

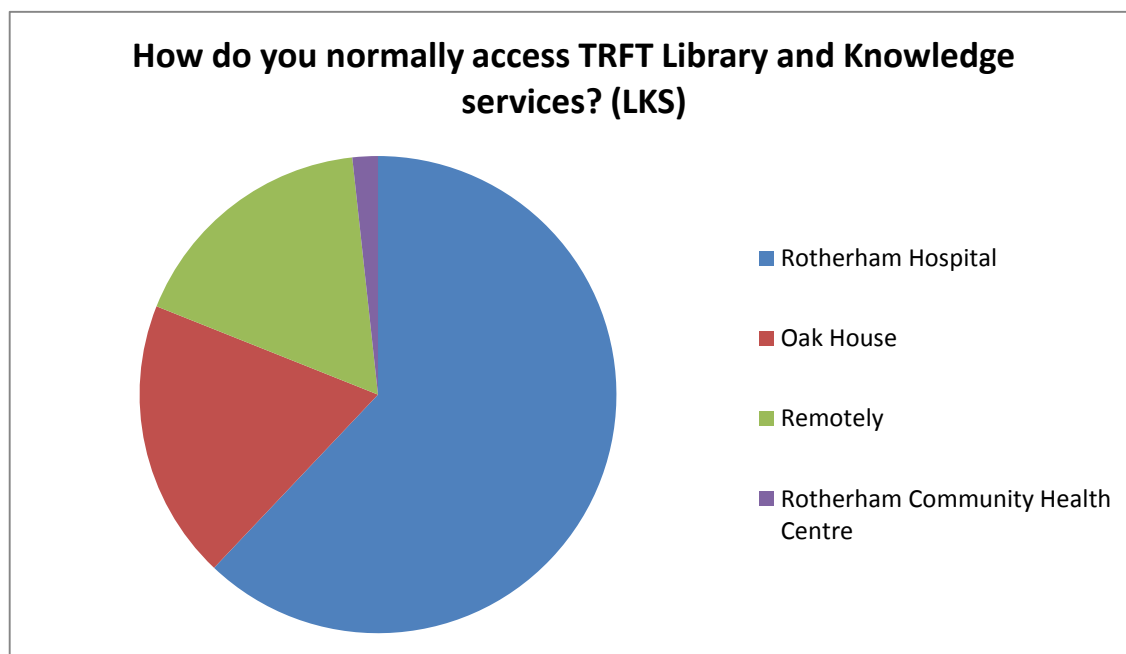
# TRFT Library & Knowledge Service – User Survey 2016

An online questionnaire was circulated to staff in March/April 2016. Paper copies were also made available in our libraries. Forty-nine responses were received.

## PART 1 - What do you think of the Service?

### Q1. How do you normally access TRFT Library and Knowledge Service? (48 responses)

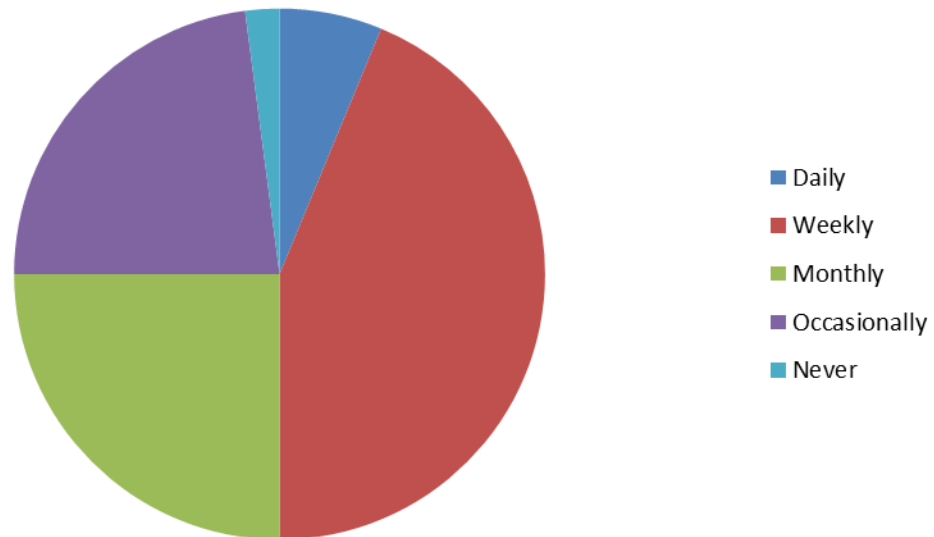
|   |       |    |
|---|-------|----|
| Rotherham Hospital                            | 75%   | 36 |
| Oak House                                     | 22.9% | 11 |
| Rotherham Community Health Centre             | 2.1%  | 1  |
| Remotely via telephone, email or the internet | 20.8% | 10 |



### Q2. How often do you use the Library and Knowledge Service? (48 responses)

|              |       |    |
|--------------|-------|----|
| Daily        | 6.3%  | 3  |
| Weekly       | 43.8% | 21 |
| Monthly      | 25%   | 12 |
| Occasionally | 22.9% | 11 |
| Never        | 2.1%  | 1  |

## How often do you use the LKS?



### Q3. How important are the following services for your work or study?

|   | Very important | Important | Of some importance | Not important | N/A |
|---|----------------|-----------|--------------------|---------------|-----|
| Literature searching                                    | 31             | 13        | 3                  | 0             | 1   |
| Article requests & inter-library loans                  | 26             | 12        | 3                  | 4             | 1   |
| Information skills training                             | 12             | 11        | 11                 | 6             | 4   |
| General enquiry service                                 | 19             | 16        | 6                  | 1             | 0   |
| 24 hour access  | 11             | 2         | 7                  | 14            | 8   |
| Current awareness                                       | 22             | 13        | 5                  | 2             | 2   |
| LKS website and specialty gateways                      | 9              | 12        | 9                  | 2             | 9   |
| Book collection   | 14             | 15        | 6                  | 6             | 3   |
| Journal collection                                      | 19             | 14        | 3                  | 6             | 3   |
| E-books   | 7              | 13        | 10                 | 5             | 7   |
| E-journals  | 13             | 9         | 8                  | 5             | 8   |
| Point of care resources (DynaMed & BMJ Best Practice)   | 14             | 12        | 5                  | 7             | 4   |
| Athens account and databases such as Medline and CINAHL | 27             | 9         | 3                  | 2             | 5   |

|                                      |           |           |           |           |          |
|--------------------------------------|-----------|-----------|-----------|-----------|----------|
| Health promotion resources           | 8         | 10        | <b>16</b> | 4         | 5        |
| Presentation/IT equipment loan       | 8         | 7         | 8         | <b>11</b> | <b>9</b> |
| IT, printing and scanning facilities | 6         | 10        | 6         | <b>12</b> | <b>9</b> |
| Study facilities                     | 12        | 12        | 5         | <b>8</b>  | 7        |
| Self-issue facility                  | 5         | <b>13</b> | 6         | <b>8</b>  | 10       |
| Library staff                        | <b>35</b> | 5         | 3         | 0         | 2        |

**Q4. How do you rate the following Library services?**

|   | Excellent | Good     | Average  | Poor     | N/A       |
|---|-----------|----------|----------|----------|-----------|
| Literature searching                                    | <b>37</b> | 5        | 1        | 0        | 3         |
| Article requests & Inter-library loans                  | <b>33</b> | 4        | 1        | 0        | 6         |
| Information skills training                             | 18        | <b>9</b> | 1        | 0        | 16        |
| General enquiry service                                 | <b>37</b> | 6        | 0        | 0        | 1         |
| 24 hour access  | 13        | 2        | 1        | 0        | <b>27</b> |
| Current awareness                                       | 21        | 8        | 2        | 0        | 12        |
| LKS website and specialty gateways                      | 14        | 5        | 2        | 0        | <b>22</b> |
| Book collection   | 22        | 8        | 3        | 0        | 8         |
| Journal collection                                      | 21        | 7        | 3        | 0        | 11        |
| E-books   | 15        | <b>9</b> | <b>4</b> | 0        | 16        |
| E-journals  | 17        | 6        | <b>4</b> | <b>1</b> | 16        |
| Point of care resources (DynaMed & BMJ Best Practice)   | 18        | 6        | 1        | 0        | 18        |
| Athens account and databases such as Medline and CINAHL | 25        | <b>9</b> | 0        | <b>1</b> | 8         |

|   |           |           |          |   |           |
|---|-----------|-----------|----------|---|-----------|
| <b>Health promotion resources</b>           | 9         | <b>12</b> | 3        | 0 | 19        |
| <b>Presentation/IT equipment loan</b>       | 9         | 4         | <b>4</b> | 0 | <b>26</b> |
| <b>IT, printing and scanning facilities</b> | 8         | <b>11</b> | 3        | 0 | 21        |
| <b>Study facilities</b>                     | 14        | <b>13</b> | <b>4</b> | 0 | 12        |
| <b>Self-issue facility</b>                  | 11        | 7         | 3        | 0 | <b>22</b> |
| <b>Library staff</b>                        | <b>40</b> | 1         | 0        | 0 | 2         |

## **PART 2 - What impact does the Library have?**

Respondents were asked to think of one occasion during the past 12 months when they used the Library & Knowledge Service to access information to support the delivery or improvement of patient care/service development. Then to please answer the next questions with this in mind.

**Q5. Have you used the Library & Knowledge Service in the last 12 months? (47 responses)**

|  |       |    |
|--|-------|----|
| I have used the Library & Knowledge Service in the last 12 months    | 97.9% | 46 |
| I haven't used the Library & Knowledge Service in the last 12 months | 2.1%  | 1  |

**Q6. I asked the Library & Knowledge Service for help because...**

|   | <b>Response Percent</b> | <b>Response Count</b> |
|---|-------------------------|-----------------------|
| <b>I didn't know where to look</b>                                      | 42.6%                   | 20                    |
| <b>I wanted to save time</b>  | 36.82%                  | 17                    |
| <b>I wanted to get a better quality search</b>                          | <b>61.7%</b>            | <b>29</b>             |
| <b>It was urgent and I didn't have time to search myself</b>            | 21.3%                   | 10                    |
| <b>I wanted to confirm that I had already found the key information</b> | 23,4%                   | 11                    |
| <b>I wanted to get a more comprehensive search</b>                      | <b>63.8%</b>            | <b>30</b>             |
| <b>I wasn't confident to search myself</b>                              | 25.5%                   | 12                    |
| <b>I needed to use the library's</b>                                    | <b>53.2%</b>            | <b>25</b>             |

|                          |       |   |
|--------------------------|-------|---|
| books/journals/databases |       |   |
| Other                    | 12.8% | 6 |

**Q7. Did the information provided influence any of the following?**

|  | Response Percent | Response Count |
|--|------------------|----------------|
| Confirmed proposed patient care or treatment | 37%              | 17             |
| Advice given to colleagues                   | 41.3%            | 19             |
| Research activity                            | 56.5%            | 26             |
| Audit  | 21.7%            | 10             |
| Service development and planning             | 43.5%            | 20             |
| Managing costs                               | 8.7%             | 4              |
| Legal or ethical issues                      | 4.3%             | 2              |
| Commissioning                                | 15.2%            | 7              |
| Contracting                                  | 6.5%             | 3              |
| No, it didn't influence any of these         | 6.5%             | 3              |
| Other  | 15.2%            | 7              |

**Q8. Did the information provided lead you to CHANGE some aspect of patient care or treatment?**

|   | Response Percent | Response Count |
|---|------------------|----------------|
| Quality of life for patients or family                      | 13.6%            | 6              |
| Advice given to patients or carers                          | 40.9%            | 18             |
| Reduce the length of hospital stay                          | 6.8%             | 3              |
| Diagnosis   | 22.7%            | 10             |
| Choice of drugs or other treatments                         | 15.9%            | 7              |
| Choice of tests   | 9.1%             | 4              |
| Guideline or pathway development                            | 36.4%            | 16             |
| Avoid unnecessary admission, treatment, tests or procedures | 9.1%             | 4              |
| It did not change any aspects of patient care or treatment  | 13.6%            | 6              |
| Other   | 18.2%            | 8              |

**Q9. Did the information provided have any impact on your learning or teaching?**

|  | Response Percent | Response Count |
|--|------------------|----------------|
| <b>It confirmed my prior knowledge or belief</b>       | 26.7%            | 12             |
| <b>It refreshed my memory of the topic</b>             | 44.4%            | 20             |
| <b>I used it for course work or a dissertation</b>     | 42.2%            | 19             |
| <b>It satisfied my curiosity</b>                       | 17.8%            | 8              |
| <b>No, it didn't impact on my learning or teaching</b> | 4.4%             | 2              |
| <b>I learned something new</b>                         | <b>73.3%</b>     | <b>33</b>      |
| <b>I shared the information with colleagues</b>        | <b>51.1%</b>     | <b>23</b>      |
| <b>I used it for supervision</b>                       | 11.1%            | 5              |
| <b>I used it for teaching purposes</b>                 | <b>48.9%</b>     | <b>22</b>      |
| <b>Other</b>   | 4.4%             | 2              |

**Q10. Please tell us about anything else you did differently as a result of finding this information.**

Developed a business case

As part of my MSc - I recommended the development of a community patient information leaflet - to help prevent hospital admission of people with Parkinson's disease - My systematic review of why people with Parkinson's disease, is in the process of being adapted for journal submission

Began using a different joint injection technique and drug mix when injecting the joint

I realised the issues I studied - patient falls was a world-wide phenomenon.

Managed to get Athens access

I was undertaking my return to practice nursing course and the staff here were incredibly helpful.

I have an interest in the mechanism of metformin action for the control of diabetes. I had been assured this is well known – yet I struggled to find published evidence. I have requested Christine for help. Metformin is very useful: yet there may not be as much HARD evidence in support!! When I really need a good search, I ask the "professionals"!

Helps me with policy and procedure development and ensuring standards

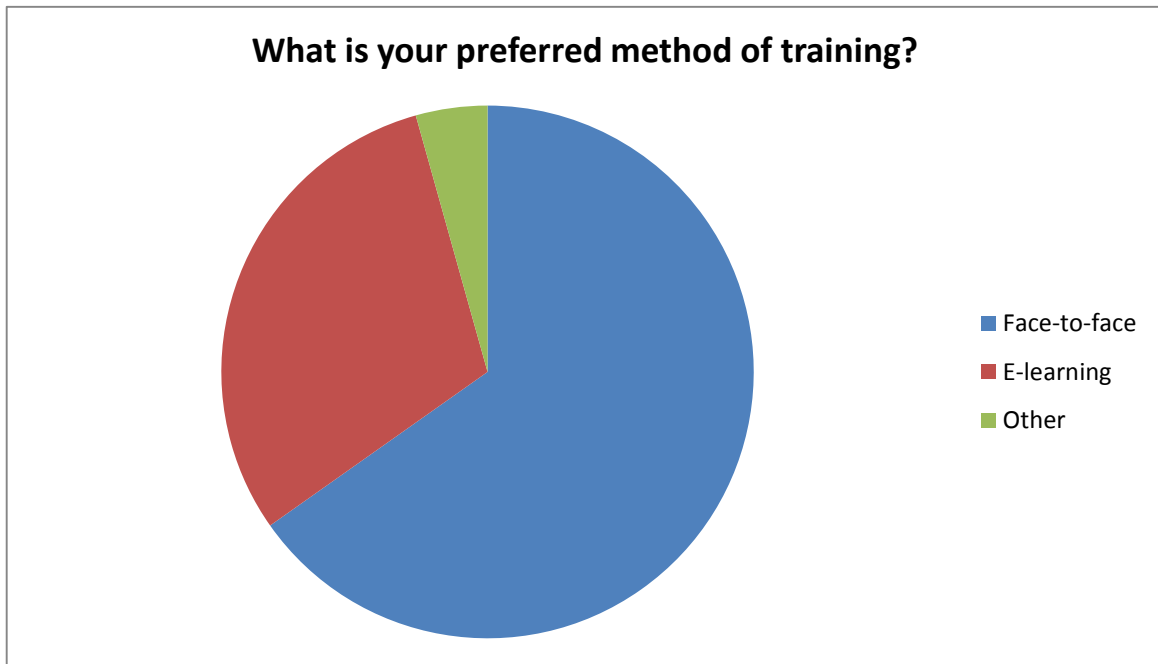
**Q11. I didn't ask the Library & Knowledge Service for help in the last 12 months because... (9 responses)**

|   | <b>Response Count</b> |
|---|-----------------------|
| <b>I didn't know that this service was available</b>  | 0                     |
| <b>I know there is a library service but I didn't know whether I could use it</b>   | 0                     |
| <b>I needed the information when the library was shut</b>   | 0                     |
| <b>I don't have time to visit the library</b>   | 1                     |
| <b>Library staff don't have access to the resource I used</b>   | 1                     |
| <b>I felt confident to find the information myself using databases such as Medline/Pubmed, Cochrane Library and Dynamed etc</b> | 2                     |
| <b>I felt confident to find the information myself using free online sites such as Google and Wikipedia</b>                     | 0                     |
| <b>I didn't think to ask</b>  | 1                     |
| <b>It would have taken too long to get an answer from library staff</b>   | 0                     |
| <b>I didn't think the library staff had the expertise I needed</b>  | 0                     |
| <b>I get everything I need from another library (please state which)</b>  | 0                     |
| <b>Other (please state)</b>   | 6                     |

### PART 3 – Information skills training

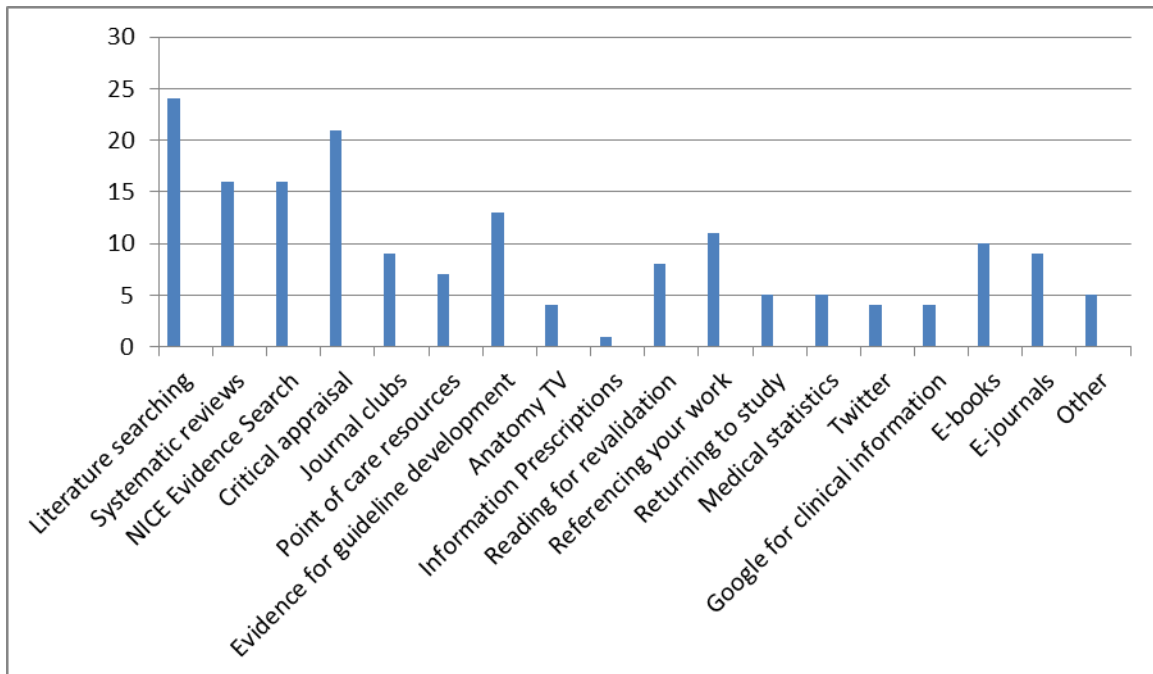
#### What is your preferred method of training? (46 responses)

|              |            |
|--------------|------------|
| Face to face | 30 (65.2%) |
| E-learning   | 14 (30.4%) |
| Other        | 2 (4.3%)   |





**In which areas do you require information skills training in order to assist you with your job, research, professional development or study? (37 responses)**



**What barriers do you experience when attempting to access training? (18 responses)**

Six respondents said they didn't experience any barriers. One comment included:

- *None - I have done the training - very interesting, but I don't do it often enough so forget.*

Ten respondents highlighted time pressures. Comments included:

- *Workload*
- *Time and distance as am travelling from Sheffield*
- *Time/ money*
- *Time available. Patient work comes first.*
- *The peculiar restrictions on my time and availability*
- *Time Quality and Relevance of training*
- *Lack of available time (my time) due to staff shortages (work-load etc)*

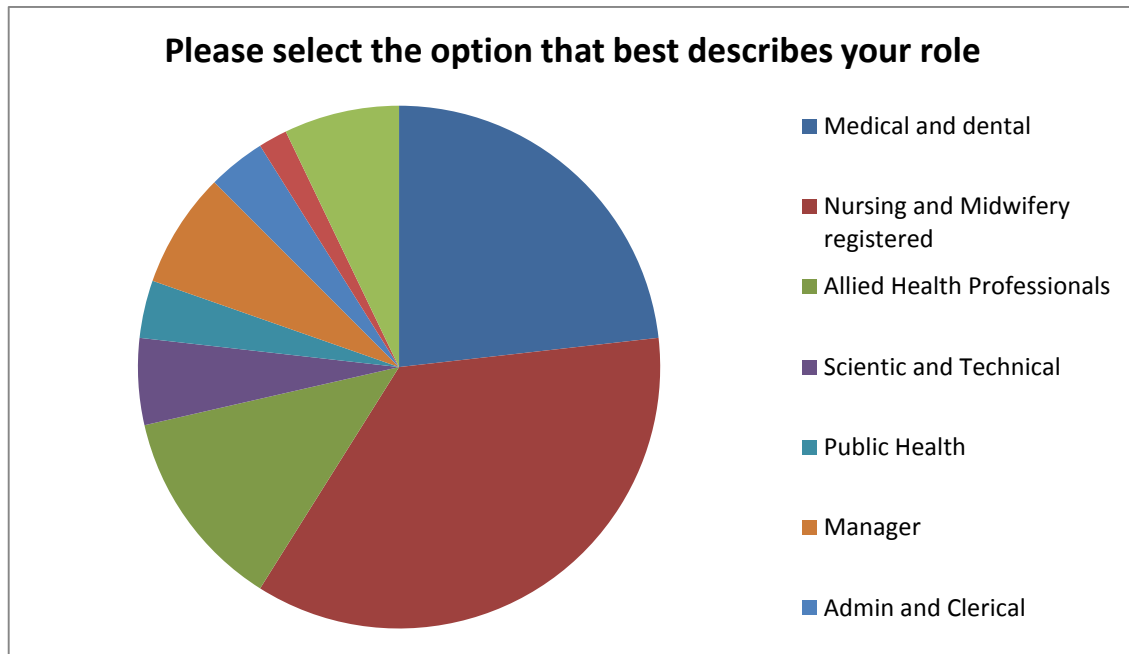
IT issues were highlighted by two respondents

- *I'm a little IT shy*
- *ESR is very difficult to access when doing e-learning in the Trust. There are absolutely no barriers to accessing training in the library. Staff cannot do enough for you.*

## PART 4 – About you?

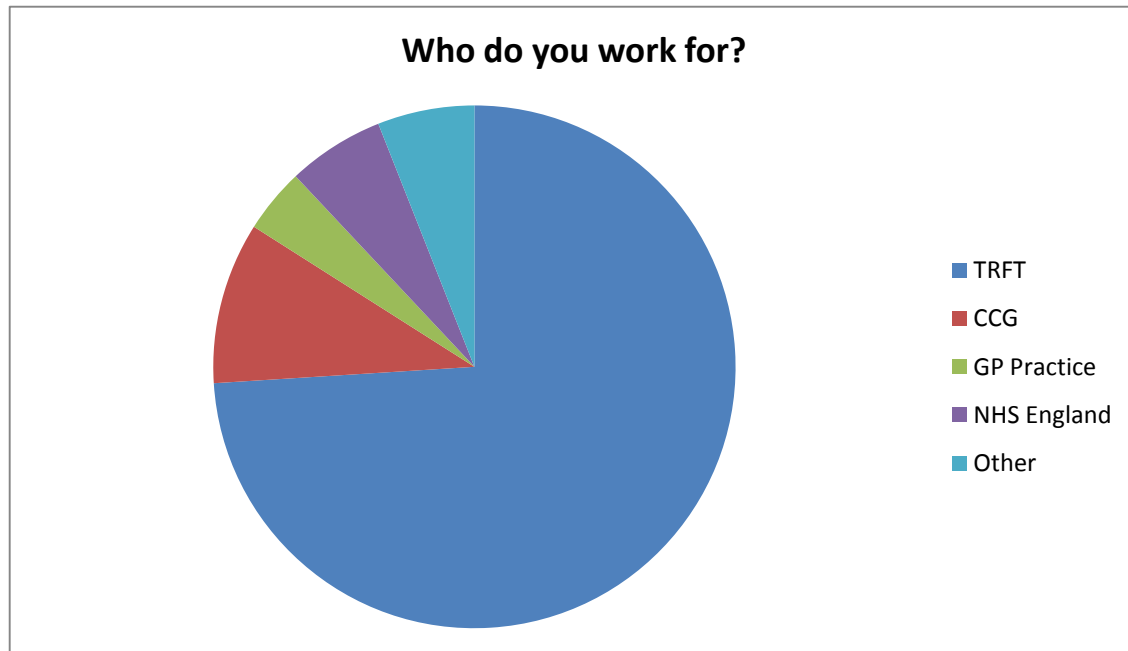
There were a total of 49 responses

|                                       |       |    |
|---------------------------------------|-------|----|
| Medical and Dental                    | 27.1% | 13 |
| Nursing and Midwifery Registered      | 41.7% | 20 |
| Allied Health Professionals           | 14.6% | 7  |
| Scientific and Technical              | 6.3%  | 3  |
| Public Health                         | 4.2%  | 2  |
| Manager                               | 8.3%  | 4  |
| Administrative and Clerical           | 4.2%  | 2  |
| Student: Nursing                      | 2.1%  | 1  |
| Other (please provide your job title) |       | 4  |



**Who do you work for?**

|                        |       |    |
|------------------------|-------|----|
| TRFT                   | 77.1% | 37 |
| CCG                    | 10.4% | 5  |
| NHS England            | 6.3%  | 3  |
| GP Practice            | 4.2%  | 2  |
| Public Health (RMBC)   |       | 0  |
| Hospice                |       | 0  |
| Other (please specify) |       | 2  |



#### Do you have any suggestions on how we can improve our service or any other comments? (21 responses)

Staff are excellent, approachable and very efficient.

Excellent service already provided

New State of the art library building

The medical library service is absolutely crucial to both clinical care, the education of trainees and continuing professional development. The service offered by the RFT medical library is second to none.

Access to more, and more up to date, e-journals eg Blood & Nature. Or establish a link with eg Sheffield Uni so we can access their online library

Preparing lectures/presentations

No it's brill!!

I would like to be able to access a wider range of journals via the Athens account

None

More current health promotion materials for adolescents

Keep up the excellent work and service you have been providing

None I just need to go and ask as all the services are available

The current services should continue

Not at the moment thank you!

Always friendly and extremely helpful staff

More Nursing and Midwifery Journals

Great service!

Excellent service all round. Cannot fault the service staff have given over the years. Particularly Christine and Jane.

Excellent service. Jayne and Christine in particular very helpful.

In my opinion the service doesn't need any improvement.

#### Would you recommend our services to others? (46 responses)

97.8% or respondents (n. 45) said they would recommend our services to others.