Have your say! What our library survey told us.

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William Osler Health System, Health Sciences Library

Introduction

William Osler Health System (WOHS) is a community hospital system with 3 hospitals in Brampton and Etobicoke serving 1.3 million residents. WOHS also serves as a teaching facility for the McMaster Family Medicine program.

The Health Sciences Library has a physical presence at each hospital with one FTE. With the addition of our latest hospital in 2017 and the last library survey being more than 10 years old, we felt it was time to let our clinicians have their say!

Our purpose was to determine if we had the resources our clinicians needed and if they were aware of the services we offered.
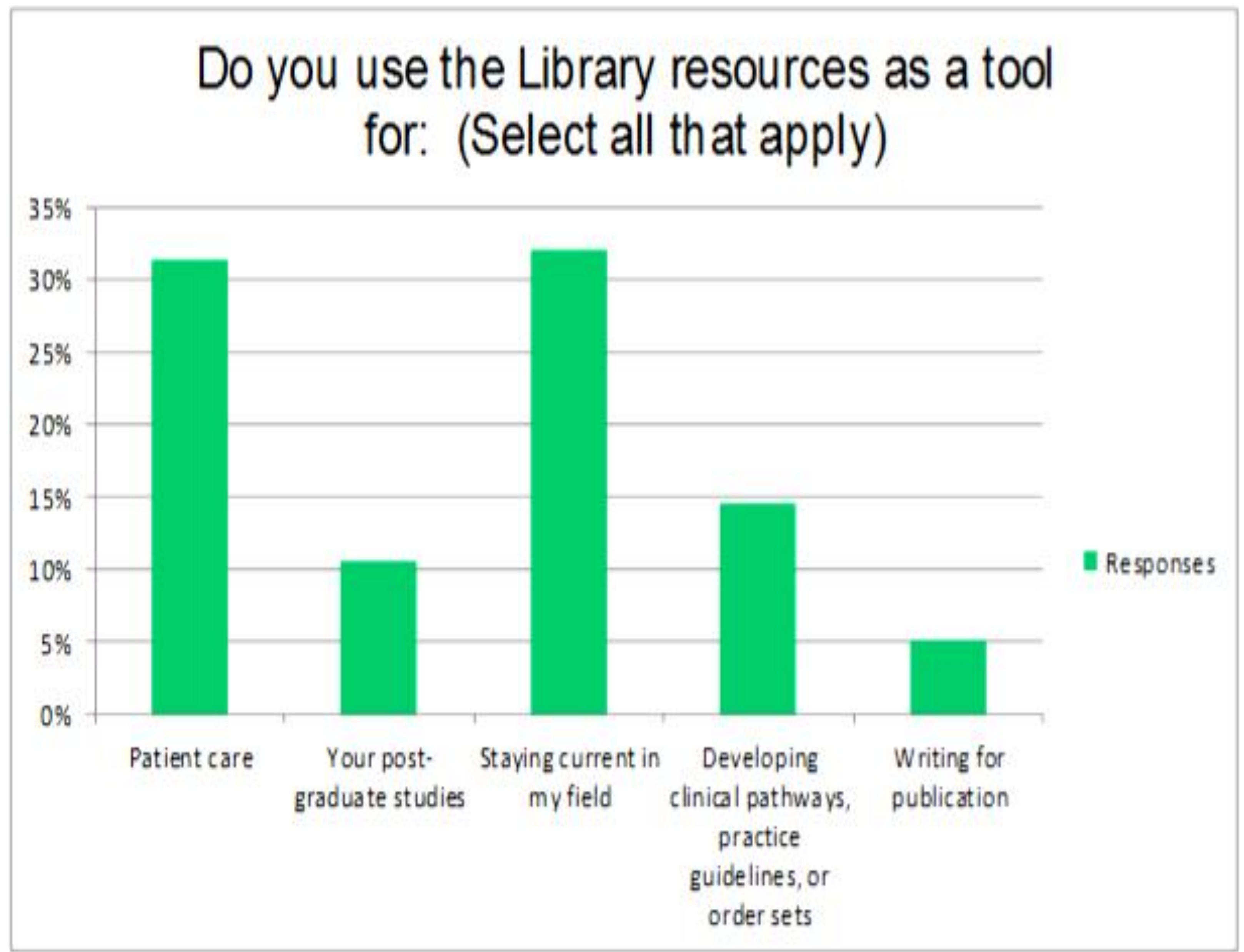
Methods

We reviewed sample library surveys received through the Canadian Medical Library and Medical Library Association's Hospital Libraries listserv for style and types of questions. We also reviewed articles on how best to design and promote surveys. [1,2,3] Our research helped us to determine the types of questions—multiple choice and open ended—and optimal length of the survey. Our aim was for clinicians to complete the survey within 5 minutes. SurveyMonkey® was chosen as our clinicians are familiar with it. In order to obtain the most responses we also decided to have paper copies of the survey available in each library. Library staff would hand out the survey to our clinicians during their library visit. In addition, several libraries indicated that incentives to complete the survey increased the number of responses so we offered a chance to win an Indigo/Chapters gift card to one respondent at each of our 3 sites. The survey ran during the month of April 2017.

Promoting the survey

. Link to survey placed on the Library's Intranet page
. Our newsletter
. Tent cards beside all library computers and on desks
. Included in our email signature files
. Copies of survey available in the library

Results

. 207 surveys completed— 137 through SurveyMonkey® and 70 paper surveys
. 20% physicians; 35% nurses; 33% allied health professionals; 12% management or support service provider
. 58% of respondents had visited the Library 1-5 times in the last month
. 45% of the 46 respondents that don't use the library indicated that they could obtain information from other sources
. Barriers to accessing library services or resources included:
  ⇒ Lack of time
  ⇒ Remote access problems
  ⇒ Don't know what is available
  ⇒ Lack the ability to search for articles
. Subject gaps were identified—such as occupational health nursing, anesthesia, nephrology

Please tell us which library services or products you have used in the past 6 months. (Select all that apply)

Do you use the Library resources as a tool for: (Select all that apply)
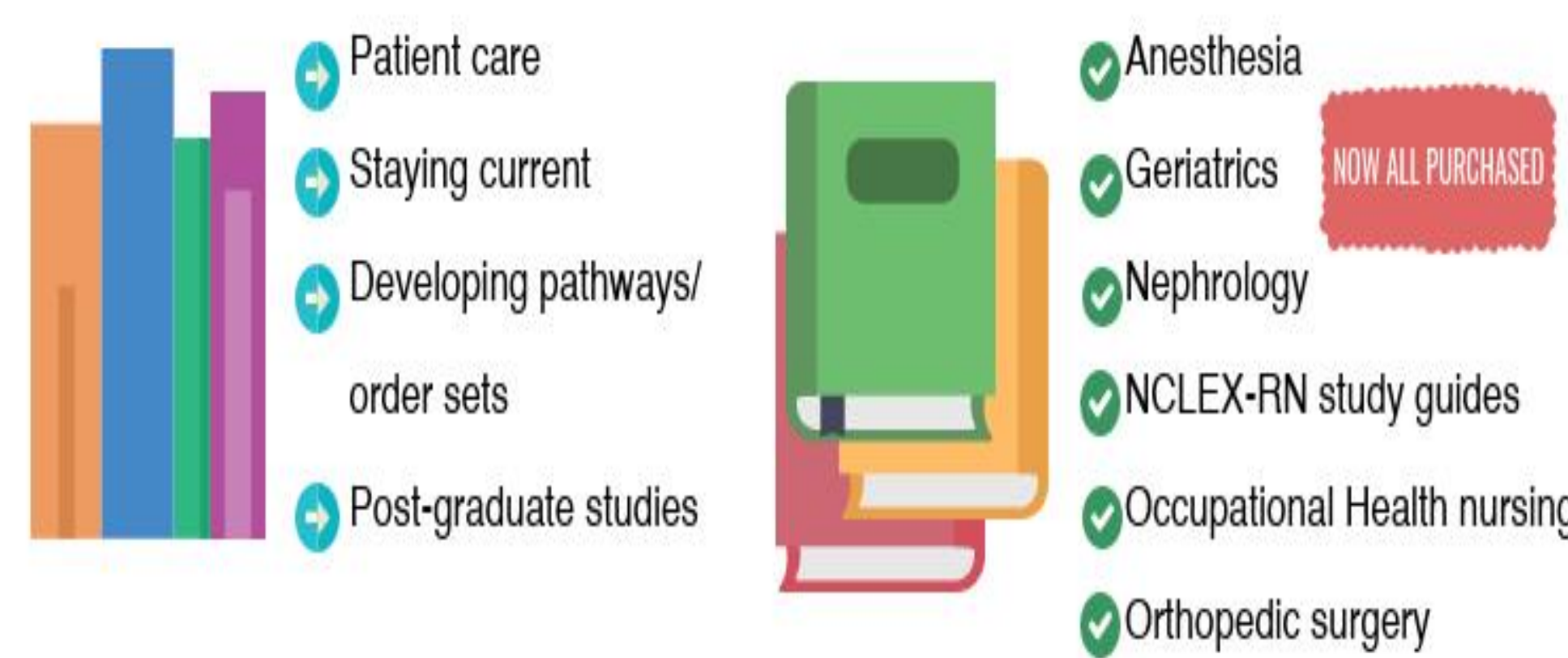
In their words…

"…has supported my journey from RPN to RN."

"more evidence based care for my patients!"

"receiving evidence articles monthly...continued to keep me up to date in clinical practice"

"helped with development of many protocols and policies. It is a go to resource to keep up to date with ever evolving changes in our health system"

Our Action Plan

Issue	Action Plan	Timeline
Not aware of library resources or services. In particular e-books, Nursing Research guide, and training on resources had low scores	Contact HR regarding new employee orientation	Q2
	Invitation to nurse educators to bring new employees to the Library	Q2
	Highlight resources/ services in library newsletter	Ongoing
	Take part in Nurse Education Fair Sept 27,28	Q2
	Department presentations	Ongoing
	Use of book dummies to highlight e-books	Q2
	Create library orientation video	Q4
Remote access - lack of awareness and/or how to access	Highlight in library newsletter	Ongoing
	Include information on library web page	Q3
	Create hand out to give to staff	Q3
	Highlight at Nurse Education Fair Sept 27, 28	Q2
	Create video	Q4
Gaps in book collection	Identify gaps in collection as noted in survey	Q2
	Provide book suggestions to Janice	Q2-Q3
	Purchase print & electronic books as funding allows	Q3-Q4

Take our Survey and enter to win a Chapters Gift Card!!

Please fill out the Library Survey and once completed, please put it in the Book Return Box located in the library.

WE ASKED, YOU ANSWERED
Health Sciences Library Survey
2017 Results

Use of the library:
⊕ Patient care
⊕ Staying current
⊕ Developing pathways/ order sets
⊕ Post-graduate studies

Lacking subjects:
⊘ Anesthesia
⊘ Geriatrics   NOW ALL PURCHASED
⊘ Nephrology
⊘ NCLEX-RN study guides
⊘ Occupational Health nursing
⊘ Orthopedic surgery

Challenges to using the library:
⊕ Accessing resources off-site
⊕ Accessing e-books
⊕ Finding the library catalogue

Most used resources:
⊕ Databases
⊕ Requesting articles
⊕ Requesting searches
⊕ Electronic journals

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Conclusions

Our library survey had 8 questions of which 3 were open ended, asking our clinicians to let us know about subject gaps in our collections, the barriers to using our resources/services, and asking them to share a story about how the library has supported their work. The stories in particular highlight how important it is for library staff to be approachable and the library inviting. These stories have been used in our newsletters and were shared with our administrator.

The results gave us a clear understanding of what we needed to work on —how to access our resources remotely, promotion of our electronic books, update some areas of the collection, and continue to focus on promoting the library and our services.

Offering an incentive definitely helps! Everyone wants a chance to win!

Lessons learned?

. Open ended questions aren't always answered—perhaps only 1 or 2 next time.
. We were slow to communicate the results to our clinical staff —be quicker next time.
. An infographic is an excellent way to communicate the results! Our clinicians loved it! We put it on our Library Intranet page, hospital Twitter and Facebook accounts, and posted in the libraries.
. Gather the stories! They are rich in value!

References

1. Cooper, I.D., & Johnson, T.P. (2016). How to use survey results. Journal of the Medical Library Association, 104(2):174-177.

2. O'Dell, F., & Preston, H. (2013). Exploring factors in non-use of hospital library resources by healthcare personnel. Library Management, 34(1/2): 105-127.

3. Miller, R.E., & Hinnant, K. (2016) Seeking Meaning: capturing patron experience through a user survey. Journal of Library Administration, 56:559-571.

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Going Beyond

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