# ELHT Library & Knowledge Services

# 'A Million Decisions' survey

# Apr-May 2017

**ELHT Library & Knowledge Services: 'A Million Decisions' Survey 2017**

## Executive Summary

Building on the now established pattern of conducting at least one impact survey annually, the Library and Knowledge Service (LKS) linked with the national campaign to promote the role of LKS within the NHS in supporting 'A Million Decisions' a day. Questions were asked aiming to establish the level of awareness and use of the service, and the impact such use makes on Trust, professional and personal priorities.

**Key findings:**

- **50.2%** were using the libraries, resources and services either occasionally or regularly
- **11.8%** were using online resources, but rarely visiting the libraries
- **35.4%** of respondents were aware of the service but not using it
- **2.7%** of respondents were not aware of the library & knowledge service or that it was open to all staff and students
- Awareness of the ELHT Evidence Hub had decreased from a previous survey in June 2015 (82.3% to 66.5%), but of those using the eHub, it was rated 'Good' or 'Outstanding' by **64.5%** of users (See Section 4.2)
- While LKS are used most frequently in the context of continuing professional development (**85.7%** of respondents), they also made considerable impact on Improving the quality of patient care (47.8%), Improving patient centred care (45.3%) and Improving clinical decision making (45.3%) (see section 5.1)
- **92.7%** of respondents said the library and knowledge services helped them to keep up to date (see Section 5.2)
- Qualitative responses from respondents indicate a range of ways in which LKS make an impact on **Safe Personal Effective** Care and continuing education (see Section 5.4 and Appendix D)
- Work-time pressures (59.5%) and distance from work-base to libraries (15.9%) were perceived as the main barriers to library access, with the latter particularly prominent for staff in the community hospitals (61.5%) (see Section 6)
- Many suggestions made by respondents (Section 7.1) indicated the continual need for promoting library resources and services, as many suggestions are already in operation/available
- When asked if they would recommend the ELHT Library & Knowledge Service to colleagues, **31.3%** of those using the service rated it **'Outstanding'**, while a further **62.1%** rated it **'Good'**.

**Follow-up:**

The service will be using the results of the survey to inform the LKS annual report for 2016/17, the library strategy for 2017-2020 and a business case for the further development of the service. The results will also be used to targeted marketing and promotional activity.

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**ELHT Library & Knowledge Services: 'A Million Decisions' Survey 2017**

## 1. Strategic context

The ELHT Library & Knowledge Service (LKS) exists to support the staff, trainees and students of East Lancashire Hospitals NHS Trust, and ultimately the patients of the Trust. The LKS works within the following Trust Strategic Framework:

| ELHT Strategic Framework |
| --- |
| **Our Vision** |
| • To be widely recognised for providing safe, personal and effective care |
| **Our Objectives** |
| • Put safety and quality at the heart of everything we do<br>• Invest in and develop our workforce<br>• Work with key stakeholders to develop effective partnerships<br>• Encourage innovation and pathway reform and deliver best practice<br>• Become a successful foundation trust |
| **Our Improvement Priorities** |
| • Reducing mortality<br>• Avoiding unnecessary admissions<br>• Enhancing communications and engagement<br>• Delivering reliable care<br>• Timeliness of care |

To support this Framework, the LKS has its own strategy, currently being redeveloped for 2017-2020:

| ELHT LKS Strategy 2017-20 (draft) |
| --- |
| **Our Vision** |
| • To enable all ELHT staff and students on placement to provide Safe, Personal and Effective care for every patient, every time through the provision of appropriate and timely evidence, resources and services |
| **Our CORE Priorities (2011-14 strategy)** |
| • **C**linical<br>• **O**rganisational<br>• **R**esearch & innovation<br>• **E**ducation & learning<br>• Trust-wide alignment and engagement |
| **Our Improvement Priorities (2014-17 strategy)** |
| • **Enable** – delivery of reliable and timely care<br>• **Engage** – with customers and stakeholders<br>• **Enhance** – quality<br>• **Ensure** – appropriate learning environment |
| **Our Extended Scope Objectives (2017-20 strategy)** |
| • Embedded in **Education**<br>• Active in **Knowledge Management**<br>• Evidencing **Service Transformation**<br>• Signposting **Patient/Public Information** |

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## 2. Rationale for survey

- The Library & Knowledge Service needs to ensure that it is responding to and anticipating user needs, supporting Trust priorities and providing value for money.
- It is good practice to gather feedback from users through various means, including measuring the impact of services; impact evaluation is a key component within the national 'Knowledge for Healthcare' framework for NHS library services. (Edwards & Ferguson 2015, HEE 2014a&b)
- There is a particular requirement within the Library Quality Assurance Framework (LQAF) for NHS Libraries that 'The positive impact of library/knowledge services can be demonstrated' (Criterion 1.3c).  We aim to continue achieving 'Full Compliance' through impact surveys, gathering case studies and other means. (HEE LKSL 2015 & 2014)
- The national 'A Million Decisions' campaign (HEE 2017), promoted by the Chartered Institute for Library & Information Professionals (CILIP ) and Health Education England gave us a highly relevant link point to promote this year's survey, which focuses on awareness and impact.

Current and previous evaluation and impact activities have included:

- Ongoing: Library and information skills training evaluations input into SurveyMonkey and reported annually to monitor responses and trends
- Oct 2014: ELHS Evidence Hub survey
- June 2015: Impact Survey on Literature Searches, Information Skills Training and the ELHT Evidence Hub
- Mar-May 2016: *UpToDate* survey (clinical decision support tool)
- July 2016: Impact Survey on Literature Searches
- We continue to try to gather case studies from a range of library users, although it has proved challenging to engage sufficiently detailed responses.

## 3. Methodology and response rate

(Full details of Questions 1-3 and Q18-19 in **Appendix A**)

Our aim was gather data on awareness and the impact of library and knowledge services.  The survey was open to all staff and was run online via SurveyMonkey between 24 April and 22 May 2017.  The survey was promoted via email to groups receiving current awareness bulletins, in the Trust weekly email bulletin and via a Trust-wide 'Message of the Day', posters and library email signatures.

| Table 1. Summary population data: Responses to A Million Decisions survey | Responses at 22.05.17 | % of initial responders |
|---|---|---|
| No. invited to complete survey | All Trust staff | |
| No. starting the survey (Q1-3 Population data) | 276 | 100.00% |
| No. completing Awareness questions (Q4-5) | 263 | 95.29% |
| No. completing 'A Million Decisions' impact question (Q7) | 161 | 58.33% |
| No. completing Barriers question (Q15) | 227 | 82.25% |
| No. entering the prize draw | 214 | 77.53% |

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## 4. Awareness and use

(Full details in **Appendix B**)

**4.1 Awareness and use of library services and resources**
**Questions 4 to 6** of the survey focussed on awareness and use of library services and resources, in particular the service's website, the ELHT Evidence Hub.

- A satisfyingly low **2.66%** of respondents said they were not aware of the library service or that it was open to all staff
- A more concerning **35.36%** were aware of the service, but did not use it; it is particularly concerning that over 30% of groups that would be expected to use library services more regularly (e.g. AHPs, Nursing & Midwifery, Students) were aware of services but did not use them (see **Table 2**)
- **11.79%** used online resources such as *UpToDate* and journals, but rarely visited the libraries
- **50.19%** of respondents use the libraries, resources and services either occasionally (35.36%) or frequently (14.83%). Staff working across sites recorded the highest use of library services (possibly because of use of hot-desking facilities), while those based in the 3 community hospitals recorded the lowest use, although online use was higher (see **Table 3**). However, see also **Table 7** for perceived barriers to library use.

| Table 2. Awareness & use by staff (ESR) group | | | | |
|---|---|---|---|---|
| **ESR Group** | **Not aware of LKS or Not aware available for all staff** | **Aware but don't use** | **Use online only** | **Use Library resources & services occasionally or regularly** |
| Addit Clinical | 0.0% | 38.5% | 7.7% | 53.8% |
| Addit Prof Sci &Tech | 0.0% | 33.3% | 33.3% | 33.3% |
| Admin & Clerical | 5.6% | 50.7% | 0.0% | 43.7% |
| Allied Health Profs | 1.8% | 38.2% | 20.0% | 40.0% |
| Estates & Facilities | 0.0% | 0.0% | 50.0% | 50.0% |
| Healthcare Scientists | 0.0% | 20.0% | 40.0% | 40.0% |
| Medical & Dental | 0.0% | 14.8% | 18.5% | 66.7% |
| Nursing & Midwifery | 1.3% | 30.0% | 12.5% | 56.3% |
| Senior Managers | 0.0% | 0.0% | 0.0% | 100.0% |
| Students | 33.3% | 33.3% | 0.0% | 33.3% |
| **Total** | **2.7%** | **35.4%** | **11.8%** | **50.2%** |

| Table 3. Awareness & use by base site | | | | |
|---|---|---|---|---|
| **Base site** | **Not aware of LKS/for all** | **Aware but don't use** | **Use online only** | **Use LRS occas or reg'ly** |
| Burnley GH | 2.5% | 34.2% | 12.7% | 50.6% |
| Royal Blackburn | 3.0% | 34.8% | 11.4% | 50.8% |
| Community hospitals | 0.0% | 42.9% | 28.6% | 28.6% |
| Other community | 4.2% | 41.7% | 4.2% | 50.0% |
| Work across sites | 0.0% | 28.6% | 7.1% | 64.3% |
| **Total** | **2.7%** | **35.4%** | **11.8%** | **50.2%** |

**4.2 Awareness and use of the ELHT Evidence Hub**

This was the third survey we had conducted with questions on the Evidence Hub, which was launched in early 2014, and aims to provide quick links to a wide range of resources (organised by specialty and profession).  While awareness of this website appears to have dropped (from 82% to 67% of respondents), active use has grown from 34% to 41%.  **64.5%** of respondents using the site rated it as Good or Outstanding - a healthy score, but we'd like to see this increase further as we continue to engage with teams and tailor individual 'Knowledge Centres' to their needs.

| Table 4. ELHT Evidence Hub evaluations | | | |
|---|---|---|---|
| **Responses** | **Oct 2014** | **June 2015** | **Apr/May 2017** |
| Not aware | 58.17% | 17.69% | 33.46% |
| Aware | **41.83%** | **82.31%** | **66.54%** |
| Using | Not asked | 33.85% | **40.68%** |
| Users rating the eHub as Good or Outstanding | n/a | n/a | **64.49%** |

- This space is an amazing resource with lots of useful information that you can access outside of work.

- I am aware of it but have not used it. There needs to be more publicity and clarity on what the service can offer.

# 5. Impact of library & knowledge services

(Full details in **Appendices C & D**)

**5.1 '#A Million Decisions a day'**
For this survey, we framed one question **(Q7)** around 7 factors identified by the 'A Million Decisions' campaign as ways in which health librarians support patients and healthcare professionals (see graphic below).
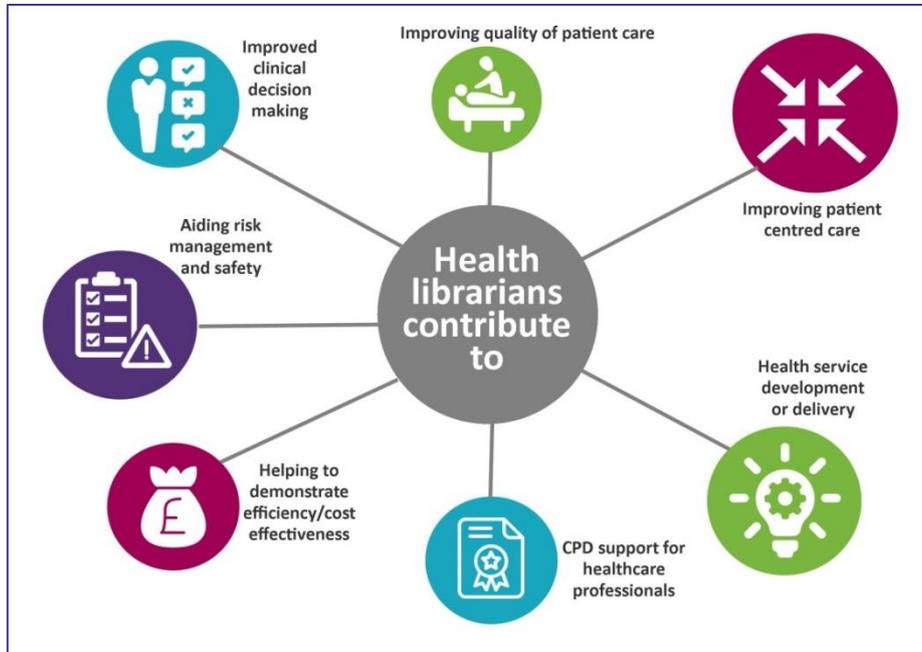


**Graphic 1**

The responses showed that our services and resources are used most in the context of CPD, but there were substantial responses in relation to Improving the quality of patient care (47.8%), Improving patient centred care and Improving clinical decision making (both 45.3%).



- Continuing professional development
- Improving quality of patient care
- Improving patient centred care
- Improving clinical decision making
- Health service development or delivery
- Aiding risk management and safety
- Helping to demonstrate/achieve efficiency/cost effectiveness
- None of the above
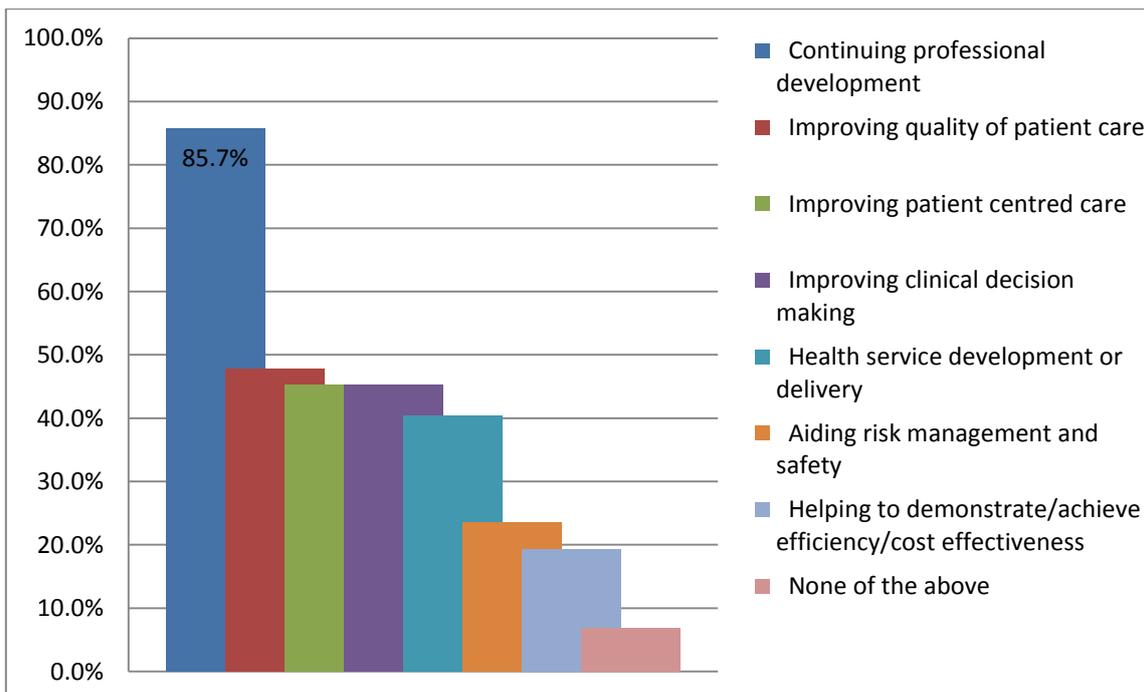
**Graphic 2**

## 5.2 Professional, personal and educational impact

Participants in the online questionnaire were then asked **(Q8-10)** about the impact of their use of library resources and services on professional practice, personal factors and learning & teaching.

| Table 5: Impact factors | |
|---|---|
| **Top 5 factors in relation to professional practice** | |
| Presentation or training session | **54.4%** |
| Advice given to colleagues | **51.9%** |
| Advice given to patients and/or carers | **41.9%** |
| Review of care pathway, guideline, policy or procedure | 34.4% |
| Audit and/or quality improvement | 30.6% |
| **Top 5 personal factors** | |
| Kept you up to date | **92.7%** |
| Improved ability to access resources | **88.8%** |
| Raised awareness of evidence based resources | **88.6%** |
| Saved time | **82.0%** |
| Provided a more conducive environment for study/work | **79.2%** |
| **Top 5 factors in relation to learning and teaching** | |
| I learnt something new | **67.3%** |
| I shared the information with colleagues | **52.8%** |
| I used it for course work or a dissertation | **50.3%** |
| It confirmed my prior knowledge or belief | **42.1%** |
| I used it for teaching purposes | 37.1% |

## 5.3 Impact case studies

In an attempt to gather information for a more detailed assessment of impact, we then asked in a 3-part question **(Q11-13)** for respondents to give specific examples about the value of our services and resources and the impact on patient care or other aspects of their role.

Detailed responses are listed in **Appendix D**, in which the following themes have been identified from responses:

- Books and resources
- Online resources
- UpToDate
- Literature searches
- Training
- Environment, studying and IT
- Other comments

The value of literature searches, either conducted by library staff or via library resources and database, was the most frequently cited example given by respondents.

Within the responses, the use of LKS for **studying and coursework** is clearly discernable, but many responses can also be linked to **Safe**, **Personal** and **Effective** care (highlighted accordingly in the Appendix).

Disappointingly, only 19 of the 98 who answered Question 11 indicated a willingness **(Q14)** to be followed-up to help develop detailed impact case studies, but we have been able to extract a range of useful **mini-case studies** (examples below).

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**5.4 Mini case studies**

| Respondent 54 | Community-based AHP |
|---|---|
| Which service specifically helped you? | Borrowing library books assisted in **assessment, diagnosis and treatment planning of patients.** |
| How did you use the information/service? | Emailed to send books internally |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | **Enhances patient care** |

| Respondent 109 | Blackburn-based Doctor |
|---|---|
| Which service specifically helped you? | Access to UpToDate |
| How did you use the information/service? | Via hospital services [intranet link?] |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | Provided clinical guidance – used as a **solid reference tool** for **patient management**. |

| Respondent 139 | Blackburn-based AHP |
|---|---|
| Which service specifically helped you? | *UpToDate* resources and Athens |
| How did you use the information/service? | Used information in a journal club/education meeting. Have trialled that information to provide **patient care**. |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | The information I used was regarding splinting and hand exercises. It has proven to be **effective practice** and made improvements to **patient care**. |

| Respondent 149 | Nurse/midwife working across sites |
|---|---|
| Which service specifically helped you? | I specifically would like to acknowledge the physical library space with its resources and the availability of staff to talk to is essential. I mention this as it is common to think that everything can be delivered electronically, but I believe that this is not the case. |
| How did you use the information/service? | Writing for **Masters module** |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | The availability of the library and resources that it provided has enabled me to develop greater knowledge in delivering **care to patients**. |

| Respondent 152 | Burnley-based member of A&C staff |
|---|---|
| Which service specifically helped you? | The library staff contribute a great deal to the experience of the library service for staff. They are extremely helpful and knowledgeable and have assisted me on many occasions. |
| How did you use the information/service? | **Personal development** in my area of work. |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | Extremely relevant. It is important that, especially the clinical staff, have easy access to up-to-date **evidence** to support and improve services to **patients**. |

| Respondent 227 | Burnley-based Nurse/Midwife |
|---|---|
| Which service specifically helped you? | Literature searching particularly useful. Support in accessing journal articles and books from other organisations to support studies. |
| How did you use the information/service? | To support **personal learning** and to support **teaching**. |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | I couldn't do my job without the library services. I teach within the Trust and the library services enable me to provide the information required to do this which subsequently has a **positive impact on patient care** and enables us to meet the Trust objectives. |

| Respondent 243 | Burnley-based Doctor |
|---|---|
| Which service specifically helped you? | I am doing a **quality improvement** project … I have had help from the library staff who searched the databases for me and sent me relevant papers to read. This was very useful as I was not very confident in my ability to do a specific database search. |
| How did you use the information/service? | Useful as above. |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | The aim of the project is to improve **patient care** and services in maternity. The papers from the literature search have helped me write my proposal and clinical **guidelines**. |

| Respondent  247 | Burnley-based nurse/midwife |
|---|---|
| Which service specifically helped you? | Having access to online journals has ensured the changes I have set out to make within the service I manage are **evidence based and current** … we strive to ensure the service we are transforming provides a high standard of **evidence based care**. … Evidence sought by utilising the facilities within the library ensures staff become motivated, engaged and primarily empowered to embrace the changes and have their say. |
| How did you use the information/service? | This research has been an integral part of the changes made as I presented this research to our service users, the team and stake holders … to ensure they could see the evidence behind this and the **impact on improving outcomes**. |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | Fundamentally, this has been a key part within the changes made within the service that I manage. |

| Respondent 259 | Blackburn-based Nurse/Midwife |
|---|---|
| Which service specifically helped you? | Literature searching teaching sessions |
| How did you use the information/service? | I used it in order to assist me in my **studies** and a **QI** project. |
| How would you summarise the impact of the service/resource (on e.g. patient care, Trust objectives or your work)? | The services have a direct impact upon improving **patient care** and service development. |

## 6. Barriers to use of library & knowledge services

(Full details in **Appendix E**)

Anticipating that some respondents (particularly those attracted by the prize draw!) may not be users of library services, we included a question (Q15) about barriers to library services. Those indicating lack of awareness or use of LKS in Q4 were jumped directly to this question, and all other respondents could also complete it.

> **33.9% of respondents said they perceived no barriers to their use of library resources and services.**

| Table 6: Barriers to use of library & knowledge services | |
|---|---|
| **Top 5 barriers** | |
| Work time pressures | **59.5%** |
| Distance from work base | 15.9% |
| Lack of awareness or resources and services | 12.8% |
| Limited wifi access | 8.8% |
| Restricted computer access | 7.1% |

Work time pressures were seen as the biggest barrier to library and resource access, with distance from work base particularly significant for staff in the community hospitals and those working between sites (see Table 7 below). Selection of 'lack of awareness' as a barrier (at 12.8%) was higher than cited in response to Question 4 on use of library services (2.7% - see **Table 3**).

| Table 7: Barriers by respondent base site | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **By work base** | **No barriers perceived** | **Lack of aware-ness** | **Work time pressures** | **Distance from work base** | **Limited wifi access** | **Restricted computer access** | **Limited computer skills** | **Limited info searching skills** | **Other** |
| Burnley General | 32.4% | 13.2% | 67.6% | 7.4% | 8.8% | 10.3% | 5.9% | 4.4% | 1.5% |
| Royal Blackburn | 35.4% | 11.5% | 59.3% | 11.5% | 8.8% | 4.4% | 6.2% | 2.7% | 4.4% |
| Community Hospitals | 23.1% | 7.7% | 46.2% | 61.5% | 7.7% | 15.4% | 23.1% | 7.7% | 7.7% |
| Other community sites | 33.3% | 25.0% | 45.8% | 29.2% | 12.5% | 8.3% | 4.2% | 8.3% | 0.0% |
| Work across sites | 44.4% | 0.0% | 55.6% | 33.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| **Total** | **33.9%** | **12.8%** | **59.5%** | **15.9%** | **8.8%** | **7.0%** | **6.6%** | **4.0%** | **3.1%** |

While it is not in the library's control to ease work time pressures or physically relocate facilities, some comments indicated the need for further communication that 24/7 access is available to both libraries and to online resources:

- "The hours I work are mostly when the library is open. I noticed an email about a late night searching session which would be good if they were more often." [Although only staffed during office hours, the libraries are available to access 24/7]
- "I wish the library was closer to the main hospital. I don't like walking out to it in the cold."
- "Difficulty parking at the library during the day."

## 7. Suggestions and recommendations
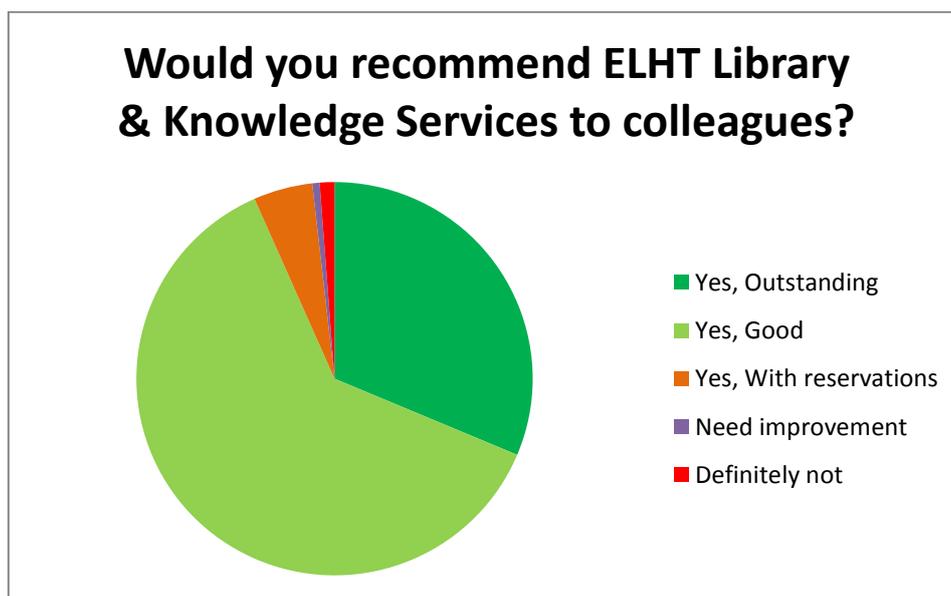
(Full details in **Appendices F** and **G**)

**7.1 Suggestions**
In **Question 16**, survey participants were asked to make suggestions on how we could improve library facilities, services, resources or training.  Many suggestions turned out to relate to services or facilities that are *already* provided, thus indicating the continual need for promotion in a wide variety of ways.  (Some of these comments were from non-users or infrequent users of the facilities.)  We are intending to follow this up by using some of the key points raised to promote how we already meet users' suggestions, e.g.

- Wide variety of communication methods used for marketing and promoting, including monthly 'Library @lert' email and social media
- 24/7 access to both Blackburn and Burnley libraries (although only staffed 08:30-16:30)
- Remote access to resources via the Trust intranet and our Evidence Hub website (passwords not required if accessed via Trust network)
- Online access to library catalogue, including facility to renew and reserve books (with password free catalogue terminals also already available in the libraries); additionally, we are planning to launch the 'Heritage app' later in 2017
- Outreach services to clinical areas and community sites, including on-site training, Pop-Up Libraries, 'Hot-Topic Boxes' and willingness to attend departmental meetings
- Open to stock suggestions via printed and online form or groups such as Divisional Education Boards
- Variety of group and 1:1 training options available, for which time, location and content can be tailored to the needs of participants.

**7.2 Recommendations**
Finally, respondents were asked **(Q17)** to indicate whether they would recommend the ELHT Library and Knowledge Service to colleagues and if so to rate it.  61 staff indicated they had not used the service or resources yet.  When the responses of the 166 who had used the service (even if infrequently), there was a heartening indication that over 93% of respondents rated the service Good or Outstanding.  We would, however, like the balance to shift from Good (62.1%) to Outstanding (31.3%).



**Would you recommend ELHT Library & Knowledge Services to colleagues?**

- ■ Yes, Outstanding
- ■ Yes, Good
- ■ Yes, With reservations
- ■ Need improvement
- ■ Definitely not

**Graphic 3**

Safe | Personal | Effective

## 8. Summary

There is much encouraging data within the survey responses about the impact of library facilities, resources and services on Trust priorities and professional education and development. The responses also indicate the continual need to promote the availability of services and resources, including online and 24/7 access for all staff.

The service will be using the results of the survey to inform the Library and Knowledge Service annual report for 2016/17, the LKS strategy for 2017-2020 and a business case for the further development of the service. The results will also be used to targeted marketing and promotional activity.

Graham Haldane, BD MSc MCLIP
Library & Knowledge Services Manager
15 June 2017

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## Appendix A: Respondent details

**Q1 Which Division or Directorate do you work in?**

| Q 1. Division/Directorate of respondents | Responses | % |
|---|---|---|
| Diagnostics & Clinical Support[1] | 95 | 34.42% |
| Family Care | 49 | 17.75% |
| Integrated Care Group | 50 | 18.12% |
| Surgery & Anaesthetics | 41 | 14.86% |
| Estates & Facilities | 6 | 2.17% |
| Corporate (incl. e.g. Finance, HR&OD, Quality, Executive) | 35 | 12.68% |
| **Total respondents** | **276** | |

*1. The D&CS Division remains the Division most engaged with the Clinical Outreach Library Service.*

**Q2 What is your main base site?** (Libraries are located on the RBH and BGH sites)

| Q 2. Base site of respondents | Responses | % |
|---|---|---|
| Accrington Victoria Hospital | 2 | 0.72% |
| Burnley General Teaching Hospital (BGH) | 79 | 28.62% |
| Clitheroe Community Hospital | 2 | 0.72% |
| Pendle Community Hospital | 11 | 3.99% |
| Royal Blackburn Teaching Hospital (RBH) | 143 | 51.81% |
| Other community sites | 24 | 8.70% |
| Work across sites | 15 | 5.43% |
| **Total respondents** | **276** | |

**Q3 Please indicate which staff group you belong to**

| Q 3. Staff group of respondents | Responses | % |
|---|---|---|
| Administrative & Clerical[2] | 74 | 27.51% |
| Additional Clinical Services | 13 | 4.83% |
| Additional Professional Scientific & Technical | 3 | 1.12% |
| Allied Health Professionals | 55 | 20.45% |
| Estates & Ancillary | 3 | 1.12% |
| Healthcare Scientists | 6 | 2.23% |
| Medical & Dental | 28 | 10.41% |
| Nursing & Midwifery Registered | 80 | 29.74% |
| Executive Director/Director/Non-Executive Director | 0 | 0.00% |
| Senior Manager | 4 | 1.49% |
| Students | 3 | 1.12% |
| **Total respondents** | **269** | |

*2. Although there was a relatively high response rate from Administrative & Clerical staff, 5.6% of them were unaware of library services and a further 50.7% were aware but did not use these services.*

**Q18. If you would like to be entered into the survey prize draw, please provide your email address below. (All replies will be anonymised, unless agreed with individual respondents).**

| Q 18. Number of unique email addresses supplied | 213 |
|---|---|

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**Q19. May we contact you for further information about how you have used our resources and services?**

| Q 19. Availability for follow-up contact | Responses | % |
|---|---|---|
| Yes | 141 | 62.95% |
| No | 83 | 37.05% |
| **Total respondents** | **224** | |

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## Appendix B: Awareness and use (Q4-6)

**Q4 Please select the most appropriate option below in relation to your awareness and use of library services and resources**

| Q 4. Awareness & use of library services & resources | Responses | % |
|---|---|---|
| I was not aware there was a library service for staff in ELHT | 3 | 1.14% |
| I was not aware the library service was open to all staff, in whatever role or grade | 4 | 1.52% |
| I was aware of the library services, but do not use them | 93 | 35.36% |
| I use online resources (e.g. *UpToDate*, journals), but rarely visit the libraries | 31 | 11.79% |
| I use the libraries, resources and services occasionally | 93 | 35.36% |
| I use the libraries, resources and services regularly | 39 | 14.83% |
| **Total respondents** | **263** | |
| **'Other' responses** | | |
| • I used the Library while studying for my exams | | |
| • When I am studying | | |
| • I use the computer room an increasing amount | | |
| • I have loaned books out of the library but I haven't used the resources yet | | |
| • I know of it but don't know how to access it | | |

**Q5 One specific resource we have developed for all staff is our website, the ELHT Evidence Hub (www.ehub.elht.nhs.uk). Please indicate your awareness and satisfaction with this resource.** (NB The Evidence Hub is different from the Learning Hub, which manages courses, appraisals etc).

| Q 5 ELHT Evidence Hub | Responses | % |
|---|---|---|
| Not aware of this | 88 | 33.46% |
| Aware but not used | 68 | 25.86% |
| Needs improvement | 3 | 1.14% |
| Satisfactory | 35 | 13.31% |
| Good | 51 | 19.39% |
| Outstanding | 18 | 6.84% |
| **Total respondents** | **263** | |

**Q6 Please add any comments about the Evidence Hub below, including how it could be further developed.**
*Following analysis of the responses, headings have been assigned to group similar comments for this report.*

| Q 6: Evidence Hub comments |
|---|
| **General positive comments** |
| • I was only introduced to it last week through a library training session on searching for evidence. It was an excellent session. At present I don't know how it could be improved but I was impressed with it.<br>• This space is an amazing resource with lots of useful information that you can access outside of work.<br>• I find it easy to use as it is<br>• Only recently started to use this site. I am impressed by this service<br>• The information we receive via the HUB is up to date and feel staff have a good resource on site available to them, but presently with my post I don't need to use this facility, but feel lucky that we have such a good library on site and the training centre is used all the time |

| **Not relevant?** |
| :--- |
| • Unlikely to be relevant to my area of work - IM&T<br>• Unlikely to have anything relevant for myself as I work in IM&T<br>• I don't tend to use it due to the nature of my role. I do not look for 'evidence' for the care I deliver.<br>• Never tried it but don't really get time. My working hours are full and I usually work beyond them. |
| **Need to familiarise before commenting** |
| • I need to familiarise myself with it before I can make suggestions<br>• I have missed this somehow, but it would be really useful to me. I have jotted down the website<br>• I have heard of it but not used it so unable to comment on how good it is but will aim to take a look |
| **Marketing** |
| • I am aware of it but have not used it. There needs to be more publicity and clarity on what the service can offer.<br>• Advertise this on message of the day (oli) |
| **Access** |
| • I think more needs to be done to help access this site and also athena password does not seem to allow broad access to many databases. Could this be widened?<br>• Is there access from home and from the intranet?<br>• PLEASE MAKE IT EASIER TO LOG ON |
| **Navigation** |
| • It contains a reasonable set of resources but they are difficult to find and or navigate. Need to be more accessible and user friendly.<br>• Make it easier to record search strategy |
| **Specialist content** |
| • It is difficult to access specialist articles, books and literature for emergency planning and crisis management via the Library Services. I tend to use NHS England resources or University of Manchester. |

## Appendix C: Impact (Q7-10)

**Q7 The national '#A Million Decisions# campaign has identified 7 ways in which NHS library and knowledge services support healthcare staff and patients. These services may include e.g. print & online resources (such as UpToDate), literature searches, study space, IT access, current awareness services and training. Please indicate which of these 7 factors ELHT library services have helped you to achieve.** (Please select as many of these statements as are appropriate)

| Q 7. 'A Million Decisions' impact factors | Responses | % |
|---|---|---|
| Continuing professional development | 138 | 85.71% |
| Improving quality of patient care | 77 | 47.83% |
| Improving patient centred care | 73 | 45.34% |
| Improving clinical decision making | 73 | 45.34% |
| Health service development or delivery | 65 | 40.37% |
| Aiding risk management and safety | 38 | 23.60% |
| Helping to demonstrate/achieve efficiency/cost effectiveness | 31 | 19.25% |
| None of the above | 11 | 6.83% |
| **Total respondents** | **161** | |

**Q8 Which of the following have been influenced by information provided by library services and resources?** (Please select as many as are appropriate)

| Q 8. Broad impact factors | Responses | % |
|---|---|---|
| Presentation or training session | 87 | 54.37% |
| Advice given to colleagues | 83 | 51.88% |
| Advice given to patients and/or carers | 67 | 41.88% |
| Review of care pathway, guideline, policy or procedure | 55 | 34.38% |
| Audit and/or quality improvement | 49 | 30.63% |
| Service planning and decision making | 43 | 26.88% |
| Diagnosis | 42 | 26.25% |
| Choice of drugs, treatments or tests | 35 | 21.88% |
| They didn't influence any of the above | 18 | 11.25% |
| Other (please specify) | 9 | 5.63% |
| **Total respondents** | **160** | |
| **'Other' responses** | | |

- Resources helped with my ECDL course
- Student development
- University assignments
- Used as a base to revise and study
- Informing research
- Research
- Professional registration work
- My own knowledge which filters across to other members of staff

**Q9 What has been the personal impact of library resources, training, services and facilities?** (Please select as many as are appropriate)

| Q 9. Personal impact factors | Yes | % | No | % |
|---|---|---|---|---|
| Kept you up to date? | 128 | 92.75% | 10 | 7.25% |
| Improved your ability to access resources? | 119 | 88.81% | 15 | 11.19% |
| Raised your awareness of evidence based resources? | 116 | 88.55% | 15 | 11.45% |
| Saved you time? | 105 | 82.03% | 23 | 17.97% |
| Provided you with a more conducive environment for study/work? | 103 | 79.23% | 27 | 20.77% |
| Improved your own searching skills? | 91 | 72.80% | 34 | 27.20% |
| **Total respondents** | **160** | | | |

**Q10 What has been the impact on your learning or teaching of library services, resources and/or training?** (Please select as many as are appropriate)

| Q 10. Impact on learning and teaching | Responses | % |
|---|---|---|
| I learnt something new | 107 | 67.30% |
| I shared the information with colleagues | 84 | 52.83% |
| I used it for course work or a dissertation | 80 | 50.31% |
| It confirmed my prior knowledge or belief | 67 | 42.14% |
| I used it for teaching purposes | 59 | 37.11% |
| I used it as evidence for revalidation | 40 | 25.16% |
| They haven't impacted on my learning or teaching | 14 | 8.81% |
| I used it in writing for publication | 13 | 8.18% |
| Other (please specify) | 3 | 1.89% |
| **Total respondents** | **159** | |
| **'Other' responses** | | |
| • Influenced therapy techniques | | |
| • Gave me extra time to study for exams | | |
| • Used for ECDL course | | |

**Appendix D: Impact (Q 11-13)**          **Safe Personal Effective**          **Studying/coursework**

NR = No response

| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| | | | **Books & resources** | | |
| 14 | RBH | A&C | Loan of books and use of library facilities | NR | NR |
| 82 | Cross-site | AHP | All services have been useful when I have accessed them which include journals, Athens and books. | As a **student** and whilst preparing to write an article to be published and to keep up to date with EBP. | Excellent |
| 96 | BGH | AHP | Resource | for an answer to colleague | Slightly |
| 125 | RBH | A&C | N/A - book loaned for personal use | Booked loaned direct from library for personal use | Helpful, uncomplicated - book loaned for personal use |
| 140 | RBH | A&C | Library | Borrowed books | I was able to use the information learned to create databases which has helped with a new role. |
| 223 | RBH | A&C | Extensive range of resource available.  In particular management books | Towards a qualification | Helped me complete **coursework** |
| 230 | Cross-site | Medical | Library resources | NR | Help with **study** |
| 240 | BGH | Student | Accessing required books for studying, and have a **quiet place to study** | For study | NR |
| 258 | BGH | N&M | Book lending | To ref' **assignments** | Good. |
| | | | **Online resources** | | |
| 30 | Cross-site | AHP | Online resources and access to written literature/ books etc | Research; own learning; **further education** | NR |
| 52 | RBH | Medical | Online resources. Library books. Access to IT systems | In the library | NR |
| 54 | Other comm | AHP | Borrowing the library books, assisted in assessment, diagnosis and treatment planning of patients. Also, online resources for same reasons. | Emailed library to send books internally; online | Enhances patient care. |

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| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| 70 | Cross-site | N&M | Online resource | In a presentation | impact on **quality**. **Patient centered** |
| 90 | Other comm | N&M | Online resources | **Course work** | Improved knowledge enhanced **patient care** |
| 93 | BGH | N&M | Online Resource | NR | NR |
| 120 | RBH | N&M | Online resources - also a conducive learning environment with supportive staff that are very helpful. | NR | Vital. |
| 123 | RBH | H'care Sci | Online resourse | Continued professional development | NR |
| 148 | Other comm | N&M | Online resource | On line nice guidance, intranet, policies and proceedures | Always about moving forward and evidence to improve services to **patients** |
| 165 | Other comm | N&M | Books and on line resources. | **Studying** for my degree. | Pro-active decisive and improvement. |
| 176 | BGH | AHP | Online resource | NR | NR |
| 197 | BGH | A&C | Online resource i.e. journals and books helped me with my **course,** Online information via the learning Hub and handbooks on referencing were also very helpful. | To learn new information and help with my **essays etc.** | It has helped me with my PTTLS **assignments** which aids my training of colleagues. It has helped me become **safe** and **effective** in my practice by providing the **study space** and materials to learn. |
| 200 | RBH | AHP | I mainly use online resources to do literature searches such as Athens. | Research | Research |
| 205 | BGH | N&M | Online resurses | For training **course** | They are a good help when you are looking for information |
| 209 | RBH | Medical | E-learning modules and similar resources can be very useful | NR | NR |
| 237 | BGH | Medical | Access to on-line journals | Update clinical guidance | **Patient care** |

| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| 247 | BGH | N&M | Having access to online journals have ensured the changes I have set out to make within the service I manage; are **evidence based** and current. Whilst fundamentally improving **patient care**, we strive to ensure the service we are transforming; provides a **high standard of evidence based care**, which meets the wide variety of needs we are now seeing within the service.It is very easy to become financially focused when actively involved within transformation of services however, as employees of ELHT, our collective focus and drive is to provide care that is **safe**, **personal** and **effective**. Evidence sought by utilising the facilities within the library ensure staff become motivated, engaged and primarily empowered to embrace the changes and have their say. | This research has been an integral part of the changes made as I presented this research to our service users, the team and stake holders. This was to confirm the rationale for the changes being made was not individual's need for change and to ensure they could see the **evidence** behind this and the impact on improving outcomes. This also helped staff to become engaged and play a positive and active part to help transform the service. | Fundamentally this has been a key part within the changes made within the service that I manage. Ensuring we strive to provide our all within everything that we do. |
| 252 | Other comm | N&M | I really value the Athena access but would like it to be useful for a wider set of databases. | Athena access | NR |
| 256 | BGH | M&D | Online resource | NR | NR |
| 265 | RBH | Senior Mgr | Evidence Hub | Online | Supported knowledge of QI |
| 274 | RBH | N&M | Online and library books plus librarians for helping me to gain access to publications | In the library via the computers | Has helped me improve **care** |

| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| **UpToDate** | | | | | |
| 32 | BGH | Medical | Uptodate was very helpful regarding **presentation, diagnosis and management** of uncommon conditions. | NR | NR |
| 92 | RBH | AHP | Uptodate, getting books out | used logins/books | Improved my ability to deliver **safe personal** and **effective** care by improving my clinical knowledge |
| 109 | RBH | Medical | Access to UpToDate | Via hospital services | Provided clinical guidance- used as a **solid reference tool** for **patient management** |
| 139 | RBH | AHP | Up to date resources and Athens. | Used information in a journal club/education meeting. Have trialled that information to provide **patient care** | The information I used was regarding splinting and hand exercises. It has proven to be **effective** practice and made improvements to **patients' care.** |
| 174 | RBH | Medical | UpToDate | Online | Improved knowledge and **evidence base** for advice and clinical decision making |
| 249 | RBH | AHP | UpToDate | Dosing query | **Safe, personal** and **effective** |
| **Literature searches/searching** | | | | | |
| 11 | Other comm | AHP | Literature searching course | Used when **studying** for post grad diploma | Easy to access information to produce **evidence based guidelines**, policies etc. |
| 26 | Other comm | N&M | literarure seraches | **Course work** and service development. | Improved **patient care**. |
| 29 | Other comm | N&M | Literature searching and the help the department provides with helping people to become more proficient with this.

I have been helped accessing books and articles. | NR | NR |

| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| 42 | RBH | Medical | Library kindly helped one of my trainees do a literature search for a **guideline** we were generating and obtained an article that was not available to us via online resources | To help produce a **guideline** that is in progress | Will help doctors improve **patient diagnosis and care** |
| 61 | Other comm | N&M | Literature search. Books for references for assignment | **Assignments.** Presentation information and prep | Fantastic resource always use the library when I am **studying** |
| 66 | Other comm | AHP | Literature searching | Base to **study** from and also utilising online sources | Having constant access allows you to keep up to date with current practice which then has impact on **patient care** |
| 68 | BGH | AHP | Literature search | For audit | My work |
| 74 | BGH | Add Clin Serv | Literature search | giving advice to colleagues | **Patient care** |
| 76 | BGH | N&M | Literature search | Working to my **degree** and to rewrite a clinical pathway | It radicalised the way we care for women in childbirth |
| 94 | RBH | Add Clin Serv | Literture search | This helped me gain my **Foundation Degree.** | NR |
| 95 | BGH | AHP | Being to do a literature search, then be able to access the harder to get articles. | NR | **Studying** for an MSc, and service development. |
| 103 | Cross-site | H'care Sci | Literature search | As part of my registration and specialist portfolios and for my **dissertation**. | Helpful and informative |
| 106 | RBH | N&M | Literature searches of journals | For **MSc** and team building | Supports me with team building, empowerment of staff and co-design of services with staff and **patients** |
| 107 | RBH | Medical | Literature search, providing me with articles | Teaching and writing manuscripts and **patient management** and sharing information with colleagues | Tremendous help |
| 111 | RBH | Medical | Literature search as part of my research activity. UpToDate - as a rapid access tool if I have a clinical question during my **patient consultations.** | Mostly for literature search and journal access. Up to date. Occasionally for text-books | Keeps me updated and thus helps me in providing the most **efficient** and **safe clinical care.** |
| 113 | RBH | Medical | Literature search | Used it for searching literature about topics in my field | Very beneficial |

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| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| 135 | RBH | AHP | Literature searching and finding **evidence** fro practice | NR | NR |
| 145 | BGH | N&M | Literature searching, training | Completing tasks for **masters** | Great useful and user friendly |
| 147 | RBH | AHP | Literature search and obtaining journals from other libraries | NR | NR |
| 149 | Cross-site | N&M | Literature search<br><br>I specifically would like to acknowledge that the physical library space with its resources and the availability of staff to talk to is essential. I mention this as it is common to think that everything can be delivered electronically but i believe that this is not the case. | Writing for **Masters Module** | The availability of the library and resources that it provides has enabled me to develop greater knowledge in delivering **care to patients.** |
| 152 | BGH | A&C | Literature Search including access to MyAthens and other databases.    The library staff contribute a great deal to the experience of the library service for staff. They are extremely helpful and knowledgeable and have assisted me on many occasions - accessing journal articles, publications, etc. | Personal Development in my area of work. | Extremely relevant.   It is important that, especially the clinical staff, have easy access to up-to-date **evidence** to support and improve service to **patients**. |
| 161 | Other comm | AHP | I have found the literature search very useful in helping my create **clinical care** pathways | To create an **evidence based** pathway | This has helped create a pathway that has improved **patient care** and is providing an more **efficient** service. |
| 169 | BGH | Est & Fac | LIterature search | Able to give **patient** more written information about a condition | Very useful |
| 189 | RBH | AHP | Literature search | Searching for journals | Useful |
| 201 | Cross-site | N&M | Literature searching and online searching. | Utilised for search of information with regards to **assignments** for Foundation Degree | Information gained has changed the way i work and information i give to **patients.** |
| 207 | RBH | N&M | Literature search.  Online resource | From work. Used in the library | Completed degree. Enhanced specialist nurse role |

| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| 215 | BGH | N&M | Use of the books. Literature searches. Use of the online journals etc | To complete my university degree. **Writing essays and dissertations,** but also to enhance my knowledge on certain aspects of my job | It has improved my knowledge so i am able to provide **safe effective** care to my **patients** |
| 216 | BGH | N&M | Literature search, attended the literature search learning session and fund it fantastic | Research scared me before but gained a greater understanding of how it works and effective literature searching | Always helps to improve **patient** centred care and ensure that our practice is **best practice** |
| 220 | RBH | Medical | Books, literature search, online resource, Athens | Searching for evidence, keeping up to date, presentation and teaching | Helped to improve **care** |
| 227 | BGH | N&M | Literature searching particularly useful. Support in accessing journal articles and books from other organisations to support **studies.** Understanding research evidence study day. | To support personal learning and to support teaching | I couldn't do my job without the library services. I teach within the Trust and the library services enable me to provide the information required to do this which subsequently has a positive impact on **patient care** and enable us to meet the Trust objectives. |
| 243 | BGH | Medical | I am doing a **quality** improvement project on changing from Cosmofer to Ferinject.I have had help from the library staff who searched the database for me and sent me relevant papers to read. This was very useful as i was not very confident in my ability to do a specific database search. Further I have been offered help with literature searching but timings have been inconvenient for me. | Useful as above | The aim of the project is to improve **patient care** and services at maternity. The papers in literature search has helped me write my proposal and **clinical guidelines.** |
| 272 | RBH | N&M | On site computers and access to resources. I used literature search mainly. I used for **course work** and interview preparation. The large bean bags for chilling are a great addition! | Interview preparation and OSCE's. | As promised the trust lives up to its name. They have invested heavily in these resources and can proudly call themselves a Teaching Hospital. |

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| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| | | | **Training** | | |
| 43 | BGH | AHP | I had a one to one session with one of the librarians that helped when using the evidence hub, the NICE searching tool and the openathens tools. This one to one session greatly helped my search strategies and made it easier to find material for my essay for my masters module. | To write an **essay for masters** module. | It has improved upon **evidence based** practice and therefore improved upon my **care of patients.** |
| 46 | Pendle | N&M | Training. Quiet area to study in with good resources available (especially out of hours) as I do not get the peace and quiet at home! | I used the library out of hours to complete my **course work**. I used the internet access to look at studies but I did not know about the evidence hub. | I found the library service to be very helpful; the staff are very friendly and knowledgeable. The environment is very comfortable and conducive to **studying** |
| 47 | RBH | AHP | Lit search training completed.  Dr Gosall's Critical appraisal course organised by  the library is without doubt the best internal course I have been on | I presented what I learnt on the course to other ESP's. I encouraged them to attend the course. I use my lit search training all the time to source articles for pathway review, audit, teaching etc | Couldn't do without it |
| 67 | RBH | A&C | Training. Online resource | Verification of working practices. Literature searching (previous role) | Very helpful resource |
| 75 | RBH | N&M | I have attended literature search training which was helpful at the time. | I like to use the library facilities as a quiet place with fewer distractions if I have a specific project to work on. | valuable resource |
| 83 | BGH | N&M | Literature search training | NR | NR |
| 84 | RBH | N&M | Training and online resource | NR | NR |
| 88 | RBH | Medical | Training on how to do a literature search. | Used mainly when **studying** | Could not do without these resources. My job is mainly teaching so I check latest research when preparing to make sure I am **up to date** |
| 100 | RBH | AHP | Literature search training | Clinical diploma | Huge help with audit for clinical diploma |

| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| 101 | BGH | Medical | Literature search training has helped me and I found the librarians to be extremely helpful. I used these skills in writing up case reports, some of which have been presented at national meetings. I have also used searched information for delivering departmental teaching sessions.<br>They recommended the UptoDate site which I found useful. | NR | Very helpful and efficient |
| 104 | RBH | Senior Mgr | Training | NR | Good |
| 122 | RBH | AHP | Literature search training | Gathering information | NR |
| 127 | RBH | A&C | Training on how to referance | Help for **assignment writing** | The resources provided help me with my professional development and also help me support staff with improvement work |
| 163 | BGH | AHP | I had excellent help and support from Judy Richardson using literature searching | Course **coursework** | **Evidence based practice** |
| 206 | RBH | N&M | Training | To support my revalidation | Trust objectives |
| 208 | BGH | N&M | Training | Teaching | Improves **patient care** through **evidence based** practice |
| 259 | Pendle | AHP | Literature search training | To gain a better knowledge of what the online system can be used for and of how to use it. | Major impact on providing **evidence** for my own therapy and impact on the **patients** I am treating as a result. |
| 263 | RBH | APST | Training | To help the **clinic** | Valuable |
| 264 | RBH | N&M | Literature searching teaching sessions | I used it in order to assist me in my studies and a QI project | The services have a direct impact upon improving patient care and service development. |

| Resp no. | Site | ESR | Q11: Service used | Q12: How used | Q13: Impact |
|---|---|---|---|---|---|
| | | | **Environment, studying & IT** | | |
| 49 | Other comm | A&C | Training books for ECDL **course** | NR | Helped with course outcomes |
| 65 | BGH | N&M | All library resources are invaluable for continuing professional development but especially at times of further **study.** | For **coursework, essays** and research. | Vital to ensure **safe** and **effective** care |
| 73 | RBH | A&C | The library is a good resource and good centre to be at when you want to work away and had good facilities | As a resource centre | It helps improve service delivery through learning and education |
| 85 | RBH | A&C | Brilliant **study/ work area** for some peace and quiet | Borrowed books on accounting and also fiction books. Place to revise/study | Had a reasonable impact on my own work, enhancing my professional and technical knowledge whilst studying ACCA |
| 129 | BGH | AHP | Access to books for **course work** | NR | NR |
| 241 | Pendle | N&M | Availability of computers in a qiuet environment. | To update required learning for learning hub. | Able to complete some mandatory training. |
| | | | **Other comments** | | |
| 48 | BGH | A&C | Research whilst doing my **NVQ** business and administration **qualification** | Research and going to the library | Excellent |
| 134 | BGH | AHP | The library staff were really helpful around supporting me to identify and access journal articles I was not aware of | Called in | Very positive impact, a great resource |
| 151 | BGH | N&M | Library service, 24/7 hour access | NR | NR |
| 186 | RBH | A&C | I just do not use the service. Timescales for accessing books and articles are not conducive to research and learning in my field. The Library's emphasis is on clinical information, rather than some of the more specialist roles in the Trust. | Didn't in the end. | None |
| 211 | RBH | AHP | N/A | N/A | Good |
| 251 | RBH | A&C | NR | No | Service Development |

**Safe | Personal | Effective**

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## Appendix E: Barriers to use of library resources and services

**Q 15. Please select as many of the following barriers as are relevant to you.**
(Respondents indicating in Question 3 that they were unaware of or did not use library services were forwarded directly to this question, which other respondents could also complete)

| Q 15. Barriers to library use | Responses | % |
|---|---|---|
| I don't perceive any barriers to my use of library resources and services | 77 | 33.92% |
| Work time pressures | 135 | 59.47% |
| Distance from work base | 36 | 15.86% |
| Lack of awareness of resources and services | 29 | 12.78% |
| Limited wifi access | 20 | 8.81% |
| Restricted computer access | 16 | 7.05% |
| Limited computer skills | 15 | 6.61% |
| Limited information searching skills | 9 | 3.96% |
| **Total respondents** | **227** | |
| **'Other' comments (grouped by base site)** | | |

*Accrington Victoria Hospital*
- I don't know how to access library services. (Allied Health Professional)

*Burnley General Hospital*
- [Work] … and home time pressures (Nursing & Midwifery)

*Royal Blackburn Hospital*
- Impatience and availability of specialist resources elsewhere (Admin & Clerical)
- Slow computers. (Admin & Clerical)
- I wish the library was closer to the main hospital. I don't like walking out to it in the cold. (Medical & Dental)
- Difficulty parking at the library during the day (Nursing & Midwifery)
- The hours I work are mostly when the library is open. I noticed an email about a late night searching session which would be good if they were more often. (Nursing & Midwifery)

## Appendix F: Suggestions from library users (and non-users) (Q 16)

| Categories identified from analysis of responses | No. | Site | ESR Grp |
|---|---|---|---|
| **Induction** | | | |
| Perhaps you already do this but maybe offer new starters and other staff a tour of library resources as part of the induction process?? | 272 | RBH | N&M |
| Make all staff aware when commence in post | 244 | Other community | N&M |
| With staff turnover it is important to reach out to new staff, so perhaps include your services in the Corporate Induction days? | 54 | Other community | AHP |
| **Marketing** | | | |
| Advertise, have poster | 275 | Other community | Student |
| Improved communication to staff on resources | 73 | RBH | A&C |
| Raise awareness of the service | 259 | Pendle CH | AHP |
| Information given could be provided in a more attractive way | 209 | RBH | Medical |
| Continue with the email bulletin | 149 | Cross-site | N&M |
| **Location** | | | |
| More libraries nearer to home | 91 | Acc VH | N&M |
| Some facilities nearer to the clinical areas at RBH, just a room with computers and access to a librarian. | 88 | RBH | Medical |
| **Remote access** | | | |
| Being able to access some of the service from home as due to pressures at work and having a family I do a lot of things at home and access away from work would help. | 66 | Other community | AHP |
| Easier and quicker to use remotely | 55 | Pendle CH | AHP |
| Online access to ebooks from work and home computers | 220 | RBH | Medical |
| Online borrowing and pick up service | 40 | RBH | N&M |
| **Outreach** | | | |
| Extend the library services in to community healthcare sites, where uptake is inhibited by physical barriers. | 186 | RBH | A&C |
| Library services coming out into the community | 161 | Other community | AHP |
| Meet teams to enquire directly what they need. | 149 | Cross-site | N&M |
| Peripatetic library resources presentations to different departments | 107 | RBH | Medical |
| Outreach to clinical areas to raise awareness of services as they don't all have time to read emails or intranet | 106 | RBH | N&M |
| **Stock selection** | | | |
| Encourage departments to influence the buying of appropriate books for the library that they would be likely to access. | 259 | Pendle CH | AHP |
| Canvass the specialist non clinical departments for what they might need/wish to have access to. | 186 | RBH | A&C |
| **Stock suggestions** | | | |
| Please could you include more resources relating to corporate governance | 266 | RBH | A&C |
| Wider access to journals, current selection is a bit narrow. | 243 | BGH | Medical |
| **Stock circulation** | | | |
| No late fees for books. | 258 | BGH | N&M |
| It would be helpful if we can request books to be transferred across site for borrowing and returning | 230 | Cross-site | Medical |

| Training | | | |
|---|---|---|---|
| I was not aware of any training rooms/programmes in the library | 125 | RBH | A&C |
| Courses to suit my shift pattern so I don't have to take study leave | 243 | BGH | Medical |
| More access to training - different times, over lunch early sessions | 163 | BGH | AHP |
| More sessions on searching the evidence hub as needed | 43 | BGH | AHP |
| Links with our UCLan partners in providing library skills and sharing of resources | 29 | Other community | N&M |
| **Technology** | | | |
| More uptodate software [in relation to what?] | 253 | Pendle CH | Add Clin Serv |
| More computers | 21 | Other community | AHP |
| More computers - they are often already in use. | 32 | BGH | Medical |
| More computers | 243 | BGH | Medical |
| An easy access, unlocked computer to enable quick and easy access to library catalogues. | 103 | Cross-site | H'care Sci. |
| **Layout/organisation** | | | |
| The library is not particularly easy to navigate | 222 | RBH | A&C |
| Group work booths/areas (that don't impact on other learners). | 120 | RBH | N&M |
| **General suggestions/comments** | | | |
| Provide items for sale such as stationary. | 29 | Other community | N&M |
| Generally and nationally the NHS/government could allow greater 'full access' to online journals and to allow professionals to print off full articles without having to pay for them or pay subscriptions. This will aid CPD, improved patient care, guideline generation, allow work from home etc even if this had to be done via ELHT hub at home | 42 | RBH | Medical |
| It is an excellent service so don't see any need for improvement | 48 | BGH | A&C |
| Host journal clubs? | 149 | Cross-site | N&M |
| I have had no need to use them so far. May do in the future so can't really comment further. | 199 | RBH | AHP |
| Don't know | 211 | RBH | AHP |
| If the library were open later into the evenings this would help | 239 | RBH | Medical |
| Keeping it open! It is a fantastic resource to improve the quality of care we give as a trust. | 274 | RBH | N&M |

## Appendix G: Recommendation to colleagues - rating by respondents (users and non-users)

**Q 17. Would you recommend the ELHT Library & Knowledge Service to colleagues?**

| Q 17. Level of recommendation of LKS | Responses | % of all | % of users |
|---|---|---|---|
| Yes, they're outstanding | 52 | 21.76% | 31.33% |
| Yes, they're good | 103 | 43.10% | 62.05% |
| Yes, but with reservations | 8 | 30.35% | 4.82% |
| No, they need considerable improvement | 1 | 0.42% | 0.60% |
| Definitely not | 2 | 0.84% | 1.20% |
| I haven't used library services or resources yet | 61 | 25.52% | n/a |
| Please elaborate on the reason for your answer (this will be very helpful in reviewing and promoting our services). | 12 | 5.02% | n/a |
| **Total respondents** | **239** | | |
| **Respondents using library and giving rating evaluation** | **166** | | |

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**Reasons given for comments (grouped by base site)**

*Clitheroe Community Hospital*
- I haven't used the library services yet but would really like to have the opportunity. Currently restricted due to distance of work base to library. (Allied Health Professional)
- I have contacted the library in the past for help and asked if they could assist me get the info at my place of work and was told that I had to go to the main hospital site. I ended up using the RCN service instated who were very helpful. (Nursing & Midwifery)

*Pendle Community Hospital*
- I have used the service so infrequently that I can't really give a recommendation but I would make colleagues aware that the service is available. (Allied Health Professional)

*Royal Blackburn Hospital*
- I don't know enough about it. I tried using them once or twice but the material I needed was not available within a reasonable timescale. (Admin & Clerical)
- I would recommend them if I thought a colleague would benefit from them, however, since I have not used them myself I cannot comment on the effectiveness. (Admin & Clerical)
- Have never needed library services in oncology. (Admin & Clerical)
- I put good as I have used only online data. However they regularly post about learning opportunities/short courses but I haven't accessed them yet or visited the library. (Allied Health Professional)
- Staff are always friendly and willing to help provide a really good service. (Allied Health Professional)
- The staff are so knowledgeable and approachable, they are your greatest asset. If I need something and don't know how to find it they have always helped. (Medical & Dental)
- I have worked at other hospital Trusts and ours is far the best provider (Nursing & Midwifery)
- More emails specific to where I work and what I am interested in. (Nursing & Midwifery)
- Very, very helpful and knowledgeable staff (Nursing & Midwifery)