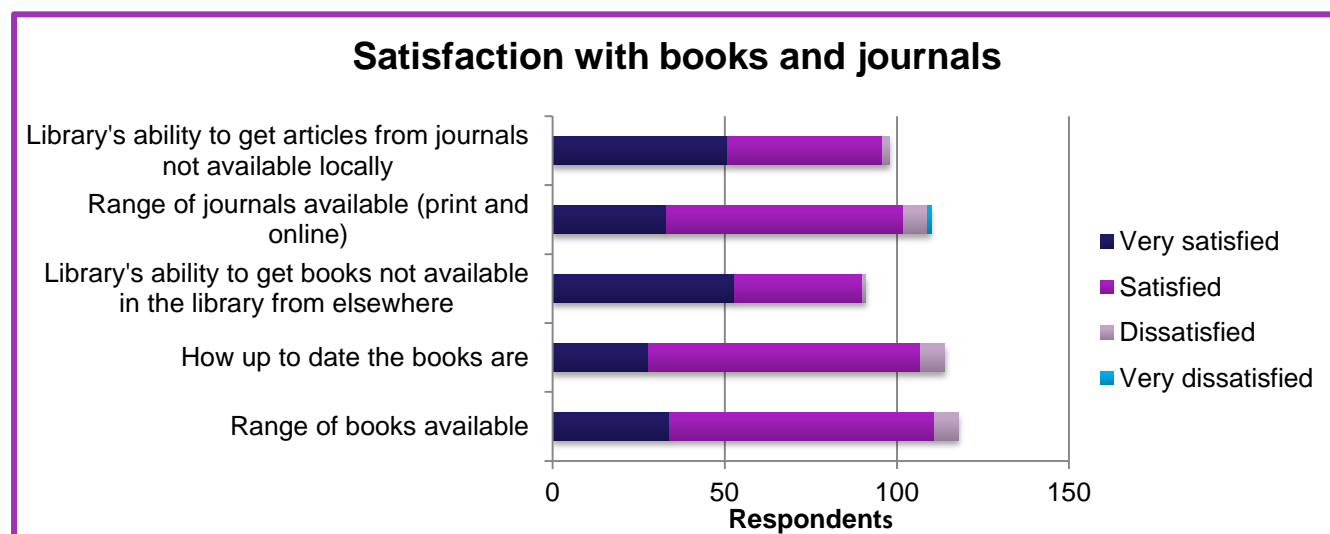
Strategy pointers:

- look at ways of improving awareness/take-up of courses for small groups of colleagues
- investigate provision of e-learning and blended learning (if possible based on national provision of e-learning packages)

7 Satisfaction with library resources and services

The following questions were limited to people who replied that they used the library, its services and/or online information. 136 respondents used the library or related services as opposed to 34 who did not. Responses to the pilot survey raised some questions about respondents’ understanding of this question² but, as no better wording could be found, it remained. Of those who used library services, 84 used the Stafford library, 42 the Redwoods library and 63 used the service remotely (as well as or instead of using a library site).

7.1 Library resources



The chart above (and table 12) shows that generally library users are satisfied with the availability of books and journals. The highest level of satisfaction was with the library’s ability to obtain items not held in stock from elsewhere. There was a slightly lower level of satisfaction with the range of books and, in particular, journals held in stock (although this had increased since 2013). This is a perennial problem given the wide range of services provided by the two Trusts (and so staff specialisms and interests) and the volume of books and journals now being published. The planned introduction of a single search box should improve awareness of what is immediately available; and the library has invested a lot of

² The identify of respondents to the pilot (and their library use!) was known to library staff

money in book stock improvement over the last two financial years. The stock has been reviewed and updated wherever possible, but it is not always possible to find up to date books on some topics which leaves a difficult choice between having a gap on the shelves or leaving an older book available.

Respondents were also asked for details of gaps in the library’s book and journal stock. 16 responses were received to this question (table 14).

- Action point:
- follow up remaining suggestions on book stock;
 - investigate cost of following up journal suggestions.

These contained some quite specific suggestions, many of which have already been followed up. This has included improving the range of texts available for social workers and increasing the number of titles on some psychological therapies, particularly for children and adolescents. An attempt to get more information on some of the more general

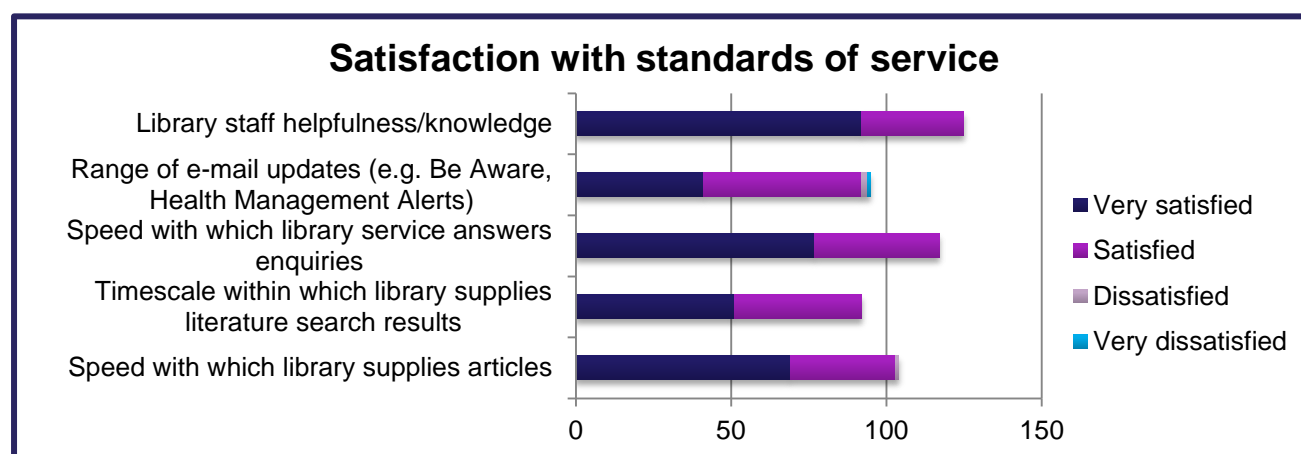
suggestions via a post on the SSSFT intranet forum was unsuccessful.

7.2 Standards of service

- Action points:
- develop a mechanism for people to request updates on topics not already covered;
 - raise awareness of tailored current awareness options such as database alerts

The chart below (and table 15) shows that satisfaction tended to be higher with the standards of service than with resources. There was a little dissatisfaction with the range of e-mail alerts – the library already provides a choice of about 70 topics but clearly, with the breadth of roles within the two Trusts, there are some areas missing.

Compared to responses to the 2013 survey, there was a reduction in the number of respondents dissatisfied with any standards of service, but also a slight shift from ‘very satisfied’ to ‘satisfied’.

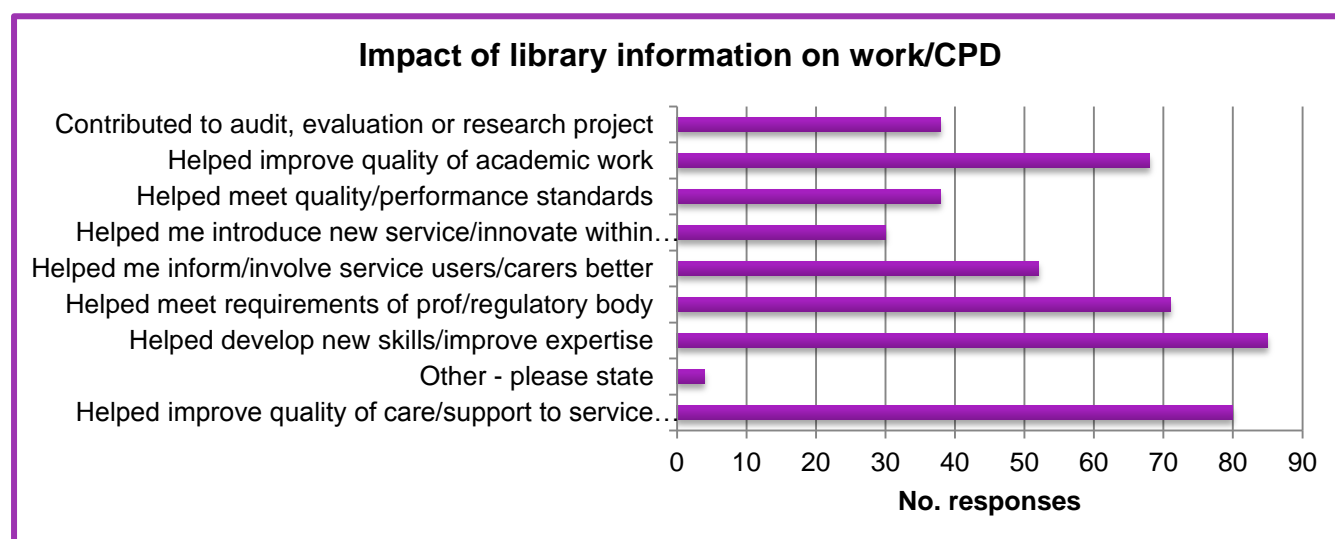


8 Impact of the library on Trust activities and CPD

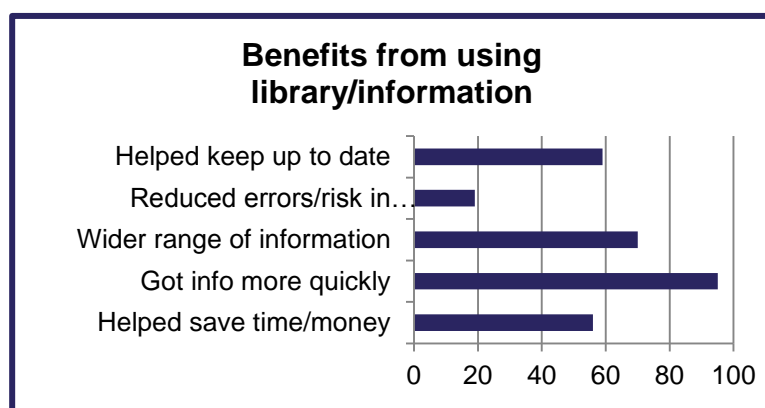
This section of the survey was changed from the 2013 version to move more towards impact of use of information from library services (as opposed to purposes for which the information was used). A question was also added about more generic benefits of using the library services and online information (loosely based on examples in ISO 16439:2014).

8.1 How information obtained from the library or online resources has impacted on work or CPD

Eight of the nine options for this question received at least 30 responses, showing the range of areas that information from the library/online resources has influenced. As shown in the chart below (and table 16), the most common impact was to help develop new skills or improve existing expertise (85 responses), closely followed by help in improving the quality of care or support to service users and carers (80 responses).



8.2 More generic benefits of using the library



Respondents were asked whether they or their team had obtained any from a list of potential benefits from library use (list derived from findings of impact interviews). The most commonly reported benefit was receiving information more quickly (95 respondents), followed by becoming aware of/accessing a

wider range of information than otherwise (70), helping them keep up to date (59) and helping them save time or money (56 respondents). See table 17 for full details.

8.3 Examples of something done or changed as a result of library or online resource use

Respondents were invited to provide an example of how they had used online information or library support to support their work or CPD, or to implement a change. A £25 voucher was offered as an incentive to encourage replies to this question (the winning entry is in the blue box below). 55 'stories' were provided (see Appendix 2). These illustrated how the library supported clinical practice (21); study (18); CPD and teaching (7) and other aspects of work (7).

Library services mentioned included library/online resources (22), staff support (13), article requests (11), literature searches (9), training, library facilities and e-mail updates. 24 hour access and remote access to articles/delivery of books and other resources to the workplace were also mentioned as enabling library use.

Winning 'story':

"The specialist DMI training for inpatient staff working with older people was the direct result of a literature search looking at all the evidence on reducing and managing aggressive behaviour in people who have dementia. It is based on over 2000 references that examine every aspect of the person's care and well-being. By combining the evidence on personalized care and specialist nursing and behavioural analysis, we can be sure that we are giving our patients with dementia the best experience of care that we can and are promoting their functioning and enjoyment of life. They receive better care, the nursing staff feel confident in the quality of their practice, and the rate of assault and injury is substantially reduced."

Examples of improvements in patient care to which library resources/services have contributed included:

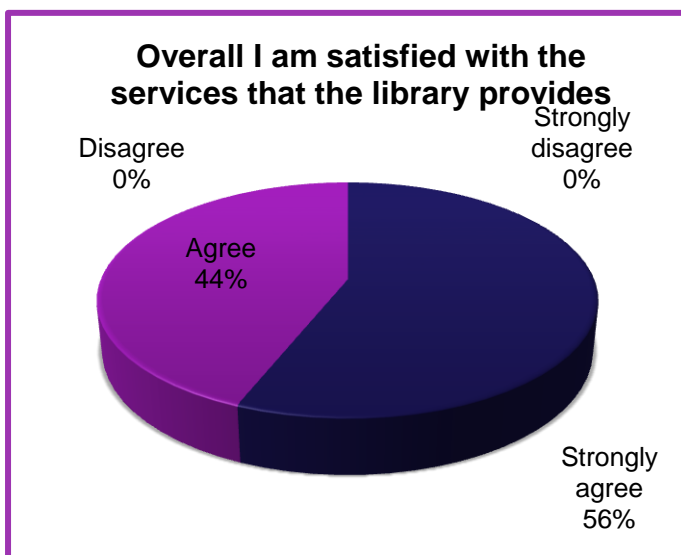
- Introducing new psychotherapeutic approaches such as ACT, DBT and mindfulness into practice
- Providing choice to service users
- Improving management of alcoholic detoxification
- Evaluating practice in milk based diets, leading to an increase in use for weight loss
- Providing evidence base to inform treatment decisions in a complex case that has 'transformed her care and mental health'
- Improving understanding of risk factors leading to situations necessitating a 'crisis response', enabling a more preventative approach

Other examples of how respondents had used the library and/or information included:

- Getting a new job
- Developing confidence in a new role
- Informing decisions not to purchase
- Trust initiatives such as LEAN

- Contributing to partnership working
- Helping admin staff develop background understanding of clinical issues
- Developing management/leadership practice

9 Overall satisfaction with the library



The pie chart (left) and table 19 show that all respondents who expressed an opinion were satisfied with library services, with the majority agreeing strongly. There was little difference in levels of satisfaction between SSSFT and SSOTP. The highest level of satisfaction was amongst AHPs; and users in South Staffordshire were generally more satisfied than those in Shropshire.

16 comments/suggestions were received about library services. The most common theme was appreciation of the speed of library responses to requests (6 respondents). This was followed by

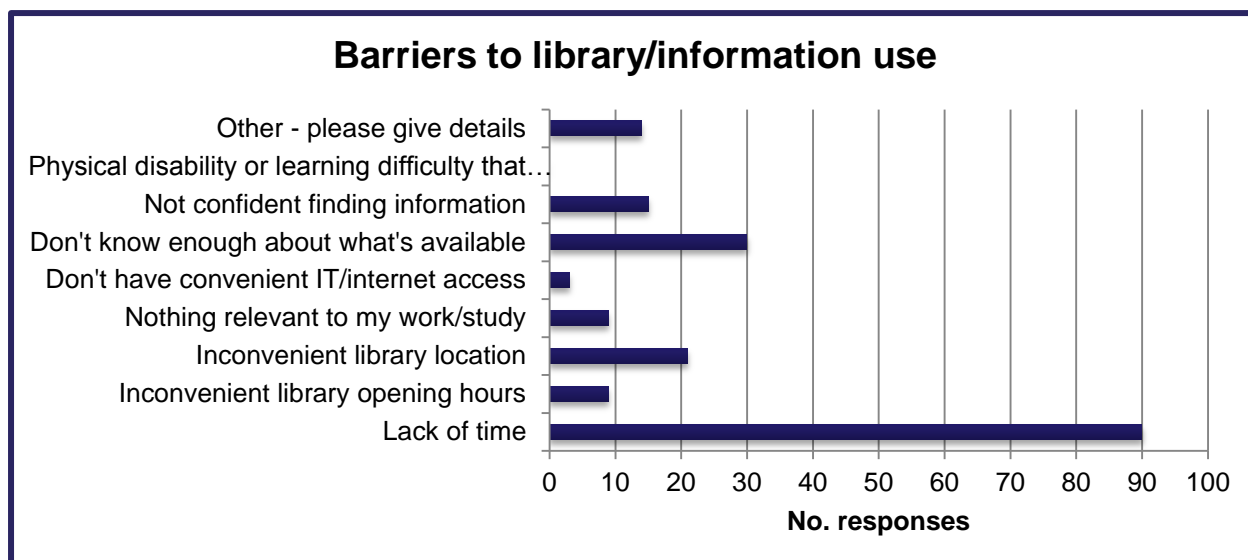
praise for the library staff’s attitude, helpfulness and competence; and valuing the support and resources available (5 each). Four people commented on the closure of Lichfield site library – there was understanding about the reasons behind this, but some regret that it had been necessary. On a more positive note, one respondent commented that using the library service remotely had worked better than anticipated. Three people commented that awareness of the library needed to be improved – two suggesting a higher profile for library services in the induction process.

Action point:

- investigate best way to raise awareness of the library to new starters

10 Barriers to using the library

All respondents (not just library users) were asked about reasons why they did not use the library and/or online resources (more). This question was identical to the one on the 2013 survey and the results had changed little. The chart above (and table 21) shows that, once again, by far the most common reason was lack of time (90 responses), followed by a lack of awareness of what is available from the library (30). On this survey, ‘inconvenient location’ (21) was more of an issue than opening hours (9) – possibly this was due to the closure of the Lichfield library. 15 respondents did not feel confident finding information.



11 Conclusions

11.1 Library use

Overall the survey showed very high levels of satisfaction with library services and resources; and that these make an important contribution to the quality of patient care, staff expertise and compliance with professional and regulatory standards.

There was general satisfaction with the book and journal stock; and with the speed with which the library responds to article requests, enquiries and literature searches. There was a particularly high rating for library staff helpfulness and knowledge, which was borne out in the stories and comments. The results suggest there is no need to change the library's standards of service or to offer an extensive programme of timetabled courses.

Responses showed how library services and resources (print and online) contribute to core Trust activities, helping respondents improve the quality of care and support they provide to service users and carers, develop new skills and expertise, meet standards and produce higher quality academic work. Respondents also reported that using the library and its information resources helped them save time and money, improved the evidence base for their decision-making and reduced risk and error.

Constructive suggestions were made for improving library services and book stock – these will be incorporated into the forthcoming library strategy and annual Delivery Plans. Priorities for the future focus on making access to the evidence base more user-friendly, in particular including more summaries in literature search results and providing a single search box for Trust and online resources.

11.2 Information use

In many respects the way Trust staff search for and use external information has changed little in the last three years: they are still using personal mobile devices alongside Trust computers to search for information; they prefer information sources with straightforward search boxes and immediate access to full text; journal articles, books and guidelines remain the favoured information sources and they still prefer print books over e-books, even now that the library has started buying e-books in a more user-friendly format. However less traditional information sources were also seen as useful by many respondents.

The results of the survey present some challenges to the library: maintaining print and electronic collections is expensive; a balance needs to be struck between immediate easy search facilities and the comprehensiveness of a more thorough search; and the library staff need to review library resource provision and their own skillsets to ensure they are embracing the wider range of information sources now valued by library users.

12 Actions

Action points and strategy pointers resulting from the survey have been identified throughout the text. Where possible action points will be incorporated into the 2016/17 library Annual Delivery Plan, and where not, will be added to the 'backburner' list for inclusion in subsequent plans.

Strategy pointers have been incorporated into the draft Library and Knowledge Services Strategy 2017-20, either in their current format or in a more generic form.

13 References

ISO 16439:2014: Information and documentation — Methods and procedures for assessing the impact of libraries

Acknowledgements

Many thanks to:

- Trust library staff, Information Team and library users for piloting the questionnaire
- Jayne Deaville for judging the library story competition (after shortlisting by the library team)
- Everyone who responded to the main survey