

# NHS Library Survey

## 2013

# Summary of Results

## **NHS Library User Survey- 2013**

### **0.Introduction**

From March-April 2013, St. George's Library ran its bi-annual user survey aimed at our NHS users. The survey was carried out in collaboration with other health libraries in South London.

This report will summarise the main findings and how we are responding.

### **0.1Background**

In total there were 457 respondents, 30 % of which identified themselves as either consultants, doctors in training, or staff grade doctors. 90 % of respondents were employed by St. George's Healthcare NHS Trust, including Community Services Division staff.

17.6% of these doctor respondents rated our overall service as excellent and 70.6% judged the service as good.

### **1. Methodology**

The survey, distributed via Survey Monkey, covered the following areas

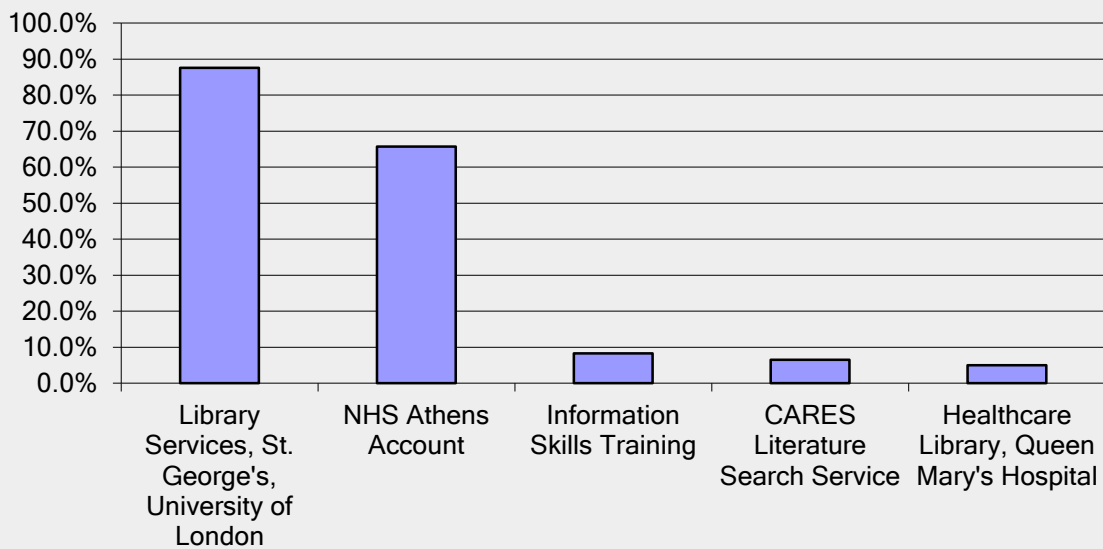
1. Use of library services
2. Impact of library services
3. Priorities for library services
4. Satisfaction with current services and resources
5. Suggestions for improvements to services

### **2. Main Findings**

#### **2.1. Use of library services**

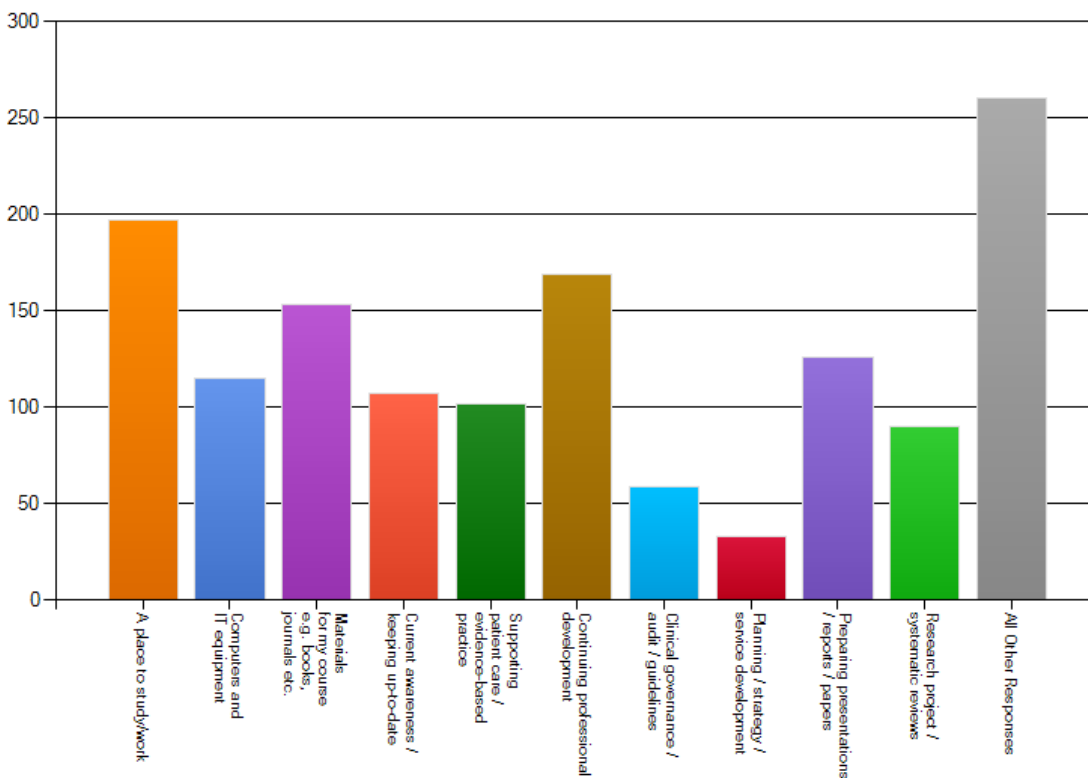
The table below demonstrates that the physical library and the NHS OpenAthens resources are the most popular library services.

**Which of the following Library sites or services have you made use of over the previous 12 months? Please mark all that apply.**



Despite a growing trend for accessing healthcare information online, the library as a place to work was identified as the number 1 (56%) reason why most NHS staff use our service. Nearly 50% said that the library and its resources directly supported their CPD & 44 % of respondents used the library to support material for courses/training.

**How have you used library services? (please tick all that apply)**



## 2.2 Impact of library services

Gathering information on the impact of LKS services in healthcare settings, can help demonstrate the value of investing in these services that underpin the healthcare knowledge base.

This year we asked for free text comments on how information supplied by the library impacted on patient care research, education or current

We received 219 individual responses to this question. Below are some examples of how the information and expertise we provided is perceived and valued by our NHS users.

- 1. I accessed information and new research that enabled me to make a decision regarding patient care. This ensured the patient received the most up to date, relevant care that was appropriate for him. As a result, his condition improved and ulcers he had resolved.*
- 2. Accessing clinical evidence to support a case to our commissioners to fund an unlicensed treatment for patients in our General Intensive Care Unit with a serious and life threatening skin condition*
- 3. Following my literature search, I was able to critically appraise the topic of acid reflux and voice. This led to more informed recommendations being made to voice patients in the ENT department (i.e. raising the head of the bed and lying on the left side are the only evidence-based strategies for reflux management. Behavioural changes such as lowering caffeine and dairy intake require further research, but some individuals report these help.)*
- 4. Information supplied by the library has helped me chair an important meeting in London recently by giving me access to journals that otherwise I would not have been able to use.*
- 5. Access to online journals enabled me to receive new knowledge directly affecting patient care. Also it provides me with an excellent study area for a similar end.*

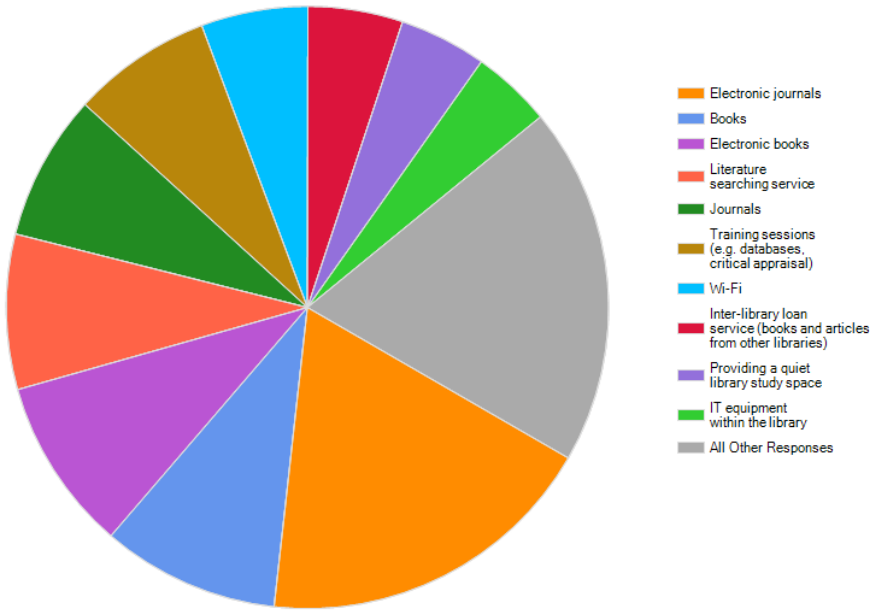
## 2.3 Priorities for library service

We asked respondents to select their top 3 priorities for future library services.

The table below shows that e-journals provision is a major priority for our NHS users.

	Percentage	Response count
<b>1.Electronic Journals</b>	64%	228
<b>2.Books</b>	33.1%	118
<b>3.Electronic books</b>	32.3%	115

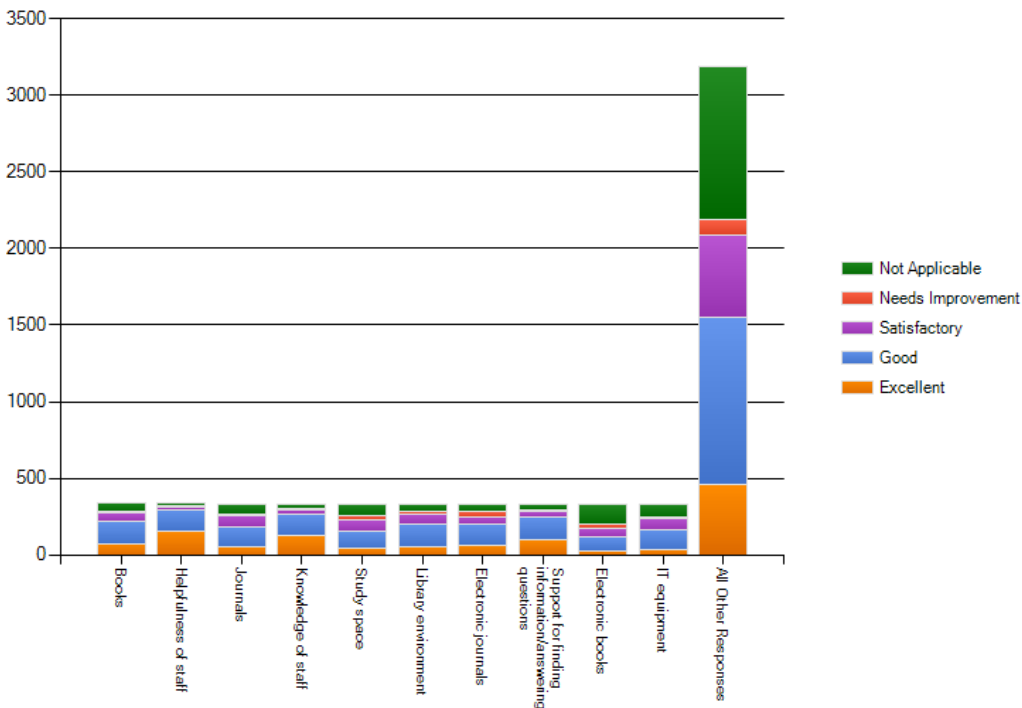
Which of the following should the Library focus on as a priority?  
(please choose a maximum of 3 options)



## 2.4 Satisfaction with current services and resources

In the chart below the areas in orange or blue indicate that users think our services are either (respectively) excellent or good. Overall 75% of respondents rated our services as either good or excellent.

How satisfied are you with the services currently offered by the library? If you do not use a service please tick "Not Applicable".



Electronic journal and ebook provision are areas for improvements, indicated by the red areas.

## 2.5 Suggestions for improvements to services

We asked respondents to give their free text comments on how we could improve things, eliciting 251 responses.

Most of these related to

1. improved off-site access to e-journals
2. more awareness-raising of services, training and resource on offer
3. improvements to library environment

Typical comments include:

*1. I think the service is very good but as mentioned it would be nice if the NHS athens service could encompass more journals or if NHS workers could have access to journals available to the medical school in places outside of the library.*

*2. Only improvements I would suggest is a wider access to online journals and full text articles*

*3. Supply more e-journals which can be accessed by logging into your athens account wherever you are.*

*4. I would appreciate library staff openly offering assistance on how to access Athens during my visits to the library or email alerts for drop-in sessions held by the library for training.*

*5. Make hospital staff more aware of your wonderful service*

## 3 Action Plan

- Closely follow developments of JISC/NHS Extension of HE Resources in 2014, and develop publicity and awareness plan
- Investigate costs of extension of SGUL resource licenses to St. George's Healthcare NHS Trust
- Create library page on Trust's education internet pages
- Work with education staff to include better library information at corporate and medical inductions
- Create database of contacts for circulation of training information, in liaison with education staff
- Improve stock provision in areas identified: audiology, dentistry, clinical genetics
- Continue with Pop-Up Libraries initiative and hold an NHS open day.
- Increase library presence at study days and departmental CPD sessions.
- The Library will bid for funds to redevelop the remaining library space (phase 3)

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