

UHSM Academy Library

User Survey Results

2017

Stephen Woods

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1. Introduction

Aims of the survey

The aim of the 2017 Library User Survey was to provide detailed information relating to who is using the library, for what purpose and how to find out how satisfied users are with all aspects of the service. Non users of the library were also encouraged to complete the survey. The survey also gave respondents the opportunity to detail any problems they were experiencing when accessing e-resources and to make comments and suggestions that would form the basis of our action plan to improve the service.

Survey method

The survey was created using Survey Monkey. The survey ran from early April to mid-May 2017. A link to the survey was emailed directly all registered library users and everyone with a UHSM OpenAthens account. The survey was promoted in the library and via the Trust and University communication channels. A chance to win £15 Amazon voucher was offered as an incentive to increase the response rate.

Confidentiality

All completed questionnaires were seen by one member of the Library team only, (Stephen Woods) who used the data solely to compile this report.

2. Survey response

Response rate

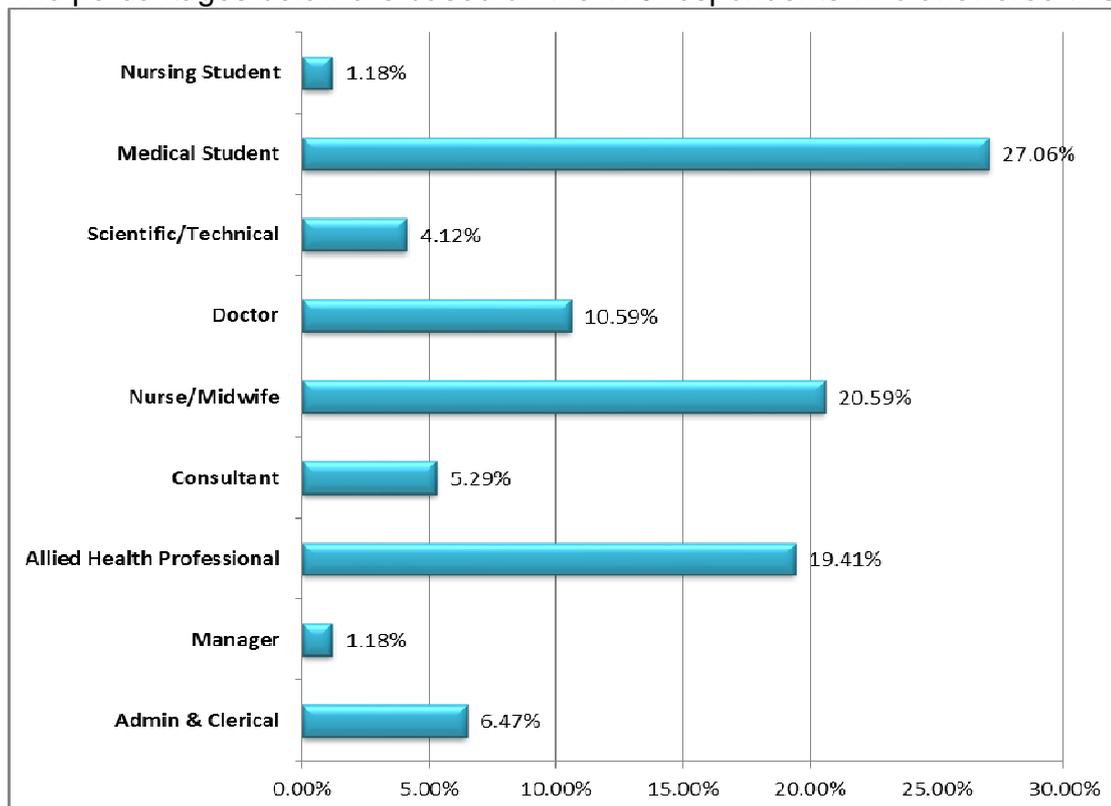
A total of 170 questionnaires were completed. The following results are either based on actual number of respondents who answered the collection, or are based on percentage values.

Respondents by Occupational Group

Survey Question 1:

Please select the staff group to which you belong:

The percentages below are based on the 170 respondents who answered this question.



Survey Question 2:

If you use the library, please tell us your main reasons for doing so?

This question was answered by 170 respondents and required a free text answer.

Cloud of responses is below:

Staff Materials Journal Articles Obtaining CPD Browsing
 Revision Development Library Speciality
 Borrowing Books Quiet Area Study
 Reference Books Occasionally
 Research University Work Course NVQ
 Text Books Convenient
 Literature Searches Interest Resources Room
 Lit Searches Papers

See Appendix I and II for details of responses and actions

Survey Question 3:

If you do not use the library, please tell us why?

This question was answered by 170 respondents and required a free text answer. Most who answered were users of the library. Common responses from non-users were as follows:

- **Not enough time**
- **All I need is online**
- **Have University of Manchester online access**
- **Work in the community / not easy to get to hospital**

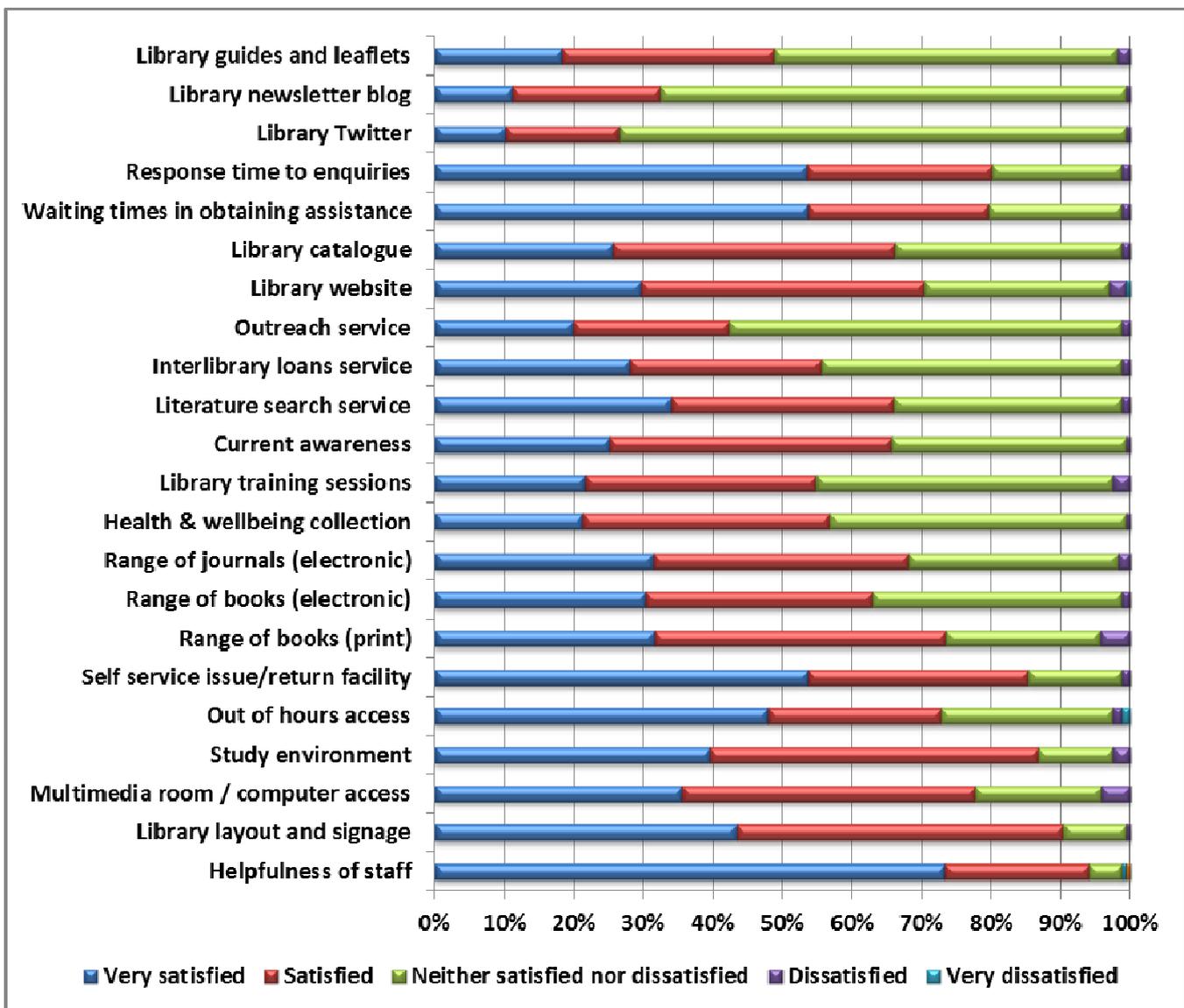
See Appendix I and II for details of responses and actions

Survey Question 4:

Please rate your satisfaction with the following library services, resources and facilities:

The percentages below are based on the 168 respondents who answered this question.

A closer analysis of the responses received for question 5 (see below) reveals that a proportion of respondents who selected 'Neither satisfied nor dissatisfied' did so because they had not used that particular service or facility.



On average 66.27% of respondents were satisfied or very satisfied with the various services. This is 1.09% higher than in 2015.

On average 1.64% of respondents were dissatisfied or very dissatisfied with the various services. This is 0.04% less than in 2015.

See Appendix I and II for details of responses and actions

Survey Question 5:

Do you have any comments to make about any of the above?

This question was answered by 93 respondents and required a free text answer. Common responses included:

- Computer room too warm
- Very helpful staff
- Not enough computers

- Out of date books
- Very helpful literature searching service
- Library often very busy and noisy

See Appendix I and II for details of responses and actions

Survey Question 6:

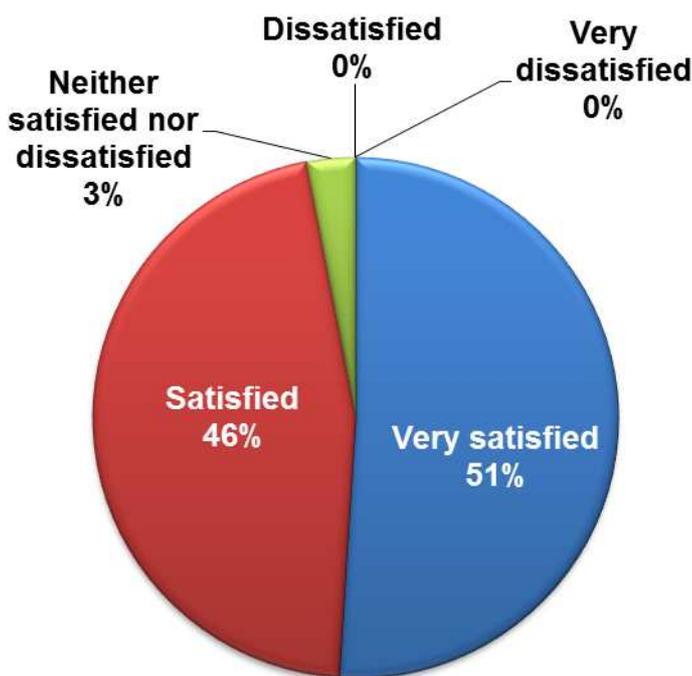
Please rate your overall satisfaction with the library service:

The percentages below are based on the 168 respondents who answered this question.

A total of 97% of respondents were satisfied or very satisfied with the library service.

This is 3% higher in 2015.

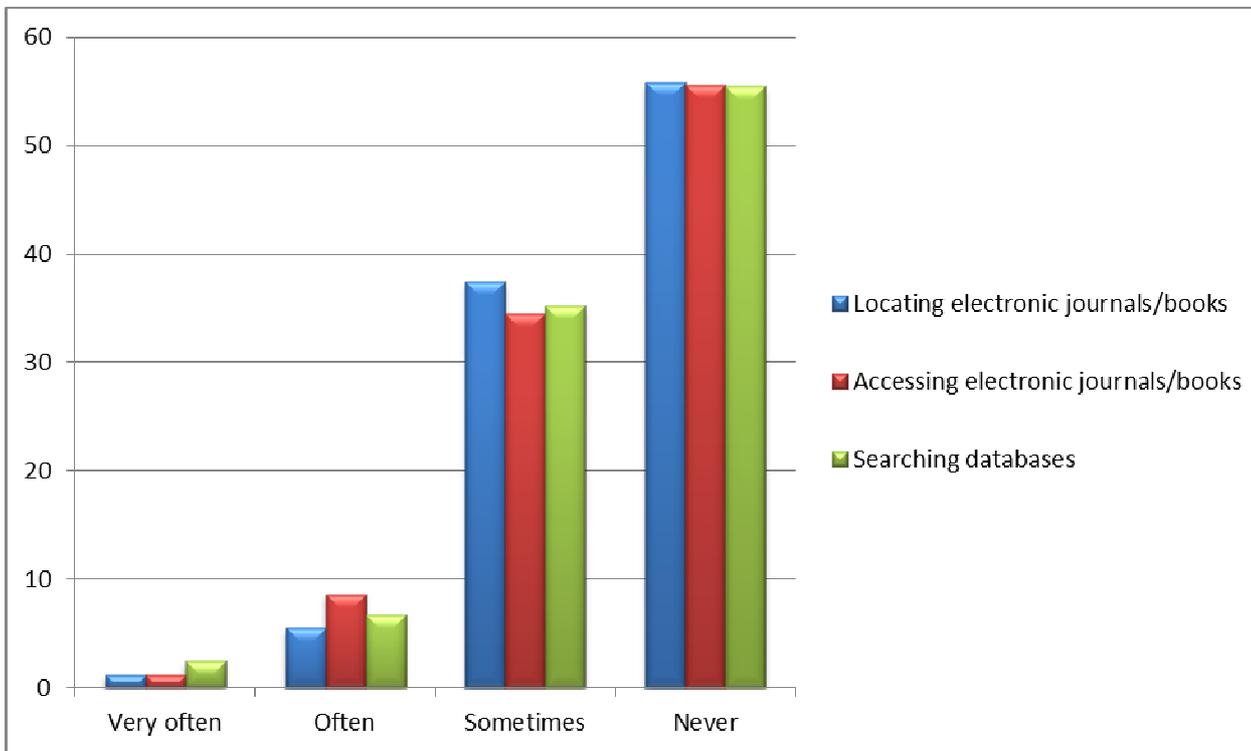
Dissatisfaction was 0% as it was in 2015.



Survey Question 7:

Do you ever experience any difficulties in locating or accessing e-journals or e-books or searching databases?

The percentages below are based on the 162 respondents who answered this question



On average, 1.64% of respondents answered 'Very often'.
This is 2.28% less than in 2015.

On average, 7% of respondents answered 'Often'.
This is 0.11% less than in 2015.

On average 36% of respondents answered 'Sometimes'.
This is 2.88% less than in 2015.

On average 55% of respondents answered 'Never'.
This is 5.09% more than in 2015.

Compared to 2015 therefore, there is an overall improvement locating and accessing e-resources and in searching databases.

Survey Question 8:

If so, can you describe the difficulties you have?

This question was answered by 62 respondents and required a free text answer.
Common responses included:

- **Logging on problems**
- **Confusing amount of resources and passwords**
- **Lack of own searching skills and competence**
- **Difficulties accessing full-text of articles**
- **Confusing portals and websites**

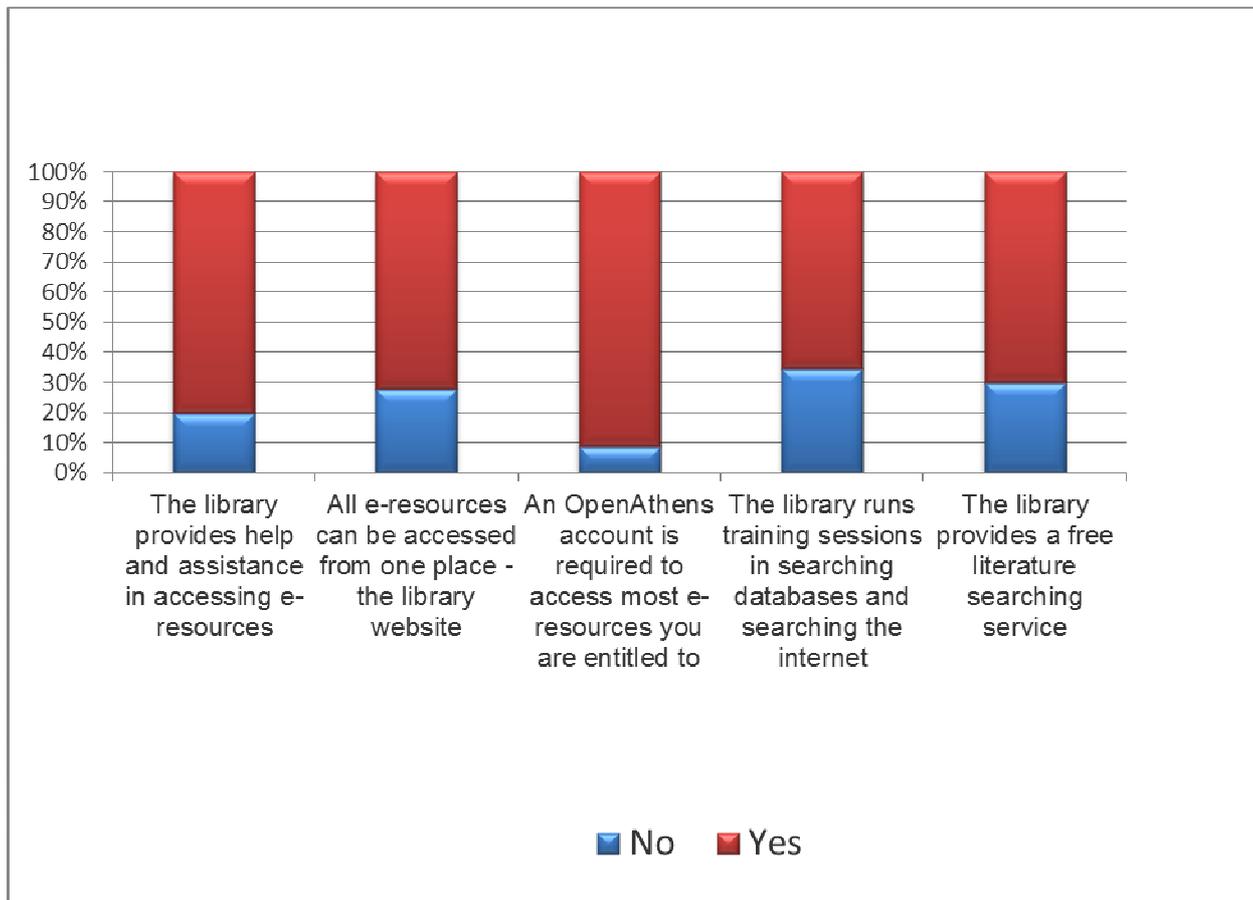
- Difficulties in searching databases effectively

See Appendix I and II for details of responses and actions

Survey Question 9

Are you aware of the following?:

The percentages below are based on the 169 respondents who answered this question.



From the above it can be seen that:

20.12% of respondents do not know about the help the library provides in accessing e-resources. This figure is 0.12% less than in 2015.

27.81% of respondents do not know that all e-resources can be accessed from the library website. This is 1.86% less than in 2015.

8.93% of respondents do not know about OpenAthens. This is 2.02% more than in 2015.

34.73% of respondents do not know the library runs training sessions. This is 9.93% more than in 2015.

30.18% of respondents do not know about the literature searching service. This is 0.51% more than in 2015.

Survey Question 10:

What can the library do to support you more in your work and professional development?

This question was answered by 77 respondents and required a free text answer.

Common responses included:

- **Improve book stock**
- **Improve promotion of library services and resources**
- **More quiet study spaces**

See Appendix I and II for details of responses and actions

3. Conclusion

Compared with the last survey in 2015, satisfaction levels with library services and the library overall have increased. Library users' proficiency in accessing e-resources has improved slightly but there has been a slight increase in users' unawareness of key library services i.e. OpenAthens, library training sessions and the literature search service. This informs us that we need to improve upon and increase our promotional activities in order to ensure all staff and students know about the library and thus benefit from using the library. This need to promote the library more was also evident in many of the comments we received. (see Appendix I).

Appendix II contains our response and proposed actions resulting from the comments and suggestions we received.

We would like to thank everyone who took the time out to take part in our 2017 User Survey.

Stephen Woods August 2017.

Appendix I

The free-text responses

All responses highlighted in red have been answered by us in Appendix II.

Survey Question 2:

If you use the library, please tell us your main reasons for doing so?

Books

To borrow books and use the printer.

Research and textbooks

Books

Textbooks

Reference books, journals

Occasionally other books

Resources

Books

Consult textbooks e.g. to refresh knowledge when starting a new rotation

Good library with a good selection of cardiology books I need for my master's programme I am currently undertaking. It is also quiet and gets me away from the busy parts of the hospital.

Borrowing books

Taking out books and studying

Borrowing books and getting reference papers

Borrow books

Borrowing books

Borrowing books and studying

Get text books/exam books, use computers for work/to kill time, place to study

To use/borrow books relating to the placement I am on.

Borrowing books for studying

I had to get the booklet for my ILS course

Loaning academic books, using openathens login

Take out books, work at computer

Getting out books and studying in there

For borrowing books

Rent books

To borrow books that are relevant to my area of work

To borrow books

Books

Books, journal articles, computer use, lit searches

Books to take out for CPD and general interest reading

Borrowing books

Taking out books

Renting books for private study

Taking out training manuals for courses

To find useful neurology or neurophysiology related books

Borrowing books, using computers and printer

Textbooks, computer access

To withdraw books, namely ones for OSCE practice and oxford clinical handbooks. I also frequently use the PC clusters and printing facilities. I'd be lost without the 24/7 access!

Interlibrary loans & Document supply

Ordering books

Ordering journal articles.

Also to find articles relevant to my service

Finding articles/literature search

Access for papers relevant to my clinical practice

Obtaining articles

To obtain papers if doing specific research

Journals

Online journals

Journals

Looking at papers/journals

To find journal articles
Journals
Speciality journals
Up to date journals for research
journals/magazines (New Scientist/etc).

Computers

Media Room
Computers
Using computers
Use of the PCs for study.
For use of computers and access to books
Computer use
Computers
Using the computer room
Using computers, borrowing books, doing personal study
To access computers primarily, which is helpful when I have a break from placement and can get through some theory work. Also have been to the book sales and picked up a few books, which were really helpful in my dissertation.
Computer suite
Quiet space to use computer for CPD or service development
Use computers for quick email access and admin
Computer usage
I would use the library to use the pc computers to do some reading and some work
Computing, reference searching, respite and calm from the hospital work, a sanctuary
Work using computers during breaks, borrow books
Use UHSM computers to look up scan results from patients I have seen
Using the computers, gaining access to speciality medical school books
Use the computers to do university work
Use the computer for study

Studying and study facilities

I am studying on a part-time Master's degree in addition to my full-time job so I use the library's quiet areas for revision and study days.
Studying, Computer facilities and reference books.
Have been studying.
Private studying on the computers. Taking out the required textbooks.
Revision
Coursework
Studying
Study
Studying on a degree pathway
Study
NVQ Work
Completing CPD
Dementia course.
Studying/using computer
Studying and using computers
My MSC education / research
I have used it when studying at UHSM
Using study spaces for group study
Using public sitting spaces for reading
CPD
Studying, use of the computer
Studying, using computers and borrowing books
A quiet place to study
Study space
Study, accessing internet/intranet
To use the study space and take out fiction books (to balance out the scientific books....)

Studying when having a break during my hospital timetable

Doing e-modules

Quiet place to do work, use textbooks and have used online journals and textbooks

For studying using the computers, or desk space with my own laptop

A quiet place to study, read journals and use the IT facilities.

University work

Study

To revise, borrow books and print

Quiet place to work, nice surroundings.

Using books, using quiet working area, asking librarians advice (found them really helpful), Using computers when none available in dept. or want long time undisturbed

Studying

Studying for NMP course

Good place to study, quiet, always a spare desk, good internet and won't be bothered by other people

Mainly to work with books that I would rather not hire out and take home

To revise, quick access to online journals due to being on site

Studying

Revision

Quiet space with computer access

Study for exams

Work space [quiet rooms] and resources [books/etc] for current NVQ/BTEC studies, and for use of current

Private study

Quiet study space. Printing

Study

Reading and browsing

I am completing the ILM level 5 course

Quiet space for studying between clinical sessions

Degree course

I have used the library to support my academic studies over the past nine years

I am a seconded UHSM student studying Occupational Therapy

Revision for upcoming examination, quieter than working in department

A place to read/study and use the computers

To find pre-reading and core texts for my medical course that starts in September

NMP resources

Studying, loaning books, revising. Obviously very large and relevant collection of books for my studies which I find useful. I like the variety of study spaces available and the fact that you can reserve spaces for group work. Also I think the chairs are very supportive and comfortable

The desks and computer for studying & taking books out

Quiet area to sit

As an apprentice i use the Library regularly to study, research and complete all my Level 3 Business & Administration course work

Currently Studying the APEC course at UHSM

Exam revision, preparation for rotations, use of computers for portfolio for and admin. Recreational reading. Quiet study

The reason i use the library to study is because it is a quiet and friendly environment and it has a lot of help to offer e.g. library training sessions, renting books, using the computers and more.

Research

For research and update in my speciality

Research

Research purposes

Research / Training

Research

Research

Research

Research

Research and revision materials

Research. Developing services. Evidence based knowledge. Literature searches

Research

Research

Research or help with research methodology (eg training in search strategies) and resources

Research for teaching health topics

To build upon existing knowledge around subjects that we then deliver to staff - LEAD programmes

research, leisure, CPD

Supporting the development of strategies and designing new approaches for development interventions for the trust

Research, evidence based practice

To complete research for my masters course

Answering clinical conundrums, keeping up to date, for CPD

Literature search service

Database searching

For literature searches

Lit searches

Literature searches and obtaining journal articles

Lit search, borrow books, work

Literature search

To liaise with Stephen Woods about lit searches via e-mail. I don't visit the library.

Literature searches for courses, research and to find evidence for clinical practice

Using the learned staff to carry out training sessions

Using librarian help for literature search help

Other

Text books and journals Computers, taking nursing books out also using the non fiction section for holiday books. Also for supporting students that I work with - I advise them how good the library here is

Place to think and work, use resources ask for help with searches

Browsing

Checking databases

Use of openathens login & anatomy.tv login

Using media library, searching journals

To access ovid materials

Virtual access - Athens access for electronic journals and databases for research.

- - no office space to study, for books and to use Athens

Occasionally

I do not use the library at present though I have been in the past

I have not been able to attend the library as yet

Reference

To access records and for silent study

Convenient

Very handy, staff really helpful.

Convenient location

Easy to get to and very convenient

Good resource

Helpful, knowledgeable staff

To use the photocopier and borrow leisure books and occasionally DVD's. I also use the PC's on occasion

Mainly use the facilities when have a couple of hours free in the day

Like it

E-portfolio

Update and information finding, quiet area to process ideas. Not always able to get to library at home, easy access

General Interest

Don't use it at the moment

Survey Question 3:

If you don't use the library, why not?

Time

Work a lot of nights and opening hours not always convenient to night workers

No time

Work

Unfortunately I do not seem to have time to visit the library in person for books/information due to busy work role - however there is nothing the library could do to help this!

Haven't used it in a while as no time to visit

Time

Too over worked to go to Lib?

Time constraints

Don't have much time

I am not studying at the moment so don't need the books. Also, I don't have much spare time

No time, used it when completing Master's degree

Alternative Sources

Tend to do majority of searches and journal access on line. Have access to University of Manchester resources.

Prefer to work at home

Remote Access

Resources available online which I can use at my desk

Online tends to be first port of call nowadays

I don't know what it can offer me that I can't get online

Internet search and journals access from home

To go online and find articles i need

No need to visit. Everything I need is online.

Access issues

Off site-work at Withington community hospital

Difficult as I work in the community and it isn't always easy to go in to the hospital

I'm am not too certain about exactly what is available to staff services wise and the library itself is not that close to my department.

Work in the Stiltz building off site so too far sometimes

Other

Sometimes it's full

I never really seem to have the need

Have not had a need to use it yet

I would only not use the library if it is full or doesn't have the books i require

Used in my previous position in the Trust but not used for quite a while

The only times I do not use the library are when I am studying at home

Not got a library card to withdraw books

Don't use when there are no computers available

Survey Question 5:

Do you have any comments to make about any of the above?

Library staff

All staff v helpful and indispensable

Very friendly and helpful staff

Very helpful service provided by Stephen with regard to lit searches
All librarians very approachable, friendly and helpful. Especially Stephen Woods when helping me with literature searches around different databases. Was very grateful for his time and great teaching.
Staff always around and very happy to help, always can solve queries
The library staff especially Stephen is very helpful and always go the extra mile to resolve issues
I found it difficult to renew my books online so the assistant helped me so I wouldn't get a fine and explained how to do it. Really brilliant service!
Library staff have always been extremely helpful, will always go that extra mile
All the library staff are so helpful they go out of their way to help me
Getting shown how to use clinical key directly by library staff was very useful
The library staff are always friendly and helpful.
Very friendly, helpful staff.
Staff are very friendly and attentive
Library staff have always been very helpful and professional
Library staff are always greatly helpful and polite
Staff very friendly and helpful
I have found the staff very helpful on every occasion I have visited the library

General satisfaction

very good service. Staff always helpful and happy to help, was sent by email
Up-to-date research for my recent course which helped me so much
I've only had good service at the library
LITERATURE SEARCH FACILITY IS OF ENORMOUS HELP TO US
Always had an excellent service from the library. Fantastic service within the trust. My only comment is that I think you should make more people aware of the service. A colleague was unaware of how good the facilities are
I like the new study rooms
Not utilised all the above so can't answer the questions but very useful to have such a service in the trust that we can access
Good service
Excellent library, I've always had any queries resolved promptly
Haven't used a few of above but overall very good
Literature search service v. useful training sessions accessible and v helpful
I think the wider access we have to books via the inter-library loan service is brilliant
The quiet room is great
Out of hours access is great but it does get annoying at times when the light switch off every 10 minutes and we need to get up to get the sensor working again
I have overall been very satisfied with the library service, I have found it has been very beneficial whilst studying for my degree
Very helpful eg with search strategies/training

Equipment issues

Regarding the out of hours access, I once wanted to return a book during out of hours, I think it was a Sunday evening, just after 8 pm and an alarm started while entering the library, hence I had to go out.
The website on several night shifts but have been unable to get anything to load
It can be difficult to get access to a UHSM computer in the computer cluster
Could be more computers!
The library computer suite could do with an update, they seem to run very slow as if they are very old

Dissatisfaction / improvement suggestions

Often Library area is very busy and can be noisy. It would be nice to have individual study rooms and group area to work if required
The temperature of the library could be optimised. The computer room can often be unbearably hot and the quiet areas are often too cold so I have to wear my coat whilst I'm in there
My only complaint is that I find there not to be enough copies of cardiology books which. They are often on loan and there are a group of books which all cardiology students will want at some point. Very rarely are these accessible online as an alternative
Computer room very warm, (any answers given as nether satisfied or dissatisfied because I have never accessed these)

I find the library website very slow which makes it difficult to use. I have tried searching for articles
Some clear written guides for literature searches would be useful as hard to remember all details
Please consider ordering more up to date books on palliative medicine and also the palliative care
formulary

More up to date medical books would be appreciated

Computer room is too warm

Computer room too warm

Being able to renew more than 3 times would be better

I work in the community so it makes it difficult to make full use of the library

A lot of the medical textbooks are very old and out of date, some more than ten years old

I do think that sometimes the desks and study areas are quite dirty and certainly most I have used are
coated with chewing gum underneath. This makes for quite an unpleasant experience so I think that could
be improved. The other issue is that it gets extremely cold in the Law Library in the Main library. And in the
learning commons in the bookable group study spaces sometimes when it is very sunny it is very difficult to
see the computer screen on the wall so could benefit from some kind of blind/ window dimmer.

Need collection of new editions

You should take books from one library to the other if people want the book, we wouldn't mind paying a
deposit to allow this to occur. You need to stop people having conversations in the library, it's disruptive
and annoying

The library website I find a little clunky to work my way around but it does the job

The search function via the website/intranet could allow for part-keyword searches (e.g. 'pharm' instead of
'pharmacy'), as this could help locate resources when the full title/keyword is not known, but this is a minor
aspect

There's the occasional journal I can't get access to with my openathens but it's usually something a bit
obscure so it's no big deal

There was confusion recently with the library staff when I was requesting an interlibrary loan which took a
little time to resolve

I could have done with clearer time lines so that I could plan my work

For hospital staff more computers would be available with SPSS statistical software on them

Via athens subscription for full access to more non medical journal collections

Would like to have access to printing from the multimedia room out of hours

Other

I am not able to comment on many of the issues above which is why I've rated them in the middle

When are you open?

A n/a option would be recommended, as there are many services that I have not used that I had to rate
neutrally

I mainly use the library for journal literature searches. Some responses are general impressions without
having used the facility

My 'Neither Satisfied/Dissatisfied' responses are simply because I have not encountered these/used these
services so cannot comment

I cannot comment on a lot of the services as I have never used them

Some of the services I have not accessed - I have not used e - books has have library access at MMU

I cannot comment on the library twitter page however I will look into it

Sorry as haven't used it for a while, can't comment on the above

Rarely use so difficult to comment

I haven't used some of the services above and therefore didn't tick an option

I realised by answering those questions that I don't make the most of the available resources, so I will have
to change that

My neutral response to most of the questions is because I am not aware of their existence. The library
needs to increase its visibility

I am not aware of the library Twitter or newsletter blog

Could the library advertise more to staff about available services and how to use them.

Just an apology that I don't use the library enough to rate most of the questions.

I haven't really used it enough to comment

There needs to be an option selectable for having not used a service or not being aware of a service. There
were several I am unfamiliar with, and having to score them will produce an inaccurate dataset

Some of these I am not aware of so can't comment

Neither satisfied/dissatisfied ticks for aspects I don't use myself

I have not used some of the services so I am not able to make a decision. therefore I have ticked neither dissatisfied nor satisfied

Where I have chosen neither satisfied or not satisfied - means i do not use these

Having started employment with the trust in November 2016, I have had no concerns with the service. I

have not yet visited the library and done searches from my office

Neither satisfied or dissatisfied - for the services I haven't used

I have never used Library twitter so therefore just ticked satisfied

Some things I don't know about, I've never accessed e books and don't know how to, I know I can now come and ask and found out though

It is difficult for me to have an opinion when I have not used the service for so long

I work off site (Sharston), which makes it difficult to get to the main site to get to the library, hence I prefer to use my university library or google books. It would be great if more e style books were available

Difficult to comment as not used the library for a while but when I have it has been useful

Survey Question 8:

If so, can you describe the difficulties you have?

Technical

Struggle with accessing from despite having appropriate login

Often difficult to find journals or books when writing the correct full name. I have to use one word from the title and scroll through a list of results before I find the journal I am after

Slightly confusing portal access

Either the website is slow or the trust technology is unable to handle searching the databases. Trying to search for articles from the ward is not possible

Remembering how to do best searches

I can't remember my passwords

Cannot access Athens account

Athens access doesn't always work

Need to go to My Athens & difficult to remember passwords?

Too complicated

Searching via Athens

I am asked to put in password or keys for OpenAthens and the one I registered never seems to work. But then Stephen always helps resolving

It is quite time consuming but I get there in the end

Website changes if not using regularly can be confusing at times

Navigating around the library website

I've experienced some broken links (mainly Dawson I think), and I've been unable to find some books/ebooks/etc if I didn't know the full title/keywords to search with

Using the electronic system - may be due to the quality of Trust computers when trying to complete a task

Confusing web design

Training / knowledge issues

My own incompetence

More to do with me having the necessary skills and getting used to the data bases!

Think it's my own IT lack of knowledge that holds me up sometimes

I think it's my poor technique in searching and asking the right question

Not knowing where to start, overwhelmed by information, confused by various logins

Difficulty accessing databases and finding literature

I find whenever I have searched online I can never find exactly what I need. It all seems very confusing

I need more training in literature searching as it doesn't seem to be very intuitive on the website

Probably my own inefficiency in using computers

Not very good at searches. Can never seem to filter down to what I need but I guess it's me being an over 50 and not used to education in the 21st century!

Sometimes unsure if information available

Very specific search

It is hard to find a balance between aiming for broad or narrow results

Because don't do it often, forget what I have learned at training sessions
Probably due to my search skills rather than an issue with the process
It's difficult to remember if you only search occasionally
Much better to ask for help
I don't think it is due to the service just my knowledge of being able to do this
Remembering the 'route' to do so on the internet!
My own lack of competence!!

Collection limitations

I can't always view the whole article
It is difficult to get Wiley online journals
It can take a long time to find the exact paper you are looking for
I usually access journals via the Uni but sometimes this doesn't work so try via my UHSM athens account.
Sometimes this doesn't work either. I struggle with database searching!
No access to some electronic journals
Occasionally there were articles or books that were not available electronically
Not all journals relevant to PAMs have full text available.
Web of Science is a useful database to search but no subscription to that

Other

I don't really access electronic books/journals etc
No as staff at the library very helpful you only need to ask
No difficulties
INFREQUENT USE MAKES IT DIFFICULT TO REMEMBER HOW TO USE SYSTEMS, BUT
ITS ESSENTIAL FOR MY JOB. YOUR HELP SERVICE IS INVALUABLE
Again not done it for a while but I believe library staff will help, more my incompetence than anything
Don't really do it
Access journals for free
The library is always really helpful if i email them
None, very good
I mainly depend on sites who review current literature and give links such as Medscape, BHF,
HEART UK, LPLD Alliance, Horizon etc as less time consuming
And often only level I need

Survey Question 10:

What can the library do to support you more in your work and professional development?

General satisfaction

All required services have been provided
N/a - great to have access to electronic resources (journals/databases), very helpful when preparing
for a presentation
For my recent development, when visiting the library, the staff provided me with all the help support and
information I needed
Very helpful, thank you!
I think you do a great job, I just need to find the time to access you
Nothing
Nothing at present
As listed above
I'm getting there, thanks
I think if I used the library to its potential it would be fantastic
Nil - I think they help as much as they can
N/a it is great to have access to the library at all times, I really appreciate this around exam times
Nothing at present. Continue the good work!
I cannot think of anything at the moment

Carry on the good work! The hospital libraries offer things specific to medical students that the university library cannot, so we appreciate it!

Nothing that I can think of. So far I've had access to everything that I have required

Nothing at present

They have been really helpful and I've appreciated and benefitted from the service over many years.

Nothing, it's great.

Very good range of resources, very helpful and approachable staff. All good - thank you

Nothing springs to mind

You are accessible and open to conversations which is the only thing I need to help!

Nothing at present, I am happy with the services offered

I have not got any changes to suggest. I have been happy with the services provided

Nothing that comes to mind

Very helpful, thank you!

Not sure it is already a very good service

I think Nil - I think they help as much as they can

If I used the library to its potential it would be fantastic

Nothing I am happy with the library operates

Nothing for now

Nothing at present, I am happy with the services offered

I have not got any changes to suggest. I have been happy with the services provided

Nothing that comes to mind

The staff are very helpful and friendly; you feel you are having a personalised service

Library collections

Provide more copies of popular books

Perhaps increase the range of textbooks available, enquiring with Manchester medical school as to which are most used on the course Maybe have more access to up to date nursing books but realise this is why e-books have been developed

Could provide a more up to date selection of books in the library so can use for current references

Continue building the variety of books that are available have a greater range of up to date text books for revision purposes

More up to date textbooks in palliative medicine

Make more e-copies available, and be more flexible regarding return for staff off site

Have a greater range of up to date text books for revision purposes

Computers

Stop people saving computers all day

Update their computers

Training

More frequent training sessions, e.g. statistics, critical appraisal, designing a database search-searching tips-compiling

the search results

Training in completing funding applications

More training in literature search

Mindfulness sessions

Include e-learning on mandatory training

Help me to search for books within the library

Literature searches would be helpful and some lessons in doing searches and using the different databases

I think more should be done to raise awareness regarding the support services on offer such as the database searching support sessions. I was not aware these existed!

Training, openAthens

Promotion and awareness of services

Bring interesting books into the atrium and publicise them more eg a selection of books about a particular topic each day

I don't think many staff members are aware of the OpenAthens accounts that are available, so this could be advertised more

Training, openAthens

Can possibly have an online 'How to' guide to navigate through these services

ADVERTISE ITS SERVICE MORE

Maybe it would be useful if emails were sent out to specialty doctors regarding any new books relating to their subject if they are added to the library collection

Detail available schemes/programs that are accessible for all levels of staff and how these could be beneficial.

Current awareness service

I really like the email updates on the new books available

Library services

Can people email to ask to find an article or do a literature search?

Carry on with your literature searches please

Offer/host journal clubs

Longer renewal of book loans (I believe it has been changed recently). Keep the 24/7 hours going :)

Detail available schemes/programs that are accessible for all levels of staff and how these could be beneficial

Continue to offer the lit searching service.

Library design

There are very few power points available at desks. This leads to trails of power cables which are a trip hazard
quiet area with computer access, individual rooms or little offices

More space, cooler rooms

Improvement/expansion of the quiet study rooms would be welcome

I feel that the primary focus of work spaces in the library should be for quiet study. I very much dislike the modern trend of trying to turn library spaces into coffee

shops – there are numerous places throughout the hospital for people to sit and chat but quiet space

is at a premium. Replacing the communal tables and coffee

tables with cubical desks (like in the quiet rooms) would increase library capacity and foster a more studious environment

It is very frustrating when one of the quiet study rooms is used for interviews / meetings / etc. The rooms are not soundproof and it causes a lot of distraction for those using the adjoining quiet room (in addition to reducing capacity)

Power supplies

Toilets in the library and better signposting of the nearest toilet. Also more water fountains

Would like the library to be a little warmer

I didn't realise the potential of using the quiet library environment to work or to study when our often shared offices are busy with colleagues having to have

educational meetings with trainees for example. Maybe this should be developed further

More space, cooler rooms

More quiet sometimes

Quieter areas to work

Would like the library to be a little warmer

Website

Improve access to the library website

Other

Athens password expires too quickly (currently a phd student). Library staff are very quick to reinstall it

More information about the services provided by the university

More quiet sometimes

Provide a working OpenAthens account

ITS HARD TRYING TO GET ENOUGH TIME FREE TO DO WHAT I NEED TO DO IN THE LIBRARY
DUE TO EXCESSIVE WORKING DEMANDS

Ring fenced time in Job Plan to use Lib?

Provide a working OpenAthens account

Appendix II

Our responses and actions

Comments & suggestions	Response & actions
<p>Access <i>Work a lot of nights and opening hours not always convenient to night workers</i></p> <p><i>Regarding the out of hours access, I once wanted to return a book during out of hours, I think it was a Sunday evening, just after 8 pm and an alarm started while entering the library, hence I had to go out</i></p> <p><i>Would like to have access to printing from the multimedia room out of hours</i></p> <p><i>I work in the community so it makes it difficult to make full use of the library.</i></p>	<p>There is 24/7 access to both the library and the computer room. Once you have registered, you can also use the self-service book issue and returns facility to borrow and return items 24/7.</p> <p>Please accept our apologies. It is a quirk of our security system and it does occur very occasionally. If it happens again, please just ignore and return your items as normal.</p> <p>Unfortunately this is not possible as so many printouts are not collected which results in a waste of paper and printer toner.</p> <p>We are very keen to visit the community in order to promote our services, provide training etc. If you would like us to visit your team or attend one of your staff meetings, please contact us.</p>
<p>Computers <i>The library computer suite could do with an update, they seem to run very slow as if they are very old.</i></p> <p><i>Update their computers</i></p>	<p>We are pleased to announce that all of the NHS computers have now been replaced. The university computers have also now been updated with the latest software applications.</p>
<p>Study space <i>Often Library area is very busy and can be noisy. It would be nice to have individual study rooms and group area to work if required.</i></p> <p><i>You need to stop people having conversations in the library, it's disruptive and annoying</i></p> <p><i>It is very frustrating when one of the quiet study rooms is used for interviews / meetings / etc. The rooms are not soundproof and it causes a lot of distraction for those using the adjoining quiet room (in addition to reducing capacity).</i></p>	<p>Unfortunately we do not have Individual study rooms but we have created two quiet study rooms containing desks with dividers to give additional privacy. There is also a group study area at the far end of the library.</p> <p>We are aware that the library can get a bit noisy at times. The library staff will always intervene if this is at a level that causes disturbance. We also have signs in the computer room encouraging staff to report noise disturbance to a member of the library staff.</p> <p>We totally agree with this and are very aware of the inconvenience this causes. As a result, we now have a specific policy which aims to limit as far as possible, the use of these rooms</p>

	for these purposes.
<p>Stock</p> <p><i>My only complaint is that i find there not to be enough copies of cardiology books which. They are often on loan and there are a group of books which all cardiology students will want at some point. Very rarely are these accessible online as an alternative.</i></p> <p><i>Please consider ordering more up to date books on palliative medicine and also the " palliative care formulary"</i></p> <p><i>A lot of the medical textbooks are very old and out of date, some more than ten years old</i></p> <p><i>Have a greater range of up to date text books for revision purposes</i></p> <p><i>More up to date medical books would be appreciated</i></p> <p><i>A lot of the medical textbooks are very old and out of date, some more than ten years old</i></p> <p><i>You should take books from one library to the other if people want the book, we wouldn't mind paying a deposit to allow this to occur.</i></p> <p><i>There's the occasional journal i can't get access to with my open athens but it's usually something a bit obscure so it's no big deal</i></p>	<p>We will carry out a review of these subjects and will update them accordingly. We will also purchase multiple copies of the most popular books. This is something we try to do for all sections of the library.</p> <p>This is because our book budget has been reduced in recent years. We have a much improved budget for 2017/18 however and we are actively purchasing stock to update all section of the library.</p> <p>We borrow from a huge network of other medical libraries to supply books for our users where we don't have the book in stock. This service is free unless no other library has the book and we use the British Library.</p> <p>Please make use of our interlibrary loan / document supply service if you find a book or journal article you require that we don't have.</p>
<p>Temperature</p> <p>Numerous comments above relate to it being too hot or cold in different parts of the library at different times of the year.</p>	<p>The effective heating of the library has been an ongoing issue for many years and is related to general problems with the system installed in the ERC building. Please continue to complain if you are not happy and we in turn will continue to report the issues you are having.</p>
<p>Library catalogue</p> <p><i>The search function via the website/intranet could</i></p>	<p>This is a feature of our catalogue but you do</p>

<p><i>allow for part-keyword searches (e.g. 'pharm' instead of 'pharmacy'), as this could help locate resources when the full title/keyword is not known, but this is a minor aspect.</i></p>	<p>have to insert the wildcard symbol; * e.g. pharm*</p>
<p>Training and literature searches <i>Literature searches would be helpful and some lessons in doing searches using the different databases.</i></p> <p><i>More frequent training sessions, e.g. statistics, critical appraisal, designing a database search-searching tips-compiling the search results</i></p> <p><i>Can people email to ask to find an article or do a literature search</i></p>	<p>We rarely run group literature searching training because of the difficulty staff have getting time off to attend. Instead we offer tailored one-to-one sessions all the year round. These can be booked via the library website.</p> <p>We do still offer critical appraisal group sessions. These sessions are jointly run with the Medical Statistics Department. Forthcoming sessions are advertised on our website and via weekly UHSM communications. They are also listed on the Learning Hub.</p> <p>Yes. Our website has online request form for both article requests and for literature searches.</p>
<p>Promotion ADVERTISE ITS SERVICE MORE</p> <p><i>Maybe it would be useful if emails were sent out to specialty doctors regarding any new books relating to their subject if they are added to the library collection</i></p> <p><i>Detail available schemes/programs that are accessible for all levels of staff and how these could be beneficial.</i></p> <p><i>I think more should be done to raise awareness regarding the support services on offer such as the database searching support sessions. I was not aware these existed!</i></p> <p><i>Bring interesting books into the atrium and publicise them more eg a selection of books about a particular topic each day</i></p>	<p>We currently promote the library and our services using a variety of methods and communication channels. e.g. outreach, UHSM Communications, attending Trust inductions, meetings and events, the Library website and intranet page, bulk emails, posters, the Library blog and Twitter. We are aware that this is not enough however as there are still staff who do not know about the library or realise they can join. We are currently in the process of updating our marketing plan to improve our promotion of our services.</p> <p>We do occasionally display certain books in the atrium for themed events (e.g. Dementia Awareness). Also during inductions and open days we display leaflets and promotional material regarding the library's services and resources and occasionally a selection of book stock. If we did have book displays, a staff member would have to be present to ensure that stock doesn't go missing, which isn't always possible.</p>
<p>Cleanliness <i>I do think that sometimes the desks and study areas are quite dirty and certainly most I have used are coated with chewing gum underneath. This makes for</i></p>	<p>We are very sorry about this and we are aware it is an issue. We have purchased cleaning equipment and we now clean the computer</p>

<p><i>quite an unpleasant experience so I think that could be improved.</i></p>	<p>room desks, keyboards and monitors each week. This is in addition to the cleaning of the surfaces of the desks which is carried out by SODEXO. We will also remove any chewing gum from under the desks and check them on a regular basis.</p>
<p>Website & Guides</p> <p><i>I find the library website very slow which makes it difficult to use. I have tried searching for articles via [the site] some clear written guides for literature searches would be useful as hard to remember all details</i></p> <p><i>can possibly have an online 'How to' guide to navigate through these services</i></p> <p><i>More information about the services provided by the university</i></p>	<p>We have now added to our website, guides on literature searching and guides on using the university libraries of Manchester and Liverpool.</p>

Appendix III

The Survey

Academy Library Survey 2017

Welcome to the 2017 UHSM Academy Library Survey

The UHSM Academy Library Survey is your opportunity to tell us what you think about all aspects of our service. Your feedback will greatly assist us to improve what we do and provide a service based on your needs.

Please take time out to complete the survey. It should only take a few minutes. Even if you do not use the library, we would still like to hear from you.

If you would like to be entered into a prize draw to win a £15 Amazon voucher please leave your details at the end of the survey.

All your responses will be confidential. The survey results report will be totally anonymised and will be accessible via the Library website where previous survey results reports can be seen.

The closing date for the survey is 10th May 2017.

Many thanks for your help.

Stephen Woods
UHSM Academy Library

Next

Academy Library Survey 2017

* 1. Please select the staff group to which you belong: 

Staff Categories

Choose from the drop down list	<input type="text"/>
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* 2. If you use the library, please tell us your main reasons for doing so? 

* 3. If you do not use the library, please tell us why?



4. Please rate your satisfaction with the following library services, resources and facilities:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library layout and signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimedia room / computer access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out of hours access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self service issue/return facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of books (print)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of books (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of journals (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health & wellbeing collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library training sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literature search service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loans service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library catalogue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting times in obtaining assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time to enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library newsletter blog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library guides and leaflets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Do you have any comments to make about any of the above?

6. Please rate your overall satisfaction with the library service:

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

7. Do you ever experience any difficulties in locating or accessing e-journals or e-books or searching databases?

	Very often	Often	Sometimes	Never
Locating electronic journals/books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing electronic journals/books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. If so, can you describe the difficulties you have?

9. Are you aware of the following? 

	Yes	No
The library provides help and assistance in accessing e-resources	<input type="checkbox"/>	<input type="checkbox"/>
All e-resources can be accessed from one place - the library website	<input type="checkbox"/>	<input type="checkbox"/>
An OpenAthens account is required to access most e-resources you are entitled to	<input type="checkbox"/>	<input type="checkbox"/>
The library runs training sessions in searching databases and searching the internet	<input type="checkbox"/>	<input type="checkbox"/>
The library provides a free literature searching service	<input type="checkbox"/>	<input type="checkbox"/>

10. What can the library do to support you more in your work and professional development? 

11. If you would like to be entered into the Prize Draw to win a £15 Amazon voucher, please leave your name and email address. Thank you. 

Prev Done

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See how easy it is to [create a survey](#).