Medical & Healthcare Library User Survey January 2011

Report

1. <u>Introduction</u>

    1.1 The Medical & Healthcare Library carried out a survey of HSC users in January 2011 to obtain feedback on the service provided. The survey took the form of a web-based questionnaire the link to which was emailed or posted to all HSC users. There were, however, a significant number of email addresses that were either incorrect or not functioning properly particularly in the Western Trust. In addition a significant number of users reported that they were unable to access the questionnaire. It would appear that Trust security policies were the main barrier to delivery and access.

    1.2 The survey remained live for a 4-week period between 3 January and 31 January 2011.

    1.3 The questionnaire is attached to this report as Appendix 1.
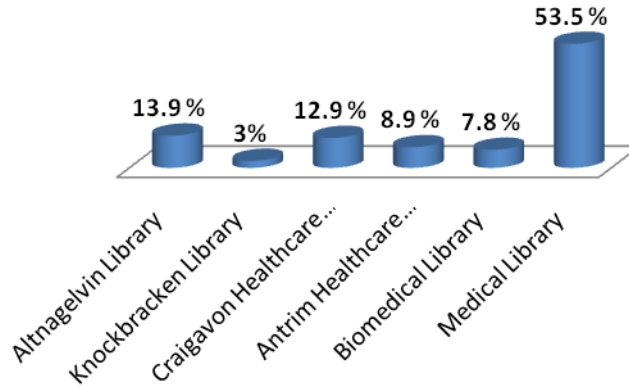
2. <u>Respondent Profile</u>

    2.1 A total of 525 responses were received. Table 1 shows the response rate for each category of user. Some respondents commented that they were administrators and there was no option to cover this category.

    Table 1

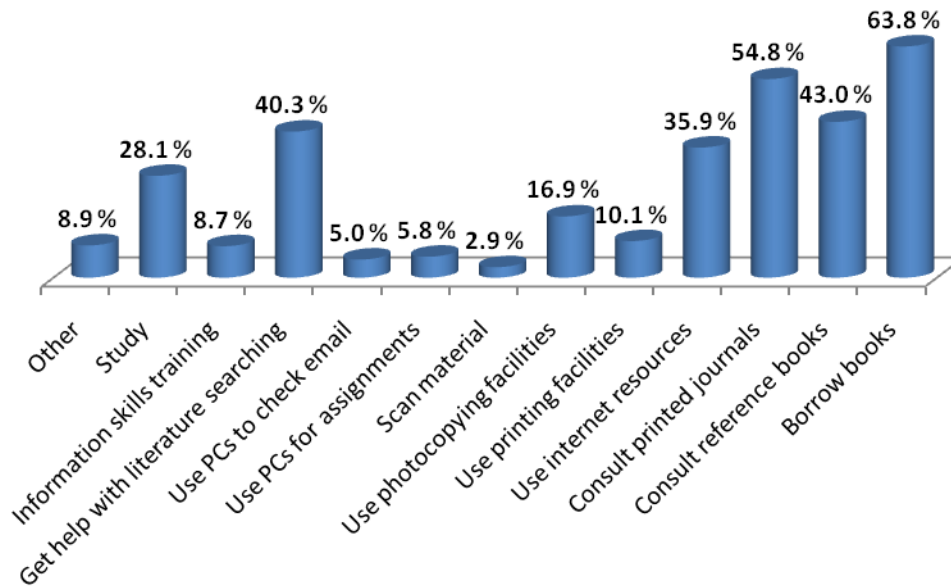| Category of User	% Response rate
Nurse/Midwife	29.9%
Medical & Dental staff	29.5%
Allied Health	27.6%
Social Worker	9.6%
Clinical Psychologist	3.3%

    2.2 Respondents were asked which library they normally used. The responses are summarised in Figure 1.

Figure 1: Libraries in Normal Use

Altnagelvin Library 13.9%, Knockbracken Library 3%, Craigavon Healthcare... 12.9%, Antrim Healthcare... 8.9%, Biomedical Library 7.8%, Medical Library 53.5%

2.3 Respondents were also asked for what purposes they used the library. There were a wide range of reasons given with use of both printed and e-resources featuring strongly and a significant number of respondents noting that they sought help from library staff with literature searching. The results are outlined in Figure 2.

Figure 2: Purposes of Library Use

Other 8.9%, Study 28.1%, Information skills training 8.7%, Get help with literature searching 40.3%, Use PCs to check email 5.0%, Use PCs for assignments 5.8%, Scan material 2.9%, Use photocopying facilities 16.9%, Use printing facilities 10.1%, Use internet resources 35.9%, Consult printed journals 54.8%, Consult reference books 43.0%, Borrow books 63.8%

3.   Library Resources and Services

The next section of the questionnaire sought to establish users' satisfaction with the available resources and methods of requesting material not in stock.

3.1 Respondents were asked if they found the library's collections relevant to their information needs. The majority of responses indicate that there is overall satisfaction with the relevance of resources as noted in Figure 3 below. However, there would seem to be marginally lower levels of satisfaction with the book collections than with the journals and databases provided (see Figure 4).
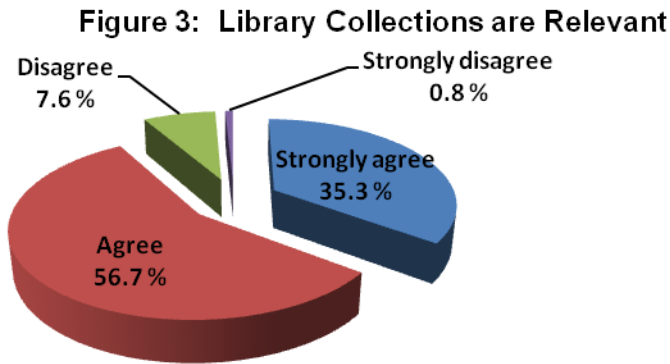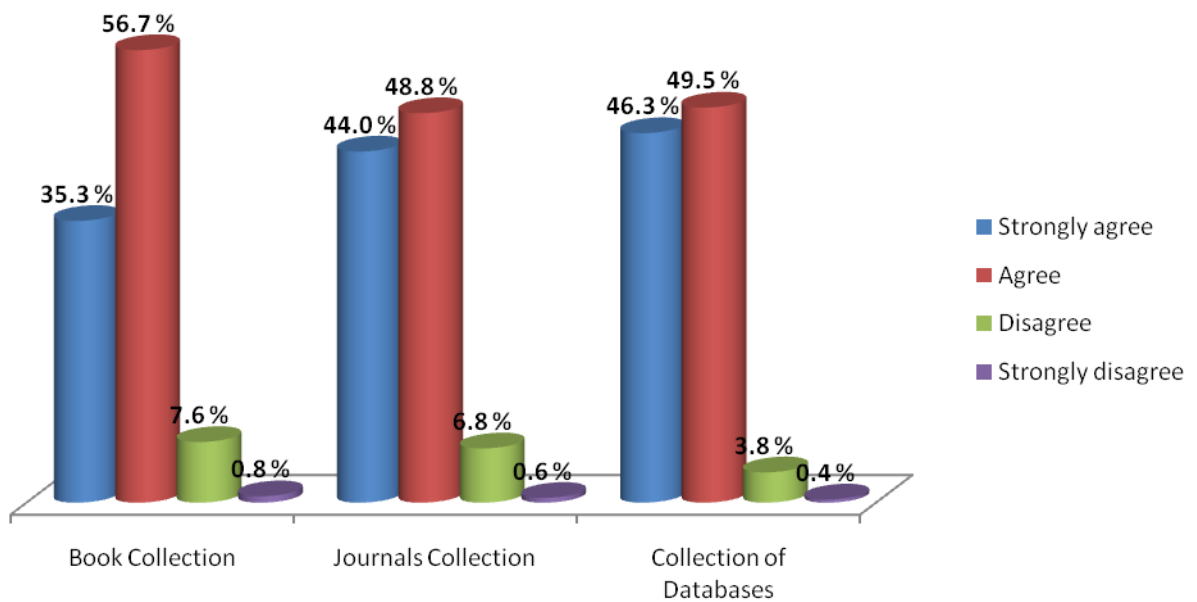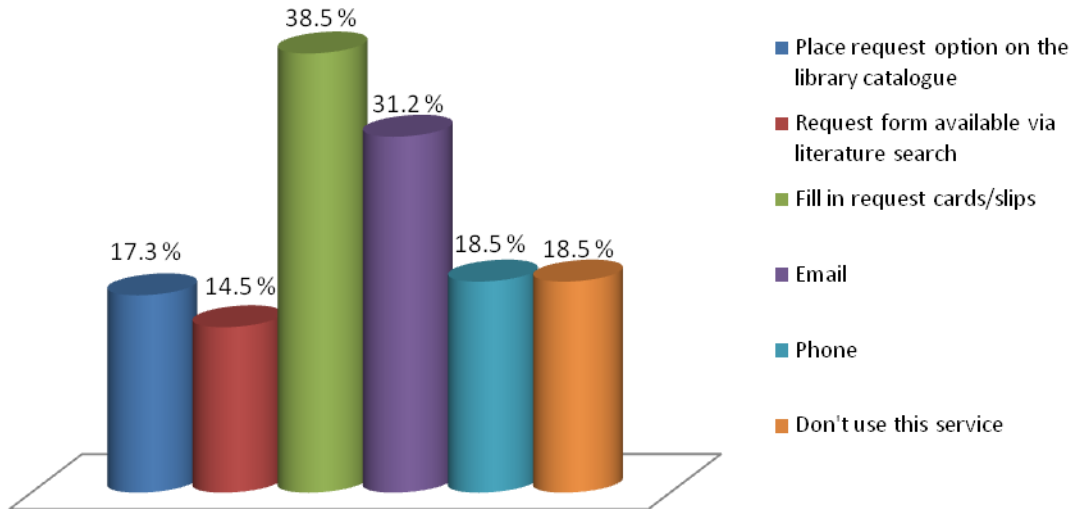
Figure 3: Library Collections are Relevant

Disagree
7.6%

Strongly disagree
0.8%

Strongly agree
35.3%

Agree
56.7%

Figure 4: Relevance of specific types of collections

56.7%

48.8%

44.0%

46.3% 49.5%

35.3%

7.6%

6.8%

3.8%

0.8%

0.6%

0.4%

■ Strongly agree
■ Agree
■ Disagree
■ Strongly disagree

Book Collection   Journals Collection   Collection of
   Databases

3.2 Respondents were then asked to comment on their preferred method of requesting material not held in the Medical & Healthcare Library collections. Responses are shown in Figure 5. It is significant that the majority of respondents prefer to request material by filling in cards or sending an email rather than availing of the online request forms on the catalogue or embedded within literature searching facilities. The need to promote these services was highlighted by this response.

Figure 5: Preferred Method of Requesting

Legend:
- Place request option on the library catalogue
- Request form available via literature search
- Fill in request cards/slips
- Email
- Phone
- Don't use this service

(Bar values: 17.3%, 14.5%, 38.5%, 31.2%, 18.5%, 18.5%)

3.3 As illustrated in Figure 6, most users would prefer to receive documents by email rather than in the post. This is prevented currently by security restrictions in the Trusts although individuals can request that delivery by email be facilitated.

Figure 6: Preferred Method of Receiving Documents

In print by post
20.5%

Electronically by email
79.5%
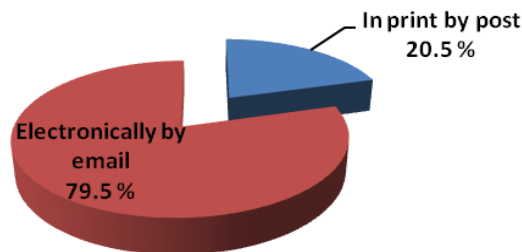
3.4 Representative comments on resources and facilities available in the Library

Not surprisingly there were numerous suggestions for additional resources that users would like to see added to stock. A number of journals proposed are already in stock which indicates a need for better marketing and training on the part of library staff. A list of specific titles requested is given in Appendix 2. A selection of comments is given below:

Additional resources required

"Further social work based literature"

"More e-books related to social work"

"Neurology journals"

"More ophthalmology/ orthoptic/ optometry books/journals"

"Few more current obs and gynae journals"

"More audiovisual resources, eg cd, dvd"

"Resources geared towards specialist clinical pharmacist prescribers eg pain management, anticoagulation etc"

"Pharmacy and laboratory journals"

"Medical laser books"

"Podiatry specific material"

"Current (ie not embargoed) updated web-based access for a wider range of paediatric and specifically neonatal journals"

"More books for OT mental health and for mental health recovery themes"

"More up to date texts in the area of Clinical Health Psychology"

"More books/journals on gynae cancer"

"Several paed surgical journals"

"More books on nursing management. This is an area that is not stocked well in any of the libraries"

"Increase in podiatric and biomechanics reference books. Given the fact that many healthcare professionals practice various forms of complementary medicine and the recent establishment of a Faculty of Homeopathy teaching centre in Belfast, a selection of relevant journals would be very helpful"

"Lots of the journals relating to my specialty (cardiology) are unavailable in printed copy. The cardiology ones that are held are not necessarily the most useful to someone in cardiology"

"Any hand therapy journal"

"Prosthetics and orthotics journals"

"More recent text books on dysphagia"

"Specific epilepsy/neurology medical journals/papers"

"More related clinical psychology material"

"I'm based in an Early Years Team and whilst this function sits with social workers the focus of the work is care and education of children. The resources in the library are limited for this area of work"

"It would be be most helpful if access to education journals was available"

"some more C&A psychiatry journals"

"I work in a small specialty (paediatric haematology/oncology) so it is often difficult to obtain relevant journal articles through HONNI"

"My clinical specialism is voice disorder within SLT. There are very few resourse available"

General comments/current resources

"The current resources have always been comprehensive and are updated as required"

"I have alway been able to get what I needed"

"Access to other Queen's libraries is helpful as I sometimes need to access social/public policy which are not always held in the Medical Library site"

"As I am a paramedic access to paramedic books and journals would be of help, but the medical texts and journals are usually quite helpful"

"Library staff include views of clinicians in adding new books/publications each year"

"Technology and e-access is the way to go"

"Excellent info available and librarian is able to access any books/journals not in stock from other facilities"

"Not aware of any lack of resources currently"

"Resources are very good"

"I would like to see more journals in the areas of psychotherapy and psychoanalysis. Though these are easily requestable when the library does not have a subscription"

"I find any thing I have needed can be sourced"

"I'm very happy with the stock"

Access to resources

"Internet access to some journals are not available to HONNI users but are available to Queens Staff. Could we have have full access to your online resources?"

"As a DHSS member it would be useful to have full access to the electronic journals that QUB students currently have"

"I would like to have the journals available on QUB LIB available on HONNI"

"Far too many journals are embargoed for a year or more - inability to access recent literature is a major hindrance to work. Inter-library loans aren't fast enough - usually I need to access the journal article immediately, it's of little use a few days later"

"Stock is fine - it is the limited access afforded to qualified nurses which needs improved"

"Online access to journals is poor in comparison with my experience in Canada"

"When accessing British Standards I need to physically go to the Medical Library. This is a great inconvenience. Is there any way I can login with an Athens account from a Belfast Trust PC?"

Cuts

"At Causeway Library, we no longer have access to journals, seriously hampering our ability to keep up to date"

"I work in Causeway Hospital and the trust have cut ALL print journals. They tell us that QUB have not supported our library in the hoispital and that the trust has cut the funding. Queens should either support us or should ensure that monies paid to the trust are used for education purposes in our hospital and not lost in the general budget"

"We (Causeway) get NO up to date journals"

"The Ebrary licence recently ended. I would have used this resource on a daily basis and it had a lot of extremely valuable books and resources for my area of work - Autism and Asperger Syndrome"

Library Facilities

"Very helpful staff and conducive environment to study"

"Excellent facilities"

"Service provided, friendliness and helpfulness of staff, willingness to help, facilities available and resources all 100%"

"Parking is a major issue at both the Medical & Biomedical sites"

"Parking can be difficult at times"

"The libraries needs to provide short term parking facilities that enables customers to return books"

"Stacks are very close together and hard to reach books at times"

"Should invest more in electronic info & less in 'old fashioned' paper"

"I have tried to use the British Library electronic delivery of journal articles but it was unsuccessful on numerous occasions"

"I would normally prefer to get resources by email but I cannot print them on trust computer"

"Have found it difficult to get address changed, so whenever an article is requested electronically it has gone to a previous address many times. Maybe an address confirmation when ordering would be useful"

"I think the library could advertise its facilities more and could offer individual or group training days on how to get the most from a library. You could teach us how to do online searches properly. I am a GP"

"I would like longer opening hours as I find it hard to get to the library when it is open"

"When requesting papers and documents online it would be nice to have an easier payment method"

"Online payment or being able to charge your account credit. Otherwise, you just get a 'fine' email and it can be difficult for doctors to make it to the medical library"

"The facilities are immaculately clean, the staff are very helpful and the area is great for studying and networking"

"Although I have stated a preference to receive journal articles by post, this is only because I have had difficulties receiving/opening email versions of articles in the past (due, I think, to the Trust's level of internet security). Were this not an issue, I would be more than happy to receive email versions of papers etc"

"Increased heating temperature in MDEC library"

3.5 Commentary on Library Resources and Services

Books
There was a good response to the question about additional resources wanted with no shortage of suggestions made as can be seen from the comments in 3.4 above. Some of the comments, however, highlighted the need for the library to improve communication with users and to promote all the services on offer. Library staff do endeavour to keep stock up to date and are always willing to consider suggestions from library users but some respondents seemed unaware of this. Equally it would appear that many of our users are unaware that they can request material from any of the Queen's libraries or indeed visit and borrow from them in person.

It was encouraging to note from the responses that there was significant support for increasing e-book availability via *honni.* The Library's policy over recent years has been to purchase e-books thereby reducing duplication of print copies and ensuring that HSC professionals have access to the material regardless of where it is located.

A number of users asked for more CDs but those published in tandem with print books can not generally be made available due to licensing restrictions.

Journals
There were numerous journal titles suggested for purchase and details of these are listed in Appendix 2. In summary 17 titles recommended are already available electronically via *honni,* 18 titles have limited or closed e-access on *honni* and 32 titles have no e-access although 9 of these are available in print. As indicated above there were also areas where users felt coverage could be improved. In addition there was criticism of the lack of full text and embargoes on current issues.

These responses again indicated the need for the library to communicate to users its policy on journal purchase and the access limitations due to licence restrictions. The e-access for many of the Library's journals is provided as part of a package, the purchase of which enables a large number of journals to be made available at a competitive cost. The trade-off, however, is that the current year of some titles is embargoed and the Library does not have complete control over the titles which are included in the package. The Library still feels that this is an appropriate use of funds as for the same amount of money it would only be possible to purchase a very small collection of e-journals directly from the publishers. The Library provides an inter-library loan service enabling users to order articles not instantly available electronically and these are posted (or emailed) directly to them within a week in most cases.

Other Resources and Issues
Several other resources were recommended including *Embase, RefWorks* and *PsycInfo* which are already on a wishlist but for which there aren't sufficient funds available. An annual subscription to PsycInfo for HSC users, for example, would cost £20,700. The cost of subscribing to other resources proposed such as *Web of Science* and *British Standards Online* will be investigated. A number of respondents raised the need for a point of care tool such as *Up To Date*. The Library has been aware of this issue for some time and is looking at joint procurement to make such a purchase affordable as it is currently very expensive. The Library ran trials to alternative point of care tools in 2010 but limited feedback made a case for additional funding impossible.

One other issue that exercised a number of respondents was the cancellation of journals in the libraries at the Causeway and Musgrave hospitals. Respondents were obviously not aware that these journals were paid for, and subsequently cancelled by, the Trusts and were not, and never have been, part of the Queen's Library provision to the Health Service. However, this response clearly indicates the need for us all to work in partnership to achieve best value for money, mitigate the effect of cuts and make centralised services and resources via *honni* available to all HSC professionals wherever they are located.

4.   *honni* Access and Content

The Library's electronic resources and services are delivered through the *Health on the Net Northern Ireland* website (*honni*). This is a key platform for the current service and for the future development of that service. The next section of the questionnaire, therefore, focused in some detail on the use made of the *honni* website and users' satisfaction with it.
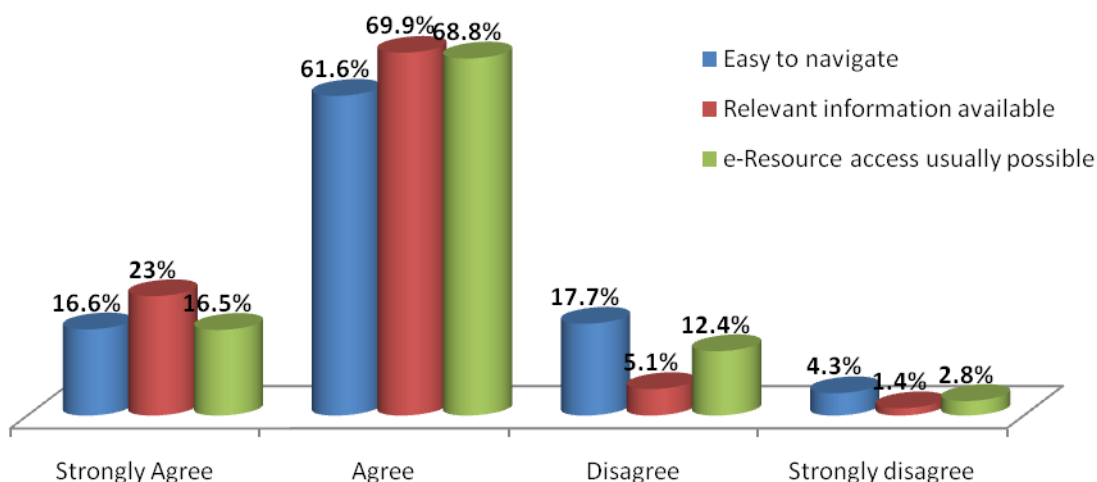
4.1 86% of respondents indicated that they used the *honni* website. Of these almost 40% use it frequently and a further 46% sometimes use it. Only around 16% indicated that they rarely use it (see Figure 7).

Figure 7: How often do you use *honni*?
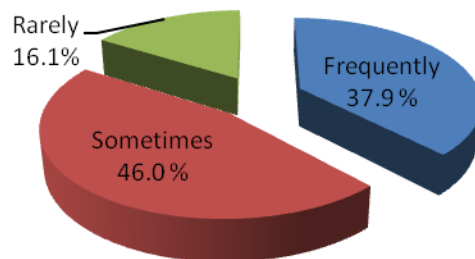
4.2 Users were asked to rate their experience of *honni* in 3 key areas – ease of navigation, relevancy of information, and accessibility of e-resources (see Figure 8). Of these the vast majority either agreed or strongly agreed with the statements in all three areas. The highest area of agreement was in relation to relevancy of information where almost 93% indicated that they found the information relevant to their needs. This compared with 85% of respondents who agreed that e-resources were usually accessible, and 78% who agreed that the site is easy to navigate. Whilst these figures are reasonably good, there was still a substantial number of people who were not in agreement, including some who strongly disagreed.

Figure 8: Experience of using honni

4.3 Users were asked to indicate if they mainly accessed the *honni* website at work or from home. More than 58% of respondents indicated that they mainly use *honni* at work, whilst almost 40% were mainly home users. Some indicated that they use it in both locations, and a few referred to the library as their primary location for using *honni*.

Those people who mainly work from their home PCs were asked why they tend not to use it at work. By far the largest reason given was that they don't have time, although those who cited inadequate access to the internet or slowness of the internet connection were not insignificant (see Figure 9). Other reasons given for using *honni* from home included shortage of time, or lack of peace and quiet at work; Trust ICT security issues such as Internet access not being available (eg denied at ward level), access blocked by the Trust or download restrictions; and finally lack of skill or lack of trust in the system.

Figure 9: Why do you not use *honni* at work?
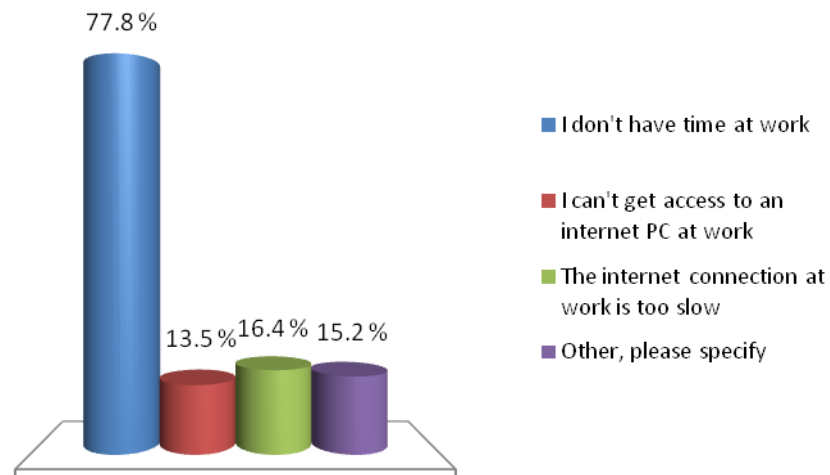
4.4 14% of respondents indicated that they don't use *honni* at all. Figure 10 below shows the reasons given for non-use. Note that the figures are not mutually exclusive, as some respondents cited more than one reason.

Nearly half of respondents (44.4%) indicated that they don't know how to use the system. 25% said they didn't know how it would help and 12.5% said they didn't have up-to-date IT skills. Lack of time was again cited as a major obstacle, while other reasons given included: QUB resources used instead, no need, unaware of service, login problems, difficulty using *honni,* lack of full text and Internet access issues.

Figure 10: What are the reasons you don't use *honni*?
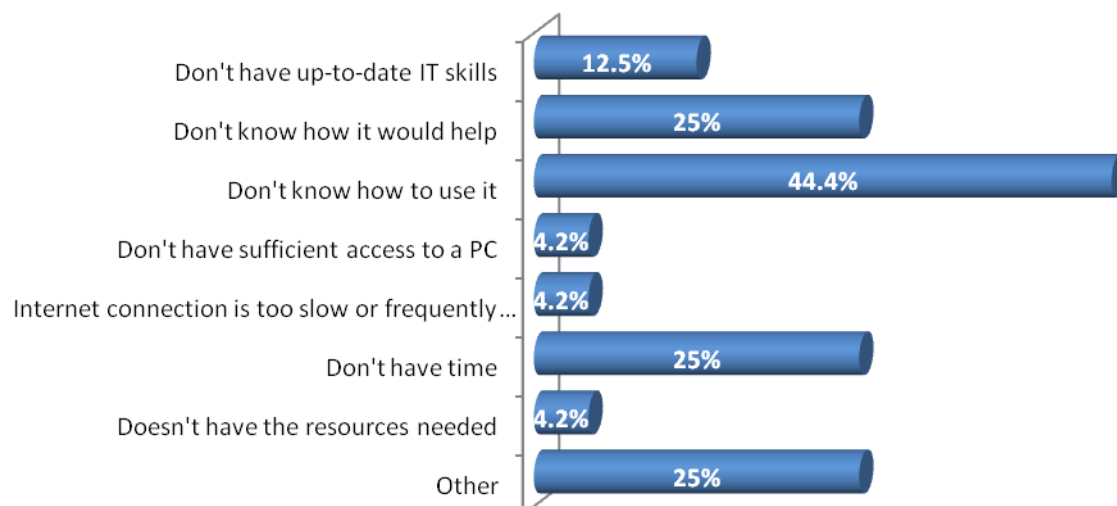
4.5 Representative comments on *honni* access and content

There were numerous comments on *honni* and these have been grouped under various headings below. Nearly 30% of comments expressed a high level of appreciation for the services. The comments show, not surprisingly, that users do not distinguish between the resources available on *honni* and the website itself or its various components. For users the key issues are what resources are available and how they get to them. Words like 'excellent', 'valuable', 'essential', 'fantastic', 'brilliant', and 'superb' were used by numerous respondents. Others like 'useful' and 'helpful' recurred throughout.

General Comments

"Fantastic resources, recently completed my MSc and honni was an essential resource"

"A useful method of keeping up to date with new resources"

"Can access journal articles and read online, and saves ordering and printing. Can search multiple databases ensuring broad search and can save searches for future reference"

"Think honni is great for health care worker and the use of facilities at Queens has helped me with my post qualifying and practice teacher awards"

"While on secondment recently as a co-ordinator for a theatre training programme I found being able to refer people to the honni site for resources when they were training very helpful"

"I think it is an excellent resource"

"It is a very useful tool particularly in the nursing and medical dimension"

"I find it a very useful service"

"Superb resource site which I have found invaluable"

"Great service"

"honni is an excellent resource and has been very useful to me in my work"

"Useful service from a clinical perspective"

"Excellent website"

"Very useful and convenient"

"Extremely useful service – I could not evidence my work properly without it"

"I love this facility"

"It is a very good resource, should be more publicised to health care staff"

"It's great to be able to access this service to research current best practice"

"Very accessible"

"Invaluable, as many of the relevant journals are not available via Queen's libraries alone"

"Good way of accessing most journals without having to physically go to the library as often"

Navigation, Multiple Windows & Login problems

"The interface is unattractive and cumbersome. To open a journal for example, at least 3 different windows have to be opened, cluttering up the screen"

"Too many simultaneous windows"

"Can end up with a lot of windows open"

"Links to online resources involve too many clicks, logins and new pages"

"It is annoying to open several pages before one can get the journal article"

"Maybe new tabs opening rather than endless new windows would be useful"

"Difficult to do literature search"

"Rather poor layout by modern standards and poor help files"

"I have difficulty in searching topics and locating specific journals"

"Sometimes requires too much drilling down to get at resources"

"honni is desperately hard to navigate around. If you make a mistake there is no 'back' button. Poorly written search engine"

"Very unwieldy database. Slow with too many steps"

"Don't like the way searching for journals and then trying to link to them generates popups"

"Difficult interface to use – could be made a lot simpler with fewer windows"

"honni needs to be easier and more straightforward to use. For example, there are too many choices to go into for one electronic journal title and it is confusing as to which one to use"

"I find it difficult to get on to. Frequently shows error"

"Been given two passwords that don't work or expire. It's the worst thing about the library service"

"Occasionally difficulty getting logged on"

"Often have to put in password several times"

"Using honni requires entering password multiple times after login"

"Need 1 password to access all relevant areas. Too many occasions multiple passwords required"

"Always seem to have to log in a number of times"

"Some resources require multiple inputs of username and password"

Services Requested

"If information requested could be emailed direct to me rather than posted"

"Could it include books?"

"My wife is a GP and can't use honni – why is this not available to all healthcare professionals in NI?"

"Pity you can't put credit on an account for ordering inter library loan instead of calling in to pay"

"I cannot access honni from my home computer"

"An easy to remember password would be good"

"Would be really useful to be able to change the log-on password to something more memorable"

IT Skills and Training

"I have had training on honni but I have to gain more experience in using it but have not had the time"

"Once it is explained by librarian it becomes easier to navigate round honni, however my computer skills are minimal which makes it trickier!"

"I think that unless you are using it regularly, like anything else, you forget or get rusty with how to use it"

"Am only beginning to get to grips with using same. Will keep practising!"

4.6 Commentary on *honni* access and content

The responses to the questions in this section and the numerous comments made indicate that despite the problems identified with resource and system limitations, the service is clearly appreciated and deemed indispensible by many. However, it was clear from the responses that a number of key issues need to be addressed if *honni* is to be more widely and easily used. A significant number of comments related to navigation problems and the opening of a number of different windows particularly when using *honni e-Lib* and *honni*Connect. Users were also irritated by multiple request for usernames and passwords when trying to access IP authenticated resources and by experiencing difficulties when trying to log on.

Many of the issues raised by respondents are already well known to the Library. An issues/risk register is maintained and staff are working to resolve problems such as multiple windows and second logins. The current system for resource discovery is cumbersome and involves numerous

steps and multifarious approaches. For less skilled users and those with little time to spend on it, this can be an insurmountable barrier. Even for those with both time and skill, the current system leaves a lot to be desired. It is based upon a combination of third party software packages amongst which communication is often shaky or non-existent. Consequently it can never provide an integrated, seamless user experience. It should be noted, however, that problems relating to logging on are not necessarily the fault of the *honni* set up but may be due to security settings on the users' PCs or network.

Other comments made again highlighted the need for the Library to continue to promote its services. They demonstrate that some people are still unaware that:

- delivery of requested articles by email, via Secure Electronic Delivery, is a service the Library has provided for quite some time;
- a range of electronic books is already available through *honni*;
- any HSC employee in Northern Ireland is entitled to join the library and access *honni* resources;
- *honni* can be accessed from an internet PC at any location;
- passwords can easily be changed to something memorable via the online Change Password facility.

A few additional comments related to users' lack of IT skills or their need for more help and training. As well as indicating the need for ongoing training and education, these comments further highlight the need for simplification of the system. The Library already provides training and a marketing plan is currently being developed to assist in further promotion of the service.

A number of respondents also commented on having to call in to one of the libraries to pay inter library loan charges. A facility to pay online through library accounts was set up for HSC members but unfortunately there is a problem with the system so the service is currently unavailable. The document delivery service is going to be looked at in detail in 2011/12 and it is hoped that a more user friendly service will result.
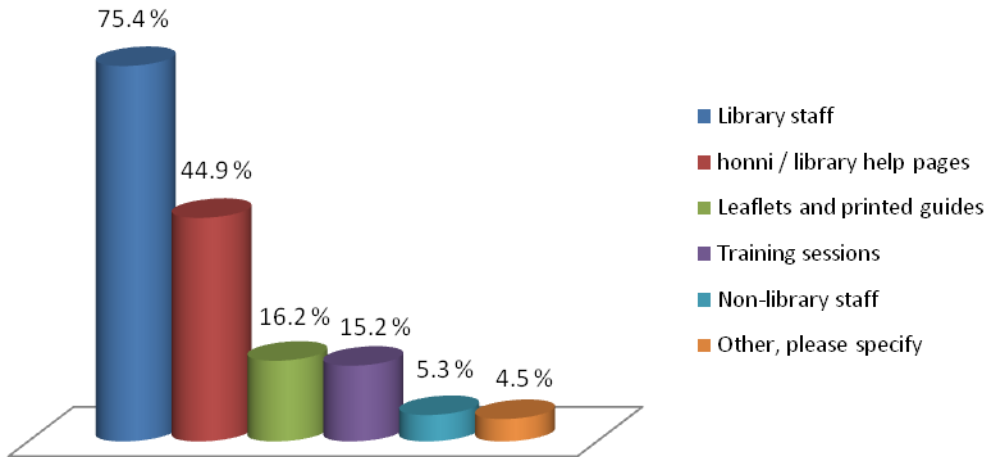
In summary the many comments in this section indicate a need for the resolution of issues relating to the user interface and user authentication, communication with Trust ICT departments on infrastructure and security issues, continued efforts on procurement of resources, ongoing promotion of services and a continuing programme of training and education. Planned developments noted in Section 7 (Recommendations) should greatly reduce negative responses to the service and make it more usable and attractive to both current and potential users.

5.   Help and Support

The next major section of the questionnaire addressed user satisfaction with the help, advice and training provided by library staff in particular by the subject librarians.

5.1 Respondents were asked where they normally found out about using the library services and resources and the responses are illustrated in Figure 11.

Figure 11: Sources of Information about Library Services

75.4 %
44.9 %
16.2 % 15.2 %
5.3 % 4.5 %

- Library staff
- honni / library help pages
- Leaflets and printed guides
- Training sessions
- Non-library staff
- Other, please specify

5.2 It was pleasing to note that the vast majority of our users had sought help from library staff (see Figure 12).

Figure 12: Users who asked for Help

No
16.6 %

Yes
83.4 %
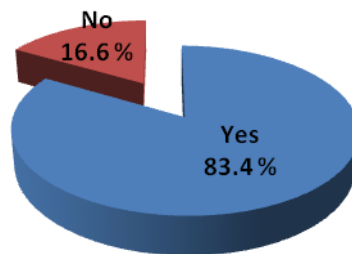
5.3 The respondents were asked to describe their experience of getting help in five main areas – speed of response, satisfaction with the level of detail provided, usefulness of information received, availability and approachability of staff. In all areas the responses were very positive as shown in Figure 13 below.

Figure 13: Experience of Getting Help

My question was dealt with quickly: 70.3%, 28.5%, 1.2%

The response I got was pitched at the right level: 68.9%, 30.2%, 0.9%

The information I received was useful: 70.7%, 29.1%, 0.2%

The member of staff was helpful and friendly: 75.5%, 24.2%, 0.2%

Staff were easy to find: 65.7%, 33.6%, 0.7%

Strongly Agree / Agree / Disagree / Strongly Disagree
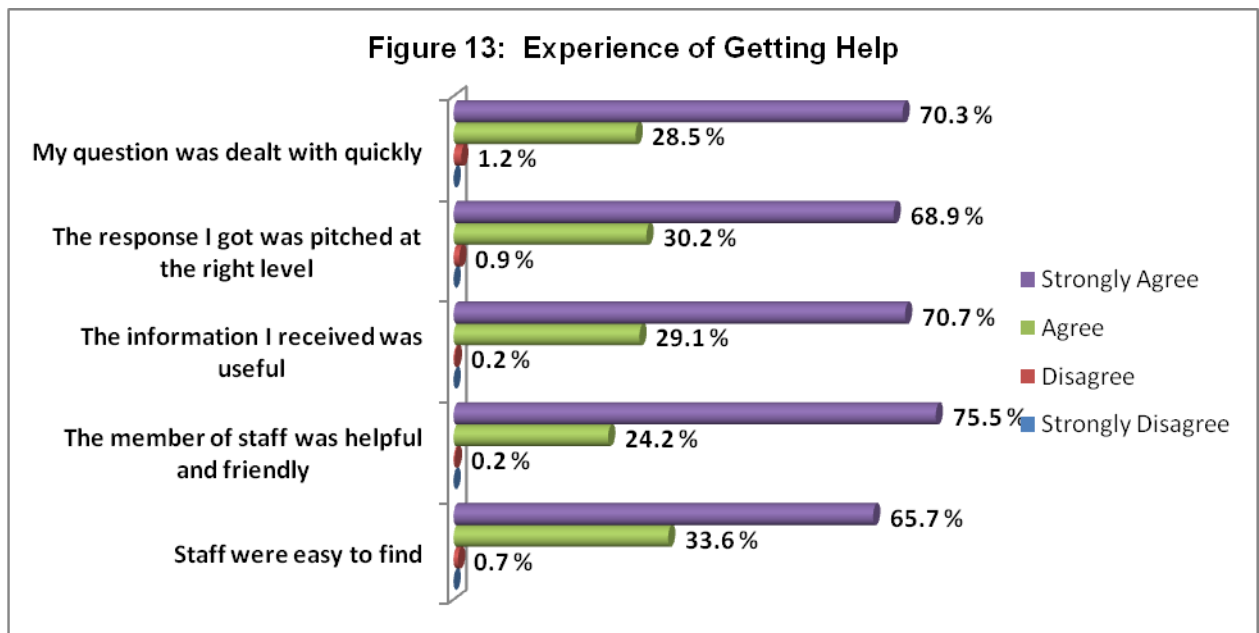
5.4 Although many users had asked for help from library staff, it was clear from the survey that not all of them were aware that there were subject librarians with expertise in specific fields who were available to support them in their work and learning.

Figure 14: Aware of Subject Librarian

No 56.7%   Yes 43.3%
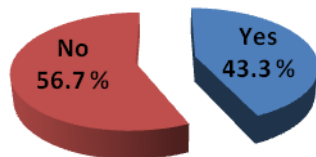
5.5 However, of those who were aware that subject librarians were available to provide help, over 61% had availed themselves of the subject libraians' expertise.

Figure 15: Asked Subject Librarian for Help

No 38.3%   Yes 61.7%
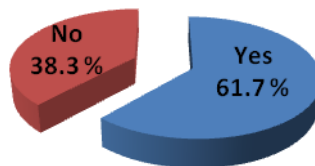
5.6 The respondents indicated the kind of assistance they needed in a number of areas. The majority of users require advice and help from subject librarians on making the most of the library services and resources on offer. A detailed breakdown is given in Figure 16 below.

Figure 16: Reasons for Needing Help

Reason	Percentage
Basic assistance in using honni	52.6%
Advice on specific library services	59.9%
Advice on accessing e-journals	58.4%
Help with using computers for library purposes	17.5%
Required training session	20.4%
Required one-to-one information consultation	46.7%
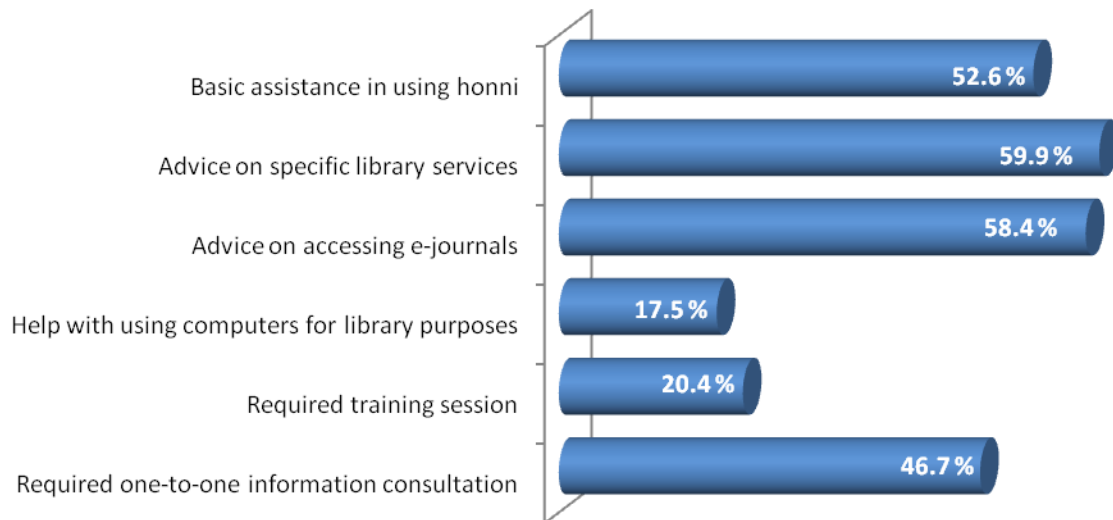
5.5 Representative comments on help and support from library staff

"The library never let me down, a brilliant learning zone, staff out standing"

"Any staff members I have approached have been efficient, informative and not in any way condescending about my sometimes naive line of query and requests. Support has always been personalised to my library needs and has helped me greatly over the years of my studies"

"There is no dedicated librarian in causeway hospital library"

"Training session done in Erne Hospital was great"

"Extremely useful service, professionally, pleasantly and patiently delivered"

"Social Work subject librarian was attentive and very helpful resolving my issue within minutes"

"A user handbook to help with online access to electronic journals via honni would be most welcome (maybe there already is one?!)"

"Staff always very approachable and give attention to detail on the request. They offer a very valuable service and one which helps speed up outputs on projects on which I am working"

"Librarians are all based over 70 miles away - this is not a service"

"An excellent service which is always delivered in an approachable, efficient and professional manner"

"Excellent assistance and support received with a complex search for a Cochrane review"

"Usually the help and support goes beyond the question asked so there is definitely added value in that the advice can often help develop ideas further"

"Indispensible service backing up the clinical and educational work of practice"

"Please market yourself more. I would gladly attend a session to learn what is available"

"Excellent source of support. It will encourage me not to be as daunted/anxious by the prospect of using the library services for literature searches, research and basic information searches to improve the quality of the service I provide"

"Staff are excellent, friendly and enthusiastic, cannot ask for better help"

"I have had a few IT hiccups to do with HONNI access, and they were so patient and keen to help"

"I am currently needing generic management books and whilst those I need are not available in library the librarians have been absolutely excellent in ordering them"

"How do you find the dedicated person?"

"I have always found that I can get support very quickly and was very surprised that the support given was within a quick time scale"

"Staff are brilliant, often offering me information on services and facilities I didn't even know to ask about"

"Very helpful attitude from staff - real asset to have skilled professional Librarians in post"

"I have to say that I think that the library is superb, and the staff have been very helpful, and courteous to me, each and every time"
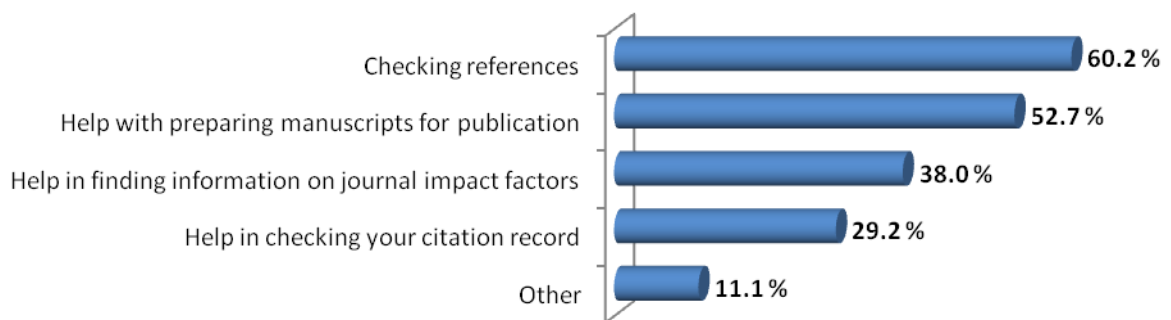
5.8 Commentary on help and advice

There was a very positive response in the user survey to all aspects of help and support provided by library staff on all sites and only a small sample of the comments received is included in 5.7 above. Of all sections this was the one with the most positive and the least negative comments. There is a clear awareness amongst our users of the added value provided by having support from knowledgeable and enthusiastic staff. The responses do indicate a need to raise the profile of the subject librarians who have specific expertise in different areas such as medicine, allied health, nursing, social work, clinical psychology and dentistry. However, users obviously appreciate the help and training they receive and even in this electronic age realise that personal interaction and support still plays a vital role.

6. Future Developments

The final section in the questionnaire addressed future services that library users might like to see provided and also asked them how they would like to be consulted on library matters in future.

6.1 There were a number of additional services that users would like to see implemented including checking references, citations and journal impact factors as indicated in Figure 17 below. The majority saw an advantage in having help in preparing written material in relation to CPD and research work.

Figure 17: Additional Services Desired

Service	Percentage
Checking references	60.2%
Help with preparing manuscripts for publication	52.7%
Help in finding information on journal impact factors	38.0%
Help in checking your citation record	29.2%
Other	11.1%

6.2 The Library currently communicates with users via the *honni* blog and newsletter. It is apparent from responses that the library needs to promote services to a greater degree although the *honni* newsletter does seem to be an effective means of communication. The proposed marketing plan will help address these issues.

Figure 18: Preferred Methods of Consultation

- Library user (focus) groups 16.5%
- Other 17.4%
- honni blog 17.4%
- honni newsletter 65.8%
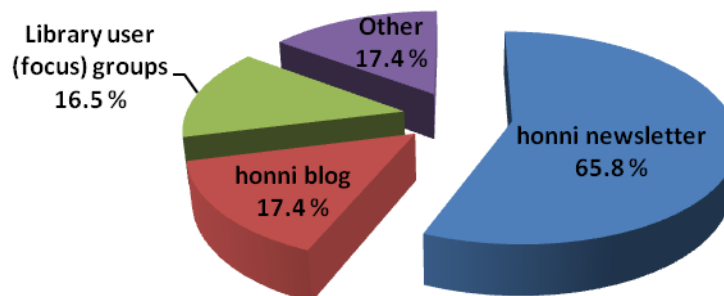
6.3 Representative comments on future developments and consultation

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Comments:

"Publicise all available services please. Most of us learn to use the library in our early years and have no idea that the library can or does off all above mentioned services"

"Help in completing your own article"

"Data base tips - from the insiders!"

"Compilation of bibliographies for health care staff eg training and access to Refworks"

"Help with preparation of dissertations"

"Offer structured training sessions (similar to IT training sessions) for literature searching, critical appraisal of papers and writing papers for submission to journals. These would be extremely useful for Health and Social Care staff"

"Help with formatting papers into different journal formats would be incredibly useful to all academic staff"

"Regular updates on what services are available"

"More training sessions so that people could get much more out of using the library. For example, small lectures/training each Monday using different topics, such as how to access books/ journals/ honni and how to do references"

"Reinstatment of ebrary ebooks"
"Better advertising of its avaiability to community bases professions (as opposed to hospital only)"
"Causeway Hospital library should be open regularly, properly funded and staffed and stock certain hard-copy journals where these cannot be accessed online"

"Regular e-mail to registered users to inform them of any updates to the service"

6.4 Commentary on future developments

It is pleasing to note that many of the suggestions made in the user survey particularly in relation to future developments are already in the strategic plan including marketing services better, improving the document delivery service and methods of payment, evaluating our services and continuing to develop training sessions. A number of respondents indicated a willingness to be involved in focus groups or other consultation exercises and this will be followed up.

7. <u>Recommendations</u>

7.1 Implement new Library Management System (LMS)

This will include a resource discovery tool to simplify and improve search facilities. The system will have a modern, google-style approach which will make searching and retrieving information much simpler and will solve some of the problems identified in this survey. Issues such as authentication and multiple logins should be solved by the new LMS but if not we will seek to address them as a matter of priority.

7.2 Plan additional training to promote the library service and ensure users are familiar with the new improved LMS.

7.3 Prepare a marketing plan for library services.

7.4 Establish a Joint Procurement Committee to improve resource purchasing power.

7.5 Establish an IT Committee to address issues of common interest such as security, access to resources and training.

7.6 Review the document delivery service.

7.7 Reinstate the ability to pay for services etc online.

7.8 Improve quality control of registration procedures to ensure better communication by email.

7.9 Promote online requesting of specific books or areas of stock in need of updating.

7.10 Promote the availability of subject librarians who can provide profession-specific training and one-to-one support.

7.11 Promote the relationship with all Queen's Libraries – access, right to borrow, and request material.

7.12 Provide information on licences and journal deals explaining access restrictions.

7.13 Investigate feasibility of delivering additional services requested.

7.14 Contact all users who expressed an interest in being involved in future consultation.

7.15 Carry out further surveys focusing on specific services and user groups.

8. <u>Conclusion</u>

The User Survey has proved to be a useful exercise providing guidance on how we deliver library services and indicating where our priorities should lie. The key areas of the survey focused on service delivery, resources management and training and support. There is undoubtedly a need to market and raise the profile of the library services available to HSC users and to clarify issues relating to full text access and licensing restrictions. There will always be a demand for additional resources and indeed additional resources provided electronically. We shall endeavour to find ways of providing better value but there is clearly a lack of awareness of the cost of such resources and a naive belief that just because something is available electronically (via Athens authentication or as a Queen's resource) then it can be made accessible to all HSC users.

The *honni* gateway to our resources and services is well used and appreciated but not without its faults. IT issues are obviously an irritation to users and a barrier to the service. Whilst the Library is unable to rectify problems associated with the Trust ICT infrastructure and security requirements, we shall continue to engage with the Trusts about such matters and the proposal to set up a Trust-wide ICT committee should facilitate this. Pleasingly, the most positive outcome of the survey was the overwhelming appreciation of the help and advice provided by staff throughout the system. Users are well aware that even though the library strategy is to move towards increased e-access for both services and resources, the role of library staff in managing, delivering and providing training in the use of these resources is crucial.

In summary the Library staff need to review resources to achieve value for money, endeavour to surmount ICT barriers and improve access to the resources, keep up the good work on support and training and continue to promote our services to new and existing HSC members.

Appendix 1: The Questionnaire

 Queen's University Belfast

 honni — HEALTH ON THE NET NORTHERN IRELAND

Medical & Healthcare Library Survey 2011

Please spend 5-10 minutes completing this short survey. The results will enable library staff to assess how well library services are meeting your needs, and help us to improve services wherever possible.

About You

Please indicate your profession,

Select answer

       Medic
       Allied Health
       Nurse/Midwife
       Clinical Psychologist
       Social Worker

Which library do you normally use?

Select answer

       Medical Library
       Biomedical Library
       Antrim Healthcare Library
       Craigavon Healthcare Library
       Knockbracken Library
       Altnagelvin Library

Library Services, Resources and Facilities

For what purposes do you visit the library (tick all that apply)

☐ Borrow books

☐ Consult reference books

☐ Consult printed journals

☐ Use internet resources

☐ Use printing facilities

☐ Use photocopying facilities

☐ Scan material

☐ Use PCs for assignments

☐ Use PCs to check email

☐ Get help with literature searching

☐ Information skills training

☐ Study

☐ Other, please specify

The library's collections are relevant to my information needs

	Strongly agree	Agree	Disagree	Strongly disagree
Book Collection	☐	☐	☐	☐
Journals Collection	☐	☐	☐	☐
Collection of Databases	☐	☐	☐	☐

Are there any resources not currently held in the library that you would like to see added to stock?

What is your preferred method of requesting material not in the Medical Library collections?

☐ Place request option on the library catalogue

☐ Request form available via literature search

☐ Fill in request cards/slips

☐ Email

☐ Phone

☐ Don't use this service

How would you prefer to receive material you have requested?

○ In print by post   ○ Electronically by email

Please provide any additional comments on any aspect of the library's services/resources/facilities

honni Access and Content

Do you use the honni website?

○ Yes ○ No

The following indented questions are only shown depending on the response to the previous question as indicated.

If "YES" to using honni

How often do you use honni?

○ Frequently ○ Sometimes ○ Rarely

Please indicate your experience of using honni

	Strongly agree	Agree	Disagree	Strongly disagree
It is easy to navigate around honni.	☐	☐	☐	☐
The information available on honni is relevant to my information needs.	☐	☐	☐	☐
Access to e-resources on honni is usually possible.	☐	☐	☐	☐

Where do you mainly use honni?

○ At work

○ At home

○ Other, please specify

If use honni <u>AND</u> mainly use it at a non-work location

Why do you not use honni at work?

☐ I don't have time at work

☐ I can't get access to an internet PC at work

☐ The internet connection at work is too slow

☐ Other, please specify

If "NO" to using honni

What are the reasons you don't use honni?

☐ I don't have up-to-date IT skills

☐ I don't know how it would help me

☐ I don't know how to use it

☐ I don't have sufficient access to a computer

☐ Internet connection is too slow or frequently unavailable

☐ I don't have time

☐ It doesn't have the resources I need

☐ Other, please specify

If "YES" to using honni

Please provide any additional comments about honni

Help and Support

Where do you normally find out about using library services and resources? (choose more than one option, if appropriate)

- ☐ Library staff
- ☐ honni / library help pages
- ☐ Leaflets and printed guides
- ☐ Training sessions
- ☐ Non-library staff
- ☐ Other, please specify

Have you asked a member of library staff for help?

○ Yes ○ No

The following question is only shown if the answer to the previous question is "YES"

How would you describe your experience of getting help?

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff were easy to find	☐	☐	☐	☐
The member of staff was helpful and friendly	☐	☐	☐	☐
The information I received was useful	☐	☐	☐	☐
The response I got was pitched at the right level	☐	☐	☐	☐
My question was dealt with quickly	☐	☐	☐	☐

Do you know there is a dedicated person (subject librarian) to support your professional information needs?

○ Yes ○ No

The following question is only shown if the answer to the previous question is "YES"

Have you asked the subject librarian for help?

○ Yes ○ No

The following questions are only shown if the answer to the previous 2 questions is "YES" (i.e. the respondent is aware of the subject librarian and has asked for their help).

Please indicate what you needed your subject librarian to help you with (choose more than one option if appropriate)

- ☐ Basic assistance in using honni

☐ Advice on specific library services (e.g. article requesting, procedures, library membership etc.)

☐ Advice on accessing e-journals

☐ Help with using computers for library purposes

☐ Required training session

☐ Required one-to-one information consultations (e.g. help with a specific literature search)

Please provide any additional comments on help and support you received

Future Developments

Are there any additional services you would like the library to offer? For example,

☐ Checking references

☐ Help with preparing manuscripts for publication (according to required journal standards)

☐ Help in finding information on journal impact factors

☐ Help in checking your citation record (H index)

☐ Other, please specify

How would you like us to seek your opinion on library matters such as stock purchases and service provision?

☐ honni newsletter

☐ honni blog

☐ Library user (focus) groups

☐ Other, please specify

If you would like to take part in a user group please give your contact details.

Please suggest what (if any) improvements could be made to any aspect of the library's services and resources

Appendix 2: Journal Titles Requested

Title	Current access via honni	Print availability
Titles which already have FT to current:-		
American journal of rhinology	1987- (Proquest)	
Lancet	1992-	**Alt 64-72, 1980-, Craig last 6 years, Med 1823-2009, Antrim Hospital Postgraduate 2008 - 2009, Ulster Hospital Postgraduate Last three years only**
Journal of pain sym management	1995 - (SD)	
Complementary therapies in medicine	1995- (SD)	
Diabetes	1997 - to current via ProQuest	**Med 52-07, Bio 05-09**
Clinical rehabilitation	1998-	
Journal of Clinical Virology	1998- (SD)	
Canadian journal of occupational therapy	2000-	
Homeopathy	2002- (SD)	
Brit journal of therapy & rehabilitation**	2003 - Cinahl no emb	
Acupuncture in medicine	2003- (Ebsco no emb)	
Complementary therapies in clinical practice	2005- (SD)	**Med 2005-07**
American journal of occupational therapy (extend years available)	2006-	**Med 84-09**
CORR (Clinical orthopaedics & related research)	2008 - (Springer)	**Med 1973- , Altnagelvin 99-05**
NEJM	available FT to current	
Archives of physical medicine & rehabilitation	full to current SD	
JAPMA (J of Amer Podiatric Medical Ass)	Under negotiation	**Bio 85-2008**
Titles with embargoes or access ended:-		
Heart	1 year embargo (free access)	**Med 1996- , Ant PG last 3 years, Bi current year only**
IOVS (Investigative Ophthalmology & Visual Science)	1 year embargo (free access)	**Med 1977-95**
Blood	1946- 12 months ago (free access)	**Med 1946-**
Advances in psychiatric treatment	1994 - [3 years ago] (free access)	
Nature	1990- 12 months ago	**Med 30-2009, McClay 1870-2006**
Journal of pediatric psychology	1996- 1 year emb (free access)	**McClay 1994-1995**
Archives of disease in childhood	1996- last 3 years n/a	**Med 1926-**
Thorax	1997- 3 year emb (free access)	**Med 1946-**
European heart journal	1998- 1year emb (free access)	**Med 1980-**
BMJ	64-80, 94- last 12 months n/a	**Alt 78- , Med 1867- , Craigavon last 6 years**
International journal of geriatric psychiatry	1986-[12 months ago] (Ebsco)	
AJSM (Amer J of Sports Med)	1995-99 (MDConsult)	
Australian journal of occupational therapy	1998 - Ebsco 1 year embargo	
Modern pathology	2000- 12 months ago (ProQuest)	**Altnagelvin last 10 years**
Journal of psychosomatic obstetrics and gynecology	2003-last 12 months n/a	
RCM midwives	2005-2007	
Science	1988-2005	**Med 77-09, McClay26-09**

Journal of infectious diseases	**1999-2006**	**Med 1904-**
Titles with no e-access:-		
Health devices journal (ECRI institute)	**n/a**	
Journal of health psychology	**n/a**	**McClay 2003-2010**
Journal of rheumatology	**n/a**	**Med 1979-**
New scientist	**n/a**	**Med current year, McClay 56-**
Journal of consulting and clinical psychology	**n/a**	**McClay 68-07**
Journal of abnormal psychology	**n/a**	**McClay 65-07**
The Irish journal of psychology	**n/a**	**Knockbracken 94-99, McClay 71-**
Physics in medicine and biology	**n/a**	**McClay 1973-1995**
Brit Association of day surgery journal	**n/a**	
Journal of AAOS (Amer Academy of Orthopaedic Surgeons)	**n/a**	
Cytokine	**n/a**	
Journal of clinical otolaryngology	**n/a**	
Rhinology	**n/a**	
Analytical toxicology	**n/a**	
Therapeutic drug monitoring	**n/a**	**Med 1979-**
Disability and rehabilitation journal	**n/a**	
British journal of social work	**n/a**	**Med 1971- . McClay 1971-**
Biomedical scientist	**n/a**	
International journal of gynecological pathology	**n/a**	**Med 82-85**
Medical physics	**n/a**	
Heart rhythm	**n/a**	
Infection control & hospital epidemiology journal	**n/a**	
journal of neurosurgical anesthesiology	**n/a**	
Current opinion in critical care	**n/a**	
Journal of dementia care	**n/a**	**Med 1994- . Antrim Healthcare 1998-**
Current opinion in ophthalmology journal	**n/a**	
American journal of surgical pathology	**n/a**	**Med 1977- ,Craigavon Last 6 years, Antrim Hosp PG Last 3 yrs**
British medical journal of sports medicine	**n/a**	
American journal of medical genetics	**n/a**	**Bio 81981-**
Supp care cancer	**n/a**	
Anaesthesia and intensive care journal	**n/a**	
Emergency medical journal? *	**n/a**	
*Emergency Medical Services FT via ProQuest OR Emergency Medicine Journal (BMJ)? ** Now Int J of Therapy & Rehab		