

SLLIB NHS Library Survey 2017 St George's Library

Quick survey breakdown

Responders

- Feedback received from 290 respondents.
- 83.4% identified as being from St George's University Hospitals NHS Foundation trust.
- Largest group were Nursing staff at 27.5%, followed by clinical/medical staff at 22.7%.

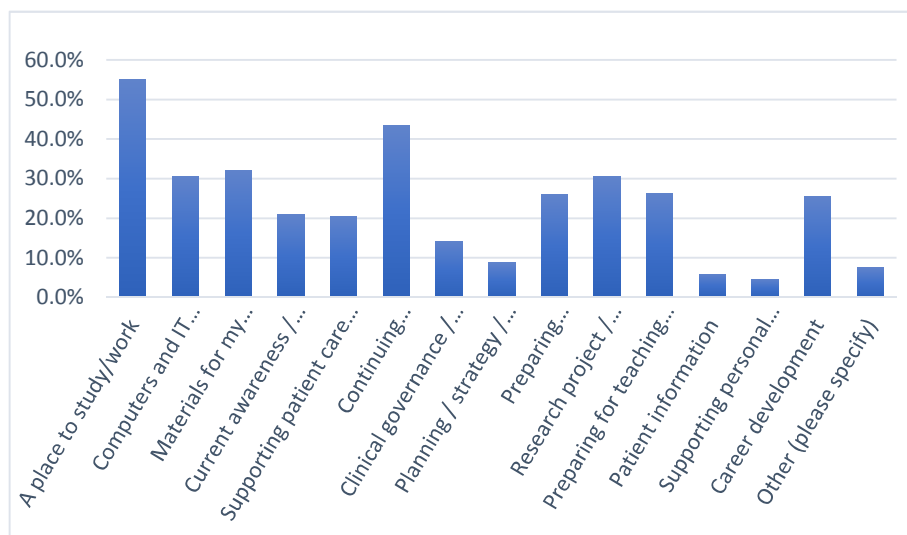
Use of library services

Question 4: Which of the following Library sites or services have you made use of over the previous 12 months?

Library services, St George's Library was the most cited site or service respondents had used in the last 12 months at 80.3%. Followed by NHS OpenAthens at 55.7%, Information Skills Training came in third at 13.6%

Question 5: How have you used library services?

Most identified that they used the library as a place to study and work at 55.2%, followed by for CPD purposes at 43.5%. Materials for my course placed fourth with 32.2%, followed by Research project/systematic review with 30.5%. Other high scoring services include Computing and IT provision also with 30.5%.



Areas which scored in the mid ranges included current awareness/ keeping-up-to-date 20.9% and supporting patient care/evidence based practice with 20.5%.

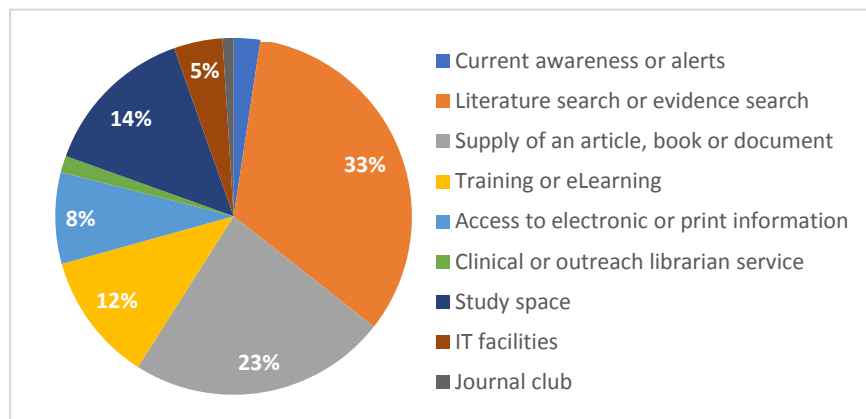
Areas with low percentage scores were Clinical governance/audit/guidelines at 14.2% and planning/strategy/service development with 8.8%.

Impact of library services

Questions 6, 7, 8, 9 and 10 were devised by Knowledge for Healthcare & Health Education England to capture insights and support research on the impact of NHS Libraries in England.

Question 6: Please consider a single recent instance when you used St George's library services. Please indicate how you made use of library services on this single instance.

Responses showed that library services were mainly used to support literature and evidence searches - 32.2% and the supply of articles and books - 23.4%. Study space and training/ e-learning scored highly at 14.1% and 11.7% respectively.



There was a low result for Access to electronic or print information with 8.3%.

Current awareness or alerts, and Clinical or outreach librarian service scored low at 2.4% and 1.5% respectively. Overall there were 205 responses to this question.

Question 7: From that single use of library services or resources how did you use, or how might you use, the information, knowledge or skills gained?

This question was split into looking at how respondents have used the information and how they might use the information. There were 208 responses.

The most cited use for a single use of the library services/resources was for personal and professional development at 174 responses (83.6%), second greatest was for Teaching or Presentations 106 (51%), followed up by Sharing information with, or advising, other staff or colleagues at 104 (50%). Direct patient care had 89 responses, Research 80, and Patient information garnered 69 responses.

The probably will use responses had much lower overall total responses, most respondents indicated they might use the information/knowledge for Organisational / service development / business planning with 57 responses (compared to 25 for how it was used). This was followed up by Legal or ethical questions at 51 and then Teaching and Presentations and Direct patient care with 50 responses each.

When comparing both sets of responses the areas that showed the largest jumps in responses between the two uses were Commissioning or contracting from 6 to 48 and legal and ethical questions 18 to 51 responses.

Question 8: From that single use of library services or resources how did the information, knowledge or skills gained help?

Of the 207 respondents most responded that they had gained new knowledge at 81.2%, then Confirmed prior knowledge or refreshed my memory at 47.8% followed by Generated new ideas at 37.7% and Updated skills at 33.8%.

Question 9: Did your use of library resources or services contribute to any of the following impacts?

Most respondents said that the use of the library services and resources had an immediate contribution towards Personal or professional development with 134 respondents saying that this was so. Next was More informed decision making with 114 responses, and then Improved the quality of patient care with 91 respondents indicating it had had an impact in this area.

Question 10: Please provide brief additional details about the nature of the service and the impact. - 79 responses

The last of the KfH and HEE questions was an open question and there were 79 responses, the top 5 emergent themes, with no. of responses in brackets, were: Literature searches/ research (25), Resources (22), Professional / personal development (21), EBM (15) and Patient care(14).

Question 11: Details of those we may contact for impact case study examples

There are some responses in this set that we could potentially follow up for examples of service impacts case studies. (see appendix 1)

Library priorities

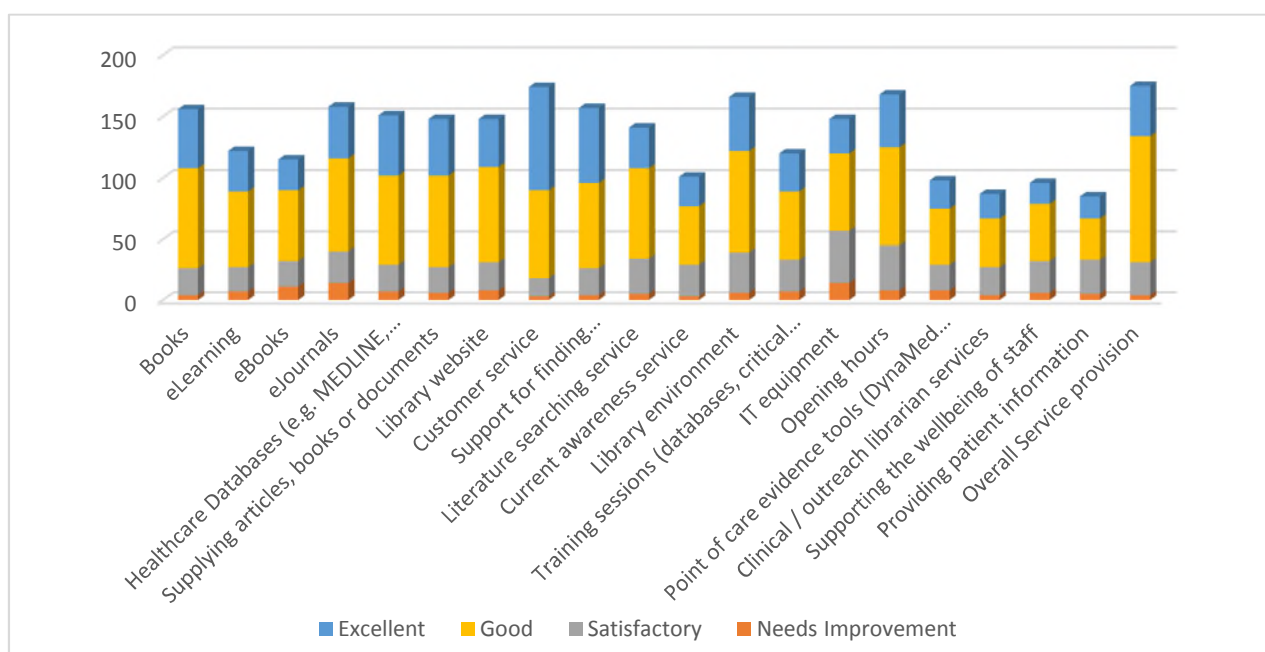
Question 12: Which of the following should the Library focus on as a priority? 203 respondents provided feedback:

eJournals	61.6%
Books	37.4%
Training sessions (databases, critical appraisal)	34.0%
Supplying articles, books or documents	33.5%
Literature searching service	31.5%
eBooks	29.6%
eLearning	26.6%
Wi-Fi	22.2%
Providing study space	20.7%
IT equipment within the library	20.7%
Point of care evidence tools (DynaMed / UpToDate / BMJ Best Practice)	14.3%
Mobile technology (e.g. apps / mobile content / eBook readers)	12.8%
Providing one on one library research support	11.8%
Library opening hours	10.3%
Clinical / outreach librarian services	7.4%
Supporting the wellbeing of staff	6.9%
Other (please specify)	5.9%
Current awareness service	4.4%
Providing patient information	3.9%
More library staff	3.4%

Satisfaction with current library services

Question 13: How satisfied are you with the services currently offered by the library?

This question was split into 5 categories: Excellent, Good, Satisfactory, Needs improvement and Not applicable. Overall 204 users responded to this question. The options with the most responses across all categories were, in order: Books, eLearning, eJournals, Customer service, and IT equipment. Services with the least: Point of care tools, eBooks, Current awareness service, Clinical/outreach librarian service, and Supplying articles, books and documents.



top ten scoring services in the **excellent** category 749 responses

Customer service	43.3%
Support for finding information/answering questions	31.6%
Healthcare Databases (e.g. MEDLINE, CINAHL)	25.7%
Books	24.1%
Opening hours	22.3%
eJournals	21.6%
Overall Service provision	21.1%
Literature searching service	17.2%
eLearning	17.0%
IT equipment	14.4%

top ten scoring services in **good** category 1320

Overall Service provision	53.1%
Library environment	43.7%
Opening hours	41.5%
Library website	41.3%
Books	41.2%
Supplying articles, books or documents	39.7%
eJournals	39.2%
Literature searching service	38.5%
Healthcare Databases (e.g. MEDLINE, CINAHL)	38.2%
Customer service	37.1%

top ten options scoring in **satisfactory** category 511

IT equipment	22.2%
Opening hours	19.2%
Library environment	17.4%
Literature searching service	15.1%
Providing patient information	14.7%
Current awareness service	14.0%
Overall Service provision	13.9%
Supporting the wellbeing of staff	13.8%
Training sessions (databases, critical appraisal)	13.6%
eJournals	13.4%

top ten scoring services in **needs improvement** category 134

eJournals	7.2%
IT equipment	7.2%
eBooks	5.9%
Point of care tools (DynaMed / UpToDate / BMJ Best Practice)	4.3%
Library website	4.2%
Opening hours	4.1%
Healthcare Databases (e.g. MEDLINE, CINAHL)	3.7%
Training sessions (databases, critical appraisal)	3.7%
eLearning	3.6%
Supplying articles, books or documents	3.2%

**The charts above do not show the Not applicable values, the services which scored the highest for this option were: Providing patient information and Clinical / outreach librarian services.*

Suggestions for improvements

Question 14: Please suggest ways in which the Library and Knowledge Services could be improved. We are also very interested in the views of those who do not use the Library. If you do not use the Library, please tell us why and let us know how we could meet your needs.

This was an open response question and there were 118 responses. From those responses the emergent themes are listed below in bold with number of mentions in brackets – actual comments in italics:

E resources, books & journals, and databases (17)

more books on medical physics

books or test geared towards medical supplies

Update Nursing books section

UpToDate or Clinical Key subscription (4)

More ebooks (3)

e journals (4) - "e journals should match the depth of services the Trust covers including neurorehabilitation. You do not just service Doctors"

"More information re e-learning and courses available - ? advertise via email"

Provide access to HSJ (2)

"very little online access to dental journals"

OpenAthens & offsite access (18)

"Access to Athens from work computers (or home computers) not just in library... "

"I have long been concerned at the limited number of journals that an NHS Athens password gives access to.. "

"greater access for NHS staff to full text articles would be great. "

"The open Athens access is poor and does not have many of the journal articles we need. I am fortunate to still be able to access my university's library online databases so myself and colleagues frequently ask me to access articles for them. In genetics we frequently need to look at scientific genetic papers as well as medical ones to inform our decision making."

"Some therapy journals aren't able to be accessed which can be frustrating."

"Our laboratory computers are on the St Georges Hospital network (necessary for communicating patient results) so we cannot access eJournals without coming to the library and logging on there. I dont know if there is a way around this"

"There are some journals that I would like access to via Athens"

"It would be great if access to full text journals could be extended"

Satisfied with service (15)

"I think the library at St Georges is excellent. Helpful staff, always there to help. Always there to explain. Very friendly. Nothing is too much trouble if you don't understand.";

'The library is functioning well it should continue to maintain current services';

'At present I am very satisfied with the Library, I can't think of something I'm not satisfied with!'

Library environment & Library services (inc. Opening hours & out of hours support)

Access to library (2) - cards not working etc

Noise (10)

More study spaces/ quiet areas/group study (4)

"would be useful to be able to get ILLs without a charge"

Opening hours (would like increased) (4)

Out of hours support (1)

Liaison support, teaching, outreach, training and inductions (13)

'more library staff to support with searches'

'Strengthening clinician education through dedicated outreach and training'
'Provide more teaching sessions on useful topics applicable to staff working as well as students';
'Linking in with practice educators and therapy leads on the hospital side to provide and maximise exposure to the excellent teaching available.';
'At times it is difficult to attend available teaching due to the shift rota and that some of the teaching sessions don't run systematically';
'Short 1:1 courses on how to do literature search';
increase support given to post reg nurses

Computers & IT (11)

More NHS computers (9)

'The computers in the Queen Mary's Hospital library often don't work'

Printing - not able to don't understand how to etc (2)

Don't use (12)

'I'm just busy at work really.' – typical sentiment

Promotional/marketing/advertising (5)

'Advertising your services and opening times more'

'Promoting the use of the library across the trust'

'More information re e-learning and courses available –'

'More publication of the service to staff - it is by word of mouth at this stage re the Library service available to staff at Springfield/Tollworth.'

QMH (5)

'I work on the QMH site and find coming over to SGH more challenging but am able to find the majority of things that I need.'

'training on databases at QMR at regular intervals';

'few organised courses at the library but im mainly based in QMH, and its harder for me to get to SGH'

'I am based at QMH so unable to use the library on a regular basis, therefore use elearning more regularly.'

Appendix 1

Please provide brief additional details about the nature of the service and the impact. We are particularly keen to hear about examples where Library & Knowledge Services have provided information or services which have led to a change of practice, improved the quality of patient care or helped contribute to financial effectiveness.

NHS Libraries are encouraged to keep a portfolio of impact case studies and we may wish to contact you directly to discuss your experience in greater detail. If you are happy for us to contact you, please include your email address in the box below.

I gained knowledge about a surgical approach

Access to materials, articles and research resources towards completing my postgraduate degree.

Information for audit data collection. Lit search on pressure ulcer prevention from a MDT approach

The library services in St. George's is good and reliable and the staff are approachable

Was useful point of reference about an unusual case, improved patient care and my confidence in providing it.

IMPROVED PROFESSIONAL PRACTICE AND DEVELOPMENT

For drugs assessment as part of mandatory training I was able to access literature and practice calculations to improve safer drug administration and patient safety.

I attended a training course for using social media. It was a really informative course and I have used as well as shared information from the course with colleagues. To get this kind of course elsewhere I would have had to pay for it but the course was free and onsite during lunch time.

used the dept for my personal improvement of my presentation skills

while doing an audit on Diabetes care I got the latest information on changes to how we record hbA1c and management of a patient with hypoglycaemia - very helpful

I occasionally request papers from ILL which I use in direct clinical care (eg found a specialised questionnaire scale which was directly helpful in the treatment of a traumatised parent) . I also frequently access literature relevant to my clinical work and research interests

I used the library to learn and help design a number of Trust Databases which have improved services I work with on a daily basis. I used the library to learn and deliver clear findings in my data collections. I have used the library to learn from the Georges Inranet staff training and trust policies to help enhance my role within my department as to busy in the department, and too noisy to concentrate.

my research on carcinoids has helped reduce the unnecessary operations.

Easy access therefore enabled me to study - Midwife to improved my practice in general. up to date books.

N/A

Took a MRCS part A revision book out on loan - hopefully added to knowledge to enable me to pass exam

excellent training courses

Literature review on the topic of interest

Excellent help from Karen John-Pierre who patiently guided me through a literature search for my systematic review on shoulder pain after stroke. I was able to publish this in the Journal of Clinical Rehabilitation May 2016. Grateful thanks!

Used St George's Library to obtain books on leadership and personal effectiveness while attending leadership course

Help with research project

My recent research and evidenced based knowledge has helped me update clinical policies, and provide best evidence in both clinical and faculty base teaching.

Using the library to finish my financial training qualification, this will contribute towards being a good support to budget holders who will make well informed financial decisions without compromising patient care.

Evidence based information allowed me to complete my competences and a more confident service giver

Excellent joint working with Library staff. especially Zena. I requested a literature search in the morning. Within 2 hours I was provided with 160 abstracts to review- fantastic

I used the library to study and strengthen my knowledge during a course on non-medical prescribing. I passed the course and now can prescribe for patients, making their treatment from me more time and cost efficient.

was given some training which helped me understand my research better

This does appear quite a biased questionnaire survey, the latter questions (eg q7 or 9) being particularly leading.

Literature search update for my PhD which was about measuring improvement of the quality of root canal treatment in primary care using clinical outcome and patient related outcome measures.

Used library material to study for my MSc and to access knowledge needed whilst starting a new training post - this directly translated to better / smooth consultations with my own patients.

Nursing books used to help develop teaching sessions and practical sessions.

Helped with course work, professional staff.

book loan. Positive impact but lack of Nursing items