

# UHSM Academy Library

## User Survey Results

**2015**

Stephen Woods

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# 1. Introduction

## Aims of the survey

The aim of the 2015 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 and was made available to all UHSM staff on the home page of the UHSM intranet from between May and June 2015. The survey was promoted throughout the period via the Library website, Trust and University communication channels and the Library newsletter. A chance to win £25 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

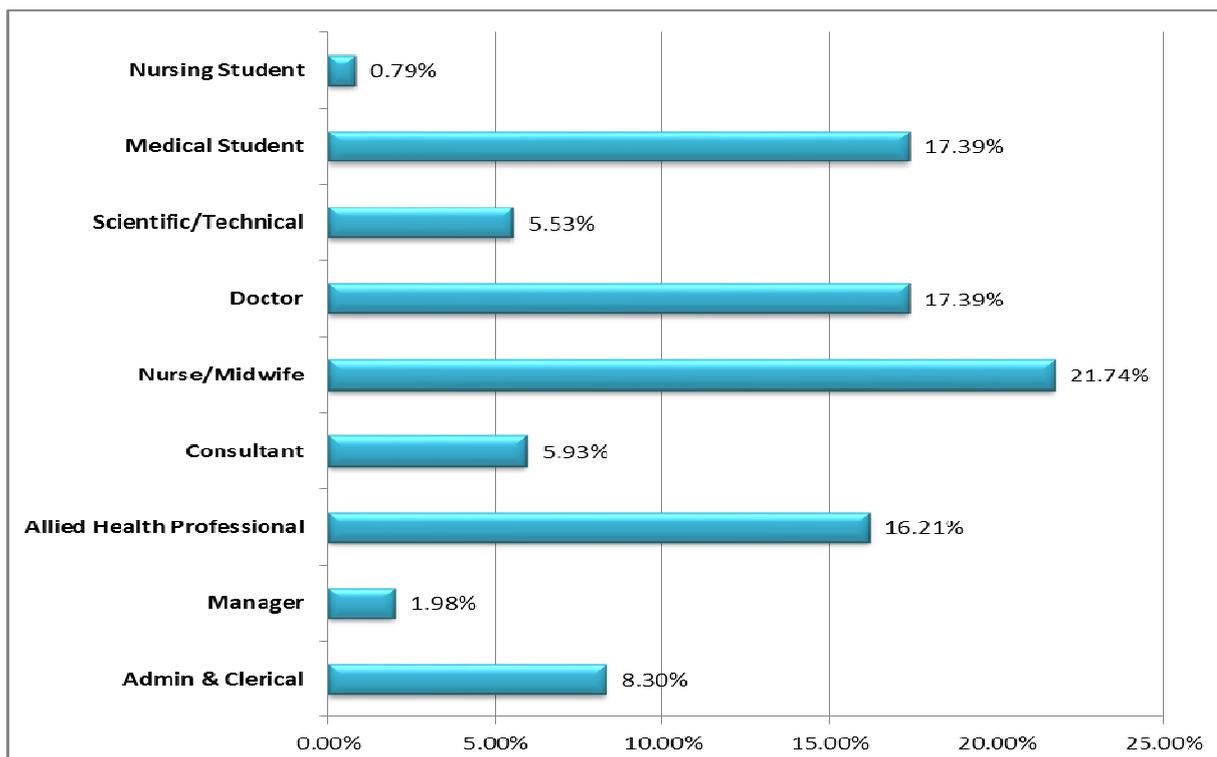
A total of 256 questionnaires were completed. The following results are either based on actual number of respondents who answered the collection, or are based on percentage values.

## Respondents by Occupational Group

### Survey Question 1:

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

The percentages below are based on the 253 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 253 respondents and required a free text answer.

The responses can be categorised as follows:

- **Books and Journals**  
e.g. to access journals, borrowing and reading books
- **Learning and Research**  
e.g. To increase knowledge, research, CPD, information for courses, literature searches, preparing for exam
- **Studying**  
e.g. For academic study, quiet work, reading
- **Computers**  
e.g. Computer room, using computers to work
- **Other**  
e.g. Audit work, teaching, photocopying, library website

**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 253 respondents and required a free text answer.

The responses can be categorised as follows:

- **Not enough time**  
e.g. too busy on wards
- **Alternative sources**  
e.g. use internet, have university access
- **Access issues**  
e.g. car parking, distance from place of work
- **Dissatisfaction or low expectations**  
e.g. too noisy, too few computers, perceived non-relevant books, perceived only for students
- **Remote access**  
e.g. Don't visit but use library's e-resources

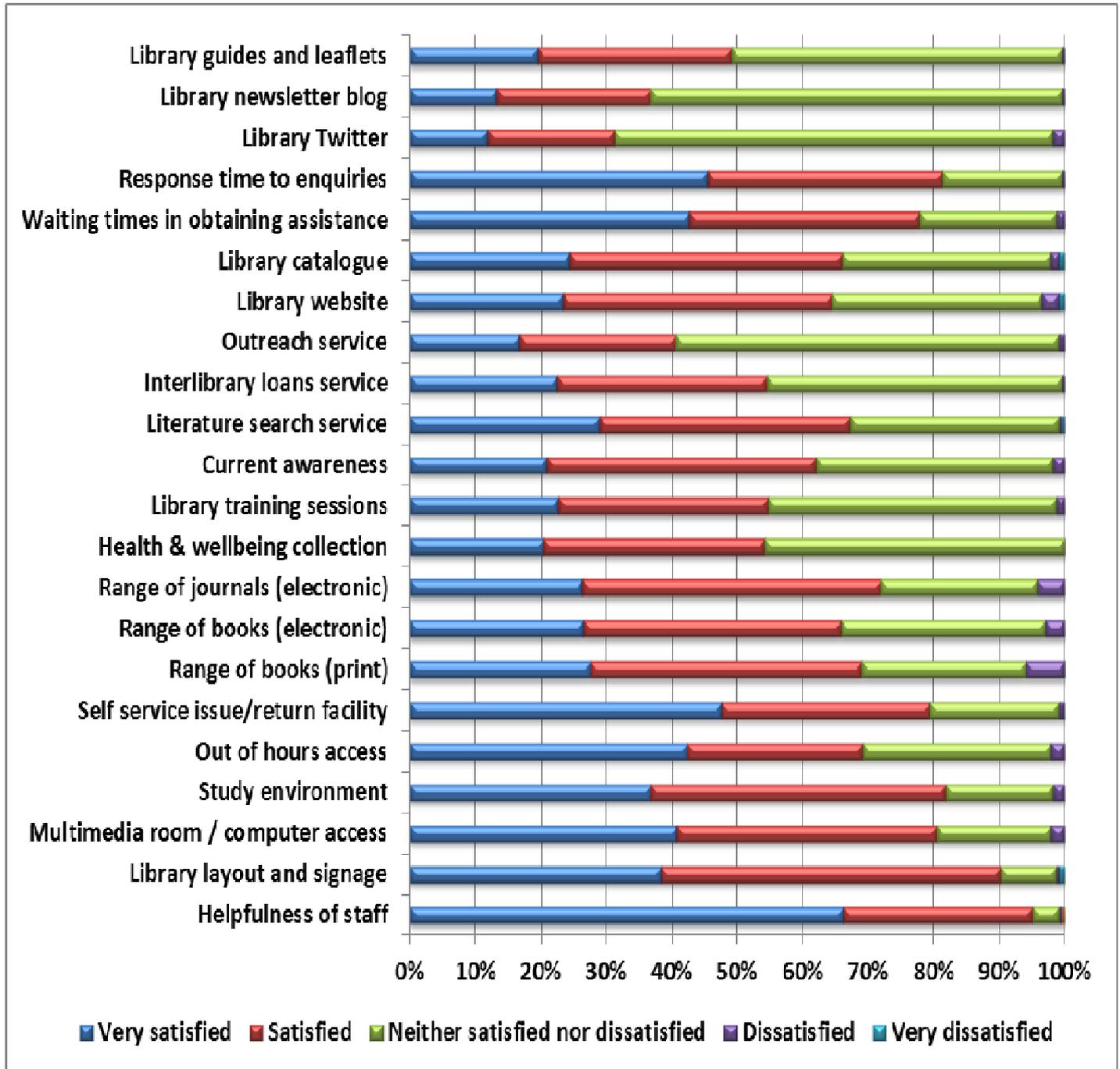
**See Appendix I and II for details of responses and actions**

**Survey Question 4:**

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

The percentages below are based on the 242 respondents who answered this question.

As a result of the answers we received for question 5 (see below) we can assume that most respondents who selected 'Neither satisfied nor dissatisfied' did so because they had not used this particular service or facility.



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 131 respondents and required a free text answer.

The responses can be categorised as follows:

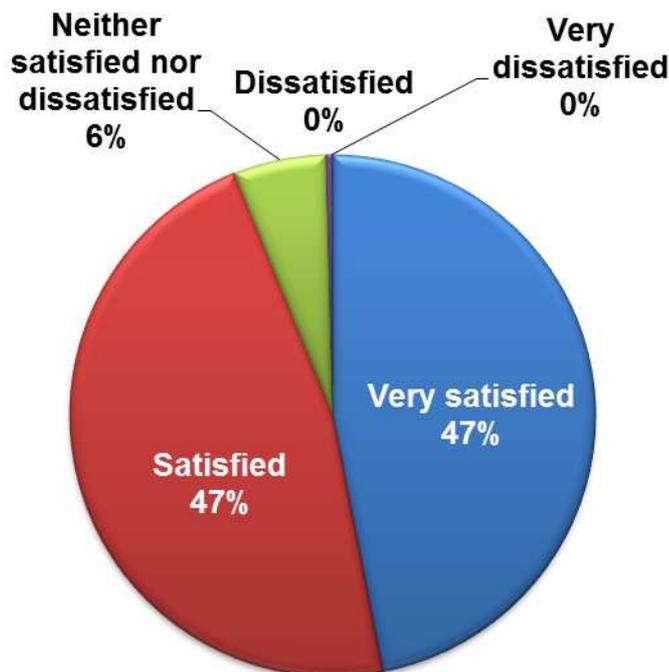
- **Not enough time**  
e.g. too busy on wards
- **Alternative sources**  
e.g. use internet, have university access
- **Access issues**  
e.g. car parking, distance from place of work
- **Dissatisfaction or low expectations**  
e.g. too noisy, too few computers, perceived non-relevant books, perceived only for students
- **Remote access**  
e.g. Don't visit but use library's e-resources

See Appendix I and II for details of responses and actions

### Survey Question 6:

#### ***Please rate your overall satisfaction with the library service:***

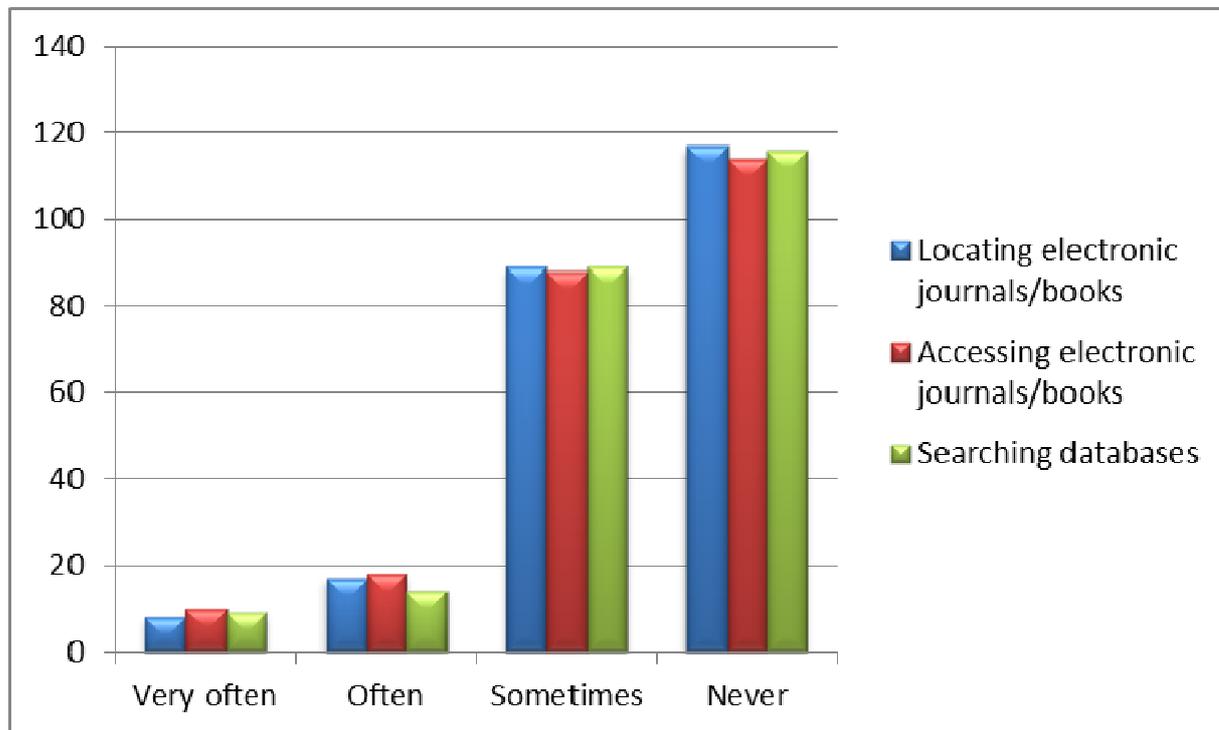
The percentages below are based on the 247 respondents who answered this question.



### Survey Question 7:

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

The table below represents the actual numbers who responded to the question rather than the percentage. 235 respondents answered the question.



### Survey Question 8:

***If so, can you describe the difficulties you have?***

This question was answered by 79 respondents and required a free text answer.

The responses can be categorised as follows:

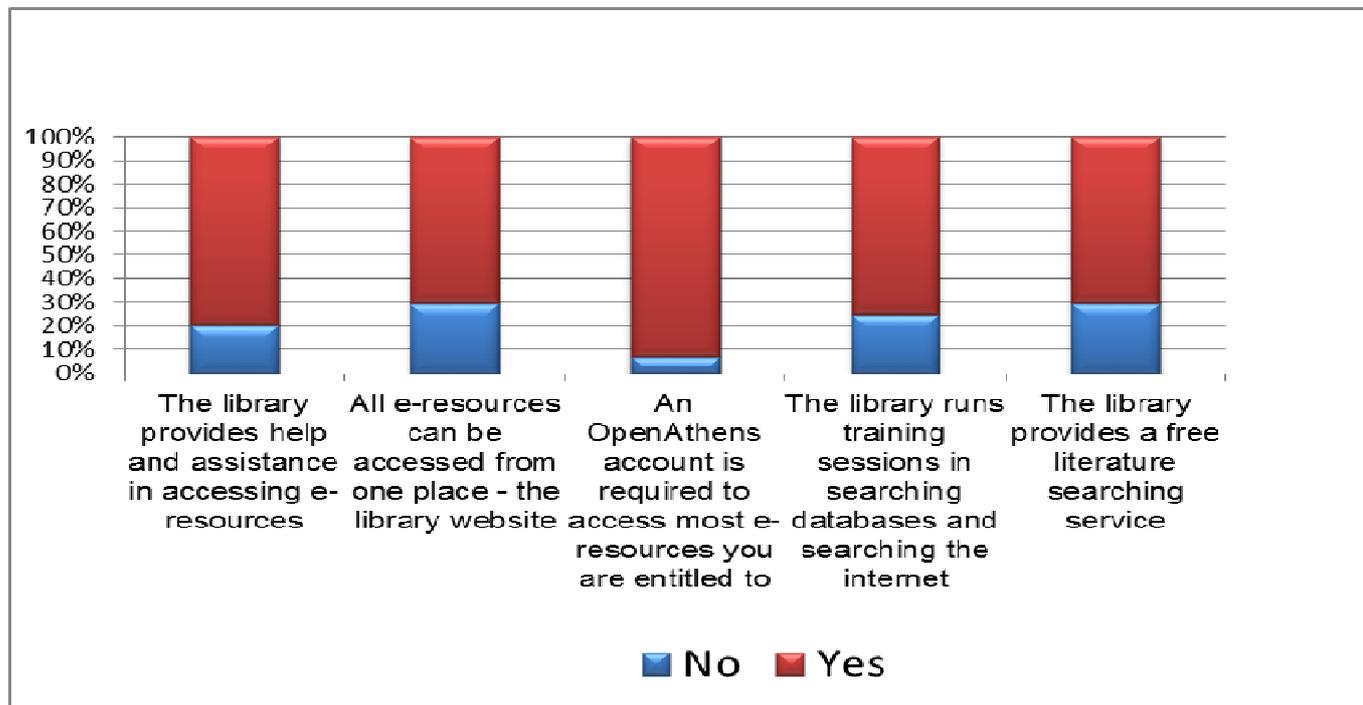
- **Technical**  
e.g. computer glitches, being logged out, accessing e-journals, internet connections
- **Training & knowledge issues**  
e.g. using Athens, how to access e-books, databases etc., how to search databases, how to use the website
- **Collection limitations**  
e.g. journal articles unavailable

**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 247 respondents who answered this question.



Responses to questions 7, 8 and question 9 reveal that problems are still being experienced in locating, accessing and searching e-resources and databases. Analysis of question 9 reveals that approximately 26% of respondents are unaware of the help and training the library provides in these areas.

## Survey Question 10:

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

This question was answered by 107 respondents and required a free text answer.

The responses can be categorised as follows:

- **General satisfaction with the library**
- **Library collections**  
e.g. greater range of books and journals required
- **Library training**  
e.g. library training and induction requirements
- **Promotion & awareness of services**  
e.g. not aware library provides certain services, improve raising awareness and promotion of library services and training

**See Appendix I and II for details of responses and actions**

### 3. Conclusion

We would like to thank everyone who took part in our 2015 User Survey. The responses we received have provided us with invaluable information on which we act to improve the service. **Appendix II** is a detailed action plan in a response to many of the comments and suggestions we received.

# Appendix I

## A selection of 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 & Journals

- I am a physiotherapy student and seconded through the NHS doing the physiotherapy degree. I use Books to help with assignments/learning.
- 1) use of books (pred. gen int medicine/endocrine and diabetes) 2) computer use
- Access books for my degree
- Access relevant textbooks and journals. Use IT facilities
- Access to journal articles and sometimes books, quiet computer space
- Access to journals
- Accessing reference books
- Book loans, computers
- Books and Internet
- Books and quiet space
- Books for assignments currently undertaking an Msc and always find the books I need in the library... Also use the computer room which is good and well equipped
- Borrow books
- Borrow books related to speciality and use research facilities
- Borrowing books, PC computers
- Borrowing books.
- Borrowing books. using the computers.
- Borrowing learning resources (ipad)
- Borrowing medical books
- Borrowing specialty-related text books. Training (critical appraisal)
- Borrowing Ipad and using computers
- Clinical reference books
- Completing courses requiring books and literature
- DVDs, travel books
- For access to books and study materials. For training and skills development.
- Getting journal articles, use the computer
- Getting medical books for different exams
- Have accessed some specific books
- I don't use the library itself. I do use the online access though. This is mainly for journal searches
- I mainly use the library for researching journals and articles for my colleagues.
- I occasionally look things up in the books.
- I use the library on occasions; mainly to access journal articles or for help with searches online.
- Initially to borrow books, now mostly for media room use of computers
- Inspirational books
- Journals
- Journal access
- Journal access
- Journal articles and searches
- Journal Article Access (paper and via Athens) and anaesthetic textbook hire.
- Journal articles for research and teaching purposes
- Journals
- Journals
- Journals
- Journals on line
- Library books
- Like reading read an eclectic mix of books
- Loan books for revision for exams
- Loaning books
- Medical textbooks and private study
- Obtaining research articles
- Reading materials & Computer work
- Revision books
- Search for current/latest update of books in my field and audit/research work.
- Speciality books

- Taking out books. Using computers for revision.
- Text book loan
- Textbooks
- To access specialised reference textbooks and IT services on hospital site.
- To access textbooks
- To find articles from journal
- To take out books, place to study in free time.
- When undertaking courses and need reference books/ articles
- Wide variety of books

## Computers

- 24 hour Computer room, quiet study space, reference books
- Computer access, Somewhere quiet to work, Journal access Borrowing books
- Computer access.
- Computer and books
- Computer for study, revision and work related research
- Computer room
- Computer room, quiet private study
- Computer rooms, books, out of hours study area
- Computers, borrowing books
- Computing and Internet.
- Convenience and quiet place to work to avoid distraction
- I use the library on a daily basis. Mainly the computer room. I use this to keep track on the theatre grid to see when I'm required in surgery and to source patient who meet our research criteria. it is essential to my daily work. I also use the library to research / read books on the focus of my research - lung cancer.
- I am relatively new to this field of medicine so it has been so helpful for me to learn the necessary elements to my role.
- I use the multimedia room for mandatory e-learning - in a good environment for completing this. Also checking trust email account. I use the openathens account for keeping up to date with topics of interest.
- I use the multi-media room occasionally to do admin work because it is a quieter environment than my office and I do not get disturbed as much.
- Internet
- Internet
- Internet/e-learning. occasional literature
- IT and for borrowing books if available
- IT room and renting educational books
- Media room. Reference books.
- Online examination's, Personal reading
- Pc cluster
- The computer facilities and some textbooks
- To use computer facilities, and work space for revision, To borrow books for medical degree.
- To use the computer for quiet work time
- To use the computer to do work; study at the cubicle.
- To use the computers, occasionally borrow books for personal use (novels, self help etc, not work related)
- To use the computers, to find speciality textbooks and DVDs.
- To use the library computers
- Use of computers, loan of books and DVDs
- Use the computers, Loan books
- Using computers, Getting textbooks, Somewhere quiet to study
- using computers, borrowing books
- Using computers, borrowing books
- Using the computer lab for the course I am on.
- Using the computers
- Using the computers in a quiet environment
- Using the computers to do pbl at lunch time
- Using the computers to do work, I use the fiction section, It's a nice environment to have a break from the hospital in.
- Using trust computers, e-learning/mandatory training, taking out books for cpd, open athens login for cpd
- Usually more likely to get a computer than the LC

## Learning and research

- Academic courses
- Academic reasons
- Accessing information electronically
- Clinical research- literature search and journals
- Continuing Professional Development
- CPD
- Currently in the process of studying MSC programme, so have the library for lit searches
- currently studying and use the resources
- Currently to use the computer
- Currently undertaking a course at the University of Manchester
- Data gathering for research
- Do not go there but use the library to get articles
- Doing work in between sessions.
- Education and course work
- For help with my dissertation
- further studies ie updating to degree or looking at a specific subject also main reason was library staff help in searches
- I am attempting to learn more about infections and how we combat them.
- I am studying for a BA Hons degree in Business Management
- Improve knowledge, helping with my dissertation
- Information
- information for course
- Knowledge, Evidence
- Literature review, Research
- Literature search for research and CPD
- Literature search, Printing, Library books, Journals
- Literature search, borrowing of books/ papers
- Literature search, reference books
- Literature Search, Reference Books
- Literature searches for courses
- Main reason for using the library is to access information for class session for the healthcare assistant and also used the library for accessing the computers for training session and for candidates to complete their initial assessment on the computer.
- MSc course
- MSc research
- My targets: researching, learning and writing in science field.
- Post grad exams and courses
- Preparing for exam
- Preparing for exam, study online, mandatory training..... Lot of study related things
- Previously I have used it to research specific projects and academic modules, or to search databases.
- Previously used for research, space to work and to borrow recreational reading.
- Previously used while studying for MSc. Quiet time
- Research
- Research
- Research
- Research
- Research articles
- Research for study
- research papers ,books, advice and support
- Research, Course work, Revision
- Research, Computer room
- Research, computers, time to study
- Research, reading clinical skills books and invigilating functional skills exams.
- Research, service improvement, teaching
- Research.. for any course that I'm doing
- Resources/research
- Seeking evidence to underpin practice
- To access papers for literature search

- To complete coursework
- To get more information and to get articles for my assignments
- To increase knowledge, use it to look information up on a subject that I need to improve my knowledge on.
- To keep in touch with latest knowledge
- To work on and gain information for my Level 3 course In paediatric and Maternity Studies.
- To write my essays for my degree module
- Updating my knowledge base. Current information updates. Research papers.
- Used for literature search during my degree courses

## Studying

- (1) quiet study (2) journals (3) computers
- A place to read. Referring to text books.
- A place to study where there is space to do so and it is quiet. Also the computer area is very good with computers for the hospital and the university. It also means I don't have to bring my textbooks to the hospital to study with them.
- As quiet study areas as well as for use of the computer facilities and printing.
- For academic study
- For study purpose
- For study, towards my course qualifications and CPD
- Good environment for getting work done
- I have used it for studying. Also for reading up on unformillia ailments that I am unsure of
- Occasionally use as a quiet place to work
- Place to study and work, for internet access, for taking books
- Quiet space to catch up on training
- Quiet space to work, reading materials that needs concentration, use the University of Manchester computers
- Quiet time on the computers to carry out work for my business & admin apprenticeship and to take out books for leisure.
- Quiet work space and book availability
- Quiet working area. Computer usage - email, printing, research.
- reading
- Reading, studying, borrowing books
- Reference source, Pc use occasionally
- References
- Referring to specific books or journals, For advice on how to get hold of particular papers, It is a quiet place to read.
- Registered with Library while completing Masters module
- Space to work, generally I bring my own laptop to work.
- Study
- Study
- Study
- Study
- Study and quiet time
- Study at university/ CPD courses
- Study for medical degree.
- Study for post graduate courses
- Study space
- Study, and borrowing books
- Study, assignment work and checking e-mails
- studying
- Studying and taking the books out for use at home.
- Studying and working, using computers and also books.
- Studying Bsc nursing
- Studying for an apprenticeship so value the ease of access
- Studying for exams
- studying postgraduate
- To go to a quiet area to do some work
- To study - both using iPad / books and PCs
- To study , research , books
- Working, Computers, Loaning books

## Audit

- Audit data collection
- Audit work, data collection, use of computers. Previous loan of revision books for exam revision
- Audit work, study
- Audit, essay, general searching

## Other

- Accessing electronic resources, mainly keeping up to date with journals, some literature searching
- Ease of access
- Ease of access/Range of resources/Helpful staff
- Guide students there, I use the IT facilities
- Handy
- I am new so haven't yet used the library for much. I have however been in to enquire about the iPads that I understand can be borrowed
- I have used the Library for Business & Admin Computer work.
- I use the Athens open access
- NVQ Work and loan of Ipad
- Photocopying, searching for journals and articles, the library staff provide teaching to students on the course that we run.
- Photocopying. Advising Students/Trainees that they are able to get internet access via the Media Lounge.
- Print, Study
- Printing and the odd reference book
- Resources
- Teaching
- To assist individuals in the multimedia room and provide training. Sadly, I haven't used it for any other reason.
- To obtain articles not available via Athens. Quiet setting to sit during lunch time. Quiet time to use the computer away from colleagues.
- Website to look for recent articles, Literature searches

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## Survey Question 3:

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

### Time

- Busy work commitments
- Duty timings
- I do use it but not that often nursing staff have little free time in their long day to access library services other on their days off.
- **I haven't got enough time**
- **I haven't had the time to get to the library**
- If busy on the wards or on call, don't have the time to use library.
- Lack of time sometimes
- No time during the day
- **Not had a chance to sign up, as it would usually close before I finish work.**
- Not much chance in the day.
- **Time restrictions, not able to use at lunchtimes to catch up with news/reading etc as drinks not allowed in any area.**
- Work in ED, don't have time to get out of the department, don't have 'quiet time' when can come and work in library

### Alternative Sources

- Access to library resources now predominantly found electronically and through Manchester University.
- Don't have specialist books/journals, already have access to Univ of Manchester library
- Have access to most journals I need through academic network
- I am based in Preston and so only have electronic access (sometimes) depending on responsiveness of server.
- I can get access to various sites available through different companies/other hospitals etc - It's good to know I have

our library though.

- I have access to the journals from my office and most text books I have myself.
- I haven't needed to use the facilities to date, but do intend to in the future. If I currently need to google anything I do so using my own Trust PC.
- I use the internet/university of manchester library for all my literature searches
- Most literature i require is now available online.
- Otherwise I do most CPD online.
- Use internet to do most of the research I need
- Use online resources
- Using other more convenient facilities, needs changed.
- Work related information is available in our department

#### Course related

- Completed studies.
- I use it when I'm in for course.
- If I'm not studying for anything in particular
- just finished with the course

#### Remote Access

- I use it mostly remotely. I have been in on occasion when I have ordered a journal article.
- I use online access to articles from my laptop
- Many of the journals I require are provided on line.
- Rarely physically go in to the library as seem to be able to get most things on-line now, though it is via the trusts subscription to athens / omnio

#### Access issues

- **Because it's closes early**
- I work mainly at Withington so it is difficult to get there, park and access
- It's too far from my place of work and home.
- The department i work in is so far from the library and i do not have the time during the working day to get over to the ERC
- Usually in theatre so not convenient & can do most work at home
- Work off site and was able to use the University system - too difficult to park at UHSM
- Would use more but as work in community quite expensive to park

#### Dissatisfaction and low expectations

- **Because I thought it was only for student in the ERC**
- Don't feel that there would be appropriate resources for me - but I am probably incorrect. I am unaware of the kind of books/services that you offer. I associate this more with our students than for me....
- I don't feel access to the library is necessary to fulfil my current role.
- I don't think the books I read will be in there
- I don't use it very often.
- **It can be noisy when talks are going on around the ERC ( the noise travels through the walls)**
- I find it hard to navigate, too complicated.
- To little computers
- Too crowded
- **When asked for helpful previously a particular member of staff wasn't very helpful**
- When there are no UHSM computers available

#### Other

- I don't use the library for books as at the moment in my career I don't feel I have a reason too but it is great to know it is there should i need it.
- I'm new so not yet got round to registering yet
- Not been able to make time yet to come due to a busy learning curve in my job role.
- Not had the opportunity to do so as yet, would like the chance to access journals from home when I have more time, to maintain best practice working though.

## Survey Question 5:

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

### Library staff

- Excellent and helpful staff
- Friendly and helpful staff, excellent out of hours service
- Good service provided and staff helpful
- Helpful staff. The devices I've used have always been to my satisfaction.
- I feel there should be more staff available. Mr. Wood is extremely helpful, however, I feel that sometimes it has too many people to deal with.
- I find the library service really useful and the staff have all been very helpful.
- I have always found the staff to be very helpful and welcoming and I think the facility is fantastic for studying, although a window or two in the computer room would be nice as it is very stuffy
- I have always found the staff very helpful and keen to assist which is a great help when studying and short of time.
- I have only had contact via email but each time staff have been very helpful
- I used the library when doing my degree and the staff were extremely helpful and knowledgeable and the help and training I was given when searching databases online was invaluable.
- I would just like to say that the library staff are so helpful and pleasant they are an essential and fantastic department to the hospital. They went above and beyond on numerous occasions and always been pleasant and happy to help.
- Library staff very helpful and accommodating at short notice, particularly stephen has helped me in literature databases and reference manager for clinical research questions
- Library staff very helpful as advised to contact central Manchester Hospital library as part of book loan scheme rather than pay for the book. Thank you in deed.
- Overall i have found the library staff very helpful and the library is my first port of call for information and advice when studying or applying for posts .
- Some of the services I am unaware of. The staff are all excellent.
- Staff always friendly and very helpful
- Staff are always helpful and friendly
- Staff are extremely helpful and friendly. Keep it up.
- Staff are helpful
- Staff are very helpful
- Staff is very helpful and nice.
- Thanks to Stephen who always is ready to assist and has made the library use experience memorable. Not aware there were out of hours access, this needs to be publicised.
- The library staff are excellent, knowledgeable and very helpful
- The staff are always super helpful, friendly and approachable.
- The staff in the library are amazing, always willing to help out with anything, keep up the good work!!!
- Very helpful staff
- Very helpful staff
- Very helpful staff

### General satisfaction

- As much out of hours access as possible is very helpful. Thanks.
- Excellent service when I have needed to get an article
- Help with getting athens account was much appreciated
- I find the library a great space to work, it is quiet, useful, and responsive to my needs.
- I have always received a very good prompt service and responses to any email queries.
- I have found the library to be an invaluable resource.
- I will visit the library website as a result of this survey!
- It is nice to see the new furniture. i have always found the library staff most helpful. I love the self-service. it would perhaps be nice to see some older books replaced.
- I've always been very impressed with the service I've received
- Keep up the good work
- Love the library the fact that i work nights and can access it very early in the morning is brilliant for me
- Many of those I have stated neither satisfied nor satisfied I cannot actually comment on as I have no experience of using the services. The support I have received re literature searching has been excellent.
- Neither satisfied nor dissatisfied with many as I have not needed to use those particular services. Very satisfied with what I had needed to use
- Overall conducive environment

- Range of books is excellent! Particularly for medical students. Staff are very friendly and approachable and has helped me on many occasions.
- Superb CMT teaching session re usage of library resources
- The 24hr access is amazing with working shifts and knowing i can get work done anytime is a great relief!
- The library is very convenient and meets our needs as medical students. The staff are also very helpful
- The library service strikes me as being very good, however I haven't used much of its resources
- The library and the staff are excellent. the check and check out are fabulous and the out of hours access is very appreciated thank you for delivering a great service
- There is some that i have left blank as i have not needed to use this in the library but overall the library has always been very helpful and response quickly to emails I have sent in the past.
- Very satisfied

### Dissatisfaction / improvement suggestions

- A number of books that I have tried to get were not available, therefore had to source elsewhere
- Can we have more fictional books please
- Computer keyboards not always working well
- Computer room can get really hot and stuffy.
- Could do with more up-to-date printed books, but I guess the answer is to find it on-line these days.
- Could have access to more journals. Great access generally. Appreciate the better UHSM computers.
- Often very hot in the multimedia room!
- Could improve on the range of books
- Didn't know you had twitter / blog . Haven't used the library or a while but do find it confusing to find things. Have asked for search to be done before & done v efficiently.
- Have had difficulty with noise and users eating in study area i.e. with a social approach. The area has been very cold at times. The journal reading area could be out of the way of foot traffic and staff desk activity.
- Don't use all of the facilities and therefore cannot comment/give opinion on them. Need more awareness of how to use library and what kind of resources are available
- Helpful to be able to renew books online
- I borrowed an ipad and it was still using iOS 5 when we are now on iOS8.3. Please also update the apps perhaps after every few returns of the devices at the library for a better user experience. Well done for providing them on your catalogue.
- I couldn't find any books relevant to my upcoming FRCEM exams. Have left boxes unchecked where have not used or unaware of services. I find the UHSM athens quite restricted in comparison to other trusts. Staff really friendly and helpful, very happy to teach and discuss and offer advice. Also, I REALLY miss uptodate, dynamid is just not as easy to navigate and very US-centric
- I did not realise the library was able to do literature searches on our behalf, maybe publicise this more.
- I find it difficult to use the website to search for specific items.
- I have noticed that sometimes people use the library to have meetings in small groups. Sometimes I have even noticed people using the sofas for a chat and a coffee. I think this is unacceptable in a library environment and should be stopped.
- I returned books using the self service machine out of hours. There was an error and these were not taken off my account. I only realised when i was notified they were overdue. 2 books were found on the shelves but one was not. I was made to feel like I must be lying and had stolen the book when a simple check of the machine proved that I had in fact returned the book. I felt that there was an unnecessary hostility towards me and an assumption of a mistake or wrongdoing on my part. At one point I was told I would have to pay to replace the book which was very stressful to me. Apart from this I have always enjoyed making use of the library and have found the staff to be very friendly.
- I think we need some more material for part 2 mrcog. As the pattern changed since March 2015
- I was not fully aware of the services that are available.
- If the silent study area could be more enforced. Often people chat in it
- Lack of radiology books when compared to other hospital libraries
- Lighting is quite dark, particularly on the first floor where the computer are - it is not a comfortable environment but there are hardly ever computers free in the LC!
- Longer rental times would be appreciated
- Make your site available via the trust site and even from outside Make your first page simple, easy to see when one should to click and what to expect. The site is designed for a professional librarian not someone with basic knowledge sometimes I feel it's too much info and get confused which one I need to find.
- More pcs. Medical statistics help sessions
- My issue would be paying for photocopying if it's for hospital use. Personal I agree with, but not if I should require something for a meeting etc.
- None really, accept I would like a bigger range of hard copies.

- Not aware of twitter, blog and health and wellbeing collection. Limited number of computers available, a large proportion seem to be for Manchester University students only.
  - One of the books I returned via the self return facility was not removed from my account & I had fines added to my account until the book was found upon a library shelf. A bit of extra hassle to sort that could have been avoided.
  - Out of hours is great. **Often when sitting in the silent study area you can hear sound coming from next door (I think from a lecture theatre) which is very distracting.**
  - **Please extend opening hours and also make loan periods longer than a month.**
  - **Some staff are very helpful and took time to help myself some didn't seem like they wanted to help. Most staff friendly**
  - **Sometimes multi-media rooms can get a bit too noisy.** Out-of-hours access is great and very convenient.
  - Sometimes the computer room gets pretty hot, but that often happens when lots of computers in one room
  - The library is sometimes a bit cold which makes studying in there less pleasant. The range of textbooks for Biochemistry/Laboratory Medicine is fairly limited.
  - **The multimedia room is very dusty -I can't stay in there very long due to my allergies.** The staff are always very friendly and helpful!
  - The range of specialist oriented nursing books could be wider.
  - There are not enough study spaces, it gets very busy particularly at lunch times. It would be great if there were more desks available. A bonus would be if there were charging spots nearby to charge iPads. If the library had a few chargers on loan to use within the library, it would be very popular too. The number of university PCs is just about enough, but having a few more would future proof it. It would be great if there was a greater variety of book and if books were brought up to date (many are old editions).
  - There aren't always enough UHSM computers available.
  - **There should be clear signage for charges when printing. I did not have money on me last time I was there and never before was made aware or seen a sign telling me of charges**
  - **There should be some simple way and access to electronic books and journals**
  - **UptoDate e would be a valuable addition**
  - **Will need new books in orthopaedics , we are a trauma service with big orthopaedic unit and the number of books available was very disappointing**
  - You could target your audience more i.e. health and wellbeing for employees - pick a topic - display books/links etc., make a lunchtime coffee area 12 - 2 p.m. only to encourage employees to use library as break from work. Current affairs\ - i.e. Chelsea Flower Show - exhibition etc - facts.
- 

## Survey Question 8:

***If so, can you describe the difficulties you have?***

### Technical

- Computer glitches. Not an easy website to navigate at times.
- Getting the journal / article I want. I don't find the website easy to use & usually have to ask.  
Can't appear to be able to type in journal & reference
- I have trouble accessing the Healthcare Assistant Journal through the link which is sent to me by the library.
- It is not the most intuitive system, there doesn't seem to be any margin for name error/misspelling
- logs out from external sources, especially if using google chrome
- Main issue is literature searching due to IT issues on wards/office
- My computer is rubbish and this is compounded by my poor IT skills. I do not feel this is a library issue
- Some athens journals are not always letting the uni through
- Sometimes server doesn't allow access
- Technical
- Trying to open the journals
- Usually, when we have problems with IT or internet connection.

### Training / knowledge issues

- As I do so rather infrequently, I don't always remember the most user friendly way to perform searches.
- Difficulties mainly due to non-familiarity with the search
- Difficulties with athens and getting access to journals.
- Don't know how to access-don't have a password to do so. i don't know how to set up an athens password
- Don't know how to do advanced search.  
Struggle to find electronic journals and where I can find them
- Finding urology
- Getting open athens account

- I always need some assistance when it comes to searching databases, mainly because I don't do it regularly
- I am relatively new to the trust but this would be an element i intend on exploring - electronic journals and books - if there is training i will book on it to find out more
- I can only base this from my previous e-journal search. But i had also not been in study for a while and it takes time to get back into the flow of this technology.
- I find it hard to access e books
- I think I just need more training
- If I haven't used online databases for a while, it can take a little bit of time re-familiarising myself with the process.
- I'm not very computer savvy!
- It just seems difficult to me, I think I need some hands on training on to this.
- It's me! But I'm getting better
- Need help on how to use the website
- Need to become more familiar with the website and accessing
- Not always sure if inputting right information.. doesn't always look as easy
- Not being completely au fair with the search facilities/capabilities. More a fault of my own than the system.
- Not enough training on how to do this effectively
- Not something I'm used to doing. Needed a refresher course.
- Not sure which search engine o use, etc, and each one require differed info
- Not very it literate I have been helped by library staff to help with searches
- Sourcing exact texts, subscription issues
- Using the best search term to minimise results to useful articles only. Can't always open everything that the search finds

### Collection limitations

- American journals are not supported
- Availability limited
- Can't always get the journal I want only the abstract
- Difficulties accessing full text on UpToDate but I was told that the library did not subscribe to it.
- Having completed most of my learning i only on occasion have to submit written work. I find it difficult to find the journals i would like to access
- I couldn't access one specific journal on psychiatry because the library did not have subscription to it
- I generally access them through the university as we have greater access that way.
- I often can't get access to articles that I need through Athens.
- I would like us to have UpToDate access.
- Limited access to e-journals using Athens. Need to switch to University account instead.
- Links to those which are not covered by library
- Many of the publications are not available
- NHS Athens access to journals not as good as university
- Some journals unavailable on Athens subscription
- Some key papers in journals not accessible e.g. clinics in plastic surgery, clinics in hand surgery, selective readings in plastic surgery, dermatology clinics.
- Some of the journals appear to be blocked though this has rarely been the case.
- Some websites do not accept the athens log-in.
- Sometimes have access through university login but not Athens and vice versa.
- Sometimes the journals/articles that I'm looking for are not subscribed to but this is not really a fault as such because you can't expect them to subscribe to everything!

### Other

- I actually was not aware of the electronic book and journals or how to access them
- Can take a long time to get hold of an article which is not already available
- Having the right access to view articles, especially at home. Always forgetting passwords
- Initially had but after speaking to the staff member got a training to sort that out!
- Re journals - not having password. Re database search - easy when doing regularly but tend to forget if long gap in between
- Varies, but always able to get staff assistance
- Websites asking passwords which are not to be found online.

## Survey Question 10:

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

#### **General satisfaction**

- Are already supporting the LEAD launch - thank you very much
- Continue as above. Facilities are good already.
- Continue to be helpful
- Happy with service
- have just finished studies but would use again should i need to
- I am satisfied
- I am very happy with the current service
- I am very happy with the current service provided the library! Thank you
- I am very happy with the services I have accessed so far - I must try to access more of the electronic side of things - I will enquire about this and I'm sure - as always the staff will be happy to help
- I am working closely with stephen in using the reference manager for literature searches
- I could now use the library for the above as I didn't know you offered that service.
- I have received wonderful support from the staff. They have been so helpful and good to me. I am would like to thank you all for your help.
- I just need the time to utilise the great assistance.
- I think the library already does an excellent job.
- I think the library is a great facility, and much easier to access than at any other trust I have been to.
- I think you all do a grand job as it is!
- Nil at present
- No comments
- No suggestions at present
- No, I don't think so. In comparison with other libraries has quite a lot but much more amenable staff.
- None, as the library is providing an effective service!
- None. They are extremely supportive.
- Nothing
- Nothing
- Nothing at the present time
- Nothing else that I would require at present.
- Nothing extra
- Nothing I see I just need to ask
- Nothing more than you are already doing - all your help and support is really appreciated!
- Nothing more. Provides an effective service
- Nothing to my knowledge. I always ask if I am unsure of anything
- Nothing, it's time pressures that stop me making more use of the facilities.
- Thank you, everything is all right.
- The library already given support and advice whenever I needed it.
- The library has helped me lots in the past with my work and when i was completely my apprenticeship. They are always happy to help.
- The library supports my needs very well
- They are very helpful already
- They do a good job overall
- They have always been available i have nothing to add
- Very friendly and helpful staff

#### **Library collections**

- 1.Book sale is really useful ! 2.Need more books for some specialities eg-Paediatric surgery and transfusion medicine books
- Collection of CDs and DVDs
- Get more hard copies of journals on the library shelves
- Greater variety of books for exam material
- Having a good range of HR, OD, Management books available will be a great resource for me in my work and professional development
- Having books available
- I think there is not a good range of new books for different medical exam and the library should be more updated.
- More access to full-text

- **More access to some specialty journals.** Some DVD/Videos not available with books that are supposed to come with them (i.e. Chung - Hand and Wrist Surgery)
- **More books on management?**
- More journals
- **More of the textbooks everyone wants e.g. Lissaur for paedes**
- More textbooks would be helpful
- **Subscription to JCEM - though I don't know how much this would cost (journal of clinical endocrinology and metabolism)**
- Wider range of books

### Computers

- **Have access to the computer suite at night**
- More PCs
- **Provide more University of Manchester computers. Sometimes there are not enough.**

### Training

- Can book a training session for me to access e-journals and books.
- I am going back to study in September and i have no doubt that the staff will be as friendly and as helpful as they usually are. I may require assistance in the back to basics ie journal search, book search etc. Assistance in IT would be great but I understand that this is a library and not about IT skills.
- I think I need to attend an induction course
- It would be good to attend a session if I can find some time
- Join with the academy LEAD programme and integrate what the library can offer into it to support these courses and employees signing up for training sessions. Needs greater awareness of library is for everyone.
- More training
- One to One sessions
- Perhaps I would need a quick session to know how to search effectively e-journals and e-books
- Refresher training for staff
- Workshop would be useful

### Promotion and awareness of services

- Advertise training sessions more.
- Ensure everyone in the trust goes along to a sign up day (drop in) so they are logged on to the system and so everyone is aware of the resource
- Have announcements to inform us if there training sessions to search databases
- **I am not aware if we can request the library to stock particular books that I believe would be useful for both myself and my colleagues.**
- I did not realise the library was able to do literature searches on our behalf, maybe publicise this more.
- **I have recently undertaken one of the LEAD courses which has made me think about the library and what it could offer me to support this course. It would be good to promote the library in terms of courses LEAD will be running and what you have to support these courses.**
- Increase awareness of its services and training sessions. include in induction for clinical staff
- More information/posters around the hospital to let staff know the library is available for everyone regardless of their role at UHSM. Information about borrowing books/CD's etc - how much this is and how to go about joining the library.
- Promote their training facilities more readily to hospital staff.
- Share information with all community staff

### Current awareness service

- e-content alerts in selected journals (sorry, don't know if this is done but I haven't seen anything about this)
- Email relevant journal content pages as they come out/ be able to sign up to specific journal notifications
- Not sure how possible it would be but perhaps flagging up new literature to us in our different depts if you knew what our speciality was? Probably quite difficult though

### Library design

- I feel the labelling of book shelves in the library is poor. For example, I was looking for OSCE revision books recently. There was no labelling at the end of the shelves and, only medical subjects therefore I had to go up and down all the shelves and search, taking a long time. I then found them all in a really obscure place.
- **Improve the layout and increase capacity (in terms of spaces), make it a little bit more modern (it feels like the library was built in the 70's)**
- The library & the staff that run the library do an amazing job think the only thing i would personally change is make it bigger and have more comfortable chairs

## Other

- Can Athens logins be provided?
- Employ more personnel
- Free of charge inter library borrowing
- Help with medical statistics
- I am not sure the library can support me as I feel the opportunities are there for me, but I have to find time to access and use them.
- I tend to use the MRI library mostly as this is where my work base is.
- I think I might start popping over more often for some of the journals that don't let me through from office computer.
- Key journals for different departments should have subscriptions. Perhaps enquire from the different departments whether they are currently happy with the journals they can access currently.
- Make all medical students members
- More 'honorary lecturers' to enable better Athens access
- Poss have access to free parking after library closes so can study or use facilities
- Run a monthly or weekly journal club
- Some of the library staff are not very helpful. ( but some of them are)
- The guy work in the Library, I think his name is Steven, he is very helpful, kind, and approachable. In contrary there is a member of staff who is not approachable, always looks stressed and not happy when I ask for help- Sorry for being so honest

# Appendix II

## Our responses and actions

Comments & suggestions	Action & Response
<p>Library access</p> <p><i>I haven't got enough time</i></p> <p><i>Because it's closes early</i></p> <p><i>I haven't had the time to get to the library</i></p> <p><i>Please extend opening hours</i></p> <p><i>Have access to the computer suite at night</i></p> <p><i>Time restrictions, not able to use at lunchtimes to catch up with news/reading etc. as drinks not allowed in any area"</i></p>	<p>All areas of the library are open 24/7.</p> <p>The self-service machine allows users to borrow and return item outside of staffed hours. We have also installed swipe card access to the library entrance, CCTV and movement sensor lighting.</p> <p>Drinks are allowed in all areas provided they are covered i.e. with a lid and cold drinks are bottled.</p>
<p>Reasons for not using the library</p> <p><i>Because I thought it was only for student in the ERC</i></p>	<p>The library is multidisciplinary and we provide services and resources for all UHSM staff as well as students on placement here.</p>
<p>Dissatisfaction comments: Books stock &amp; Resources</p> <p><i>I couldn't find any books relevant to my upcoming FRCER exams</i></p> <p><i>I think we need some more material for part 2 mrcog. As the pattern changed since March 2015</i></p> <p><i>Will need new books in orthopaedics , we are a trauma service with big orthopaedic unit and the number of books available was very disappointing</i></p> <p><i>Lack of radiology books when compared to other hospital libraries</i></p> <p><i>A number of books that I have tried to get were not available, therefore had to source elsewhere</i></p> <p><i>Need more books for some specialities eg-Paediatric surgery and transfusion medicine books</i></p> <p><i>More of the textbooks everyone wants e.g. Lissaur for paed</i></p> <p><i>Having a good range of HR, OD, Management books available will be a great resource for me in my work and professional development</i></p> <p><i>I would like us to have UpToDate access.</i></p> <p><i>UpToDate e would be a valuable addition</i></p>	<p>We have taken note of all these subject areas and will include them in our next book order.</p> <p>Please be aware that you can always suggest titles to a member of the library team, use the suggestions box or enquiry link on our website. You now also have the option of suggesting eBooks for the library to purchase. See the Library's Intranet page for further information.</p> <p>We also provide an interlibrary book and article request service where we draw upon the collections from libraries nationwide to supply books and journal articles not part of our collection.</p> <p>We have 4 copies of the latest edition plus numerous copies of previous editions. Due to the popularity of the book, we have also purchased the eBook version which allows for remote multi-user access.</p> <p>Unfortunately neither the Library nor the Trust currently has a subscription to UpToDate. We do however subscribe DynaMed which is a similar point-of-care evidence based resource.</p>

<p><i>Difficulties accessing full text on UpToDate but I was told that the library did not subscribe to it.</i></p> <p><i>American journals are not supported</i></p> <p><i>I couldn't access one specific journal on psychiatry because the library did not have subscription to it</i></p> <p><i>Key journals for different departments should have subscriptions. Perhaps enquire from the different departments whether they are currently happy with the journals they can access currently.</i></p> <p><i>More access to some specialty journals</i></p> <p><i>Subscription to JCEM - though I don't know how much this would cost (journal of clinical endocrinology and metabolism)</i></p> <p><i>Some key papers in journals not accessible e.g. clinics in plastic surgery, clinics in hand surgery, selective readings in plastic surgery, dermatology clinics.</i></p>	<p>If you feel strongly that UpToDate would be of benefit to the trust, enquiries should be made to the Medical Director.</p> <p>Unfortunately the NHS, the region and UHSM cannot fund all the journal subscriptions you require. As with books (see above) we are happy to receive your suggestions and act on them if funding is available.</p> <p>Clinics in Plastic Surgery is a journal we subscribe to. The title is listed on our library catalogue. In order to improve experience of using the catalogue we do run short training courses to assist you. We will endeavour to develop the catalogue to make it as easy as possible for you to find the resources you require</p>
<p><b>Dissatisfaction comments:</b> <b>Staffing</b></p> <p><i>Some staff are very helpful and took time to help myself some didn't seem like they wanted to help. Most staff friendly</i></p> <p><i>Some of the library staff are not very helpful. (but some of them are)</i></p> <p><i>When asked for helpful previously a particular member of staff wasn't very helpful</i></p> <p><i>I returned books using the self service machine out of hours. There was an error and these were not taken off my account. I only realised when i was notified they were overdue. 2 books were found on the shelves but one was not. I was made to feel like I must be lying and had stolen the book when a simple check of the machine proved that I had in fact returned the book. I felt that there was an unnecessary hostility towards me and an assumption of a mistake or wrongdoing on my part. At one point I was told I would have to pay to replace the book which was very stressful to me</i></p> <p><i>The guy work in the Library, I think his name is Steven, he is very helpful, kind, and approachable. In contrary there is a member of staff who is not approachable, always looks stressed and not happy when I ask for help - Sorry for being so honest</i></p> <p><i>Staff always friendly and very helpful</i></p> <p><i>Staff are always helpful and friendly</i></p>	<p>We are very sorry to hear this and apologise for the service you received. We will discuss these comments at our next team meeting and try to address these issues.</p> <p>We apologise for any stress this incident caused. As a result of your comment, the Library team will be discussing this at our next team meeting. We will ensure that all the team appreciate the issues you have raised and we will make sure that we improve our customer care standards when dealing with similar situations in the future.</p> <p>We're very pleased to hear you have had good service from Stephen. However we're very sorry to hear you have experience poor service from another member of our team. We will address this issue. However, please inform the Library Manager or Deputy Library Manager immediately that you receive poor service from any member of our team. We can then address it appropriately and in a timely manner with the staff member you are referring to.</p>

<p><i>Staff are extremely helpful and friendly. Keep it up.</i></p> <p><i>Excellent and helpful staff</i></p> <p><i>The staff in the library are amazing, always willing to help out with anything, keep up the good work!!!</i></p> <p><i>The staff are always super helpful, friendly and approachable.</i></p>	<p>We would like to thank you all for these and all of the other kind comments that were made about the library team. They were very much appreciated.</p>
<p><b>Dissatisfaction comments: Facilities &amp; Library areas</b></p> <p><i>It can be noisy when talks are going on around the ERC ( the noise travels through the walls)</i></p> <p><i>Sometimes multi-media rooms can get a bit too noisy.</i></p> <p><i>Often when sitting in the silent study area you can hear sound coming from next door (I think from a lecture theatre) which is very distracting.</i></p> <p><i>Computer keyboards not always working well</i></p> <p><i>Computer room can get really hot and stuffy</i></p> <p><i>Often very hot in the multimedia room!</i></p> <p><i>The area has been very cold at times. The journal reading area could be out of the way of foot traffic and staff desk activity.</i></p> <p><i>Have had difficulty with noise and users eating in study area i.e. with a social approach.</i></p> <p><i>If the silent study area could be more enforced. Often people chat in it</i></p> <p><i>The multimedia room is very dusty -I can't stay in there very long due to my allergies.</i></p> <p><i>There should be clear signage for charges when printing. I did not have money on me last time I was there and never before was made aware or seen a sign telling me of charges</i></p>	<p>Work is now underway to soundproof the quiet study area. We are enclosing this area with glass partitions to further improve soundproofing. Work will be completed by the end of August 2015</p> <p>We regularly test all multimedia room PC keyboards. Any not working will be replaced. If you find one that is not working, please alert a member of the library team in person or via email.</p> <p>Please report any issues with the temperature to a member of the library team. We will then inform SODEXO straight away and try to resolve the problem. Unfortunately certain temperature problems can persist owing to the design of the heating/cooling system.</p> <p>We will always try to enforce silence in the silent study area. If you are being disturbed, please alert a member of the library team straight away and we will deal with it.</p> <p>Although it may not be a solution to an allergic reaction to dust, we do clean the computers, keyboards and desks once a week. The room is also vacuumed once a week and we have introduced hand cleaning gel to improve cleanliness. Unfortunately SODEXO cannot increase the frequency of cleaning in this room because it is not a clinical area.</p> <p>Thank you for this comment. We will introduce signage as per your suggestion.</p> <p>We are always looking to update and improve our physical library. We were recently successful in a</p>

<p><i>Improve the layout and increase capacity (in terms of spaces), make it a little bit more modern (it feels like the library was built in the 70's)</i></p> <p><i>I have noticed that sometimes people use the library to have meetings in small groups. Sometimes I have even noticed people using the sofas for a chat and a coffee. I think this is unacceptable in a library environment and should be stopped</i></p> <p><i>I feel the labelling of book shelves in the library is poor. For example, I was looking for OSCE revision books recently. There was no labelling at the end of the shelves and, only medical subjects therefore I had to go up and down all the shelves and search, taking a long time. I then found them all in a really obscure place.</i></p> <p><i>Key journals for different departments should have subscriptions. Perhaps enquire from the different departments whether they are currently happy with the journals they can access currently.</i></p> <p><i>Provide more University of Manchester computers. Sometimes there are not enough.</i></p>	<p>bid to modernise the quiet study area. We also have another pending funding bid that will further improve the look of the library. Increasing capacity of study space is something we are also looking to do in the future.</p> <p>If you are in the designated quiet study area, please inform a member of the library team if you are being disturbed. In other parts of the library, there are designated areas where we allow group study and silence is not enforced. If noise in these areas reaches an unacceptable level, we will intervene. Hot drinks are also tolerated provided they are covered with a lid.</p> <p>As a result of your suggestion we are in the process of labelling the shelves and reclassifying the OSCE books to ensure they are all in a single place and easier to locate.</p> <p>We review the collection of e-journals we subscribe to on an annual basis. This involves analysing usage statistics and fully informing staff where changes are made. We aim to provide journals that staff want and therefore welcome any suggestion for new titles you would like us to subscribe to.</p> <p>Unfortunately there is no space or funding available to expand the number of computers. We do have Trust and University Wi-Fi throughout the library however and plenty of study spaces where iPads/Tablets can be connected.</p>
<p><b>Online Access</b></p> <p><i>There should be some simple way and access to electronic books and journals</i></p> <p><i>Can't always get the journal I want only the abstract</i></p> <p><i>Make your site available via the trust site and even from outside Make your first page simple, easy to see when one should to click and what to expect. The site is designed for a</i></p>	<p>We have tried to simplify this process by implementing a single catalogue from which you can search and find locations for all the journals, books, eBooks and e-journals you are entitled to access. The catalogue is available remotely at <a href="http://www.academylibrary.org.uk">www.academylibrary.org.uk</a> Just call in if you would like any help in using the catalogue or any other online resource.</p> <p>Unfortunately UHSM, the region and the NHS cannot fund all the journal subscriptions you require. However, we do have an interlibrary book and article request service where we can obtain non-stock items and source them for you from other libraries and organisations.</p> <p>It can be a bit confusing as we have two sites. One is on the Trust Intranet and the other is our main</p>

<p><i>professional librarian not someone with basic knowledge sometimes I feel it's too much info and get confused which one I need to find.</i></p> <p><b>Other general comments about difficulties accessing online databases, articles and e-books.</b></p>	<p>website at <a href="http://www.academylibrary.org.uk">www.academylibrary.org.uk</a> . This is available outside the trust. It does contain a lot of information and we update the site to make navigation easier and to reduce any jargon on an ongoing basis e.g. we recently replaced the 'interlibrary loans' link with 'Interlibrary Book and Article Request Form.' We take on board your suggestion and will endeavour to simplify both the website and Intranet to make it easier to navigate. If you would like us to show you how to navigate around the website, please call in. We'll be happy to assist.</p> <p>Please contact us with any difficulties you face when accessing any resource we provide and we will assist you. We will also carry out database/literature searches for you free of charge.</p>
<p><b>Library services</b></p> <p><i>Can take a long time to get hold of an article which is not already available</i></p> <p><i>I am not aware if we can request the library to stock particular books that I believe would be useful for both myself and my colleagues.</i></p> <p><i>I have recently undertaken one of the LEAD courses which has made me think about the library and what it could offer me to support this course. It would be good to promote the library in terms of courses LEAD will be running and what you have to support these courses.</i></p> <p><i>e-content alerts in selected journals (sorry, don't know if this is done but I haven't seen anything about this)</i></p> <p><i>Email relevant journal content pages as they come out/ be able to sign up to specific journal notifications</i></p>	<p>We apologise for any delays you may have experienced. To help us to provide an efficient service we have introduced standards where all book and article requests received, are processed within 2 hours of receipt and 80% of interlibrary loan items are supplied within seven days. Unfortunately we occasionally experience delays if an item is unavailable/on loan or the library contacted has problems in supplying the item. We will provide you with a progress report on request.</p> <p>We welcome any suggestions for new stock. We have also recently introduced a system whereby you can directly suggest eBooks for purchase from our book suppliers' websites. Our eBook collection is demand driven so we always welcome your purchase suggestions. Please see the links on our intranet page for instructions or speak to a member of the library team. You can also see links to Dawsons and EBL from the OpenAthens resource list in your account. Link to these platforms to search and suggest Ebook purchases.</p> <p>We agree with this and are working with the LEAD trainers to try to promote the library as you suggest. We have also submitted an external funding bid to increase our book collection to directly support all the LEAD courses.</p> <p>We do provide this service. If you go to our website and click on the link 'How to keep up to date' (on the left above the list of RSS feeds) you will see the online form to make it easy for you to use this important service. As a result of your suggestion we have also added a link directly to the online request form on our Intranet site under the heading 'Popular Links.' We will also think about how to improve our promotion of this service</p>

<p><i>Not sure how possible it would be but perhaps flagging up new literature to us in our different depts if you knew what our speciality was? Probably quite difficult though</i></p>	<p>In an attempt to help with this, we have created a number of RSS feeds which appear on our internet page. If you would like us to create a specific RSS feed for your specialty, please contact us. We also offer a tailored auto-alerting service and a journal contents alerting service. To find out more about these and other services, click on the 'Keep up to date' link on our website (above the list of RSS feeds).</p>
<p><b>Other comments and suggestions</b></p> <p><i>Medical statistics help sessions</i></p> <p><i>Help with medical statistics</i></p> <p><i>My issue would be paying for photocopying if it's for hospital use. Personal I agree with, but not if I should require something for a meeting etc.</i></p> <p><i>...make loan periods longer than a month.</i></p> <p><i>Helpful to be able to renew books online</i></p> <p><i>Free of charge inter library borrowing</i></p> <p><i>Can Athens logins be provided?</i></p> <p><i>Make all medical students members</i></p> <p><i>...Need more awareness of how to use library and what kind of resources are available</i></p>	<p>We do provide a large range of statistics books from basic to advanced. Although we do include statistics in the Critical Appraisal sessions we run (see the training calendar at <a href="http://www.academylibrary.org.uk">www.academylibrary.org.uk</a>), we do not offer specific training on statistics. Statistics training is run by the Statistics Department who are based on the first floor of the ERC.</p> <p>If you are photocopying for hospital use the library staff can provide you with a photocopier code and we will recharge the cost to your department. Unfortunately we have to charge a fee because the photocopier machine is self-financing</p> <p>Although we would agree that this would be more convenient, it would mean that users who have reserved a high demand book (e.g. exam textbook) would have to wait a potential extra week before the book becomes available which is not fair to them. Please ask and we will set you up with a library account so you can renew you loans online. You will then also be able to click on the link within the reminder emails we send to you.</p> <p>As a result of your suggestion we are introducing free interlibrary loans for all books that we source from our NW health libraries network from the 1<sup>st</sup> August 2015.</p> <p>The OpenAthens online self-registration form has been improved and simplified. A necessary part of the process is to agree to the terms and conditions.</p> <p>As with OpenAthens above, we have also simplified the library joining process by developing an online registration form which can be accessed form the library website. On the form it is also a requirement to have read and agreed to the library terms and conditions.</p> <p>We agree with this and to raise awareness is something we are constantly trying to do, via Trust communications, blogs, promotional emails, Twitter,</p>

*I borrowed an ipad and it was still using iOS 5 when we are now on iOS8.3. Please also update the apps perhaps after every few returns of the devices at the library for a better user experience. Well done for providing them on your catalogue.*

posters, attending Trust events and via outreach visits. We have a marketing strategy and promotional plan and we evaluate what we do and how we do it. We have also submitted a bid for external funding to buy marketing materials. We agree that more needs to be done however.

The old operating system was recently brought to our attention by a borrower and we have since updated all our iPads to iOS8.3. We will also schedule a member of the library team to review and update the apps on a regular basis as you suggest.

# Appendix III

## The Survey

## UHSM Academy Library Survey 2015

Welcome to the 2015 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 £25 Amazon voucher please leave your details at the end of the survey.

All your responses will be confidential and used by only by one member of the library staff. The survey results will be published at the end of June on the Library website and publicised in UHSM Communications and will be totally anonymous. The previous survey results can be seen at [www.academylibrary.org.uk](http://www.academylibrary.org.uk) then clicking on the 'About us' link.

The closing date for the survey is 5th June 2015.

Many thanks for your help.

Stephen Woods  
UHSM Academy Library  
0161 291 5780

Next

Powered by [SurveyMonkey](#)  
Check out our [sample surveys](#) and create your own now!



## UHSM Academy Library Survey 2015

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

Staff Categories

Choose from the drop down  
list

### \* 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 £25 Amazon voucher, please leave your name and email address. Thank you.**

Thank you for completing this survey.

[Prev](#) [Done](#)

