

Library and Knowledge Service Annual Survey 2019

Why did we do it?

The Library and Knowledge Service (LKS) held its first annual survey in October 2019 to get your feedback on our services and resources. Our aims were to discover areas in need of development, identify barriers that may be preventing you from accessing library services, and to raise awareness of how we can help all members of staff, whatever their location or role.

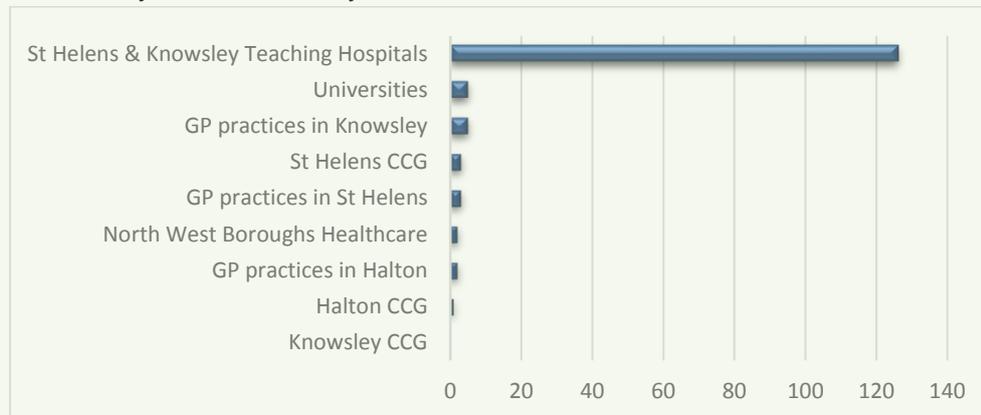
The survey was advertised widely in the community as well as within the hospital Trust and could be completed online or on a printed version. To encourage participation, respondents were given the opportunity to be entered into a draw for a £25 Amazon gift voucher.

We were keen to get responses from both library users and non-users.

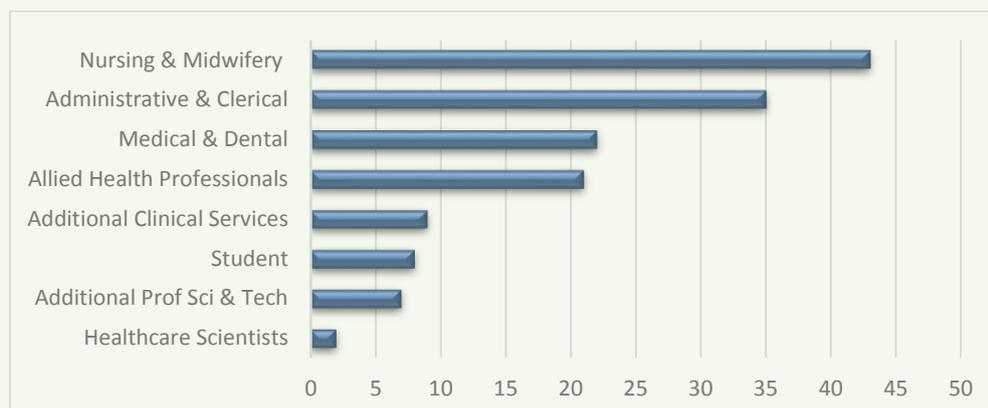
What did we find out?

Demographics

We received 148 responses in total with most from the hospital Trust. This reflects the user base of the LKS but we would like to gather more feedback from staff based in the community in future surveys.



We also wanted to engage with representative staff groups to enable us to identify gaps in the provision of services and allow us to tailor them to different users. Responses were received from a good range of staff roles.



With an aim to find out why people don't use the LKS it was important to get feedback from those who hadn't used library services within the past 12 months. Out of the 148 responses, 60% had used the LKS in the past 12 months and 40% were non-users.

Survey Results

Resources used

We asked you which of our resources you had used within the past 12 months in order to understand which were the most and least popular and to help us plan out future marketing and promotional activities. As expected the most frequently used resources were the computers and printing facilities, the enquiry desk, the quiet study area and book loans. The least used resources were the Discovery search, the LKS website, BMJ Best Practice and online books.

As well as promoting these resources, we will be launching our new website this Spring which should see improvements that may encourage more usage. Some further questions about the website found that most people found it easy to navigate but there were some suggestions for making resources easier to find and to make it feel more current. This will be fed into our website redesign.

Impact

We also asked you to let us know the about impact the LKS has had on you and the organisations our users work for, i.e. does the LKS make a difference? Responses fell broadly into two categories – personal impact where the LKS had helped with academic success and organisational impact where our service had made a difference to patient care or service provision. We were very pleased to note that the LKS is valued and has helped in a variety of ways with some examples of responses below.

I used the library and knowledge service every day when I was studying. It provided me with everything I needed in one place. The staff were really helpful, knowledgeable and informative. As a result I completed my course a whole 12 months earlier and attained distinctions in all the modules!

It has been a fantastic source of resources to support our clinical evidence for patient treatment within burn care.

UpToDate is a useful and handy source. I use it every day and makes my work easier.

The evidence base has assisted in developing a business case to fill in a gap in service.

I have recently arranged an in service training on critical appraisal for my team and it's helped me develop my skills on critical appraisal which will hopefully benefit/improve patient care.

The assisted session has been very informative and I feel confident in doing a detailed search.

Reasons for non-use of library services

A key area for us was to find out why some staff don't use the LKS and what the perceived barriers to our services are. Responses generally fell into the following categories.

- I don't need it
- I don't have time
- I didn't know it existed
- I use other libraries
- I thought it was only for clinical staff
- Opening hours or location are not convenient

There is still a lack of awareness of some of our services and resources as well as some misconceptions about who it is for and how it can support users. The responses will help us to plan promotional campaigns throughout the year.

How can we improve?

We finally asked you if there was anything we could do to make our service better. We actually received very few responses with most staff being satisfied that we offered them the service they needed. Our aim following analysis of the survey is to encourage more people to use a wider range of services and resources that will support them in their continuing development and encourage evidence-based practice.

What are we going to do next?

Marketing and promotion

Your responses to our survey have let us know what areas of our service and what resources we need to let you know more about. During 2020 we will be working to ensure all staff are aware of our services and how to access them. This will include library staff promoting our service during mandatory training as well as corporate induction, to ensure that current staff, as well as new staff are informed about the LKS.

We will also be promoting the resources that you use the least to make sure everybody knows what they are and how best to use them. This will include the Discovery search service, BMJ Best Practice and other under used LKS resources.

New website

We included a number of questions about the LKS website in our survey this year as we are currently in the process of redesigning it. We will use your feedback to inform our design decisions and look forward to launching the new site later in 2020.

Annual Survey 2020

This was the LKS's first annual survey. We were very pleased with the number of responses we have received and what we have learnt from it. We have decided to run this survey on an annual basis so that you can let us know what we are doing right and where we can improve.