

LKS Library and Knowledge Services

‘Making the Most of Information’ Library Survey 2013 - Appendices

Appendix 2: Survey

Making the Most of Information Survey 2013

1 Your role

Which organisation do you work for or study at?

- South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT)
- Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP)
- Keele University
- Staffordshire University
- Other - please state _____

What is your occupational group?

<input type="radio"/> Administrative	<input type="radio"/> Medical and Dental
<input type="radio"/> Allied Health Professional	<input type="radio"/> Nursing and Health Visiting
<input type="radio"/> Corporate/support services	<input type="radio"/> Psychologists
<input type="radio"/> Health and social care support workers	<input type="radio"/> Social care
<input type="radio"/> Management	<input type="radio"/> Students
<input type="radio"/> Other – please state _____	

Where is your main workbase?

- Shropshire
- South Staffordshire
- Telford and Wrekin
- Other - please state _____

2 Your information seeking habits

We're interested in the sort of information you find useful for your work, learning and development, and where you get it from, so we can see how the library can help

What sort of information have you used in the last three months for your work or learning? (tick as many as apply)

- Guidelines (e.g. NICE, Department of Health)
- Brief clinical information (e.g. clinical knowledge summaries)
- Detailed research information (e.g. journal articles)
- Books (print or e-books)
- Trust information (e.g. local policies and procedures, local services)
- Healthy living information (e.g. healthy eating, exercises, lifestyle)
- What other organisations and Trusts are doing
- Internal performance information and reports
- Health related news (e.g. from newspapers, television, web sites, press releases)
- Service user/carer information leaflets
- Other forms of web-based information such as podcasts or Youtube videos
- Other types of information - please state _____

What additional sorts of information would you expect to need for your work, learning and development over the next six months, if they were available? (tick as many as apply) [on online questionnaire, respondents were only presented with responses they had not selected when answering the previous question]

- Guidelines (e.g. NICE, Department of Health)
- Brief clinical information (e.g. clinical knowledge summaries)
- Detailed research information (e.g. journal articles)
- Books (print or e-books)
- Trust information (e.g. local policies and procedures, local services)
- Healthy living information (e.g. healthy eating, exercises, lifestyle)
- What other organisations and Trusts are doing
- Internal performance information and reports
- Health related news (e.g. from newspapers, television, web sites, press releases)
- Service user/carer information leaflets
- Other forms of web-based information such as podcasts or Youtube videos
- Other types of information - please state _____

If you use a computer or similar device to find information, we'd like to know more about it. Can you tell us which of the following you use for finding or reading information online (tick as many as apply)

- Don't use online information
- Desktop computer
- Laptop computer
- Smartphone/iPhone
- Tablet (e.g. iPad, Android tablet)
- E-book reader (e.g. Kindle)
- Other - please state _____

Most people report that they use Google or Google Scholar to find information. We want to know what may lead you to choose to use one website rather than an alternative.

Please select your FOUR most important features from the list below:

- Short summaries of information
- Regular updates sent to me by e-mail (rather than my having to keep revisiting site to check for new material)
- No need for password
- Sophisticated search options allowing me to find very precise results
- Single point of access for range of material
- Full text information available straight away
- Straightforward to search (e.g. Google-type single search box)
- Quality assured website
- Signposting to a wide range of information though not all information available in full instantly
- Able to browse for information (i.e. choose from list of subjects rather than having to put in own search terms)

3 Keeping up to date

We're interested in how you currently keep up to date in your area of practice.

Please select any from the list below that you currently use (tick as many as apply)

- General e-mail covering broad range of topics
- Range of separate e-mails on specific topics
- Journal Table of Contents by e-mail
- List of latest articles matching a specific search
- Browsing selected website/online journals
- Browsing print journals
- Twitter/Facebook
- Colleagues' recommendations
- Quick search when the need arises
- Other - please state _____

What other ways of keeping up to date might you find useful in the future?

[on online questionnaire, respondents were only presented with responses they had not selected when answering the previous question]

- General e-mail covering broad range of topics
- Range of separate e-mails on specific topics
- Journal Table of Contents by e-mail
- List of latest articles matching a specific search
- Browsing selected website/online journals
- Browsing print journals
- Twitter/Facebook
- Colleagues' recommendations
- Quick search when the need arises
- Other - please state _____

4 Trust library services (including online resources)

Do you use any aspect of NHS Trust library services including online resources (e.g. ATHENS passwords)?

- Yes
- No

If NO, please skip to Section 9

If YES, please continue with the following questions:

Which library sites do you use? (tick as many as apply)

- Stafford (Learning Centre, St. George's)
- Redwoods, Shrewsbury
- Lichfield (St. Michael's Court)
- Use online or by post or telephone only

5 Library Resources

How satisfied are you with the library's books and journals (including online)?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't use/Don't know
Range of books available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How up to date the books in the library are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library's ability to get books not available in the library from elsewhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of journals available (print and online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library's ability to get articles from journals not available locally from elsewhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please give details of any gaps in the book or journal stock the library currently provides

6 Standards of service

How satisfied are you with the following aspects of the library service?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't use/Don't know
Speed with which library supplies articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timescale within which library supplies literature search results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which library service answers enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7 Communications

You can currently communicate with the library by e-mail, post, telephone or by visiting the library in person. In addition, which of the following would you use to consult with the library if they were available? (tick as many as apply)

- Text messaging
- Twitter
- Facebook
- Skype
- Mobile app
- Online chat
- Other - please state _____

8 Training

Which format(s) do you prefer for library training? (tick as many as apply)

- One to one session
- Small group of colleagues
- Course from timetabled programme (max. 6 people)
- E-learning
- Via Skype/WebEx
- Other - please state _____

Which of the following topics would you find it useful to receive training in? (tick as many as apply)

- Searching clinical databases (e.g. Medline)
- Finding quality patient information
- Using Google more effectively
- Keeping up to date
- Critical appraisal of journal articles
- Evaluating information from the internet
- Resources specific to your area or profession, e.g. mental health or district nursing
- Cochrane Library
- Other - please state _____

Please put any further suggestions you would like to make about the Library and Knowledge Services' future training in the box below:

How do you use information you get from the library (including information from online resources)? (tick as many as apply)

- Patient care
- Study or course work
- Professional development
- Service development/planning
- Research
- Advice given to colleagues
- Information for service users and/or carers
- Other - please state _____

Please indicate how much you agree or disagree with the following statement

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know or not applicable
Overall I am satisfied with the services that the library provides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please write any further comments or suggestions about the library service including online resources below

9 And finally

Is there anything that prevents or discourages you from using the library (including online journals and other resources) or its services, either in person or remotely?

(tick as many as apply)

- Lack of time
- Inconvenient library opening hours
- Inconvenient library location
- Nothing relevant to my work/study
- Don't have convenient IT/internet access
- Don't know enough about what's available
- Not confident finding information
- Physical disability or learning difficulty that makes using library and/or online resources difficult
- Other - please give details _____

Thank you very much for taking the time to complete this survey. We will publish the results of the survey, along with actions we are taking, on the library web pages. For further information about the library, please visit our web pages at <http://www.sssft.nhs.uk/library> or e-mail library@sssft.nhs.uk

Prize Draw – you could win one of two £25 gift vouchers!

If you would like to be entered into our prize draw, please add your e-mail address into the box below

Please return your completed survey to any of the site libraries

- Learning Centre, St George's Hospital, Stafford
- 01785 221584 or Ext. 5584 (phone & fax); library @sssft.nhs.uk

- Library Services, St Michael’s Court , Lichfield
- 01543 414555 Ext. 2203; 01543 442031 (fax); library@sssft.nhs.uk
- Redwoods Library, Redwoods Centre, Shrewsbury
- 01743 210110 (phone); 01743 210150 (fax); library@sssft.nhs.uk

Appendix 3: Survey Results

1. Your role Which organisation do you work for or study at?

#	Answer	Response	%
1	South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT)	139	67%
2	Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP)	58	28%
3	Keele University	1	0%
4	Staffordshire University	5	2%
5	Other - please state	6	3%
	Total	209	100%

Other - please state

Coventry and Warwickshire Partnership Trust

Staffordshire Comissioning Support Service

community pharmacy

birmingham and solihull mental health nhs trust

Shrewsbury and Telford Hospital NHS Trust

All of the above except SSOTP

Total Responses

209

2. What is your occupational group?

#	Answer	Response	%
1	Administrative	11	5%
2	Allied Health Professional	45	22%
3	Corporate/support services	2	1%
4	Health and social care support workers	8	4%
5	Management	5	2%
6	Medical and Dental	21	10%
7	Nursing and Health Visiting	72	34%
8	Psychologists	23	11%
9	Social care	6	3%
10	Students	5	2%
11	Other - please state	11	5%
	Total	209	100%

Other - please state

- Community Nursery Nurse
- Psychoanalytic Psychotherapist
- CBT Therapist
- rehabilitation assistant
- Working as CBT therapist
- Psychotherapist
- community drug worker
- Library staff
- assistant practitioner
- psychological therapist
- Occupational therapy tech and OT student

Total Responses

209

3. Where is your main workbase?

#	Answer	Response	%
1	Shropshire	44	21%
2	South Staffordshire	138	66%
3	Other - please state	17	8%
4	Telford and Wrekin	9	4%
	Total	208	100%

Other - please state

- Coventry
- North Staffordshire
- Liverpool
- north staffs
- Birmingham
- Stafford and Shrewsbury
- Birmingham
- Royal Shrewsbury Hospital
- Liverpool
- Burton
- UHNS
- North Staffordshire
- Stoke on Trent
- North Staffs
- Stoke
- North Staffordshire - Newcastle
- Stoke Health centre

Total Responses

208

2 Your information seeking habits

We're interested in the sort of information you find useful for your work, learning and development, and where you get it from, so we can see how the library can help

What sort of information have you used in the last three months for your work or learning? (tick as many as apply)

#	Answer		Response	%
1	Guidelines (e.g. NICE, Department of Health)		158	77%
2	Brief clinical information (e.g. clinical knowledge summaries)		74	36%
3	Detailed research information (e.g. journal articles)		137	67%
4	Books (print or e-books)		133	65%
5	Trust information (e.g. local policies and procedures, local services)		135	66%
6	Healthy living information (e.g. healthy eating, exercises, lifestyle)		61	30%
7	What other organisations and Trusts are doing		43	21%
8	Internal performance information and reports		38	19%
9	Health related news (e.g. from newspapers, television, web sites, press releases)		93	45%
10	Service user/carer information leaflets		74	36%
11	Other forms of web-based information such as podcasts or Youtube videos		61	30%
12	Other types of information - please state		17	8%

Other types of information - please state

Presentations at conferences

Social Media

database search

Product information - usually web based

Information leaflets in relation to different tyupe of mental health problems available within base.

literature searches

i was not aware of the trust library service - allinforamtion obtained in the last three months was obtained from the intranet, SCLs, internet, colleagues

professional guidelines

online self help courses to disseminate to service users

web based information ie nhs online

google maps / post code finder / clinical syndrome informatiopn

News Alerts - various e.g. Kings Fund, NHS Institue, NHS Employers

Professional guidelines - e.g. HCPC

E-medicine

International web-sites











MOST 2

Royal College of nursing search facility

Total Responses

205

5. What additional sorts of information would you expect to need for your work, learning and development over the next six months, if they were available? (tick as many as apply)

#	Answer		Response	%
1	Guidelines (e.g. NICE, Department of Health)		30	17%
2	Brief clinical information (e.g. clinical knowledge summaries)		70	39%
3	Detailed research information (e.g. journal articles)		33	18%
4	Books (print or e-books)		35	19%
5	Trust information (e.g. local policies and procedures, local services)		30	17%
6	Healthy living information (e.g. healthy eating, exercises, lifestyle)		38	21%
7	What other organisations and Trusts are doing		62	34%
8	Internal performance information and reports		52	29%
9	Health related news (e.g. from newspapers, television, web sites, press releases)		48	27%
10	Service user/carer information leaflets		43	24%
11	Other forms of web-based information such as podcasts or Youtube videos		32	18%
12	Other types of information - please state		18	10%

Other types of information - please state

Directories of information relating to studies

access to journals via athens

It is hard to quantify what this might be as it could be virtually anything that adds to knowledge.

articles, journals, CPD

DVDs

Access to journals related to my speciality, updates on Government policy related information and any other national guidelines

Access to professional Journal i.e. for detailed clinical papers, reviews etc

journals articles books

medical and AHP journals with full text article access

clinical guidelines e.g.RCS and BSPD

Rheumatology

Books

diabetes specific articles

cheese borads

google and youtube for graded exposure

DoH Policies

books on leadership

Much information is now gained and shared via Twitter - the Trust should utilize this much more and allow staff to use social media from work computers.

Total Responses

181

5b. Total responses for sorts of information used – current and in the future

#	Answer	Response
1	Guidelines (e.g. NICE, Department of Health)	188
2	Brief clinical information (e.g. clinical knowledge summaries)	144
3	Detailed research information (e.g. journal articles)	170
4	Books (print or e-books)	168
5	Trust information (e.g. local policies and procedures, local services)	165
6	Healthy living information (e.g. healthy eating, exercises, lifestyle)	99
7	What other organisations and Trusts are doing	105
8	Internal performance information and reports	90
9	Health related news (e.g. from newspapers, television, web sites, press releases)	141
10	Service user/carer information leaflets	107
11	Other forms of web-based information such as podcasts or Youtube videos	93
12	Other types of information - please state	35

6. If you use a computer or similar device to find information, we'd like to know more about it.

Can you tell us which of the following you use for finding or reading information online (tick as many as apply)

#	Answer	Response	%
1	Don't use online information	2	1%
2	Desktop computer	167	86%
3	Laptop computer	132	68%
4	Smartphone/iPhone	87	45%
5	Tablet (e.g. iPad, Android tablet)	61	31%
6	E-book reader (e.g. Kindle)	28	14%
7	Other - please state	2	1%

Other - please state

Kindle for home use. Would use a smart phone or tablet if I had one!

ipod touch

Total Responses

195

7. Most people report that they use Google or Google Scholar to find information. We want to know what may lead you to choose to use one website rather than an alternative. Please select your FOUR most important features from the list below:

#	Answer		Response	%
1	Short summaries of information		92	47%
2	Regular updates sent to me by e-mail (rather than my having to keep revisiting site to check for new material)		47	24%
3	No need for password		67	35%
4	Sophisticated search options allowing me to find very precise results		61	31%
5	Single point of access for range of material		104	54%
6	Full text information available straight away		109	56%
7	Straightforward to search (e.g. Google-type single search box)		115	59%
8	Quality assured website		74	38%
9	Signposting to a wide range of information though not all information available in full instantly		27	14%
10	Able to browse for information (i.e. choose from list of subjects rather than having to put in own search terms)		49	25%

Total Responses

194

8. We're interested in how you currently keep up to date in your area of practice. Please select any from the list below that you currently use (tick as many as apply)

#	Answer		Response	%
1	General e-mail covering broad range of topics		73	38%
2	Range of separate e-mails on specific topics		72	37%
3	Journal Table of Contents by e-mail		40	21%
4	List of latest articles matching a specific search		55	28%
5	Browsing selected website/online journals		137	71%
6	Browsing print journals		87	45%
7	Twitter/Facebook		25	13%
8	Colleagues' recommendations		123	63%
9	Quick search when the need arises		121	62%
10	Other - please state		13	7%

Other - please state
journal
RSS
amadeo
ACPRC JOurnal review
paper format journals and regulatory body website resources
specific interest groups
GDC newsfeed
Nursing standard
professional journals
specific information seeking in response to perceived need PUNS/DENS style
emails sent by library leading to journal articles
Specific site for informtion e.g. CSCI
BJOT JOURNAL

Total Responses	194
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9. What other ways of keeping up to date might you find useful in the future?

#	Answer	Response	%
1	General e-mail covering broad range of topics	47	26%
2	Range of separate e-mails on specific topics	52	29%
3	Journal Table of Contents by e-mail	57	31%
4	List of latest articles matching a specific search	92	51%
5	Browsing selected website/online journals	32	18%
6	Browsing print journals	36	20%
7	Twitter/Facebook	9	5%
8	Colleagues' recommendations	22	12%
9	Quick search when the need arises	30	16%
10	Other - please state	6	3%

Other - please state
there are always advances that aid this kind of information gathering
Print editions of popular journals to browse in the library
More detailed AHP email information re journal articles
email summary of online journal content that is accessible
LinkedIn

Total Responses

182

10. Do you use any aspect of NHS Trust library services including online resources (e.g. ATHENS passwords)?

#	Answer		Response	%
1	Yes		159	83%
2	No		33	17%
	Total		192	100%

Total Responses

192

11. Which library sites do you use? (tick as many as apply)

#	Answer		Response	%
1	Stafford (Learning Centre, St. George's)		70	45%
2	Redwoods, Shrewsbury		40	26%
3	Lichfield (St. Michael's Court)		55	36%
4	Use online or by post or telephone only		42	27%

Total Responses

154

12. How satisfied are you with the library's books and journals (including online)?

#	Question	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't use/Don't know	Total Responses
1	Range of books available	36	77	12	3	27	155
2	How up to date the books in the library are	37	73	11	0	34	155
3	Library's ability to get books not available in the library from elsewhere	80	38	1	0	34	153
4	Range of journals available (print and online)	50	76	11	4	11	152
5	Library's ability to get articles from journals not available locally from elsewhere	94	36	2	0	22	154

Statistic	Range of books available	How up to date the books in the library are	Library's ability to get books not available in the library from elsewhere	Range of journals available (print and online)	Library's ability to get articles from journals not available locally from elsewhere
Total Responses	155	155	153	152	154

13. Please give details of any gaps in the book or journal stock the library currently provides

Text Response

I work in DNLD and there is a real lack of resources relating to learning disabilities and the needs of our client group.

E books would be good to loan

None which I have noticed.

up to date midwifery books and journals, most are out of date or not available on site

more breadth of psychology would always be valuable - not limited to "medical-ised" psychological content.

More on research methodology, adult learning disability, autism and specific books related to speech, communication and dysphagia. But acknowledge that this is a niche and would be expensive to keep up to date with. Easy access to university libraries like Birmingham City University and Wolverhampton University might help

Our athens subscription is rather limited. I am in the middle of doing a literature review for a 'Research Internship' and I have had to use other people's logins to get hold of the articles I required.

I believe this needs to be addressed as a separate issue, to find out what journals/books are required by different professional groups.

Library stocks a wide range of materials but further infor around the field of learning disabilities would be beneficial

more ICD-10 books needed

I think the main issue is that the book stock is very limited and so doesn't generally have the detailed expert information that e.g. I need to refer trainees to. I think the only answer to this is to have specialist books available online because when I lend them mine, they nick them. It might be an idea to have all the professional leads recommend two or three books a year for purchase to ensure that the book stock reflects the clinical work of the Trust.

cognitive analytic therapy books Art Therapy books group therapy books

The Journal of hospital infection

Books regarding Learning disabilities and Learning disability nursing

greater range of books about sensory integration/ assessments A SIPT kit (sensory integration and praxis test) would be extremely useful to be able to access

If gaps are found, then a conversation with the librarian usually helps who envisages to try and remedy the situation.

paediatric books

specialist speech and language therapy / communication

Extremely limited range of dental books/journals

e.g. Unable to access Science Direct Journals and Behaviour Research & Therapy journal ONLINE. Libray staff have been very helpful to email me e-copy of journal articles. Thanks.

staff at redwoods, especially Sue have been brilliant at getting me books and articles when i have requested

Library at Redwoods mainly used for computer access since the move from Shelton rather than books, though i welcome the opportunity to use books still and not just online learning

More books on autism and learning disability and genetic disorders would be useful

Palliative Care
Not used any of these services as based in North Staffs

Total Responses	25
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14. How satisfied are you with the following aspects of the library service?

#	Question	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't use/ Don't know	Total Responses
1	Speed with which library supplies articles	99	37	2	0	17	155
2	Timescale within which library supplies literature search results	88	34	2	1	29	154
3	Speed with which library service answers enquiries	110	35	0	0	11	156

Statistic	Speed with which library supplies articles	Timescale within which library supplies literature search results	Speed with which library service answers enquiries
Total Responses	155	154	156

15. You can currently communicate with the library by e-mail, post, telephone or by visiting the library in person. In addition, which of the following would you use to consult with the library if they were available? (tick as many as apply)

#	Answer	Response	%
1	Text messaging	87	77%
2	Twitter	7	6%
3	Facebook	12	11%
4	Skype	1	1%
5	Mobile app	37	33%
6	Online chat	17	15%
7	Other - please state	7	6%

Other - please state

none

non im happy as it is

email or phone

e mail, phone

would only use those stated

none of above

Total Responses

113

16. Which format(s) do you prefer for library training? (tick as many as apply)

#	Answer		Response	%
1	One to one session		102	65%
2	Small group of colleagues		91	58%
3	Course from timetabled programme (max. 6 people)		26	17%
4	E-learning		86	55%
5	Via Skype/WebEx		3	2%
6	Other - please state		1	1%

Other - please state

leaflet or information available via the Library Web Page

Total Responses

156

17. Which of the following topics would you find it useful to receive training in? (tick as many as apply)

#	Answer		Response	%
1	Searching clinical databases (e.g. Medline)		101	69%
2	Finding quality patient information		53	36%
3	Using Google more effectively		47	32%
4	Keeping up to date		62	42%
5	Critical appraisal of journal articles		80	54%
6	Evaluating information from the internet		59	40%
7	Resources specific to your area or profession, e.g. mental health or district nursing		76	52%
8	Cochrane Library		64	44%
9	Other - please state		3	2%

Other - please state

Keeping up to date with press releases, department of health statements, government policy, local health issues

At present feel ok

Using EBSCO and other similar data bases

Total Responses

147

18. Please put any further suggestions you would like to make about the Library and Knowledge Services' future training in the box below:

Text Response

Very good experience so far.

The library staff have been very helpful in providing literature searches in an efficient manner. One difficulty I have encountered is the need for a hard signed copy of article application forms. This means I have to make a trip to the library to hand them in. If article request forms could be sent via email that would make a difference to how much I accessed library staff.

Perhaps some training for specific professions, done with one member of that profession, that that person could cascade to the rest of the team. i.e. - to tell us which Speech and Language journals we have access to, when they publish, how we can get access. It would be nice for a research lead within a profession to receive Journal contents (of relevant, available journals) when they arrive to share with the rest of the team.

although already mentioned above, i do think support in critically evaluating information is helpful, whether this could be offered as a brief one to one session relating to specific papers?

I would prefer more full text articles immediately too hand due to time and cost

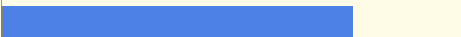







More information on the library as a whole as have only ever used the library at the Clinical Education Centre at UHNS in North Staffs

Any library assistance/training I have received has already been excellent

Total Responses

7

19. How do you use information you get from the library (including information from online resources)? (tick as many as apply)

#	Answer		Response	%
1	Patient care		119	76%
2	Study or course work		100	64%
3	Professional development		146	94%
4	Service development/planning		73	47%
5	Research		86	55%
6	Advice given to colleagues		63	40%
7	Information for service users and/or carers		77	49%
8	Other - please state		6	4%

Other - please state

DoH Allied Health and Nursing Research Internship

Self, family and friends where applicable.

student nurse info

Prepare training

personal curiosity

Developing policies and procedures.

Total Responses

156

20. Please indicate how much you agree or disagree with the following statement

#	Question	Strongly agree	Agree	Disagree	Strongly disagree	Don't know or not applicable	Total Responses
1	Overall I am satisfied with the services that the library provides	92	59	2	0	2	155

Total Responses

155

21. Please write any further comments or suggestions about the library service including online resources below

Text Response

Excellent service very friendly and efficient staff

Add an app please which help finds books.

The staff knowledge and expertise is the primary benefit in these services. Without them the service would be so much less.

Please see previous statement about sending completed article request forms sent via email.

Please see my previous suggestion.

We currently have an extremely efficient librarian who tries her best to assist, however she is restricted by the very limited budget the books. There is a very limited range of paper journals, which frustrates doctors in training. The opening hours for the library is also currently quite limited.

We have been impressed by the speed in which the library responds to our queries and requests. Many thanks

Lichfield library staff are very helpful. i really appreciate the support, help and advice they give.

Disappointed hard copies of books are only available on request at Lichfield library.

I've always found the library staff to be extremely helpful and prompt

I have been incredibly impressed by the librarian (SM) at the Redwoods Library. She is clearly very knowledgeable, and goes the extra mile. She has gone as far as to make me aware of newly published books relevant to my interests that she has come across, even when it is not available in the library.

I hadn't realised that the library could cover so many services!

The library service is only as good as the librarians who operate it and they are excellent. They are friendly always willing to help and provide a professional and efficient service. Online resources are good but I find them somewhat confusing at times.

car parking (when just collecting/dropping off resources) and access into stairwell for Redwoods Library can be awkward. Is there any way of allowing free 10 min parking in the car park or a key-fob for staff at Mytton Oak to access when needed? Thanks

Excellent service helped me with info for poster

i think the library at the redwoods is ace and the staff ultra-ace

Local library (in Lichfield)appears as a ' makeshift' arrangement. It lost the 'look' and design of the previous library. There are many computers but most are very slow and test the patience of the library user. But the services offered by the staff are excellent !

Although I work in Liverpool, I find the library service useful. Many thanks for library staff who have been very efficient and helpful when I made journal article requests.

staff at the redwoods have been excellent as a source of education and information, as well as helping access resources. i cant speak highly enough of them

library services are always supportive of courses we run and do a session on our Warwick course for delegates on how they can access local resources. This has been widely evaluated as being beneficial.

Thank goodness there's still a "physical" library with OOH access!

when i use the athens library to search for journals I am often unable to obtain the full text by clicking the

link

The library service at St Michaels is fantastic. Liz Askew is a total star, never complains and has helped me out on many occasions.

Could have suggestions for new books to order if possible to purchase within field of learning disability

The librarians are very approachable, helpful and keep you fully informed of the progress of any requests.

I have found searches frustrating due to lack of full text articles. As a consequence I tend to use the Royal College of Nursing's site as they also have lots of full text journals on-line too.

Total Responses

26

22. Is there anything that prevents or discourages you from using the library (including online journals and other resources) or its services, either in person or remotely? (tick as many as apply)

#	Answer		Response	%
1	Lack of time		123	76%
2	Inconvenient library opening hours		26	16%
3	Inconvenient library location		25	16%
4	Nothing relevant to my work/study		1	1%
5	Don't have convenient IT/internet access		8	5%
6	Don't know enough about what's available		39	24%
7	Not confident finding information		22	14%
8	Physical disability or learning difficulty that makes using library and/or online resources difficult		1	1%
9	Other - please give details		21	13%

Other - please give details

work base not at St Georges site

Such a pain to use. Not user friendly

It not being made a priority by line managers - it feels like something you should do in your own time even though it can be pivotal to good practice.

I am based in Liverpool, so can only access online resources

Nothing at all. I use regularly, following my 1 to 1 training. thank you

I would find it usefull if Lichfield was open 5 days a week or half a day on a Saturday.

Redwoods library only open part time

our computer is not up to dat enough and is very slow

car parking, key fob requirements at Redwoods (see previous comment)

nothing prevents me.

Lack of time to access location or to complete online searches at times

no

New library has limited facilites for use for a prolonged period.

Library is 30 miles from my work base.

can't recall passwords

none

TUPED from Staffordshire County Council last year and have not been given details of the Library.

Not having the skills to use the site to its full potential

Based in North Staffs so the locations mentioned in this survey not convenient at all and unaware of any online access.

Parking issue at library

n/a

LKS Library and Knowledge Services

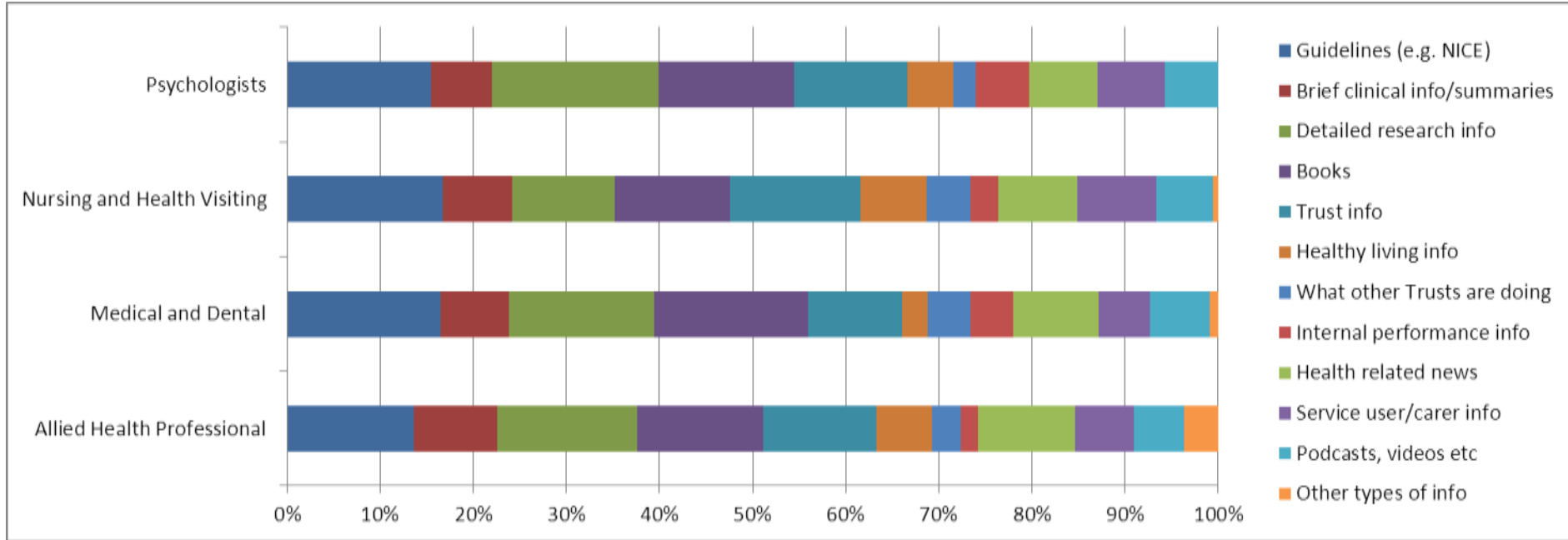
Appendix 4 – Cross-tabulations of survey data Profession by organisation

		1 Your role Which organisation do you work for or study at?						Total
		South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT)	Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP)	Keele University	Staffordshire University	Other - please state	Non-Response	
What is your occupational group?	Administrative	8	3	0	0	0	0	11
	Allied Health Professional	30	14	0	0	1	0	45
	Corporate/support services	1	1	0	0	0	0	2
	Health and social care support workers	4	4	0	0	0	0	8
	Management	4	1	0	0	0	0	5
	Medical and Dental	19	1	0	0	1	0	21
	Nursing and Health Visiting	39	28	0	4	1	0	72
	Psychologists	20	1	0	0	2	0	23
	Social care	4	2	0	0	0	0	6
	Students	3	0	1	1	0	0	5
	Other - please state	7	3	0	0	1	0	11
	Non-Response	0	0	0	0	0	0	0
	Total	139	58	1	5	6	0	209

Information type currently used by occupational group

		2 Your information seeking habits We're interested in the sort of information you find useful...												
		Guidelines (e.g. NICE, Department of Health)	Brief clinical information (e.g. clinical knowledge summaries)	Detailed research information (e.g. journal articles)	Books (print or e- books)	Trust information (e.g. local policies and procedures, local services)	Healthy living information (e.g. healthy eating, exercises, lifestyle)	What other organisations and Trusts are doing	Internal performance information and reports	Health related news (e.g. from newspapers, television, web sites, press releases)	Service user/carer information leaflets	Other forms of web- based information such as podcasts or Youtube videos	Other types of information - please state	Total
What is your occupational group?	Administrative	5	1	2	2	9	2	2	3	1	0	1	0	10
	Allied Health Professional	30	20	33	30	27	13	7	4	23	14	12	8	44
	Corporate/support services	1	0	0	0	1	0	1	0	1	0	0	1	2
	Health and social care support workers	4	3	3	5	5	5	0	2	5	3	1	1	8
	Management	4	0	3	2	4	0	4	3	4	2	3	1	5
	Medical and Dental	18	8	17	18	11	3	5	5	10	6	7	1	21
	Nursing and Health Visiting	61	27	40	45	51	26	17	11	31	31	22	2	71
	Psychologists	19	8	22	18	15	6	3	7	9	9	7	0	23
	Social care	5	1	4	4	4	2	1	2	3	3	1	1	6
	Students	4	2	5	3	2	1	1	1	2	1	2	1	5
	Other - please state	7	4	8	6	6	3	2	0	4	5	5	1	10
Total	158	74	137	133	135	61	43	38	93	74	61	17	205	

Current information use by four main occupational groups responding to survey



Current types of information used by library user or non-library user

2 Your information seeking habits We're interested in the sort of information you find useful...														
		Guidelines (e.g. NICE, Department of Health)	Brief clinical information (e.g. clinical knowledge summaries)	Detailed research information (e.g. journal articles)	Books (print or e-books)	Trust information (e.g. local policies and procedures, local services)	Healthy living information (e.g. healthy eating, exercises, lifestyle)	What other organisations and Trusts are doing	Internal performance information and reports	Health related news (e.g. from newspapers, television, web sites, press releases)	Service user/carer information leaflets	Other forms of web-based information such as podcasts or Youtube videos	Other types of information - please state	Total
4 Trust library services (including online resources) Do you use any aspect of NHS Trust lib...	Yes	129 81.13%	61 38.36%	121 76.10%	114 71.70%	100 62.89%	43 27.04%	30 18.87%	23 14.47%	76 47.80%	56 35.22%	48 30.19%	14 8.81%	159 100.00%
	No	21 63.64%	7 21.21%	12 36.36%	13 39.39%	24 72.73%	14 42.42%	9 27.27%	12 36.36%	12 36.36%	14 42.42%	9 27.27%	3 9.09%	33 100.00%
	Total	150 78.13%	68 35.42%	133 69.27%	127 66.15%	124 64.58%	57 29.69%	39 20.31%	35 18.23%	88 45.83%	70 36.46%	57 29.69%	17 8.85%	192 100.00%

Satisfaction with book and journal stock by organisation

		1 Your role Which organisation do you work for or study at?					
		South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT)	Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP)	Keele University	Staffordshire University	Other - please state	Total
5 Library Resources How satisfied are you with the library's books and journals (including onl... - Range of books available)	Very satisfied	22 20.56%	8 21.05%	0 0.00%	3 60.00%	0 60.00%	36 23.23%
	Satisfied	60 56.07%	15 39.47%	0 0.00%	2 40.00%	0 0.00%	77 49.68%
	Dissatisfied	9 8.41%	3 7.89%	0 0.00%	0 0.00%	0 0.00%	12 7.74%
	Very dissatisfied	2 1.87%	1 2.63%	0 0.00%	0 0.00%	0 0.00%	3 1.94%
	Don't use/Don't know	14 13.08%	11 28.95%	0 0.00%	0 0.00%	2 40.00%	27 17.42%
	Total	107 100.00%	38 100.00%	0 100.00%	5 100.00%	5 100.00%	155 100.00%
5 Library Resources How satisfied are you with the library's books and journals (including onl... - How up to date the books in the library are)	Very satisfied	27 25.23%	8 21.05%	0 0.00%	1 20.00%	1 20.00%	37 23.87%
	Satisfied	52 48.60%	15 39.47%	0 0.00%	4 80.00%	2 40.00%	73 47.10%
	Dissatisfied	10 9.35%	1 2.63%	0 0.00%	0 0.00%	0 0.00%	11 7.10%
	Very dissatisfied	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Don't use/Don't know	18 16.82%	14 36.84%	0 0.00%	0 0.00%	2 40.00%	34 21.84%
	Total	107 100.00%	38 100.00%	0 100.00%	5 100.00%	5 100.00%	155 100.00%
5 Library Resources How satisfied are you with the library's books and journals (including onl... - Library's ability to get books not available in the library from elsewhere)	Very satisfied	60 56.07%	18 50.00%	0 0.00%	2 40.00%	0 0.00%	80 52.29%
	Satisfied	28 26.17%	7 19.44%	0 0.00%	2 40.00%	1 20.00%	38 24.84%
	Dissatisfied	1 0.93%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 0.65%
	Very dissatisfied	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Don't use/Don't know	18 16.82%	11 30.56%	0 0.00%	1 20.00%	4 80.00%	34 22.22%
	Total	107 100.00%	38 100.00%	0 100.00%	5 100.00%	5 100.00%	153 100.00%
5 Library Resources How satisfied are you with the library's books and journals (including onl... - Range of journals available (print and online))	Very satisfied	35 33.65%	13 34.21%	0 0.00%	2 40.00%	0 0.00%	50 32.89%
	Satisfied	50 48.08%	18 47.37%	0 0.00%	3 60.00%	5 100.00%	76 50.00%
	Dissatisfied	8 7.69%	3 7.89%	0 0.00%	0 0.00%	0 0.00%	11 7.24%
	Very dissatisfied	4 3.85%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	4 2.63%
	Don't use/Don't know	7 6.73%	4 10.53%	0 0.00%	0 0.00%	0 0.00%	11 7.24%
	Total	104 100.00%	38 100.00%	0 100.00%	5 100.00%	5 100.00%	152 100.00%
5 Library Resources How satisfied are you with the library's books and journals (including onl... - Library's ability to get articles from journals not available locally from elsewhere)	Very satisfied	68 64.15%	22 57.89%	0 0.00%	4 80.00%	0 0.00%	94 61.04%
	Satisfied	24 22.64%	8 21.05%	0 0.00%	1 20.00%	3 60.00%	36 23.38%
	Dissatisfied	2 1.89%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	2 1.30%
	Very dissatisfied	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Don't use/Don't know	12 11.32%	8 21.05%	0 0.00%	0 0.00%	2 40.00%	22 14.29%
	Total	106 100.00%	38 100.00%	0 100.00%	5 100.00%	5 100.00%	154 100.00%

Barriers to library/online use vs library site used

		Which library sites do you use? (tick as many as apply)					Total
		Stafford (Learning Centre, St. George's)	Redwoods, Shrewsbury	Lichfield (St. Michael's Court)	Use online or by post or telephone only	Non-Response	
9 And finally Is there anything that prevents or discourages you from using the library (in...	Lack of time	49	26	37	28	21	123
	Inconvenient library opening hours	10	12	6	6	3	26
	Inconvenient library location	7	5	8	8	8	25
	Nothing relevant to my work/study	0	0	1	1	0	1
	Don't have convenient IT/Internet access	2	1	3	4	1	8
	Don't know enough about what's available	6	8	5	4	19	39
	Not confident finding information	11	1	8	5	4	22
	Physical disability or learning difficulty that makes using library and/or online resources difficult	0	1	0	0	0	1
	Other - please give details	8	3	6	5	5	21
	Non-Response	10	8	7	9	21	48
Total		70	40	55	42	55	209

Barriers to library/online user by library user/non-user

		9 And finally Is there anything that prevents or discourages you from using the library (in...										
		Lack of time	Inconvenient library opening hours	Inconvenient library location	Nothing relevant to my work/study	Don't have convenient IT/internet access	Don't know enough about what's available	Not confident finding information	Physical disability or learning difficulty that makes using library and/or online resources difficult	Other - please give details	Non-Response	Total
4 Trust library services (including online resources) Do you use any aspect of NHS Trust lib...	Yes	104	25	18	1	7	22	17	1	16	30	159
	No	19	1	7	0	1	17	4	0	4	2	33
	Non-Response	0	0	0	0	0	0	1	0	1	16	17
	Total	123	26	25	1	8	39	22	1	21	48	209

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Contact Us

- Library website: tinyurl.com/library-sssft
- Library, Learning Centre, St George's Hospital, Stafford, ST18 0FW
01785 221584 or Ext. 5584 (phone & fax); library.stafford@sssft.nhs.uk
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