I feel that library presence goes hand in hand with education and evidence-based medicine.  

SAS Doctor BTUH

Liz Hunwick BA(Hons) MA Msc MCLIP, Library Services Manager
Sarah Lanney BLS (Hons) MCLIP, Library Resources Manager
Summary and Highlights

Measuring or evaluating impact of a library service is not easy and yet it is required as part of the criteria for the NHS Library Quality Assurance Framework (LQAF), as evidence for the impact of services throughout the NHS and is a key metric for success of “Knowledge for healthcare: a development framework for NHS library and knowledge services in England 2015-2020” which outlines the vision of Health Education England for the development of NHS Library Services and offers a scaffold on which to build and develop services. One way of measuring and investigating how a library and its services are perceived and used is by running user surveys. Although small surveys pertaining to individual services run regularly, this was the first full scale survey since 2015. The full survey results (minus respondents personal data) can be found here:

https://www.surveymonkey.com/results/SM-9XKLC5SB28/

Survey objectives were:-

• To identify user groups of the service
• To investigate impact of library services on the work of individuals and the Trusts
• To measure the level of satisfaction with library services
• To identify reasons for library usage or non-usage
• To understand what our training priorities should be in the coming year
• To acquire evidence to be used in the annual Library Quality Assurance Framework

The survey ran in May 2017 and attracted 342 responses, 20% up on 2015. The majority were BTUH staff with doctors overtaking nurses as the largest response group, this number has risen every year indicating a raised library profile amongst clinicians, possibly as a result of the Clinical librarian service.

The main reason for not using the library was lack of time (39%). This has been the main reason in every survey undertaken in recent years. A higher percentage of BTUH staff come to the physical library while EPUT staff tend to access resources virtually. A significant number have utilized the presence of a librarian outside the library indicating that this presence, as part of a clinical librarian service is having an impact and is a useful way of making resources and services available to staff throughout the Trust.

Unsurprisingly most respondents come to the physical library to use/borrow books, the one service they can’t get virtually. It is also apparent that despite the availability of online/virtual resources and services that the presence of a physical library and a place for quiet study away from the clinical environment is highly valued with over half of respondents citing this as a major reason for using the library. The value of the library staff and their professional knowledge can also be seen here as a high percentage (47%) come to the library to see a librarian, to ask for advice and help in finding information.

One of the most interesting finding from the survey was how library staff were perceived. When users were asked how satisfied they were with library services as compared with how important each library service was to them the helpfulness and competence of library staff came out as the top scoring elements of our services in both questions.

“The library is one of the most valuable assets of the hospital” SAS Doctor

When it came to the importance of individual services and resources compared to user satisfaction with the same, there was a much greater correlation between the two than in 2015. New services such as 24 hour opening and self-issure have been very well received as noted by the high satisfaction/importance scores (self-service 42%, satisfied, 54% important), 24/7 opening 60% satisfied, 74% important). Overall, these figures signify that managers vision and development of services is in accordance with user need and expectations.

The survey also highlights the huge impact that library staff and services have on patient care and staff development. A high percentage (36%) have used information gained form the library to benefit individual patient care possibly demonstrating the direct relevance of the clinical librarian service. Overall, results show that the library impacts on many areas within Trusts including overall patient care, service development, quality improvement, audit and research. The library plays a strong role in supporting professional development for staff and students with the majority of respondents having used the library for this purpose (82%). The library also provides added value to the teaching and learning environment in the Trusts supporting those who deliver teaching. It indirectly contributes to research and work which is done within Trusts (51%) which is then disseminated through scholarly publications thus impacting on Trusts profiles and reputations.
To assess impact of library services we asked people to give specific examples of how the library had supported them. Responses divided into themes of studying and personal development, patient care, including help with audit, guidelines and research, and facilitating education and training, the physical library and its staff and information skills/evidence searching services. Examples of the overwhelmingly positive responses can be found below, throughout this report, and listed on pages 8 and 9.

"I think the library offers an excellent service, and without it (especially the 24/7 opening hours) I doubt that I would have graduated!" AHP BTUH

"The presence of Clinical Librarian in MDTs and departmental meetings has helped address statistical and evidence search queries raised in these meetings. This service should be continued and supported”. Paediatric Consultant BTUH

"The library and its staff offer an exceptional service on site. The staff are interested to offer you the best service and are collaborative in discussions - using their academic backgrounds to develop your work. The library space is extremely valuable as an area of study”. Nursing Practice Researcher BTUH

"I feel it offers a vital hub of information that could not be provided any more cheaply or effectively by any other means, allowing all staff (not just clinical staff) free access in order to better themselves, better their understandings and judgments, and better their overall work environment. I have no doubt the service is invaluable to all.” Administrator EPUT

"The availability of books and assistance from library staff was invaluable when completing my research proposal. In my opinion it is the best library for healthcare texts in the county.” Nurse EPUT

The survey was also used as a mini training needs analysis to gather information on what areas of library skills and information literacy we should concentrate on in our training strategy. Responses were positive as most of the respondents felt that some sort of training was valuable as part of evidence based practice with the need to be able to search databases coming out top. This information will form the basis of the new training strategy which is due to be written.

At the conclusion of the survey it was felt that the information gathered had met the objectives laid down at the beginning. Results clearly demonstrate that library services and resources are used by a wide variety of staff and have a major contribution to the high standard of evidence based practice in the Trusts. However there is a need to invest in more up to date PCs and equipment as users are noticing issues. It is also apparent that there are people who don’t get to hear about the library on joining the Trust. Better positioning in Trust inductions both face to face and virtual would address this and make the library even more accessible. The results indicate a high level of satisfaction with services from the majority of users. The biggest satisfaction rate remains the helpfulness and competence of library staff. The survey results are evidence of the importance of the role NHS library and knowledge services can have in the NHS. The human factor in delivering a successful and relevant LKS cannot be over-emphasized.
Introduction

The library is based at Basildon University Hospital and provides a comprehensive library, information and knowledge service to staff across South West Essex. All staff, whoever they are and wherever they work can use the services and resources. We also provide services and resources to students on placement at BTUH, EPUT and NELFT. A separate report has been provided to EPUT.

The services and resources we provide range from printed books and journals, to training in information skills, evidence searching, and electronic resources. Our aim is to make our services and resources as accessible to all staff as possible. In recent years librarians have also introduced a clinical librarian service to Critical Care, Paediatrics and the CTC and have become involved management projects providing the evidence base for improvement and Essex Success Regime initiatives. The library has a reputation for excellent customer service and is a beacon of good practice for other libraries in the region. For the last 2 years the library has received a 100% rating for its annual Library Quality Assurance Framework submission.

Objectives of the Survey

- To identify user groups of the service
- To investigate impact of library services on the work of individuals and the Trusts
- To measure the level of satisfaction with library services
- To identify reasons for library usage or non-usage
- To understand what our training priorities should be in the coming year
- To acquire evidence to be used in the annual Library Quality Assurance Framework

Demographics

The survey ran for the month of May 2017. Paper copies of the survey were available in the library and then manually added to SurveyMonkey. An electronic form of the survey with covering email was sent to:

- All library members
- All NHS Athens account holders for EPUT and BTUH
- Various BTUH staff email groups
- Added to EPUT and BTUH Intranets
- EPUT email Bulletin
- Sent to EPUT Communications Team for dissemination to staff.

There were 342 responses, the highest ever and up 20% on the last survey in 2015. The majority were BTUH staff.
Nurses have traditionally been our biggest user group and correspondingly the largest group to respond to surveys. This year however, overall doctors (consultants to medical students) are the highest group with 96 (28%) respondents. The number of doctors responding has grown every year we have done a survey, this indicates the raised profile of the library amongst clinicians, possibly as a result of the Clinical librarian service. Consultants responses for example, 2017 =31, 2015 =27 2009 =11.

The wide range of respondents roles can be seen from the “other” responses below:-

- Associate Medical Director and Consultant
- Practice development Lead Nurse
- Audiologist
- specialist podiatrist
- clinical systems trainer
- Podiatric Surgeon
- Family nurse
- Orthoptist
- Counsellor
- Psychotherapist (and Nurse)
- surgical care practitioner
- Performance Analyst
- student education facilitator
- Psychotherapist
- Clinical Coder
- Practice Teacher -school nursing
- Health & Wellbeing Coordinator
- Librarian at St Luke’s Hospice
- Research Assistant in Nursing Practice
- Student Cardiac Physiologist
- senior play specialist
- Improvement/Finance
- Researcher
- medical photographer
- student education facilitator
- Psychotherapist
- Clinical Coder
- Practice Teacher -school nursing
- Health & Wellbeing Coordinator
- Librarian at St Luke’s Hospice
- Research Assistant in Nursing Practice
- Student Cardiac Physiologist
- senior play specialist
- Improvement/Finance
- Researcher
- medical photographer

If you SELDOM or NEVER use the library, please tell us why. Please tick all that apply.

157/342 responses

Unfortunately it is apparent that there are still staff who are not aware of the library. As is consistent with previous surveys lack of time is the main reason people do not use the library. This is less surprising than ever considering the huge pressures facing the Trusts at the moment. The ubiquity of Google is another key reason people do not use the library. The omnipotence of search engines is a misapprehension which constantly needs to be addressed by marketing activity. 5 people felt that the library did not cover their specialty. These claims will be investigated and the users contacted. Unfortunately the location of the library is a barrier that can’t be addressed. It is apparent from some of the comments (below) that many people only think of using the library when they are on a course, and not for current awareness/keeping up in their area.

“Not much time left after intense work load in A&E”
SAS Doctor BTUH
I'm currently doing a part time Masters degree and therefore have university library access for any resources that I need. When this is finished, I feel it would be important to be able to access relevant information through this healthcare library. 

I am not located on the main Basildon site and it is not always easy to make it across 

At present not undertaking a qualification. 

depends on the projects and I get information off internet or Athens. 

Not much time left after intense work load in A&E 

limited resources to renal specialty 

I've never been clear if we could order articles without being charged 

Small resource section re. Counselling specialties 

Far from Wards/CCU Very difficult to find a car park space 

I use the library a lot 

I usually only use the library if I'm doing a CPD course. 

I work largely offsite. I use the Athens provision provided by the library 

I occasionally use the British Library in London 

None of the above apply, I am currently not studying therefore do not need the Library 

I use the online digital library 

Library doesn't seems to have much books on my speciality (haematology) until recently when they now have oxford handbook 

I am dyslexic and I find looking for material very time consuming and on occasions stressful. I regularly forget my Athens password and have to reset this which again is time consuming. 

I use the online NHS library Athens resources 

Not currently studying and can get other info from Google. 

when you are in clinical ward it is very busy there is no time to use the library. Unless they give the student 1 or 2 hours a to use the library.

There are a number of different ways of accessing and using library services and resources. Please could you select all those which you have used. (You can select more than one option)

277/342 responses

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
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<tbody>
<tr>
<td>Visited the library in person (1)</td>
<td>77.62%</td>
</tr>
<tr>
<td>Email (2)</td>
<td>43.32%</td>
</tr>
<tr>
<td>Telephone (3)</td>
<td>30.32%</td>
</tr>
<tr>
<td>Used the Library Website (4)</td>
<td>51.26%</td>
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<tr>
<td>Get to the Library website/resources via the Trust intranet (5)</td>
<td>37.18%</td>
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<tr>
<td>Speak to a librarian out and about in the hospital or around the Trust (6)</td>
<td>19.13%</td>
</tr>
<tr>
<td>Get to the Library website/resources via EEL (East of England Health Libraries) (7)</td>
<td>14.44%</td>
</tr>
<tr>
<td>Get to resources (such as journal articles) via a search engine (ie.Google) and use an NHS Athens log-in to access them (8)</td>
<td>47.29%</td>
</tr>
<tr>
<td>Total Respondents: 277</td>
<td></td>
</tr>
<tr>
<td>Comments (19)</td>
<td></td>
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</tbody>
</table>

It is very good to see that the percentage of respondents who speak to a librarian around the hospital has risen, 53/277 (19.13%) of the total respondents compared to 39/236 (16.53%) in 2015. This figure testifies to the increased presence of the CL & outreach service and the benefits this has as a useful way of making resources and services available to staff throughout the Trusts.

The largest percentage of responses are from those who visit the library in person, (the majority of these are BTUH staff, 185/277 (67%). However if one looks at the responses from the 4 options which refer to virtual access it can be seen that is used by the majority of respondents, especially the website 142 (51.26%). There also seems to be good awareness of the fact that it is possible to log into our E-resources via a search engine as long as one has an NHS Athens account. A high number of respondents 204, have contacted library staff directly by either telephone and/or email evidencing that people feel that library staff are accessible. This ties in with positive comments about the staff later in the survey.
If you ever come to the library IN PERSON, which services do you use? Please tick all that apply.

229/342 responses

The majority of those answering this question were BTUH staff 189/229 (83%). Unsurprisingly the majority of respondents come to the library to use/borrow books, the one service they can’t get virtually. The value of the library staff and their professional knowledge can also be seen here as a high number 108, (47.16%) come to the library to see a librarian, to ask for advice and help in finding information.

It is also apparent from these responses that despite the availability of online/virtual resources and services the presence of a physical library and especially a place for quiet study away from the clinical environment is still highly valued with 93 (40.6%) respondents citing this as a major reason for using the library and a further 18 (7.86%) seeing it as a place to relax away from the clinical area. Computers are mainly used for personal study or CPD although both individuals and groups use the library to complete mandatory e-learning as it is easier to get access to a PC than in the work area.

2 QUESTIONS - Please indicate on the following table how SATISFIED you are with the library services that you use and Thinking about the services you have ALREADY USED, how IMPORTANT are they to you?

With these questions we compared this years result with those of 2015 below. The aim was to ascertain if there were any discrepancies between what users saw as the importance of specific services and the level of satisfaction with those services. It must be noted that not all respondents marked a response to every service which may skew results and thus the comparison between satisfaction and importance may not be a complete reflection. A comparison of green and blue areas for correlation is an easy way to gauge user opinion.

SATISFACTION WITH SERVICES Answered: 244 Skipped: 41

IMPORTANCE OF SERVICES Answered: 243 Skipped: 42

2015 Responses
A comparison between 2015/2017 charts shows a far greater correlation between satisfaction and importance than in 2015, especially as regards e-resources. As in previous years, the value of library staff as being the best “resource” is clearly demonstrated in the charts above. It can also be seen that the physical space of the library is deemed important, that users value having that space away from the physical environment. Evidence searching is also seen as “more important” than it was in 2015, with a higher rate of satisfaction (35%, compared to 29% in 2015). A self-issue machine was installed in 2015, after the last survey. 2017 figures demonstrate appreciation of this service with close correlation of satisfaction and importance (28% and 32% respectively).

“I totally appreciate the 24/7 opening, as during the normal working hours I am too busy to leave my work area. As it is also open during the weekend when I am not working, I can visit the library at my leisure without rushing to go back to work.” Nurse BTUH

Please keep this vital facility open Midwife BTUH
Thinking about the services you have NOT USED, how likely would you be to use them in future and how IMPORTANT COULD THEY BE to your work?

259/342 responses

This question has not been asked in previous surveys and was meant to get some idea of future use by staff. Although results are possibly skewed as it is likely that people who have no intention of using the library would answer this question it is still pleasing to see high numbers of respondents who feel that they will use services in future. Although numbers for those who “will not use” or “will not find important” are low it would be still useful to drill down into these answers at a later date and find the reasons as this could have some bearing on how services are marketed.

We would like to know how our Library and Information services have helped you. Please tick all that apply.

261/342 responses with 20 “other” comments.

This question is designed to gain understanding of the impact that library services has in the Trusts. The answers to this question demonstrate the wide variety of ways the library staff and services contribute towards patient care and staff development and underpin the practice of evidence based healthcare. Percentages have remained roughly the same in many areas. The library is playing a strong role in supporting professional development which covers all students on placement, staff undertaking CPD and internal/external courses and those who are autonomously keeping up to date in their field with 82% of respondents having used the library for this purpose.

The library has had more impact on quality improvement than previously with 36% compared to 25% in 2015. This reflects the increased amount of quality improvement work being done in the Trusts. The research and development figure is also higher than in 2015, 52% compared to 43% thus indirectly contributing to research and work which is done within the Trusts which is then disseminated through scholarly publications thus impacting on Trusts profiles and reputations.

The “other” comments, on the next page, also demonstrates the range of ways the library supports staff. It is apparent for example that staff use the library PCs to complete their mandatory e-learning. Others appreciate having the space just to reflect on their work. Library support for staff at St Luke’s Hospice is also mentioned.
TO PREPARE FOR ROYAL COLLEGE EXAMINATION
support our journal clubs in Bedfordshire community nursing
U-learning
Expanding my personal understanding of far more complex medical issues, which will in turn enable me to develop personal insights, and ideally proposals for improvements to services.
Somewhere quite to reflect on my thoughts
Mandatory training Support to my work based studies
Ordered some books that I requested and then stocked them quickly to write assignments and prepare for exams
Have obtained research, articles and information for staff at the hospice.
Allowed me to access fiction books without me having to buy them Mandatory learning Study for university course
Studying for exams

Being able to give specific examples of service impact is really important for our Quality Assurance Submission and also demonstrates to Trust Management the importance of what we do. Please use this section to give a specific example of how our resources/services or evidence retrieved by us has helped you in any of the areas listed in the previous question.

136/342 responses

This question required purely free text answers, the imperative being to give some more qualitative context to the previous question. Measuring or evaluating impact of a library service is not easy and yet it is required as one of the LQAF criteria and as evidence for the justification of services throughout the NHS and is a key metric for success of “Knowledge for Healthcare: a development framework for NHS library and knowledge services in England 2015-2020”. Impact of services is also measured throughout the year by regular individual service surveys, i.e. for evidence searching.

A full list of responses can be found in Appendix 1

Responses have been divided into the themes of studying and personal development, patient care, including individual patient care, help with audit, guidelines and research, facilitating education and training, the physical library and its staff and information skills/evidence searching services.

Many related to the support given and the sense of empowerment gained by library support in the area of studying and CPD. For example:-

Getting access to necessary reading material- despite being a new doctor in this country, within a month I was confident about nice guidelines and expected level of care I needed to deliver and I had prepared for and passed the primary FRCA thanks to the library staff, environment and resources.

Use of clinical products like upToDate and also the book resources available in a quiet learning environment has aided my learning and development significantly over the past year. Probably the most important aspect

I used books from the library to prepare for Royal college examinations. I used study materials from the library to prepare for presenting a case study in my teaching program. I used the online course from BMJ to prepare for Royal college examinations.

Recently I had to write my very first essay. Being able to access resources on site in bthuh was very easy and library staff helped me with Athena account. All this made my learning a positive experience.

I utilise the library to complete my MSc which is funded by the hospital. This MSc would not be possible without these facilities as my internet connection at home is insufficient for some of the models and programmes I need to run. I use the library around my work hours, and having the books around you allows more productivity and less time wasted.

I am doing courses paid for by the Trust, without these facilities I wouldn’t have been able to complete work that is seeing me achieve a distinction level grade

Evidence that the library has an impact on delivery of care and patient safety can be illustrated by the following comments:-

I have used the library to update the following polices: IABP Arterial Lines Management of a ventilated patient Endotracheal suctioning extubation policies. Plus I have used the library to complete the first 2 modules of the ILM5- which I passed.
Implement a pathway for breast abscess treatment
I find the librarian service provided during ward rounds very useful and I have used this service to improve patient care.
I have used the service for the development of an educational training package on subcutaneous injections. I have asked for support on evidence based work on medical equipment for the development of the intravenous clinical practice across Bedfordshire
To improve my knowledge of understanding X-rays so I can explain to patients better
Information received from research on Liver disease helped and contributed towards the hospice receiving an award.
Evidence that library services facilitate teaching and education throughout the Trusts is evidenced by the following comments:

- Finding important and pertinent links for teaching.
- Recently the library staff were able to source a book for me that has been key in modifying training programmes in order to minimise human errors.
- The library is a essential resource for any studies and to improve patient care.
- good source for finding articles for teaching at our academic sessions
- I regularly access journal articles via the library service for use in journal club to develop our service delivery, and also for use in researching specific client groups
- Prepare questions for being an examiner. Write papers

Statements were also made which illustrate the importance of having a physical library and the key role of library staff:

- have done several courses over the last few months and the staff in the library have been very helpful and shown me how to access several online services and how to use the library services out of hours
- I emailed librarian for help with studies, she was very quick at finding the information I couldn't find via internet.
- One of the library staff was very helpful in making thesaurus search which was important for my presentation, invaluable help for me
- I am currently preparing a research grant submission and the support from library staff and resources has been essential to its development. I also work in an open plan office so when tasks require concentration, the library offers me quiet space to work productively.
- When training to be a healthcare assistant the material was there for me too use the library is so very calm and creates the perfect study environment
- I assist with the development of research projects so literature searching and article acquisition is vital and could not be done without the knowledge and experience of library staff.
- using the library as a quiet place to study after work is a life saver. and the articles found by the librarian made my university work all the better.

The services of evidence searching and information skills searching are also praised for their impact on personal development and patient care:

- have done several courses over the last few months and the staff in the library have been very helpful and shown me how to access several online services and how to use the library services out of hours
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- I assist with the development of research projects so literature searching and article acquisition is vital and could not be done without the knowledge and experience of library staff.
- using the library as a quiet place to study after work is a life saver. and the articles found by the librarian made my university work all the better.
We are evaluating the training which the library currently offers. Please tell us how useful the following skills are (or could be) to your job, your projects i.e. QI, your coursework assignments or CPD needs.

**274/342 responses**

This question was designed to use as a training needs analysis in order to update our library information skills training policy. It was however surprising to see that the majority of responses indicated that all the options are very important to the majority of respondents. Although 2 of the 9 comments stated:

- *these are all important skill to develop in our changing health care environment*
- *The above points are important not only when undertaking study but also in creating a better evidence based service delivery, and disseminating knowledge to peers.*

The most important training was deemed to be database searching with 72% of responses. The least useful was Understanding of research methodologies with 58%. It would be a useful exercise to do when time allows to drill down and find out which user groups do not think training is important. Other comments also included training suggestions including avoiding plagiarism, basic IT support and guidance for dissertations. These will be taken into account when developing the

Please indicate how much you agree or disagree with the following statement: Overall, the library provides a good service to me.

**277/342 responses, 35 comments**

89% of respondents strongly agreed or agreed with this statement, slightly down on 2015’s 93%. Investigating this slight drop we have a slightly higher % of people who said the statement was “not applicable”, 2.53% compared to 1.63% in 2015. The same was true of the “don’t knows”. Of the 4 people who indicated that they disagreed or strongly disagreed with the statement, all are EPUT staff, 3 are AHPs and 1 is a nurse. This would make sense as it is more difficult to raise awareness of the library in such a geographically diverse organisation, evidenced by the fact that they all say the library is not conveniently located and they don’t have time. A comment by 1 of the 4 bears this out:-

- *Not advertised enough, had to research the service myself and not easy to access.*

This is something we are aware of and trying to address in this year’s annual plan.

“Having used library services recently for courses and research for setting up services for patients I was very pleased with the help and information available to me.” Nurse BTUH
Do you have any other comments regarding the library service?

69/342 responses

This question was included to find out if there were any other areas that were of importance to users which had not been covered elsewhere in the survey. The majority of responses echoed comments made elsewhere, negative and positive. Responses will be sent out where necessary. Positive comments from this question are scattered about this report.

A full list can be found in the Appendix.

Comments about customer service and staff corroborate the positive findings in the question about importance/satisfaction:

- GREAT STAFF!
  - When I have used the library I found the staff exceptionally helpful, professional and efficient.
  - The staff are always more than happy to help and very knowledgeable.
  - All staff members are very polite and have made my experience very positive. I will miss the oasis atmosphere and especially Sarah Colquhoun’s friendly manner, enthusiasm and support throughout. Thank you all for making my experience a positive one.

Overall comments about the importance of the library to the Trusts are also included:

- The library is brilliant and must continue to run in the hospital for the professional development of all.
- An invaluable source for learning
- I believe the library is very helpful to the hospital and staff at all times
- It is an invaluable service that needs retaining.
- An excellent service to clinical staff. In my view under used and needs to promoted more across the whole of the Trust not just in Essex.
- Library service is a very useful part of evidence based clinical service.
- Have been of great help to me for my 3 years as a student. far much better than all the other libraries I have used. The length of time I can keep the books is great.

There were negative comments on some aspects of services which need to be addressed. It is clear that users are finding the age of equipment and connection problems an issue. A refresh of the environment, even if just painting the walls would make the space more appealing. It is also apparent that the lack of library visibility in Trust inductions, (especially BTUH) both face to face and virtual is a drawback to the studying ability of some staff, despite constant marketing and promotional efforts during the year. These issues will be investigated and outcomes reported back.

- It would be good if there were outreach services for those of us based within the community, and more resources for AHP’s.
- I am hoping that the licence for Clinical Key will be renewed and we (EPUT staff) will have access again to this excellent resource.
- If possible update the PC’s. They are very slow to download piece of work. Install computers in study areas instead of just desks
- Environment needs an update to appeal to more people. Offer book delivery if staff are on wards after ordering a book.
- I find online access to services very important - it would be handy if the websites auto-logged in instead of having to go via Athens or other means. I use it most to access online articles, journals or uptodate
- I do not remember anything about the library on induction or as e-learning - I might have accessed it more if it was promoted more, but it feels like time spent searching for articles etc. would be a luxury that in work time I could not afford. Otherwise, I would be happy to know what is available in terms of my speciality, which is safeguarding children.
Conclusion

Did the Survey meet its objectives?

<table>
<thead>
<tr>
<th>Objective</th>
<th>Answer</th>
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<tbody>
<tr>
<td>To identify user groups of the service</td>
<td>Yes. The survey reinforced information gained from observation, monthly statistics and anecdotal observation that for the first time doctors have overtaken nurses as our largest user group. It is possible this is directly attributable to the ongoing outreach and clinical librarian work which has made the library more visible within BTUH. Usage by EPUT staff remains low although those staff who do use us value the service. More needs to be done to encourage non-clinical staff to use the library.</td>
</tr>
<tr>
<td>To investigate impact of library services on the work of individuals and the Trusts</td>
<td>Yes. The positive impact of the library on the work of the Trusts is widespread and can be determined in most areas, both clinical and managerial. Survey respondents have given many examples of where support, advice and resources from the library have contributed to their own work and personal development as well as, crucially, the evidence based care being given to patients across the Trusts. It is evident from these individual stories taken in conjunction with the high number of responses that the library is becoming more visible, more accessible and therefore having more of an impact within the Trusts than ever before.</td>
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<tr>
<td>To measure the level of satisfaction with library services</td>
<td>Yes. This year's survey showed a better correlation between satisfaction and importance of individual library services indicating further improvement on an already positive 2015 outcome.</td>
</tr>
<tr>
<td>To identify reasons for library usage or non-usage</td>
<td>Yes. It is no surprise that the same reasons appear every time we run this survey. Work pressures, and high vacancy rates mean that staff have very little time to put in extra effort for CPD unless it is formally scheduled into their workday. It is also likely that as financial pressures increase less staff will be funded for CPD activities. The location of the library is also always a factor, although there is nothing that can be done about that at present. Unfortunately staff reliance on Google is also a reason for not using the high quality information provided by the library.</td>
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<tr>
<td>To understand what our training priorities should be in the coming year</td>
<td>Yes. The survey has given clear indication of the importance given by staff to information skills training especially in the use of healthcare databases. The results give us a firm base on which to plan a strategy and our training programme for the year ahead.</td>
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<tr>
<td>To acquire evidence to be used in the annual Library Quality Assurance Framework</td>
<td>Yes. The large quantitative and qualitative data generated from this survey will be of great use when collating the evidence for the 2017 LQAF submission.</td>
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