

Library & Knowledge Services



Annual Library Survey

2023-24 Results

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Introduction

Our vision is to promote and widen access to the **right knowledge and evidence-based resources** at the right time, to **aid clinical decision making** and **improve patient care and safety**, and to **support high-quality research, study and learning**.

The annual library user survey is an essential tool to help us monitor our progress towards this vision, and to receive comments, feedback and suggestions from service users. Only by listening to staff and students in the Trust can we ensure that the Library & Knowledge Service is fit for purpose and continually improving.

This approach also aligns with NHS England's strategy for NHS Knowledge & Library Services in England 2021-2026, "Knowledge for Healthcare"¹, which highlights the importance of demonstrating the value and impact of knowledge services, and the "Quality and Improvement Outcomes Framework"², which underpins this strategy and details the quality assurance and service improvement requirements for library services in NHS organisations. In particular, Outcome 3 of the framework focuses on the need for library services to identify the needs of staff and learners and to design and deliver services to meet those needs.

As usual, we based the majority of survey questions on the generic questionnaire available from NHS England's "Value and Impact Toolkit"³, but for this year's survey, we also wanted to hear from our users about the changes that took place in 2023 - specifically the refurbishments at Frimley Park library, and the relocation of the library at Wexham Park – and we therefore included some questions about the new facilities.

The survey itself was online, created with MS Forms, and open for 5 weeks in February and March 2024. We offered some Amazon vouchers in a prize draw, and promoted the survey through emails to registered users, via social media and posters, and through the Trust's regular communications such as the News Update and "Inform" newsletter.

In total, we received 176 responses. In our analysis of the results below, the quantitative data from each question is presented first, followed by the qualitative free-text feedback which has been broken down into four sections: services, resources, facilities, and impact.

Thank you to everyone who took the time to respond. Your feedback and suggestions are greatly appreciated, and we have attempted to answer your queries where possible. Please feel free to contact us again at fhft.frimleyhealthlks@nhs.net if you would like to make any further comments.

Library Staff

August 2024

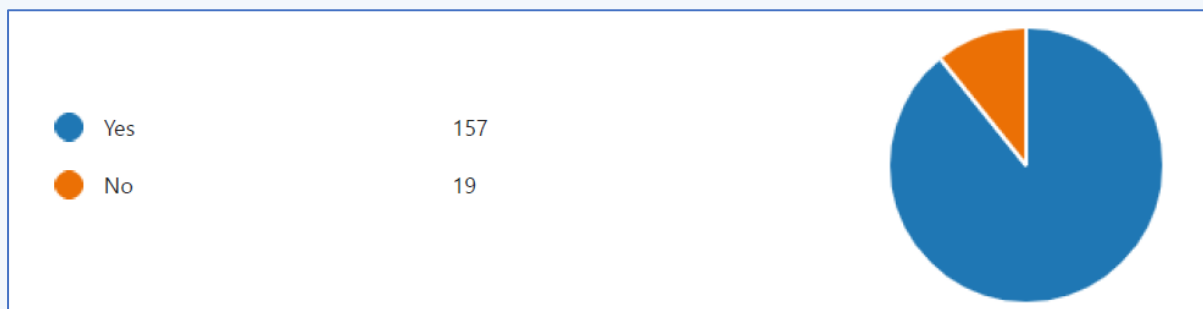
¹ <https://www.hee.nhs.uk/our-work/knowledge-for-healthcare>

² <https://library.hee.nhs.uk/quality-and-impact/quality-and-improvement-framework>

³ <https://library.hee.nhs.uk/quality-and-impact/value-and-impact/value-and-impact-toolkit/generic-impact-questionnaire>

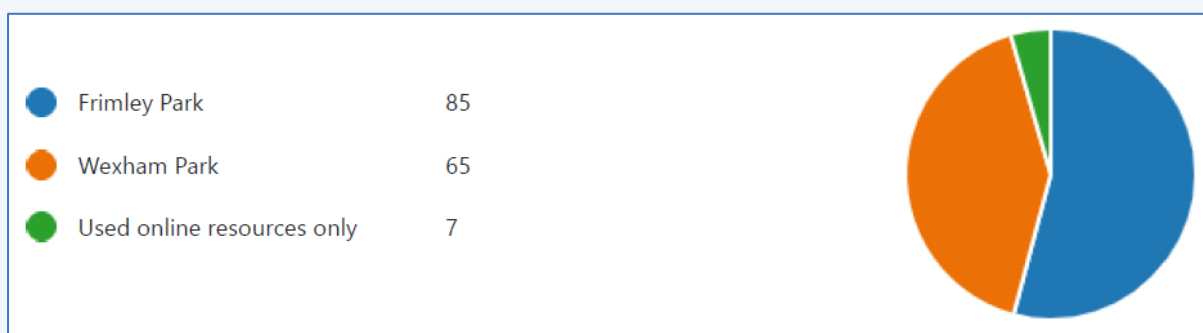
Results

Q: Have you used any library facilities, resources, or services within the last 12 months?



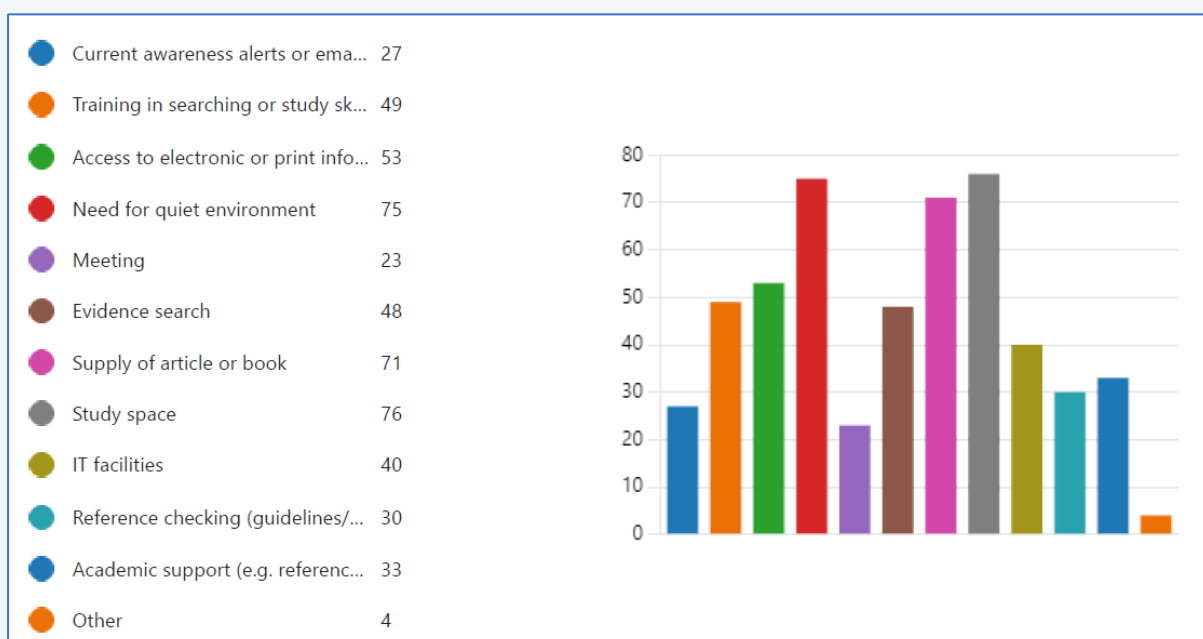
The total number of responses had decreased since the previous survey (down from 193), but a greater proportion of respondents (89%) had used the library in the last 12 months.

Q: Which library did you use?



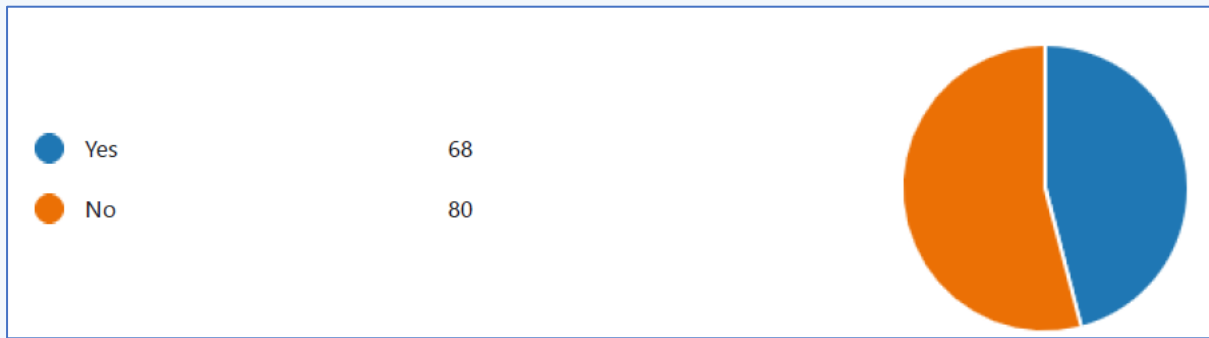
These were very similar figures to the previous survey, with slightly fewer users at FPH and online.

Q: What did you use the library for?



More respondents were using the library as a quiet environment this year, while other figures remained approximately the same.

Q: Did you use any of the new facilities / spaces in either library?



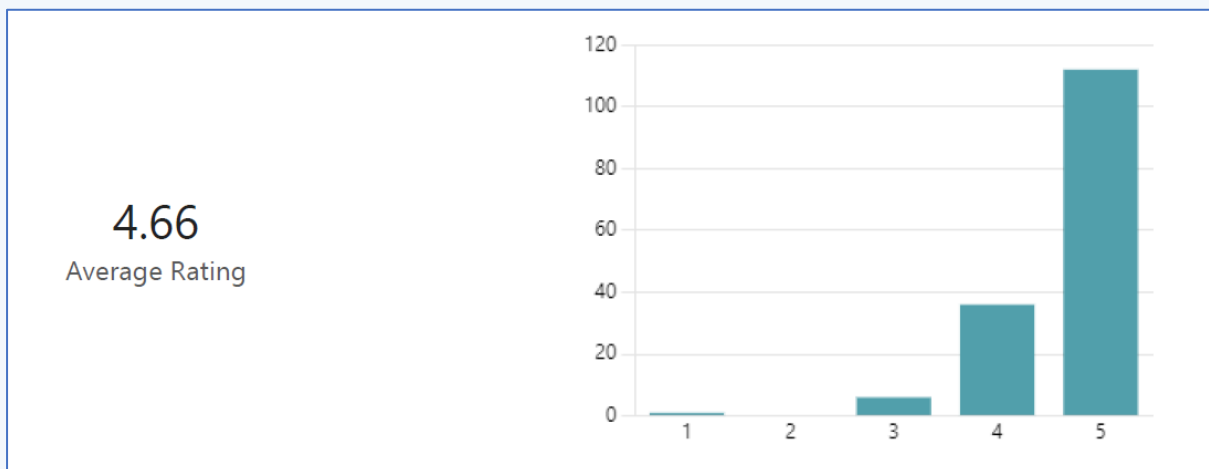
This was a new section to assess usage of the new library spaces. Not as many respondents had used them as we had hoped, perhaps, but this may reflect the differences between the sites, for example, the WPH relocation was a more significant change to the library space than the refurbishment at FPH.

Q: What did you use?



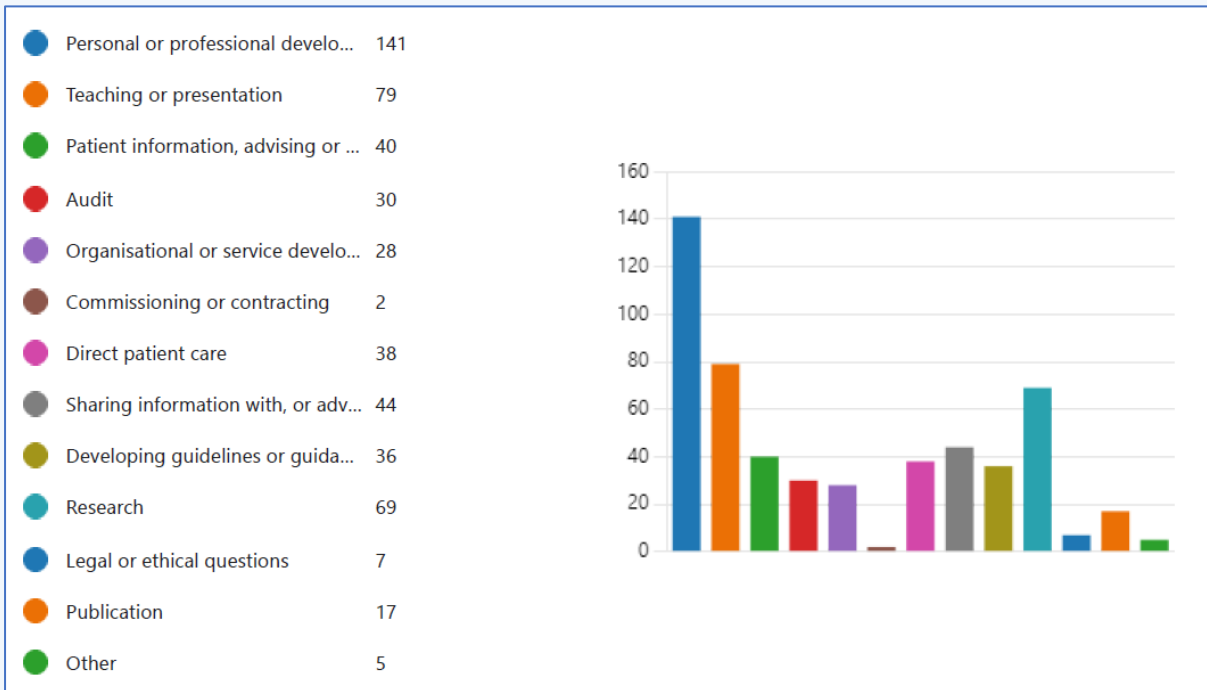
The new study pods on both sites have proved to be very popular, and it is good to see that the wellbeing areas have been used by respondents as well.

Q: Overall, how would you rate the service that you received?



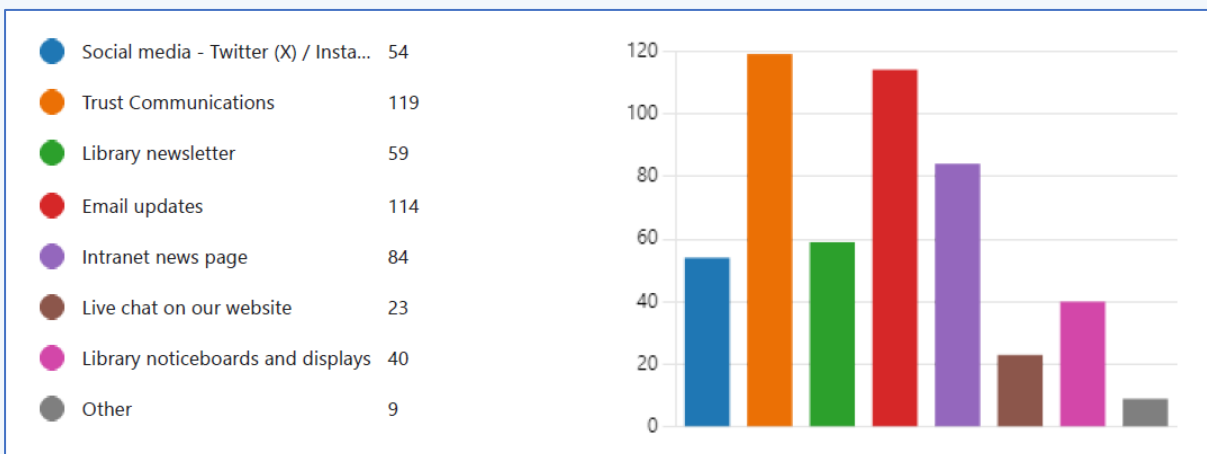
This was a slight improvement on the previous survey, which demonstrated an average of 4.62 on the overall service rating.

Q: How did you use, or how might you use, the information, knowledge or skills gained from that use of the library?



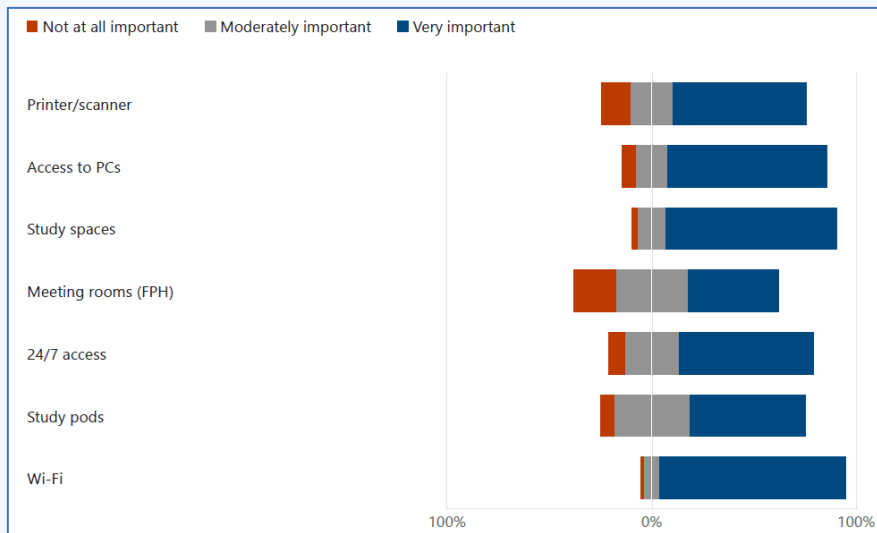
Very similar results to last year's survey: personal/professional development remains the most common use of the information and knowledge gained from using the library, followed by teaching/presentations and research. The information is often shared with colleagues and used to provide information for patients.

Q: Which of the following do you think are the most effective ways to promote our service and communicate with existing and potential library users?



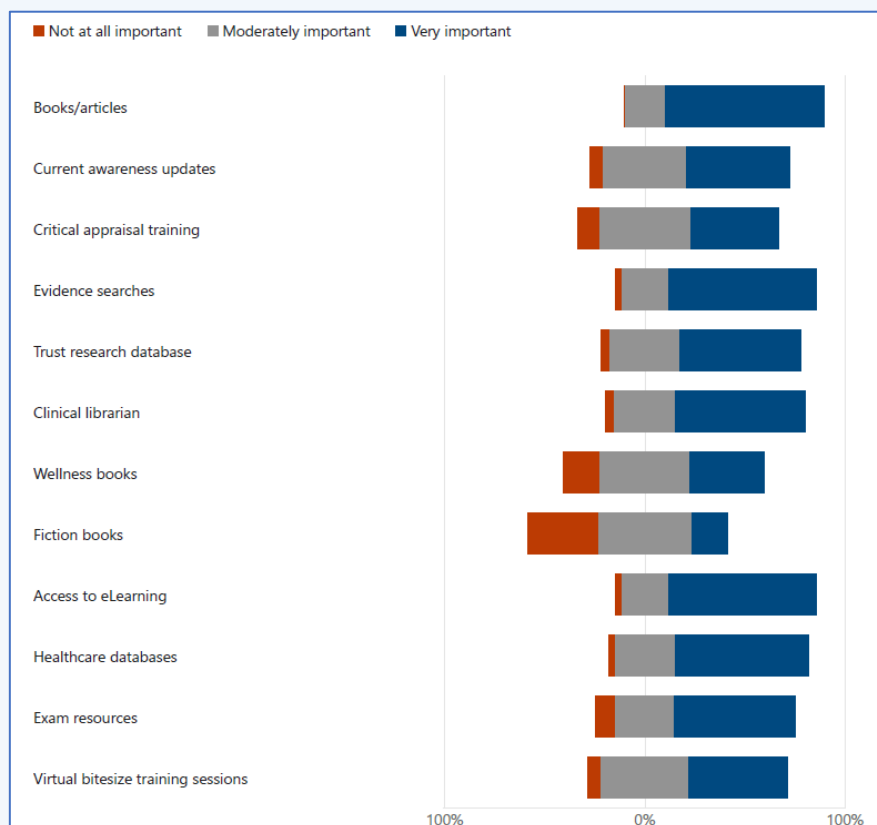
This was a new question for the 2023/24 survey and provides some interesting and useful information to help us plan our promotions in future. We will continue focusing on formal communications via the usual Trust channels and email updates, and plan to relaunch the library newsletter in the near future.

Q: Please indicate how important the following are to you, in terms of existing library facilities



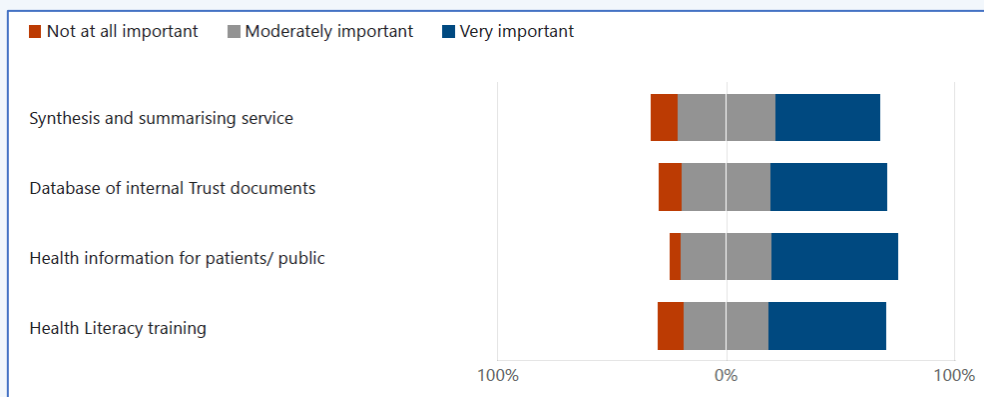
Study spaces and IT facilities remain an essential component of the library.

Q: Please indicate how important the following are to you, in terms of existing library resources and services



Traditional library resources and services such as books/articles, evidence searches, access to eLearning and healthcare databases remain important to our respondents. More recently, the Clinical Librarian role is seen as a valued addition, while the Trust research database is currently being reviewed and will be relaunched in future.

Q: Please indicate how important the following are to you, in terms of potential library resources and services



We will be exploring all of these areas in future, as part of our Service Improvement plan.

Q: What is your employing organisation?



Free-text comments

The survey included five prompts for free-text comments, feedback, and suggestions:

- When using the library, could you do what you wanted to? If not, why as that?
- If you used any of the new facilities/spaces, what did you think of them?
- Please provide specific examples to demonstrate how library services have made a real difference in your work.
- Looking forward, in what ways could the Library & Knowledge Service improve its support for your work and/or study?
- Do you have any further comments?

The responses have been analysed thematically within four broad categories: services, resources, facilities, and impact. Within each category, further sub-categories have been used to identify common feedback and queries. A selection of responses are presented below, and, where appropriate, we have tried to address any queries or suggestions.

Services



"Friendly welcoming and helpful staff."

"They are always available as a resource; I feel safer knowing I have them for advice on my professional development."

"I think the library service is fantastic. They go the extra mile when I have seen an abstract and have wanted the complete article."

"Very well organised and amazing service."

"Really quick and efficient in getting journal references requested"

"I am able to request books from other libraries which is a massive saving when studying for exams. Passing exams has direct patient benefit due to career development and better knowledge to look after patients."

Training: We received several requests for training sessions; we already offer evidence searching and study skills (including referencing) sessions, plus journal clubs (including basic statistics and critical appraisal). We are planning to provide sessions on AI in future. Please [contact us](#) to request training.

Promotion: We will be working hard to improve our marketing and promotion and aim to make everyone aware of the library as soon as they start working in the Trust.

Journal updates: These are already offered through **KnowledgeShare**. This is a current awareness service which sends you regular personalised evidence updates relating to your professional interests. To register, [click here](#).

New books: These are generally ordered when there are a number of titles to purchase, unless there is an urgent need for a single item in which case that will be done immediately.

Writing for publication: We hold books which guide the reader on writing a paper for publication and have many subscriptions to electronic journals.

Proof-reading: We are permitted to proof-read up to 10% of an assignment or piece of coursework. Please contact us if you would like more information on this service.

Isabel Healthcare: We already have two point-of-care clinical decision tools available in the Trust: *UpToDate* and *BMJ Best Practice* ([click here](#) to find out more), so unfortunately we are not currently considering a subscription to *Isabel Healthcare*. However, please feel free to contact us if you would like to discuss this or any other resource recommendations.

Resources



"Great variety of books."

"There was reduction of books available."

"It's a shame it's got smaller as the number of books have reduced. I do like a book to find info in. But being able to order them from other library's is really useful."

"Needs more new text books."

"Wealth of resources is unbeatable anywhere outside library."

"Access feels cumbersome and complicated ... it was not a process that was smooth and accessible and easily incorporated into my regular working life."

"I have recently joined NHS Frimley as a student and am overwhelmed with all the tools the library has to offer. I don't need to spend money on books as they have them available or can order in. The referencing is a brilliant tool too to help me with my college."

Books & eBooks: In general, our book collection appeals to some people but not others, and we recognise that space limitations have meant that the size of the collection has decreased over recent years. However, we continue to purchase print books (over £9,000 during 2023/24), and we always have recourse to stock from other libraries in our networks if we can't satisfy requests from our own collection. The suggestions for stock improvement in the areas of clinical education, business and management and anaesthetics have been noted, and we are continuing to provide access to eBooks via various platforms. We are grateful for the suggestion about the *Perlego* digital library, but we are already using platforms such as *Kortext*, *ClinicalKey* and *OUP* for our eBooks. For more details and to search both our print and eBook collections, please visit our [online catalogue](#) or search the [Hub](#). Please do continue sending us book recommendations via our [online form](#).

Online Journals: One user wasn't aware that they can access online research papers through the [BrowZine](#) platform, and with fewer clicks through the [LibKey Nomad](#) browser extension⁴. For anyone experiencing problems with accessing online content or OpenAthens accounts, please contact us at fhft.frimleyhealthlks@nhs.net.

Saving Time & Money: It was great to hear that the library saves some users money and provides access to wide-reaching tools and resources. We would love to hear more examples of the library saving you time and/or money; please let us know via our [feedback form](#).

⁴ This extension provides quick and easy access to full-text content via websites such as PubMed. We are currently trying to get the extension rolled out across the Trust, but in the meantime, individuals can install the extension themselves. Please contact us if you need further information: fhft.frimleyhealthlks@nhs.net.

Facilities



“Love the Wellbeing area and selection of books and access to outdoors with daylight and window. Work areas are always comfortable and clean & tidy.”

“The library is an area which is conducive for learning most especially for someone who needs to focus and concentrate.”

“Great quiet space to focus. Pods are a great addition.”

“More study pods please”

“We require some quiet rooms as the current pods are often occupied by individuals chatting or holding team meetings, causing disruptions for others.”

“Bring back meeting rooms (for meeting or group studies).”

“Access to coffee and tea - we will bring our cups!:) Good wifi connectivity, sometimes it is patchy when we connect with our own devices.”

“Water dispenser machine would be useful and cleaning of the area needed.”

General facilities: The serenity of the library is appreciated, as well as the desk space size, access to the bleep phone and the ability to be able to catch up on work or private study uninterrupted. The wellbeing corner in the Frimley Park library is liked and used for relaxation purposes. Temperature control remains an issue at Wexham Park, and we will do what we can to get this addressed.

Study pods: These have been a welcome addition to the environment, but more are still desired, as well as more space and meeting areas generally! The only downside to the pods at Frimley Park mentioned is the lack of ventilation, and we are making fans available for them. A suggestion about using the iGel space at Frimley for more pods is a good one, and we will investigate this if we are unable to replace the machines with PCs. More generally, we acknowledge the comments about providing more meeting rooms and study areas, and although we are limited on both sites by lack of space, we will explore all options in future to continually improve the environment.

IT & PCs: There are criticisms of the speed of the network and Wi-Fi on both sites. Unfortunately this is outside our control; if you experience any difficulties with individual PCs, please let the library team know and we will report it to IT.

Noise: At Frimley Park, there have been comments about the noise from building work, but again, unfortunately, this is out of our control. Other comments about noise include disruption caused by use of the Nightingale and Fleming rooms at Frimley Park, and MS Teams meetings in the study pods on both sites. We do try to limit this by reminding people, when it becomes disruptive, that they need to be mindful of the learners in the library and they quieten down. At Wexham, we have placed notices on the pods to remind people that they are only intended for quiet study, not meetings or telephone calls. If anyone is making an unreasonable amount of noise, please speak to library staff.

Suggestions: These included having a TV at Frimley Park showing the news with no sound, but unfortunately, we don't have the wall space for this, and our existing screen is used to show a rolling presentation promoting services and resources and facilities within the library. The Frimley self-service machine not working was also mentioned and luckily this has been long fixed; users are able to borrow and renew books 24/7 again. Someone asked for a water dispenser at Frimley Park; we do have one of these down the 'Quick Access PCs' aisle. Regrettably there are no immediate plans for providing coffee machines etc. but we will bear this in mind in future.

Impact



"I can achieve more at the library than at home."

"I needed a book for my course and instead of buying it, I borrowed it from library. It helped me saved money."

"As a student lead, it has supported my students have a safe place to study and enhance their learning further, especially on specialist days where they need to review guidelines in a quite safe place."

"I think library is very important for learning and enhancing our knowledge as a clinician."

"More knowledge gained to make more informed decisions and positives for patient outcomes."

"Learned new things that improved the care I provide to patients."

"Enabled MDT discussions to establish and clarify patient pathway... Aided decision making regarding appropriate outcome measures to be adopted by team."

"By being able to access the latest and most relevant articles I have been able to ensure my practice is up to date and more importantly that I am providing for my patients the best outcome."

"Helped me to search comprehensively on a topic so that I could provide the best guidance to my patients."

"Being able to have access to current books enabled me to be updated in knowledge and helpful when I do my clinics and seeing in-patient referrals."

"Able to expand my own knowledge and share this with my team to widen what we are able to deliver to our patients."

"Library services enable me to distribute a national research into practice newsletter to my specialist area. It has contributed evidence towards my MSc study on supporting transition in education role, which later in the year I hope to publish from."

"Ensured guidelines are up to date."

"The library sends me emails tailored to human factors. It's progressive in this respect and it's a source that I can rely on to help inform my projects from developing a leadership strategy for a failing ward to introducing a research group."

"I've been able to pass all of my MSC assessments so far and have written two clinical guidelines and prepared teaching for a study day and completed two quality improvement projects."

The library is frequently cited as having a positive impact on patient care through the supportive services, resources and facilities it offers, and as being a 'vital' part of the hospital. By providing a facility which affords people time to think and to escape from clinical pressures, respondents say they are best able to focus on improving practices and services and on passing exams and progressing in their career.

Conclusion

The responses that we have received through this survey are incredibly useful, as some endorse what we do, others allow us to see how we can improve and develop, and others still enable us to see the changes that we can introduce and, in the case of Frimley Park, what we should aspire to when planning our library in the new build.

As some of the suggestions are items already offered or provided, we appreciate how much more promotion we need to undertake!

Thank you to everyone who took part! If you would like to contact us directly about anything raised, please email us at fhft.frimleyhealthlks@nhs.net.