

Library Impact Survey – User needs analysis 2018

This report is a summary of the information which came to light in Keyll Darree Library's 2018 User Needs Analysis Survey. This survey was undertaken two years after the 2016 survey to allow us to measure our progress, and allow the library to increase the involvement of users in library policy planning, as well as measuring the general feelings towards the library service. We will continue to re-run this survey every two years to ensure that we are meeting service needs.

The following report will lay out the findings.

Executive summary

By August 2019 we will aim to:

- Add another Government machine on a short term usage basis
In August 2018 we added a third Government machine to the IT room on a 30 minute limit. We have also got permission to book the IT suite next to the library whenever the IT room is in use and it is available.
- Offer guerrilla education – attending staff meetings, research groups, and other external events to help ensure everyone knows how to access online content in the most efficient ways.
- Improve signage in the library – price up options and consider funding

Recommendations

Physical Facilities

- Add another Government machine to the IT room (**achieved**)
- Construct a new group work room within the library (**room constructed, we are in the process of applying to the central library body for funding to furnish it**)

Awareness of Library Services and Resources

- Increase efforts to advertise the new and existing resources at Keyll Darree.
- Consider further outreach talks to areas such as Social Work to ensure that staff understand the resources which are available for them.

What we can't do...

- Increase our access to a much wider range of journals online – sadly we just do not have the budget, however we are always willing to consider individual journals if they will be widely beneficial. We also offer an inter-library loans service for our members which allows us to source resources from other health libraries in the UK.
- Change staffed hours – the library used to offer a late night opening every week, this was eventually discontinued as there was no business need.
- Link Government machines to printers – The Government machines are tied to your assigned area.

Overview

Introduction

Keyll Darree is a purpose built education facility for nursing, medical, and social care students undertaking higher education studies. It houses Keyll Darree Library, which is the only multi-professional health and social care library on the Isle of Man. The library caters to Keyll Darree's students, Health and Social Care staff, Government employees looking at management topics, and any health and social care workers (including dental clinics, nursing homes, and charities) who may benefit from using the service.

The Library

Keyll Darree Library's main function is, and always will be to support the educational needs of our library users. There is a total of 2515.67 full time equivalent staff in the DHSS and 869 library members – however library users do not have to be a registered member to access some of the library facilities (such as the IT room, training sessions, library guides, and our web page).

Purpose

This survey was used to build on the previous survey and allow the library to develop new strategies, targets, and policies to better meet the needs of our stakeholders.

Method

The analysis was collected using two main methods

- Focus groups – four were run
- An online version – using Survey Monkey
- Paper copies were also offered, however, there was very limited uptake (3)

The survey was advertised using the following methods:

- Via email (all DHSC, and an email shot to all library members via Heritage).
- Posters (placed around the Keyll Darree building, the hospital buildings, and associated areas.)
- Social Media (regular reminders placed on the Keyll Darree Twitter and Facebook pages, and also copied to the Learning Education and Development pages.)

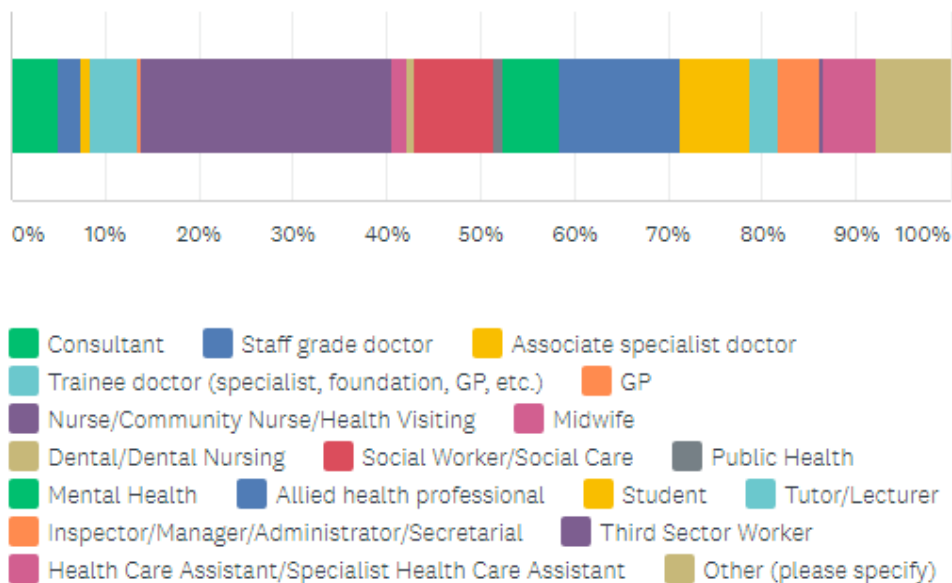
A financial incentive was also offered to help encourage participation – **(£20 Thie Bee voucher won by John Workman)**

Uptake

- There were 202 replies to the survey in total
- 3 of these were paper copies
- 199 were online

Questions

1) Respondent breakdown:



Consultant: 4.95% (10)

Staff grade doctor: 2.48% (5)

Associate specialist doctor: 0.99% (2)

Trainee doctor (specialist, foundation, GP, etc.): 4.95% (10)

GP: 0.50% (1)

Nurse/Community Nurse/Health Visiting: 26.73 (54)

Midwife: 1.49% (3)

Dental: 0.99% (2)

Social Work/Social Care: 8.42% (17)

Public Health: 0.99% (2)

Mental Health: 5.94% (12)

Allied health professional: 12.87% (26)

Student: 7.43 (15)

Tutor/Lecturer: 2.97% (6)

Manager/Administrator/Secretarial: 4.46% (9)

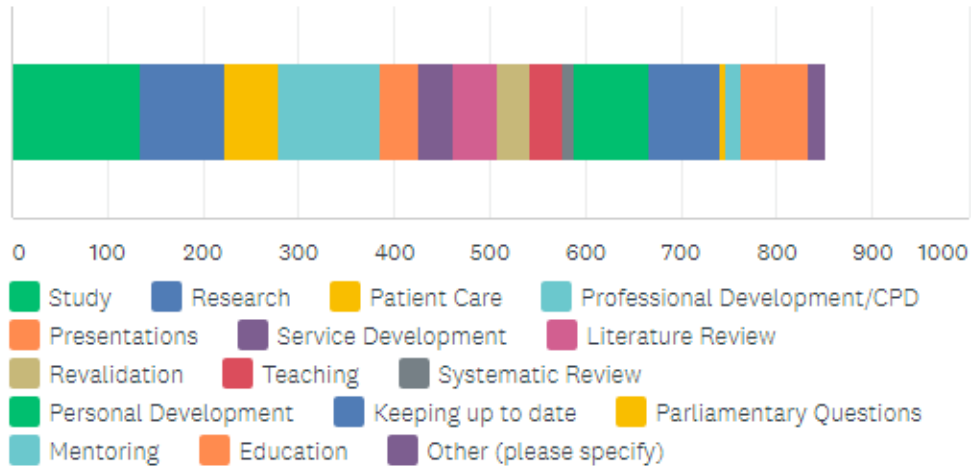
Third Sector Worker: 0.50% (1)

Health Care Assistant/Specialist Health Care Assistant: 5.45% (11)

Other (please specify): 7.92% (16)

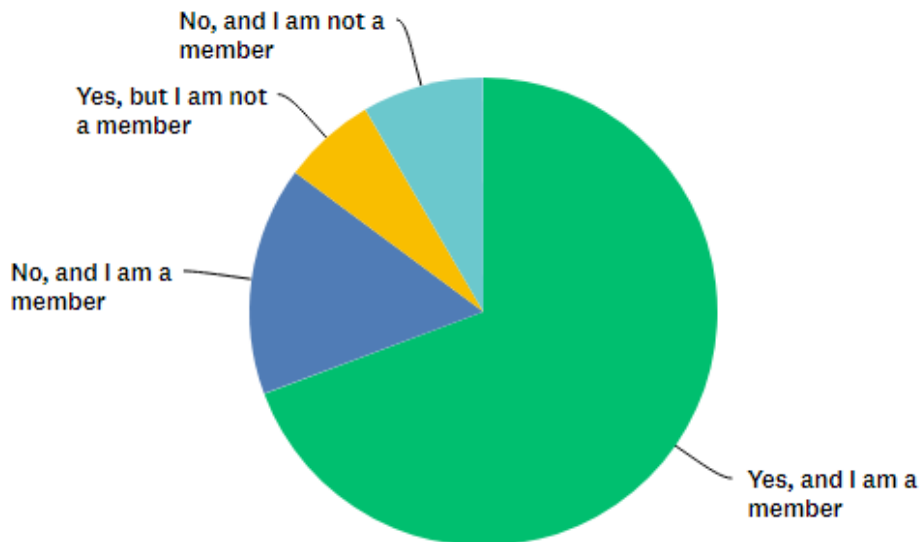
The other category comprised of: 2 GTS staff members, 2 emergency medical technicians, a careers advisor, social work, a plumber, 2 skills facilitators, a legislation and policy official, pharmacy technician, 2 nurses, a researcher, and a business analyst. One user commented that they were also engaged in third sector work.

2) Library Impact



The main five impact areas of the library are: Study (66.83%), CPD (52.48%), Research (43.56%), Personal Development (38.61%), and Keeping up to Date (36.63%). The library has impacted a wide range of areas for our users, ranging from answering parliamentary questions to service development, and systematic reviews.

3) Library Visits and Membership



75.75%(153) of respondents had visited the library in the last 6 months, 6.44% (13) were not members. 15.84% (32) of those who had not visited were members.

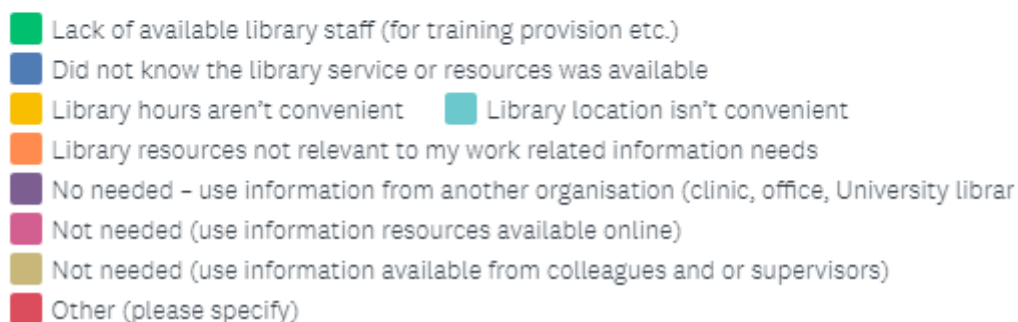
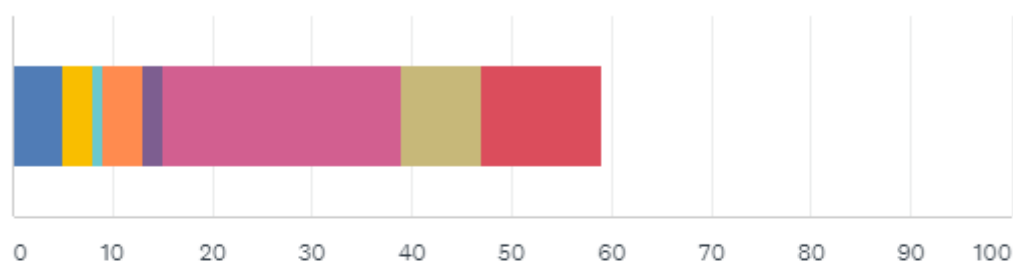
4) **Why?**

Why did you visit?

Degree Space Student Printing Literature Search
Gather **Education** Internet Look Induction
Journals Undertaking **Study** Development
Books Computer Facilities **Research** Lectures
Library Literature Review **Training** Attend **Course**
Revalidation **Resources** Regularly **Check Emails**

Those who had visited were most likely to be using the library to borrow books, and for study, research, and education. Many also came to use the computers, and to get training from library staff.

5) Why not?



ANSWER CHOICES	RESPONSES
Lack of available library staff (for training provision etc.)	0.00% (0)
Did not know the library service or resources was available	11.36% (5)
Library hours aren't convenient	6.82% (3)
Library location isn't convenient	2.27% (1)
Library resources not relevant to my work related information needs	9.09% (4)
No needed – use information from another organisation (clinic, office, University library)	4.55% (2)
Not needed (use information resources available online)	54.55% (24)
Not needed (use information available from colleagues and or supervisors)	18.18% (8)
Other (please specify)	27.27% (12)

The large majority of feedback here seems to indicate that the main reason for not using the library is that staff are able to find their information elsewhere (77.28%). However, the responses also indicate that we do not necessarily meet the information needs of some users (9.09%), our hours aren't convenient for some (9.09%), and some of our users lack the time to visit (6.28%). We will try to further highlight the services we provide at Keyll Darree Library – including our recommendation services where items can be suggested.

6) Have you used the following services and/or resources? If so, how do you rate them? 1 is poor and 5 is excellent

	1	2	3	4	5	N/A	TOTAL RESPONDENTS
Services (training, literature searching, 1-1 support, inter library loans)	1.68% (3)	0.56% (1)	6.70% (12)	25.70% (46)	44.13% (79)	22.35% (40)	179
Library building/equipment (computers, study spaces, group working)	1.68% (3)	6.15% (11)	11.73% (21)	35.20% (63)	32.40% (58)	13.97% (25)	179
Electronic Resources (online books, journals, databases, social media pages)	1.13% (2)	2.26% (4)	10.17% (18)	33.90% (60)	35.03% (62)	18.08% (32)	177
Traditional Resources (books, journals, AV equipment)	2.26% (4)	3.39% (6)	11.86% (21)	32.77% (58)	39.55% (70)	14.12% (25)	177

The majority of users are happy with the service. In all areas aside from the building and computer spaces 5 was the most common rating. There were however significantly lower scores for the building and equipment – with 19.56% (35) users rating the service as 3 or lower. We will work to address this, considering the signage in the library, and the equipment provided.

7) How do you choose which resource to use?

Shelves Colleagues Literature Search Traditional
 Recommendation Choose Studying Work Area
 Journals catalogue Books Sources
 Depends Subject Matter Relevant Advised
 Library Dictated Staff Whichever Advice Google

Our users mostly base their choices on material which has been recommended or advised to them, they also use shelf scanning, catalogues and databases, and also seeking advice from staff.

8) **What's the biggest problem you encounter while searching? Has the library been able to help?**

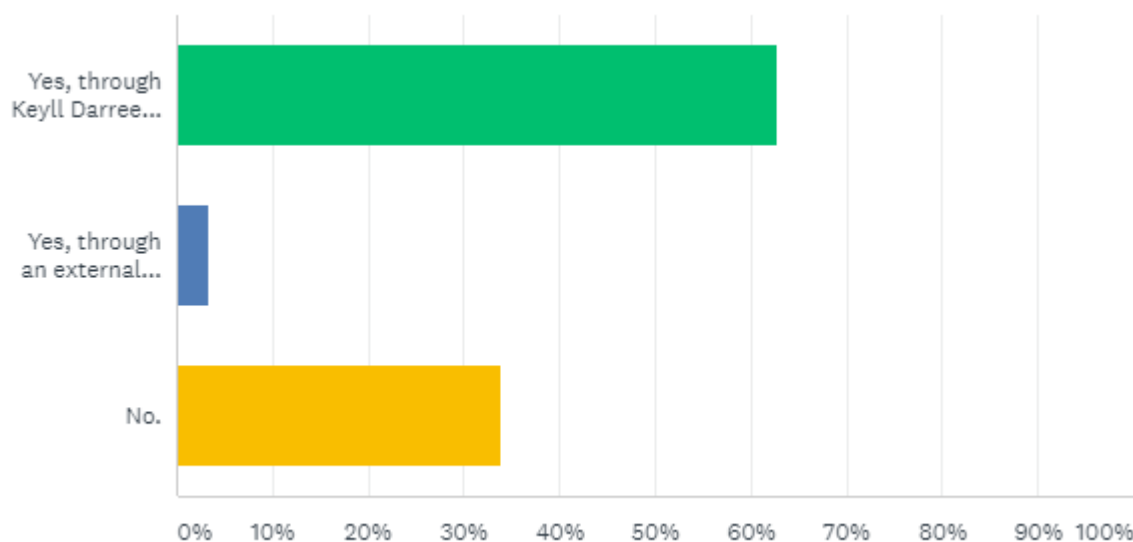
Issues Speak Resources skills Books Service
Problems Asked Staff Papers Library
Excellent Search Terms Access Relevant Articles Able
Key Available to Help Not being Available

The main problems identified were:

- 1) Getting access to documents (remember you can view helpful instruction guides for this on our [How To Guides](#) page)
- 2) Out of hours access to staff
- 3) And search terms when looking for information/resources.

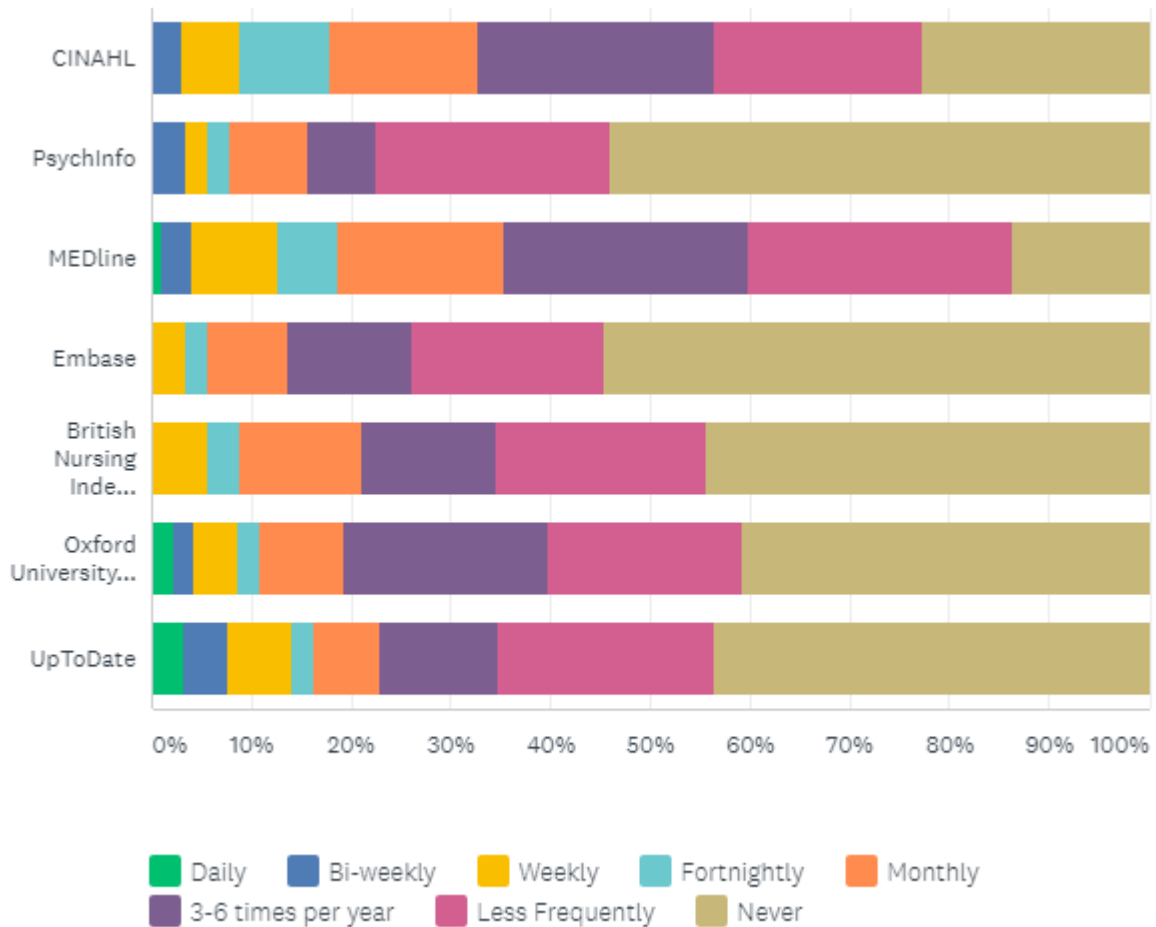
However most users also felt that staff were able to help them resolve most issues.

9) **Do you have an active Athens login?**



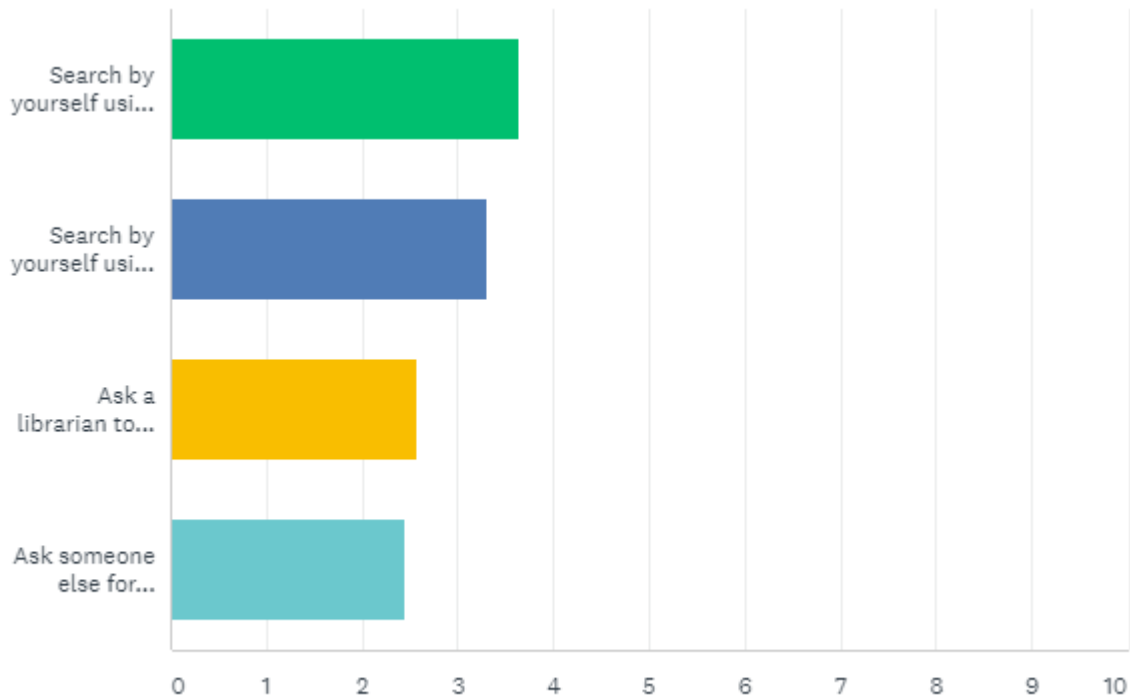
The majority of respondents have a library issue Athens account. Although roughly a third do not, this could be due to a variety of factors. 1) Not all library users are eligible; they must also be employed by the Department of Health and Social Care. 2) 14.86% (30) respondents were not library members, and therefore are not eligible for an Athens account.

10) Do you use any of the following databases for research? If so, how often?



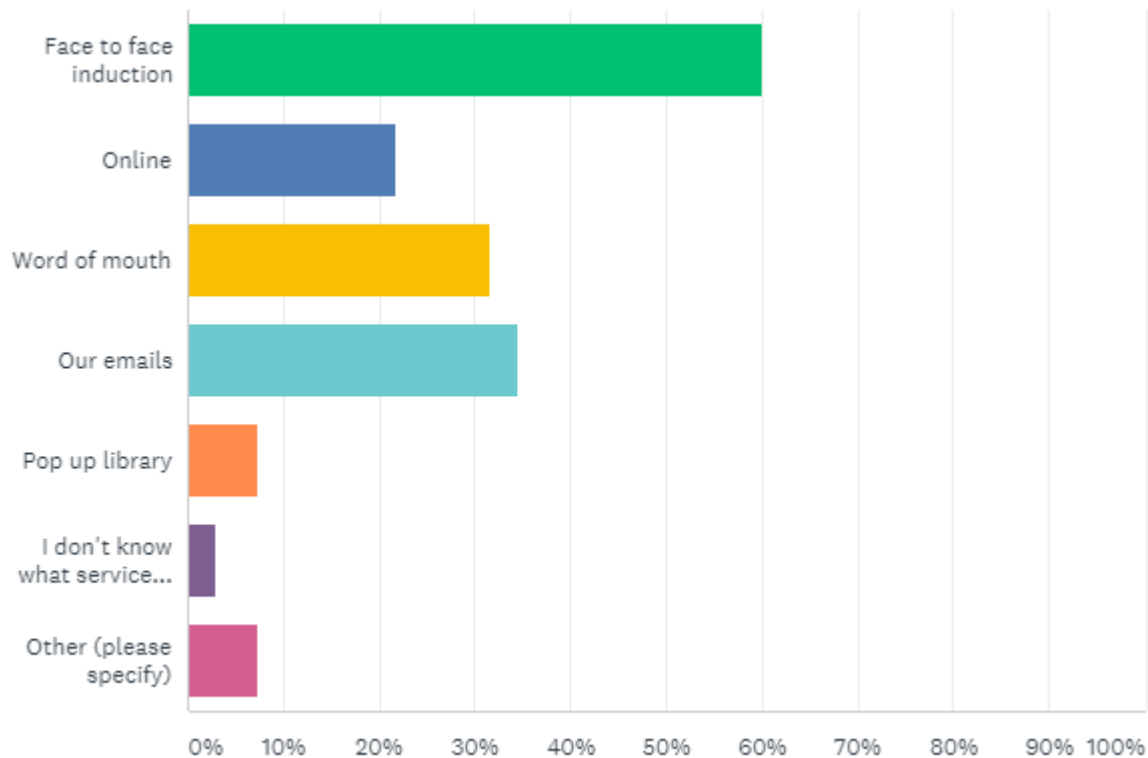
This question allowed us to understand usage more clearly – the never result was the largest section for all replies, however most databases are being used regularly, especially CINAHL and MEDline. We expect this as they are the most general databases, more specialist ones relate to smaller sectors of our users.

11) When literature searching do you...



The majority of users most often search by themselves using databases 58.90% (96), or Google Scholar 38.96% (60). It's fantastic news to hear that our users are using our resources primarily, but also using the other resources we train on.

12) How did you find out about the services Keyll Darree provides?



ANSWER CHOICES	RESPONSES
Face to face induction	60.00% (99)
Online	21.82% (36)
Word of mouth	31.52% (52)
Our emails	34.55% (57)
Pop up library	7.27% (12)
don't know what services you provide	3.03% (5)
Other (please specify)	7.27% (12)

The majority of users found out about the library through face to face interaction (60%), however we were also glad to see that our emails and word of mouth make up a significant portion of responses – demonstrating that our marketing, and service delivery are effective.

13) **Think back to a challenge in your research, study, or project - How did the library help? Could we have done anything else?**

Material Presentation Asked Needed Literature Services
Books Search Terms Library Great Help Staff
Athens **Articles** Lit Search Resources Review
Support Advice Assistance Trouble Research

The majority of users felt there was nothing further that the library could have done to help – most issues centred around getting access to information (books or articles), and in most cases staff were able to provide copies of articles or borrow books from other libraries. Overall this section was very positive.

14) **Some main strands came out of this section**

- 1) Modernisation of the library building/office area
- 2) More online access
- 3) More Government computers
- 4) More space for both group and individual work
- 5) More journals/books on specific areas
- 6) Out of hours support from staff
- 7) Lengthen book loans

Sadly, some of these changes are not plausible within our service type/budget, but we have tried to address this.

- 1) We are currently costing up new signage for the library, and considering other improvements, however budget is a constraint.
- 2) We cannot provide access to all online content – if there's any specific journals people would like to recommend then we're very happy to consider new titles which could be of benefit to multiple users.
- 3) We have added a new Government computer for short term use in the IT room, but will not be able to add printing facilities for this.
- 4) We have built a hub in the library and are currently working to fill it with equipment to allow group work. There haven't yet been any instances where there was no individual workspace available, but if this does begin to happen we will consider our options.
- 5) We are happy to consider any recommendations that will be beneficial to multiple library users – however budget is an important factor in our purchasing choices.
- 6) There used to be a late night opening every Thursday to coincide with out of hours teaching, however this session was underused and therefore discontinued – however

24/7 hour access is available. We will not be able to provide a business case to demonstrate a need for this to be brought back.

- 7) Book loans are currently four weeks (unless shorter due to a specific request from lecturing staff) with two renewals. This allows for three months of loan without visiting the library, and we feel this is adequate. Across the health libraries in the UK 3-4 weeks is the average loan period, however we would also like to note that we do not fine for late returns either.

2016 survey objectives:

The objectives we set to be met by August 2017 were:

- Rework pricing sheets, and ensure better advertising of services – including laminating, binding, sale of stationery, online catalogue, and book requesting provision.
We redesigned our price sheets to include information about all of our services in July 2016; and implemented an online form for book and article requests in 2017. We mention these services as part of every induction.
- Purchasing 23 new chairs for the main library and quiet room.
Chairs were ordered in July and in place by August 2016.
- Seeking to employ a part time staff member who will be based at the library counter for two hours per day.
We employed this member of staff in January 2017
- Work closely with the lecturing staff at Keyll Darree to keep library users informed of course options (such as workshops for publication).
We have used Twitter and Facebook to advertise courses, including working with Lyz Howard to promote the #MscIOM and #BscIOM tags.
- Placing a book returns box in the canteen with a board next to it to promote the library services. **We placed the book box and display board in the canteen in August 2017.**

Thank you very much to everyone who took the time to provide us feedback. Over the next few months we will endeavour to incorporate this and improve the service.