

‘Making the Most of Information’ survey report 2016 – Appendices

1 Appendix 1 – Survey

**SSSFT Library and Knowledge Services
Providing library and knowledge services to SSSFT and SSOTP
Welcome to the 'Making the Most of Information' survey**

The survey aims to find out how you use information for your work and CPD and, if you use Trust library services, what you think of them at the moment and how we can improve them in the future. Two people will win £25 vouchers - one drawn from people who complete the survey; and the other for the best example of library/online information use to inform work or CPD.

Your role

Q1 Which organisation do you work for or study at?

- South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT) (1)
- Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP) (2)
- Keele University (3)
- Staffordshire University (4)
- Other - please state (5) _____

Q2 What is your occupational group?

- Administrative (1)
- Allied Health Professional (2)
- Corporate/support services (3)
- Health and social care support workers (4)
- Management (5)
- Medical and Dental (6)
- Nursing and Health Visiting (7)
- Psychologists (8)
- Social care (9)
- Students (10)
- Other - please state (11) _____

Q3 Where is your main workbase?

- Shropshire (1)
- South Staffordshire (2)
- Telford and Wrekin (4)
- Other - please state (3) _____

Q4 Can you tell us which of the following equipment (if any) you use for finding or reading information online? (tick as many as apply)

- Don't use online information (1)
- Computer (desktop or laptop) (2)
- Smartphone/iPhone (4)
- Tablet (e.g. iPad, Android tablet) (5)
- Other - please state (7) _____

If 'yes' to Smartphone/iPhone:

Q4A What type of Smartphone do you use to find information? (please tick as many as apply)

- Apple/iPhone (1)
- Android (2)
- Windows (3)
- Other - please state (4) _____

If 'yes' to Tablet (e.g. iPad, Android tablet) Is Selected

Q4B What type of tablet do you use to find information? (please tick as many as apply)

- Apple/iPad (1)
- Android (including Kindle Fire) (2)
- Windows (3)
- Other - please state (4) _____

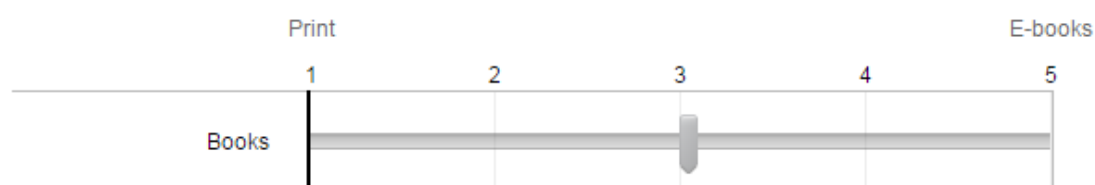
Q5 Most people report that they use Google or Google Scholar to find information. We want to understand what may lead you to choose to use one website rather than an alternative. Please select your FOUR most important features from the list below:

- Short summaries of information (1)
- Regular updates sent to me by e-mail (rather than my having to keep revisiting site to check for new material) (2)
- No need for password (3)
- Sophisticated search options allowing me to find very precise results (4)
- Single point of access for range of material (5)
- Full text information available straight away (6)
- Straightforward to search (e.g. Google-type single search box) (7)
- Quality assured website (8)
- Signposting to a comprehensive range of information though not all information available in full instantly (9)
- Able to browse for information (i.e. choose from list of subjects rather than having to put in own search terms) (10)

Q6

What format do you prefer for books - print or e-books?

(move the slider to show your preference)



Q7 What type of information do you find most useful for your work or CPD? (this will help us prioritise the type of information the library provides access to)

- Summaries of information (synthesised information from a range of sources) (1)
- Journal abstracts (2)
- Full text of journal articles (3)
- Books (print or electronic) (4)
- Guidelines/guidance (e.g. from NICE) (5)
- Podcasts/videos (6)
- News stories (7)
- Examples of what other services/providers are doing (8)
- Other (please state) (9) _____

Q8 Please select your priorities for online information/library services over the next four years

- Literature search results include summary of key results (2)
- Single Google-style search box for Trust and online resources - books, articles etc (3)

- More support for sharing knowledge and good practice within teams/the Trust (4)
- More mobile-friendly services and resources (6)
- More librarian visits to work bases to raise awareness of resources/services (outreach) (7)
- More support for patient information or service users and carers (8)
- Librarian on project/service teams providing evidence e.g. guideline review, service redesign ('clinical librarian') (9)
- 'Pop-up libraries' (occasional stands) away from St George's and Redwoods (5)
- Searching intelligently/critically with Google - promoting why and how to do it (14)
- E-learning modules for search skills, with certificates (17)
- More electronic material, less print (16)
- Other - please state (13) _____

Q8A Please tell us about any other services you'd like the library to provide or support

Information and Search Skills Training

Q9 Which of the following would you find it useful to receive training in? (tick as many as apply)

- Searching clinical databases (e.g. Medline, CINAHL, PsycInfo) (1)
- Finding quality patient information (2)
- Google - how to use it more effectively (3)
- Keeping up to date (4)
- Critical appraisal of journal articles (5)
- Evaluating quality of information from the internet (6)
- Resources specific to your area or profession, e.g. mental health or district nursing (7)
- Cochrane Library (8)
- Study skills, e.g. referencing, finding books and articles (10)
- Other - please state (9) _____

Q10 Which format(s) do you prefer for information/search skills training? (tick as many as apply)

- One to one session (1)
- Small group of colleagues (2)
- Course from timetabled programme (max. 6 people) (3)
- E-learning (4)
- Via Skype/WebEx (5)
- Blended learning (combination of e-learning and tutor-led session) (7)
- Ad hoc support from library staff as required (9)
- Other - please state (6) _____

Q10a Please make any further suggestions about future information/search skills training from the library

Trust library services (including online resources)

Q11 Do you use any aspect of Trust library services including online resources (e.g. ATHENS passwords)?

- Yes (1)
- No (2)

If No Is Selected, Then Skip To Q21

Q12 Which library sites do you use? (tick as many as apply)

- Stafford (Learning Centre, St. George's) (1)
- Redwoods, Shrewsbury (2)
- Use online or by post or telephone (4)

Q13 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 (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How up to date the books are (2)	<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 (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of journals available (print and online) (4)	<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 (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 Please give details of any gaps in the library's book or journal stock

Standards of service

Q15 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 (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timescale within which library supplies literature search results (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which library service answers enquiries (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of e-mail updates (e.g. Be Aware, Health Management Alerts) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library staff helpfulness/knowledge (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How you use information from the library or online resources

Q16 How has information you've obtained through the library and/or online resources (e.g. ATHENS) impacted on you or your team and your work? (tick as many as apply)

- Helped improve the quality of care or support to service users and carers (1)
- Helped develop new skills or improve expertise (9)
- Helped meet requirements of professional/regulatory body (e.g. CPD, appraisal, revalidation) (10)
- Helped me inform or involve service users/carers better (11)
- Helped me introduce a new service or innovate within an existing service (12)
- Helped me/my team meet quality, performance or other standards (13)
- Helped improve quality of assignments/academic work (14)
- Contributed to an audit, evaluation or research project (15)
- Other - please state (8) _____

Q17 What, if any, benefits have you or your team gained from using the library (including information from online resources)? (tick as many as apply)

- Helped save time and/or money (1)
- Meant I got information more quickly (2)
- Made me aware of/helped me access a wider range of information (3)
- Reduced errors/risk in practice (5)
- Helped me/my team keep up to date (7)
- Other (please state) (8) _____

Q18 Please tell us about an example of something you have done or changed as a result of information from the library and/or online/ATHENS resources (A £25

voucher will be awarded for the best answer as judged by library staff - remember to supply your e-mail address at the end of the survey to take part. The library may use answers to this question to show how the library supports the Trusts and their staff)

Q19 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 (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20 Any further comments or suggestions about the library service including online resources

Q21 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 (1)
- Inconvenient library opening hours (2)
- Inconvenient library location (3)
- Nothing relevant to my work/study (4)
- Don't have convenient IT/internet access (5)
- Don't know enough about what's available (6)
- Not confident finding information (7)
- Physical disability or learning difficulty that makes using library and/or online resources difficult (8)
- Other - please give details (9) _____

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. We may also use anonymised quotations to illustrate the work of the library in annual reviews and promotional material. For further information about the library, please visit our web pages at www.sssft.nhs.uk/library or e-mail library@sssft.nhs.uk

Prize Draw and Competition! If you would like to be entered into our prize draw, and/or the competition for the best example of library use, please supply your e-mail address below.

2 Appendix 2 – Examples of library use

Information supplied to me by the library staff provided me with robust research to support an evaluation report of a piloted recovery group, which has gone on to inform other students and some practitioners practice both in university and within this Trust.

Passed two masters modules with 3rd in process. All supporting improvement in clinical practice.

I frequently adjust my clinical practice and the psychological therapies I deliver based on information from the library resources. Furthermore, the resources have informed groups for service users that I have planned and delivered and greatly aided my doctorate in clinical psychology. Without the library service it would have taken me a lot longer to search and find the right articles.

Most recently I have borrowed books and accessed articles relevant to third wave cognitive therapy approaches (Mindfulness, ACT, DBT) which have allowed me introduce these ideas and techniques to my practice. While not previously well resourced in these areas the library have been supportive and accommodating in obtaining books and articles as appropriate. For this I am very grateful.

I have been able to gain information relevant to a Post Grad Diploma I am undertaking. I have also used information from the email updates to incorporate into induction/leadership programmes

Having recently gone back into education while working, I have just started writing my first essay! Online search engines for finding journal articles were great, they made my literature search quick and easy. I was particularly happy with being able to gain access to the full articles to print. So far I have only had to use Staffordshire university's Summons search and I found everything I needed, but knowing I am able to login to Athens as a NHS employee is another great resource. Now I am not dreading the literature searches which I used to find long, hard and boring!

I spend a lot of time at The Redwoods library. The staff are very welcoming and accommodating. I plug in my laptop and access the Wi-Fi. I have managed to complete various pieces of work including putting together teaching sessions on the dementia skills framework, Mindfulness, clinical supervision and use the space for other professional work eg completing supervision graphs and student nurse induction packs. I have discussed subjects with the staff and have suggested books that maybe of interest. The library is a wonderful environment that is conducive to my learning, my little sanctuary. Shush.... don't tell everyone or they'll all want to come....

I have been able to complete my Foundation Degree in Mental Health with the help and expertise of the staff at Redwoods library, I have now passed and now am a qualified Assistant Practitioner. I had so much help and support from this team, particularly when I was unwell for a period at the end of last year, the help they provided and quick assistance was greatly appreciated..... THANK YOU!

I will start to use the library service now that I know they can either order new books in to support my new course, or gather them from the larger network to help complete my studies
Used the library to help me with leadership assignments from university. I have changed my way of thinking along the leadership lines and involved the team more in which I work with. I have empowered the team to be more responsive and to act on their own decisions.

As a scientist-practitioner, in my opinion there is no substitute for access to original source material. Utilising books and journal articles was a key part of my training as a clinical psychologist, and continues to be important not only for meeting the CPD requirements of my profession and accreditation with various therapy regulatory bodies, but also so that I can do my job properly. The Trust library facilities, including the extremely helpful and knowledgeable librarians, have time and again made this part of my work straightforward. A straightforward example of this was in being able to access all of the recommended reading prior to attending further training in Schema Therapy, which included a mixture of not-in-stock journal articles and a not-in-print book; everything was obtained through one request, quickly, and without me having to leave my office or do any chasing around (books via internal mail, articles delivered straight to my email). Hats off to the librarians, who have always been able to help with all of my requests, and have always made it seem like it was no trouble.

As a newly qualified social worker, with no background in health, I found it somewhat daunting to work in a medically based team CMHT. However, accessing books and articles (journal) from the library helped me to expand my knowledge around medication, specific mental health conditions, and therapies. This has in turn allowed me to provide a better standard of care, diverse choices for service users in terms of community engagement and financial support via direct payment. In addition to this I feel that I am better able to contribute to the team as a whole, providing specialized information, and skills backed up by the knowledge obtained via library services.

I have learned more about psychology to give me more background and knowledge to hopefully improve how I deal with my manager's emails (as a PA) and to give me greater understanding of the research we carry out.

Obtaining an otherwise unavailable journal article meant that we could inform care home staff as to the best way to manage fronto-temporal dementia. Very little research has been done into this area and so it was crucial that we could obtain one of the few research pieces devoted to this.

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.

Currently undertaking a professional doctorate through Staffordshire University. at the start of my course the librarian at Redwoods did a study skills session with me showing me how to access on line databases and search effectively. The library have been supportive in terms of ordering books and articles and posting or emailing items to me and have been an excellent source of support. I am at the stage of writing up my research now and will hopefully have my degree this time next year.

I have only recently been seconded to the Trust as a trainee and it's all a bit new and scary! I signed up to the library very early on and was impressed with the information on offer as well as the friendliness of staff - they really seem to enjoy what they do! As a result I have gotten off to a great start with my training course and it's helped ease the stress of a new challenge. I feel more in control and I'm on my way to completing my first assignment with help from library resources and ATHENS. I also feel that the library has helped develop and consolidate information learned on my course which has translated directly into my clinical practice.

Reviewed my practice around parathyroid cognitive deficits

Improved knowledge about mindfulness and given ideas for using in a mindfulness group

I have used library services in Stafford for various reasons. Updating my understanding of existing guidelines, clarifying doubts on a certain clinical topics, uncovering biased information, use materials to prepare for my exams....these are to list a few reasons. I liked the most in Stafford library is the way I could do a literary search. I have done literary search for my presentations and article submission, twice so far. The staff are easily approachable and understand very precisely what 'my question' is. They would compile all the relevant articles and respective abstracts in an easy to understand format. They would do this detailed task in a matter of days which is very much appreciable. I wish them all the very best for their further support for all the staff and students in the Trust.

I have been able to complete assignments as part of my masters module

I have used the Library at St George's Hospital to access material relating to substance use, expanding my knowledge of the phenomenon of 'dual diagnosis' in the Forensic setting where I work.

Through research an Audit involving the Library Team I have looked into the current treatment protocols for Alcoholic Detox in patients, and improved their management on the wards.

The library has been a huge support to me in my new role with the trust, providing resources and advice, to build confidence and skills, which in turn has improved the service I provide to the individuals I work with and their carers.

Assistance with the university mentorship course.

I recently accessed the Library services for a literature search to support my preparation for a job interview. The information was passed to me in good time allowing me to add appropriate evidence to my presentation and own knowledge. It supported me to increase my confidence in the knowledge that i had gained and my current skills which allowed me to be successful in getting the job So thank you very much!

I have changed the way I search for information following recent search training at Stafford library. I am now able to make the most of my time and reduce unnecessary reading by getting to the articles I need quicker and more efficiently.

With on site availability and 24 hour access it has rekindled my interest in books and gaining knowledge.

I would love to make one up to have a chance to win the voucher but I just can't do that, and I can't think of any examples at present.

I don't generally use the library as part of my work, but my daughter has ADHD and the email update service has enabled me to access information and articles which have helped me to understand her condition, and which I would otherwise not have known about and/or been able to access.

I completed a Master's Degree, in London in my own time - the library services here gave me the most comprehensive and fastest access to any information I required. The comprehensive scope of the library services in Shropshire equalled anything my co-students had access to across other parts of the country. And the staff were always most helpful and not only willing to help, but were both interested in, and supportive of what I was doing.

I have successfully completed degree modules. The librarians have always been exceptionally helpful to me.

I was able to do a literature review and easily read the literature surrounding a topic. I was then able to write up a case report and get it published.

I have been able to provide a faster service for people by using the library's Just Checking system alongside my team's one.

The seconds tick away from my deadline, I know the bell will soon toll for me. A 3000 word

optional essay prize will look great on your CV, they said. Referencing, some background reading, a barrel of laughs, they said. It is not hard to convince a student to take on a CV enhancing piece of work, as my SSC supervisor found out. Yet once I put pen to paper I owed it to myself to finish. Journal access. Thousands of books. Peace and quiet. All these things I needed were provided by the Redwoods library and writing this essay would have been impossible without it. It really is an untapped resource. Untapped and under-appreciated. For students studying health sciences, access to information can be a big barrier to learning, however the library, more often than not, is the panacea for all these problems.

Redwoods Library Staff are really helpful and kind. I have occasionally used the out of office facility to sit and work in the library. I do live locally to Redwoods so that helps.

The library supported me with literature searching around milk based diets for weight loss. I evaluated our practice as part of a coursework project for my MSc which I then shared with the team and we increased the use of milk diets to produce improved weight loss results. We were then approached by Nottingham University to submit a bid for funding to run research in this area as a result of my coursework. Although we didn't win the bid, there may be further opportunities for this in the future.

Not used recently, but in the past have used for support with literature searches around the administration of certain drugs, where we were being requested to purchase certain consumables and it helped us support the reason why we did not feel this was necessary.

The library and ATHENS resources have assisted my development and support my continuing development as a professional. I am always amazed by how much information is there at my fingertips, it literally takes a few minutes to find what you need. And on those occasions when I have struggled to find something or I have simply needed some help, the librarians have been an excellent support - I would thoroughly recommend their service!

I have incorporated into my clinical work the exploration of 'small acts of living' from a paper of the same name. This involves finding out about the ways people have survived trauma by their acts of resistance, and about highlighting these previously unnoticed skills and qualities and using them as ways to carry on in their lives.

Having a read of books recommended by Quality Improvement - actions to follow. (The book is thick... but Lean)

Using both the library and Athens services I have been able to obtain the necessary books/information to prepare myself for becoming a Certified Leader in the Virginia Mason Production System (based upon the Toyota production system, which itself is about removing waste from processes). Becoming a certified leader in our trust will enable me to lead on Quality improvement initiatives helping to ensure that we put our service users at the forefront of all that we do in the pursuit of providing the service user with the perfect patient experience

Regularly started using library services to undertake research into Assistive Technology, providing support and evidence base to evaluate prospective projects.

I had completed my Masters in 2013, without the support from the Library service, which I accessed from Lichfield, I would have found the literature searching and review very difficult.

Having undertaken an MSc in the last few years I soon learnt to appreciate the help and support I had from the team at the Stafford library. Learning how to search and getting books and articles at great speed was fantastic. This has continued as these skills have continued to be of use in the setting up of a clinic for which I needed to update my knowledge and skills. I have also been able to assist my daughter in her searching skills as she embarks on her student nurse training. We have a unique service in this trust and should value the staff who supports us to deliver the high quality care we deliver.

Almost impossible to single out one example...I routinely ask library staff to conduct searches around issues or topics that I lack knowledge /information/experience about - for example the links between maternal eating disorders and children's eating problems, or identity formation

and attachment issues for identical twins, or parenting after the death of a child. The information I have received from the library has hugely informed my practice and ensured that I am drawing on solid research and evidenced based practice, rather than relying on my own intuition and potentially flawed assumptions. The information received has extended my knowledge and understanding and so has enabled me to offer a more finely focused, relevant and I believe higher quality of service than would otherwise have been the case.

I wanted to access Athens account staff in St George's library very knowledgeable and helpful.

I was able to access the resources I need anywhere and at anytime because of the online material and be able to save them on my computer or iPad to read at later time

I attended a one-to-one session with a wonderful librarian who was incredibly helpful. The session was around familiarising myself with literature searching and using ATHENS to locate the information that I needed, and I learnt so much in a short space of time. Since then I have felt much more confident about conducting literature searches, and feel that I have also become much more efficient at finding what I need and knowing where to look. These sort of skills will be invaluable throughout my training, and in particular as I prepare for my final year thesis.

I have been able to gain a PG diploma in CBT with support from library

We have carried out numerous literature reviews using library / online / Athens resources to inform homegrown research projects that have resulted in the publication of empirical papers that are subsequently used to improve and inform future practices.

I have been able to access information relating to the quality of service provision we provide to children with special needs.

A literature search conducted by the library for me provided invaluable information which I and a patient's GP used to guide our treatment of a patient with a treatment-resistant depressive episode. It has transformed her care and mental health. The patient had a severe depressive episode with significant suicide attempts. This developed after her HRT (for menopausal symptoms) was stopped abruptly when she was diagnosed with breast cancer. The library researched the safety of use of HRT after breast cancer and the use of HRT in depression. The results were extremely helpful in informing discussions between myself, the patient and her GP and resulted in her restarting HRT with huge benefits to her mental and physical health. Without this search, we may have decided we had no alternative but to retry HRT but the literature search enabled the clinicians and patient to make this decision in a very well-informed way. Thank you!!

I have published a paper regarding the Brockington Mother and Baby Unit in a good quality journal. This has showcased our excellent perinatal service to the perinatal community. I am also currently writing two more papers within perinatal mental health. These papers have forged collaboration with North Staffs and Kings College, London. The service that the library provides has been invaluable during the writing of these papers, particularly regarding help in obtaining articles that the Trust is not subscribed to.

I currently work within an Intensive Support Service for people with learning disabilities; this service aims to reduce placement breakdown and avoidable hospital admissions. However, I found upon commencing this role that these terms are extremely vague and often unhelpful. In order to assist my clinical decision making about the risk of breakdown within an individual's support service I conducted a number of literature searches using the library resources. I was able to obtain the full text articles for the vast majority of evidence and those that I could not access the library service was able to speedily source. This evidence then developed my practice and gave an insight into the patient and service factors that may result in the need for a 'crisis' response from health services. Furthermore, it gives us the opportunity, once aware of risk factors, to act in a more preventative manner. This search

has been followed up with a request to the library service to conduct a literature review based around service quality in behaviour that challenges. It was found that service issues have a great impact on the sustainability of placements for people with learning disabilities and so a project has been proposed, working with another Foundation Trust, to develop a self-assessment framework for service providers. This will utilise the evidence sourced by the library and through my own searches, to inform the development of such a resource and hopefully lead to much improved outcomes for the population we support.

Total Responses	55
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3 Appendix 3 – Main survey results

Your role

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

Answer	Response	%
South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT)	166	87%
Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP)	19	10%
Keele University	4	2%
Staffordshire University	2	1%
Other - please state	0	0%
Total	191	100%

Other - please state

Total Responses	191
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2. What is your occupational group?

Answer	Response	%
Administrative	27	14%
Allied Health Professional	31	16%
Corporate/support services	5	3%
Health and social care support workers	20	10%
Management	7	4%
Medical and Dental	19	10%
Nursing and Health Visiting	44	23%
Psychologists	21	11%
Social care	3	2%
Students	4	2%
Other - please state	10	5%
Total	191	100%

Other - please state

Social worker
STR Worker
Research
Psychological Therapies
Adult Weight Management
Research
Research and Innovation
Research

Total Responses	191
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3. Where is your main workbase?

Answer	Response	%
Shropshire	56	29%
South Staffordshire	111	58%
Other - please state	14	7%
Telford and Wrekin	10	5%
Total	191	100%

Other - please state

- HMP Birmingham
- east staffordshire
- stafford
- Burton
- Both Shropshire and South Staffordshire
- Stafford
- Stafford, St. George's Hospital
- The Bridge-Stafford
- stafford
- St. George's Site
- DART Inclusion Isle of Wight HMP
- All areas
- INCLUSION MATTERS WIRRAL

Total Responses	191
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4. Can you tell us which of the following equipment (if any) you use for finding or reading information online? (tick as many as apply)

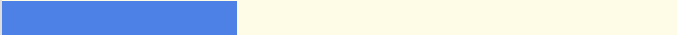

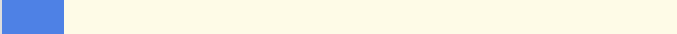

Answer	Response	%
Don't use online information	2	1%
Computer (desktop or laptop)	188	99%
Smartphone/iPhone	123	65%
Tablet (e.g. iPad, Android tablet)	91	48%
Other - please state	1	1%

Other - please state

- Books

Total Responses	190
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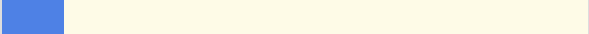

4A. What type of Smartphone do you use to find information? (please tick as many as apply)

Answer		Response	%
Apple/iPhone		60	49%
Android		59	48%
Windows		16	13%
Other - please state		1	1%

Other - please state
Blackberry




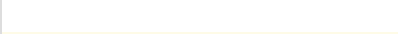




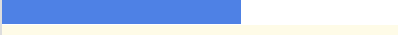

Total Responses	122
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4B. What type of tablet do you use to find information? (please tick as many as apply)

Answer		Response	%
Apple/iPad		59	65%
Android (including Kindle Fire)		36	40%
Windows		12	13%
Other - please state		0	0%

Other - please state

5. Most people report that they use Google or Google Scholar to find information. We want to understand 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	%
Short summaries of information		82	45%
Regular updates sent to me by e-mail (rather than my having to keep revisiting site to check for new material)		41	23%
No need for password		68	38%
Sophisticated search options allowing me to find very precise results		62	34%
Single point of access for range of material		81	45%
Full text information available straight away		108	60%
Straightforward to search (e.g. Google-type single search box)		117	65%
Quality assured website		57	31%
Signposting to a comprehensive range of information though not all information available in full instantly		26	14%
Able to browse for information (i.e. choose from list of subjects rather than having to put in own search terms)		55	30%





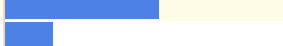
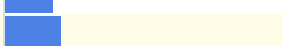

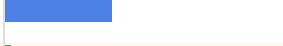

Total Responses	181
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6. What format do you prefer for books - print or e-books? (move the slider to show your preference)

Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
Books	1.00	5.00	2.21	1.13	141

	Rating	Count
Strong preference for print	1	46
	2	46
Slider start point - neutral	3	26
	4	19
Strong preference for e-books	5	4

7. What type of information do you find most useful for your work or CPD? (this will help us prioritise the type of information the library provides access to)

Answer		Response	%
Summaries of information (synthesised information from a range of sources)		83	49%
Journal abstracts		74	43%
Full text of journal articles		115	67%
Books (print or electronic)		95	56%
Guidelines/guidance (e.g. from NICE)		94	55%
Podcasts/videos		29	17%
News stories		34	20%
Examples of what other services/providers are doing		65	38%
Other (please state)		4	2%

Other (please state)

- Twitter
- Case law
- supplementary 'grey' literature generally
- Workbooks/manuals

Total Responses	171
-----------------	-----

8. Please select your priorities for online information/library services over the next four years

Answer	Response	%
Literature search results include summary of key results	108	63%
Single Google-style search box for Trust and online resources - books, articles etc	104	61%
More support for sharing knowledge and good practice within teams/the Trust	62	36%
'Pop-up libraries' (occasional stands) away from St George's and Redwoods	22	13%
More mobile-friendly services and resources	47	27%
More librarian visits to work bases to raise awareness of resources/services (outreach)	36	21%
More support for patient information or service users and carers	41	24%
Librarian on project/service teams providing evidence e.g. guideline review, service redesign ('clinical librarian')	45	26%
Other - please state	5	3%
Searching intelligently/critically with Google - promoting why and how to do it	51	30%
More electronic material, less print	33	19%
E-learning modules for search skills, with certificates	68	40%

Other - please state

more books
 longer e-book loans, easier to access previous ebook loans
 Libraries able to pull in anonymised patient data within the Trust
 more facilities for service users and carers would be useful

Total Responses	171
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8A. Please tell us about any other services you'd like the library to provide or support

Text Response

It would be helpful if the library offered a service whereby a topic of interest could be given to a librarian and they would find most up to date resources on the topic of interest, and updates would be emailed. I believe this is already done for some areas, but it would be helpful to widen this. I am particularly thinking about EMDR and Positive Behaviour Support as areas I'd be interested in receiving updates on, e.g. news articles, journal articles, policies, guidelines, etc.

Summaries of interesting research or developments in mental health with links to articles should you choose to read more. The BPS digest (online) provides an example of how this can be done well. This could also be used direct the way people approach their work and inform CPD.

Na

Full text articles without having to remember passwords - once you've logged into your trust laptop Libraries able to pull in anonymised patient data within the Trust. This would enable practitioners to know the local demographic trend of presentation and this would enhance their clinical approach. Such an example already exist in UK in the form of Clinical Record Interactive Search (CRIS) at South London and Maudsley. I have seen the system and spoken to few of the clinicians about CRIS. Given that SSSFT is one of the biggest Trust in UK and given the fact that the research wing in our Trust is ready to take a big leap in coming years, a system similar to CRIS would be very valuable investment.

Library services have many excellent services they offer and it is not always shared with staff members what services are on offer. I think they sell themselves short

Literature search opportunities have been very useful to myself and colleagues

Most of what I need is project-specific but generally fairly academic. Difficult to predict the needs of future projects therefore. Perhaps more support with specialized, project-based software such Mendeley (which are resource limited in their 'freeware' versions.

Information on research alerts, previously had sent to my email, would like this service.

assisting with searches

more reviews of clinically relevant fiction for children and young adults - and provision of sets of books for book group reading purposes long term loan of books to geographically isolated offices (e.g. in Seisdon Peninsula) - or purchase of copies of such books for us to keep as our own mini library - e.g. eating disorder/self harm guides

Ongoing consultation with services about their learning and evidence needs; thereby informing library purchasing

Total Responses	12
-----------------	----

9. Information and Search Skills Training Which of the following would you find it useful to receive training in? (tick as many as apply)

Answer	Response	%
Searching clinical databases (e.g. Medline, CINAHL, PsycInfo)	81	49%
Finding quality patient information	52	31%
Google - how to use it more effectively	43	26%
Keeping up to date	58	35%
Critical appraisal of journal articles	68	41%
Evaluating quality of information from the internet	55	33%
Resources specific to your area or profession, e.g. mental health or district nursing	69	42%
Cochrane Library	46	28%
Other - please state	6	4%
Study skills, e.g. referencing, finding books and articles	50	30%

Other - please state

Searching clinical databases is critical to my role but i already know how to do this
 None- I really value the time that librarians can save by doing these searches, in the knowledge that they are very skilled at this.
 I feel I'm pretty good at all of the above.
 I feel I have the necessary skills - have done a lot of research and have a doctorate in clinical psychology help with nmc revalidation documentation
 I have only recently completed my nursing degree, a core part of which was sourcing and appraising literature.

Total Responses	166
-----------------	-----

10. Which format(s) do you prefer for information/search skills training? (tick as many as apply)

Answer		Response	%
One to one session		59	35%
Small group of colleagues		100	59%
Course from timetabled programme (max. 6 people)		25	15%
E-learning		84	50%
Via Skype/WebEx		6	4%
Blended learning (combination of e-learning and tutor-led session)		47	28%
Ad hoc support from library staff as required		57	34%
Other - please state		0	0%

Other - please state

Total Responses	169
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10A. Please make any further suggestions about future information/search skills training from the library

Text Response

Skills regarding critical appraisal and different types of articles would be helpful
 I think that the library offer a very good range of services and the staff are most helpful.
 We are an open plan office and would be great for Library services to visit and share what is on offer to our open plan office staff (whom are all within the Trust).
 Optional sessions or learning modules online which can be reaccessed throughout the year

Total Responses	4
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11. Trust library services (including online resources) Do you use any aspect of Trust library services including online resources (e.g. ATHENS passwords)?

Answer	Response	%
Yes	136	80%
No	34	20%
Total	170	100%

Total Responses	170
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12. Which library sites do you use? (tick as many as apply)

Answer	Response	%
Stafford (Learning Centre, St. George's)	84	62%
Redwoods, Shrewsbury	42	31%
Use online or by post or telephone	63	47%

Total Responses	135
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13. Library Resources 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
Range of books available	34	77	7	0	15	133
How up to date the books are	28	79	7	0	20	134
Library's ability to get books not available in the library from elsewhere	53	37	1	0	43	134
Range of journals available (print and online)	33	69	7	1	24	134
Library's ability to get articles from journals not available locally	51	45	2	0	36	134

14. Please give details of any gaps in the library's book or journal stock

Text Response

Sometimes there is only one copy of a book that may be quite popular, this means that it can get requested a lot. It would be helpful to have more copies or to have online books for those that are on high demand.

The library does not stock the best range of social work material (books)

Ideally, I would like a whole range of basic texts available for trainees that I could simply point them to - in my case these would be neuropsychology, dementia and older adult mental health texts. I am always amazed at how brilliant the library are at being able to source the sometimes obscure articles I ask for.

was very pleased that library were able to order books from the British library that I couldn't get elsewhere

Mindfulness with children Interpersonal Therapy with adolescents or Interpersonal therapy
 Journal of human nutrition and dietetics
 Library at St George's - staff have been very helpful in getting journal articles for me. Thank you!
 Not sure what Social Work journals and material is available.
 Psychological therapies books could do with being updated, perhaps by canvassing the trust
 psychologists regarding recommended texts to stock would be useful
 Haven't used it enough to know if there are any gaps unfortunately.
 The Lichfield site was used mostly by me due to work base on the East, answers are from support
 received from that site.
 Young people's fiction on mental health issues Margot Sunderland's workbooks and stories
 Laypersons' guides to neuroscience (e.g. Dan Siegel's work) not sure what else
 I work in an area that is not linked with mental health, understandably the trust has limited
 resources outside of this area, however I have found the journal/article request service fantastic.
 There are very few journals within perinatal psychiatry available
 There are gaps in subject areas within the wider topic of learning disabilities; however, the library
 has been able to request any articles on my behalf and has also purchased books.
 Would it be possible to obtain any training DVDs on ISTDP (Intensive Short-term Dynamic
 psychotherapy) or any dynamic/experiential approaches?

Total Responses	16
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15. Standards of service 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
Speed with which library supplies articles	69	34	1	0	29	133
Timescale within which library supplies literature search results	51	41	0	0	40	132
Speed with which library service answers enquiries	77	40	0	0	15	132
Range of e-mail updates (e.g. Be Aware, Health Management Alerts)	41	51	2	1	37	132
Library staff helpfulness/knowledge	92	33	0	0	6	131

16. How has information you've obtained through the library and/or online resources (e.g. ATHENS) impacted on you or your team and your work? (tick as many as apply)

Answer	Response	%
Helped improve the quality of care or support to service users and carers	80	68%
Other - please state	4	3%
Helped develop new skills or improve expertise	85	72%
Helped meet requirements of professional/regulatory body (e.g. CPD, appraisal, revalidation)	71	60%
Helped me inform or involve service users/carers better	52	44%
Helped me introduce a new service or innovate within an existing service	30	25%
Helped me/my team meet quality, performance or other standards	38	32%
Helped improve quality of assignments/academic work	68	58%
Contributed to an audit, evaluation or research project	38	32%

Other - please state

Helped me to deliver evidence-based training to a wide range of staff. Helped me to refine my practice according to the evidence base so that clinical time is not spent on approaches that are not likely to be productive

helped prepare for job interview

CIPD University Course

not used the library

Total Responses	118
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17. What, if any, benefits have you or your team gained from using the library (including information from online resources)? (tick as many as apply)

Answer	Response	%
Helped save time and/or money	56	49%
Meant I got information more quickly	95	83%
Made me aware of/helped me access a wider range of information	70	61%
Reduced errors/risk in practice	19	17%
Helped me/my team keep up to date	59	51%
Other (please state)	3	3%

Other (please state)

Supported staff to be confident in what they do

Use of the library services is key to fulfillment of my job role within the R&I department

as above

Total Responses	115
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19. 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
Overall I am satisfied with the services that the library provides	64	50	0	0	3	117

Total Responses	117
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20. Any further comments or suggestions about the library service including online resources

Text Response

So far I have been extremely impressed with the library service in the trust. At times I have asked for a specific article which I was unable to get myself and it was emailed to me within hours. Other times the library has paid for articles I urgently needed for my thesis which were only available through the british library. There is a great range of books available. I think its very good that there are no charges to returning books late, and I do my very best not to. The librarians are also excellent, I have received training before in searching for articles which was extremely helpful for my thesis. I also find that all librarians are always extremely friendly and eager to help. Thank you very much!

The library and its staff have done well to adapt to changes which have occurred over the past 12-18 months. While originally sceptical about having a remote library service, I am both pleased and satisfied to discover that this system works well. Thank you again.

thank you for your invaluable support

I am a regular user of the library. I enjoy the bio/fictional books that are available. I have used the library for literature search or specific intervention research. I always find the staff helpful, quick to respond and save me hours of time in researching fruitlessly online. It is a really valuable resource we have and I really value and appreciate the team. Only disappointment is that this is only available in Stafford. It was helpful to have the Lichfield library whilst it was there.

Really appreciate how quickly you can provide articles

The library have been very helpful in finding and providing journals

Sell themselves and their services more

In light of the access we all have at our fingertips now, the need to utilise the library directly is becoming less. However, although I appreciate some of the reasons which may have caused it, I do think it is a loss not having the library facility open at Lichfield. The idea of a "POP UP" could be really interesting.

It's simply brilliant. The support I had from the Libray service when I did my MSc was excellent - especially the Lichfield site - really miss it.

Staff have been really helpful and the delivery service to place of work was appreciated. maybe the library should be promoted to new starters as part of a joining routine, given a log in or shown where there nearest library is, encourage students on placement to use and or help promote the service?

I find the service provided is fast and effective. The staff have always been courteous and customer focused, providing me with the information as I require it without any unnecessary delay. Very pleased with the service.

Some information sending out on research alerts

Always found them quick reliable and supportive

At times I am unable to access Journals that I require for my work; however the library staff always oblige in retrieving the articles required via inter-library loans.

It would be helpful to have a trip to the library as part of trust induction

I really worried about the transition from university into practice; I was concerned about how I would stay up to date and access evidence as easily as I did while training. The library service has really helped me in my first year of practice, and I know I no longer need to worry about being able to access evidence.

Total Responses

16

21. 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)

Answer	Response	%
Lack of time	90	76%
Inconvenient library opening hours	9	8%
Inconvenient library location	21	18%
Nothing relevant to my work/study	9	8%
Don't have convenient IT/internet access	3	3%
Don't know enough about what's available	30	25%
Not confident finding information	15	13%
Physical disability or learning difficulty that makes using library and/or online resources difficult	0	0%
Other - please give details	14	12%

Other - please give details

I do use the online journals but i would visit the library more if there was more publicity about it. You can forget that we have a library.

It should be noted that I believe I do make good use of library facilities, but would obviously like to use them more.

Like everyone else, my NHS time is pressured. I rarely have the luxury to sit and read whole books which is why it is essentially to be able to search for specific journals articles when I need to check something

the location in itself isn't inconvenient but is in a place that i only visit monthly therefore sometimes need to make a special journey

Requests for passwords every five minutes, having to try different routes to get full access, takes too long

Online articles are difficult to access via athens - becomes time consuming

i have forgotten how to access, through not having much time

other library users gossiping too loudly. sorry for being grumpy

unsure of how to get into journals, whether passwords are needed?

Not familiar with the Stafford library - felt really comfortable popping into the Lichfield branch when open.

Use University database instead.

Poor IT and Internet at Torc Campus in Tamworth

No

Total Responses

119

4 Appendix 4 – Cross tabulations

4.1 Satisfaction by organisation

Please indicate how much you agree or disagree with the following statement - Overall I am satisfied with the services that the library provides

		Your role Which organisation do you work for or study at?					Total
		SSSFT	SSOTP	Keele University	Staffordshire University	Other - please state	
	Strongly agree	58	6	0	0	0	64
	Agree	41	5	3	1	0	50
	Disagree	0	0	0	0	0	0
	Strongly disagree	0	0	0	0	0	0
	Don't know or not applicable	2	1	0	0	0	3
	Total	101	12	3	1	0	117

4.2 Satisfaction by workbase

Please indicate how much you agree or disagree with the following statement - Overall I am satisfied with the services that the library provides

	Shropshire	South Staffs	Telford and Wrekin	Other	Total
Strongly agree	18	39	3	4	64
Agree	16	27	3	4	50
Disagree	0	0	0	0	0
Strongly disagree	0	0	0	0	0
Don't know or not applicable	0	3	0	0	3
Total	34	69	6	8	117

4.3 Satisfaction by occupational group

Please indicate how much you agree or disagree with the following statement - Overall I am satisfied with the services that the library provides

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/ N/A	Total
Administrative	3	4	0	0	0	7
AHP	19	3	0	0	1	23
Corporate/support services	3	1	0	0	0	4
Support workers	7	3	0	0	0	10
Management	3	1	0	0	0	4
Nursing and Health Visiting	6	7	0	0	2	15
Psychologists	8	8	0	0	0	16
Social care	0	2	0	0	0	2
Students	0	2	0	0	0	2
Other	2	5	0	0	0	7
Total	64	50	0	0	3	117

4.4 Future priorities by organisation

	SSSFT	SSOTP	Keele University	Staffordshire University	Other - please state	Total
Literature search results include summary of key results	94	8	4	2	0	108
Single Google-style search box for Trust and online resources - books, articles etc	91	10	3	0	0	104
More support for sharing knowledge and good practice within teams/the Trust	56	5	1	0	0	62
'Pop-up libraries' (occasional stands) away from St George's and Redwoods	20	2	0	0	0	22
More mobile-friendly services and resources	39	6	1	1	0	47
More librarian visits to work bases to raise awareness of resources/services (outreach)	31	4	0	1	0	36
More support for patient information or service users and carers	37	4	0	0	0	41
Librarian on project/service teams providing evidence e.g. guideline review, service redesign ('clinical librarian')	42	3	0	0	0	45
Searching intelligently/critically with Google - promoting why and	44	5	1	1	0	51

	SSSFT	SSOTP	Keele University	Staffordshire University	Other - please state	Total
how to do it						
More electronic material, less print	29	3	0	1	0	33
E-learning modules for search skills, with certificates	61	5	0	2	0	68
Other - please state	5	0	0	0	0	5
Total	149	16	4	2	0	171

4.5 Future priorities by workbase

	Shropshire	South Staffs	Telford and Wrekin	Other	Total
Literature search results include summary of key results	35	66	3	4	108
Single Google-style search box for Trust and online resources - books, articles etc	28	67	4	5	104
More support for sharing knowledge and good practice within teams/the Trust	19	36	4	3	62
'Pop-up libraries' (occasional stands) away from St George's and Redwoods	11	8	1	2	22
More mobile-friendly services and resources	11	29	4	3	47
More librarian visits to work bases to raise awareness of resources/services (outreach)	8	21	3	4	36
More support for patient information or service users and carers	14	21	3	3	41
Librarian on project/service teams providing evidence e.g. guideline review, service redesign ('clinical librarian')	11	30	2	2	45
Searching intelligently/critically with Google - promoting why and how to do it	11	36	2	2	51
More electronic material, less print	8	23	1	1	33
E-learning modules for search skills, with certificates	18	44	1	5	68
Other - please state	1	4	0	0	5
Total	51	104	8	8	171

4.6 Future priorities by occupational group

	Admin	AHP	Services Support	Workers Support	Management	Medical	Nursing/HV	Psychologists	Social Care	Students	Other	TOTAL
Literature search results include summary of key results	8	22	2	5	4	11	27	17	2	3	7	108
Single Google-style search box for Trust and online resources - books, articles etc	16	19	4	7	4	9	21	11	2	2	9	104
More support for sharing knowledge and good practice within teams/the Trust	6	10	2	5	2	6	21	4	2	2	2	62
'Pop-up libraries' (occasional stands) away from St George's and Redwoods	2	2	0	2	0	2	7	3	2	1	1	22
More mobile-friendly services and resources	4	7	2	9	0	7	10	3	0	1	4	47
More librarian visits to work bases to raise awareness of resources/services (outreach)	1	7	0	6	1	3	8	7	1	1	1	36
More support for patient information or service users and carers	4	7	2	6	0	6	6	4	2	0	4	41
Librarian on project/service teams providing evidence e.g. guideline review, service redesign ('clinical librarian')	3	8	0	5	3	0	10	11	2	1	2	45
Searching intelligently/critically with Google - promoting why and	7	9	2	5	3	7	7	8	0	1	2	51

	Admin	AHP	Services Support Workers	Support Management	Medical	Nursing/HV	Psychologists	Social Care	Students	Other	TOTAL	
how to do it												
More electronic material, less print	7	0	2	3	1	3	5	6	2	0	4	33
E-learning modules for search skills, with certificates	13	7	1	9	1	6	18	4	2	0	7	68
Other - please state	0	0	0	1	0	1	0	2	0	0	1	5
Total	21	28	5	15	7	18	41	20	3	3	10	171

