

User Needs Analysis

This report is a summary of the information which came to light in Keyll Darree Library's 2016 User Needs Analysis Survey. This survey was undertaken to allow the library to increase the involvement of users in library policy planning, as well as measuring the general feelings towards the library service. The following report will lay out the findings.

Executive summary

Having assessed the results of the survey the objectives that Keyll Darree Library will meet by August 2017 are:

- Better advertising of services – including laminating, binding, sale of stationery, online catalogue, and book requesting provision.
- Purchasing 23 new chairs for the main library and quiet room.
- Seeking to employ a part time staff member who will be based at the library counter for two hours per day.
- Work closely with the lecturing staff at Keyll Darree to keep library users informed of course options (such as workshops for publication).
- Reworking price lists to ensure they fully reflect the services the library provides.
-

Recommendations

Physical Facilities

- Purchase new seating for the main library, and quiet room.

Perceptions of Library Staff

- Perceptions currently seem to be largely positive – however because we have had consistent feedback regarding the need for a greater staff presence.

Staffing of Service Desks

- Ensure that signage clearly indicates that users are welcome to ring the bell on the front desk if assistance is required.
- Recruit a part time library staff member to be based around the front desk during the busy lunch period.

Awareness of Library Services and Resources

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

Overview

Introduction

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

The Library

Keyll Darree Library's main function is, and always will be to support the educational needs of our library users. There is a total of 2544.5 staff in the DHSS and 904 library members – however library users do not have to be a registered member to access some of the library facilities (such as the IT room, training sessions, library guides, and our web page).

Purpose

The User Needs Analysis was developed to assist Keyll Darree Library in its aim to meet the needs of a diverse range of library users. Specifically, this survey was used to gauge the satisfaction of library users with the current service which we provide – and, from here, to allow the library to develop new strategies, targets, and policies to better meet the needs of our stakeholders. Although the library already attempts to foster a strong dialogue with its users (such as via the two yearly surveys, recommendation services, and suggestion box), a full survey such as this has never been undertaken before.

As well as focusing on how the service was being received, the survey was also targeted towards discovering more about which areas of our services were used, and how they were used.

Method

The analysis was collected using two main methods

- An online version – using Survey Monkey
- Physical paper copies – placed at a variety of locations around the site and associated buildings, along with a sealed box into which completed surveys could be placed.

Two further methods of collection were offered, but there was insufficient uptake to make these viable.

- Focus group – two volunteers
- Telephone interviews – no volunteers.

The survey was advertised using the following methods:

- Verbally (at Medical Education Management meetings, Research and Development meetings, and to library users when it seemed appropriate.)
- Via email (all DHSC, and an email shot to all library members via Heritage).
- Posters (placed around the Keyll Darree building, the hospital buildings, and associated areas.)
- Social Media (regular reminders placed on the Keyll Darree Twitter and Facebook pages, and also copied to the Learning Education and Development pages.)

Uptake

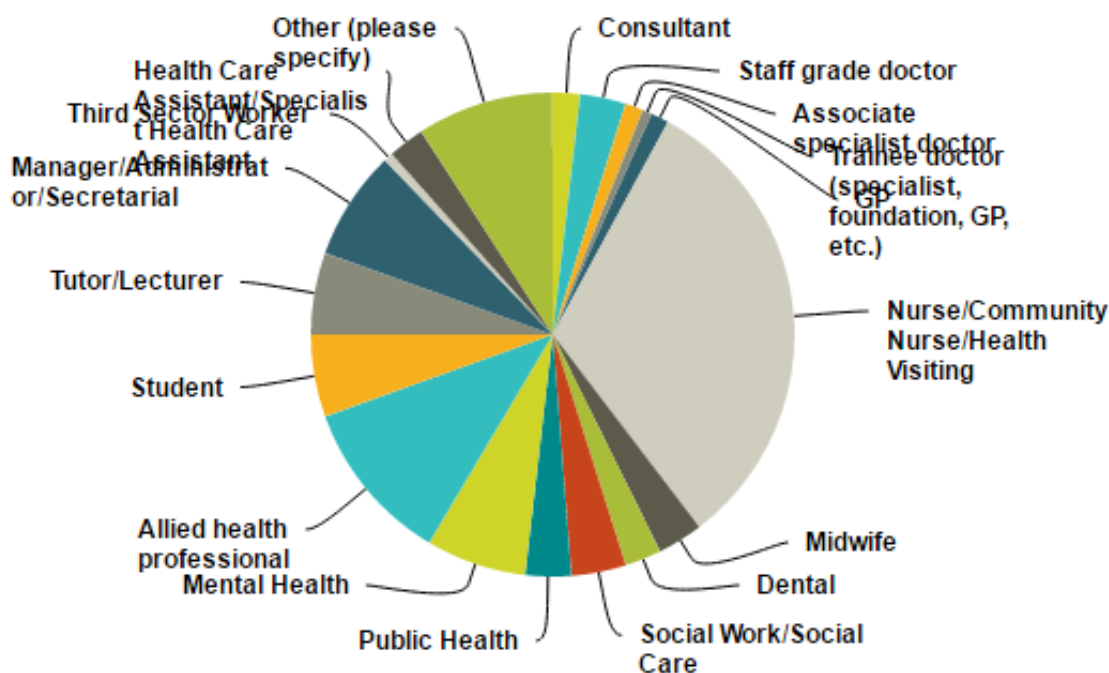
- There were 162 replies to the survey in total
- 16 of these were paper copies
- 146 were online

Questions

1) Respondent breakdown:

Please identify your professional post from the list below:

Answered: 164 Skipped: 0



Consultant: 1.8% (3)

Staff grade doctor: 3.0% (5)

librarykeylldarree@gov.im

(01624) 642993

www.librarykeylldarree.gov.im

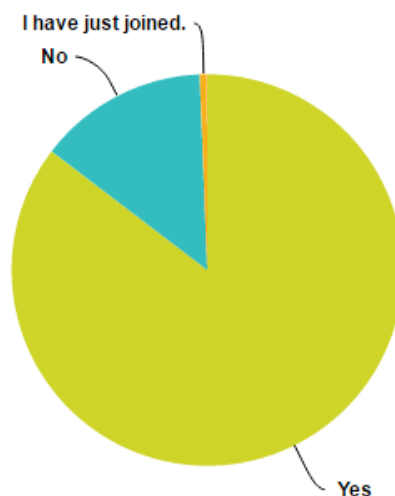
Survey to be run again July 2018

Associate specialist doctor: 1.2% (2)	Mental Health: 6.7% (11)
Trainee doctor (specialist, foundation, GP, etc.): 0.6% (1)	Allied health professional: 11.0% (18)
GP: 1.2% (2)	Student: 5.5% (9)
Nurse/Community Nurse/Health Visiting: 31.7% (52)	Tutor/Lecturer: 5.5% (9)
Midwife: 3.0% (5)	Manager/Administrator/Secretarial: 7.3% (12)
Dental: 2.4% (4)	Third Sector Worker: 0.6% (1)
Social Work/Social Care: 3.7% (6)	Health Care Assistant/Specialist Health Care Assistant: 2.4% (4)
Public Health: 3.0% (5)	Other (please specify): 9.1% (15)

2) Library Membership

Are you a member of Keyll Darree Library?
If not, you can join online at:
<https://www.gov.im/categories/education-training-and-careers/learning-education-and-development-lead/library-and-information-services/library-services/keyll-darree-library-card-registration/>

Answered: 164 Skipped: 0



Yes: 85.4% (140)

No: 14.0% (23)

librarykeylldarree@gov.im

(01624) 642993

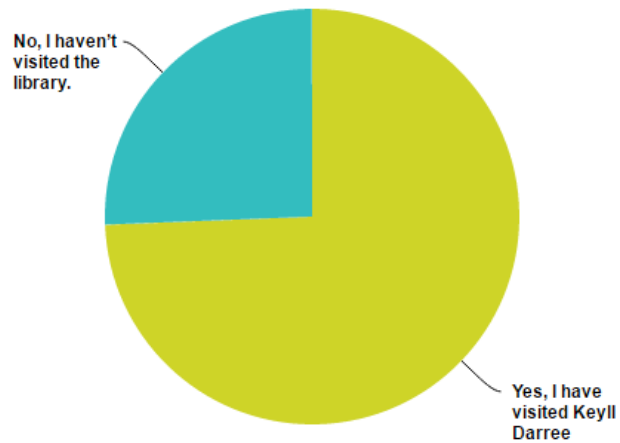
www.librarykeylldarree.gov.im

I have just joined: 0.6% (1)

3) Library Visits

Have you visited Keyll Darree in the last 6 months?

Answered: 164 Skipped: 0



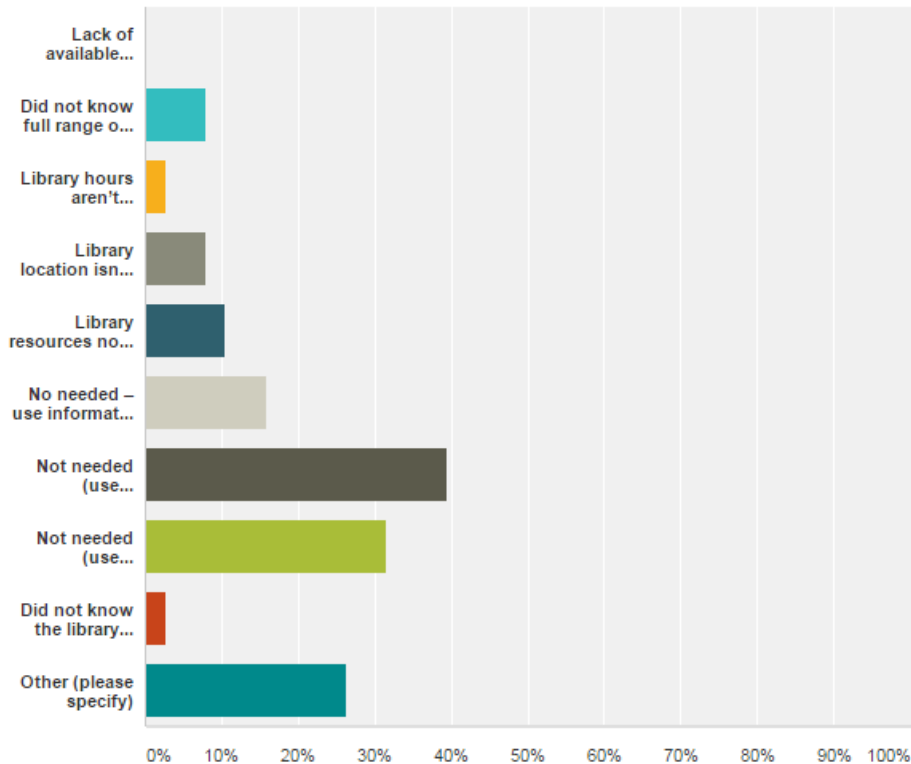
Yes, I have visited Keyll Darree: 74.4%
(122)

No, I haven't visited the library: 25.6%
(42)

4) Why not?

Why not?

Answered: 38 Skipped: 126



Lack of available library staff (for training provision etc.): 0.00% (0)

Did not know full range of library services which was available: 7.89% (3)

Library hours aren't convenient: 2.63% (1)

Library location isn't convenient: 7.89% (3)

Library resources not relevant to my work related information needs: 10.53% (4)

No needed – use information from another organisation (clinic, office, University library): 15.79% (6)

Not needed (use information resources available online): 39.47% (15)

Not needed (use information available from colleagues and or supervisors): 31.58% (12)

Did not know the library service or resources was available: 2.63% (1)

Other (please specify): 26.32% (10)

The large majority of feedback here seems to indicate that the main reason for not using the library is that staff are able to find their information elsewhere (86.84%). However, the responses also indicate that we could be better advertising our library services (7.98%), and that we do not

necessarily meet the information needs of some (10.53%). We will try to further highlight the services we provide at Keyll Darree Library – including our recommendation services where items can be suggested.

- 5) When using the library have you undertaken the following, and how would you rate them on a scale of 1-5, with 1 showing a need for improvement, and 5 being outstanding.

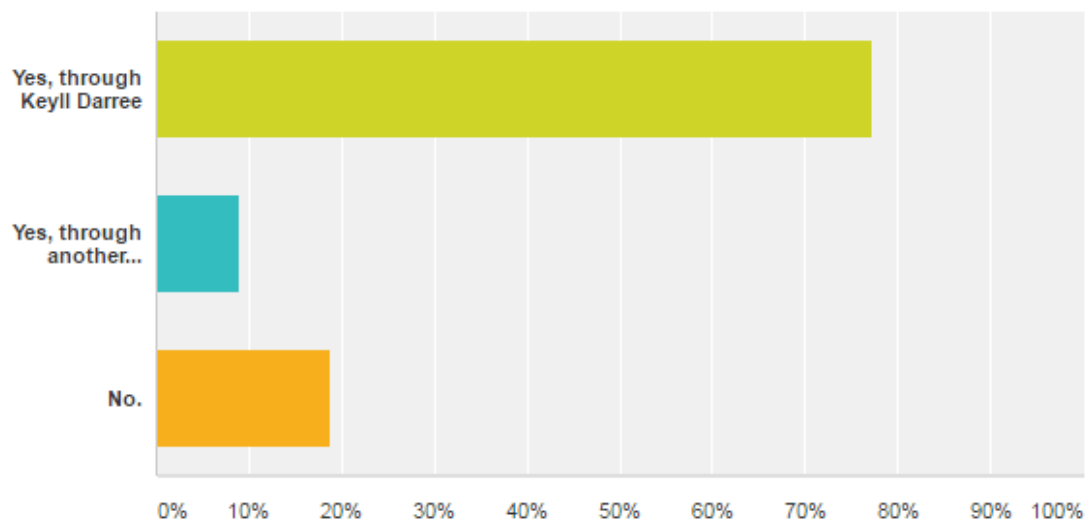
Answer Options	1	2	3	4	5	n/a	Response Count
Literature search by a librarian	0	0	1	16	29	50	95
Recommended links to search engines etc.	0	0	3	29	29	35	96
Assistance in locating information online or in the library	0	1	3	17	52	24	97
Assistance in obtaining journal articles	0	0	7	15	40	35	97
Computer/internet access	1	1	3	12	49	31	97
Access to print journals	0	4	8	12	37	37	98
Access to books	1	2	9	21	58	10	100
Orientation to the use of electronic or print resources	0	0	5	19	44	29	97
Use of online resources (training courses, web induction, information updates)	1	0	4	25	37	30	97
Audiovisual equipment	2	1	4	14	6	69	96
Following our Social Media updates	0	1	4	11	17	63	96
Study Spaces	2	2	10	20	38	27	98

On the whole the feedback here is positive – it shows that the majority of users feel that our services are a “4” or “5” on the scale offered (if the items are applicable). There are three areas which show a lower than average satisfaction – access to print journals, access to books, and study spaces. Journal, and book access is something we are trying to address dissatisfaction with. Many users are not aware of our book and journal ordering service, and don’t recommend books (although all of this is mentioned in our service). We need to work out a method of better advertising this so that users are fully aware of their ability to access books and journal articles which they are unable to access directly from the library. Journal access issues are often down to attempting to find the article using only journal pages, and not looking directly at the NHS Evidence Journals page. We are working to improve our study spaces, including the purchase of 23 new chairs for the main library and study room.

6) Athens Accounts

Do you have an active Athens login? (If you would like an Athens login then please ask a member of library staff about eligibility.)

Answered: 101 Skipped: 63



Yes, through Keyll Darree: 77.23% (78)

Yes, through another organisation: 8.91% (9)

No: 18.81% (19)

7) Database Searches

Answer Options	Most often	Sometimes	Rarely	Never	Rating Average	Response Count
Search by yourself	86	5	6	3	1.26	100
Ask a librarian to run the literature search for you	2	20	31	41	3.18	94
Ask someone else for help/to run the literature search for you	1	9	28	55	3.47	93
I do not use databases (select most often if you do not use them)	12	14	9	37	2.99	72

The majority of our users seem to be running searches by themselves the majority of the time (86 people "most often") – but asking for help when required (37 people "most often" or "sometimes"). This is positive, and we hope to continue to support them in their research.

8) Do you have easy access to a computer with internet? Select all that apply.

Answer Options	Most Often	Less Often	Least Often	Rating Average	Response Count
Yes at work.	81	8	11	1.30	100
Yes at home.	91	3	5	1.13	99
Yes via mobile/tablet.	62	16	15	1.49	93

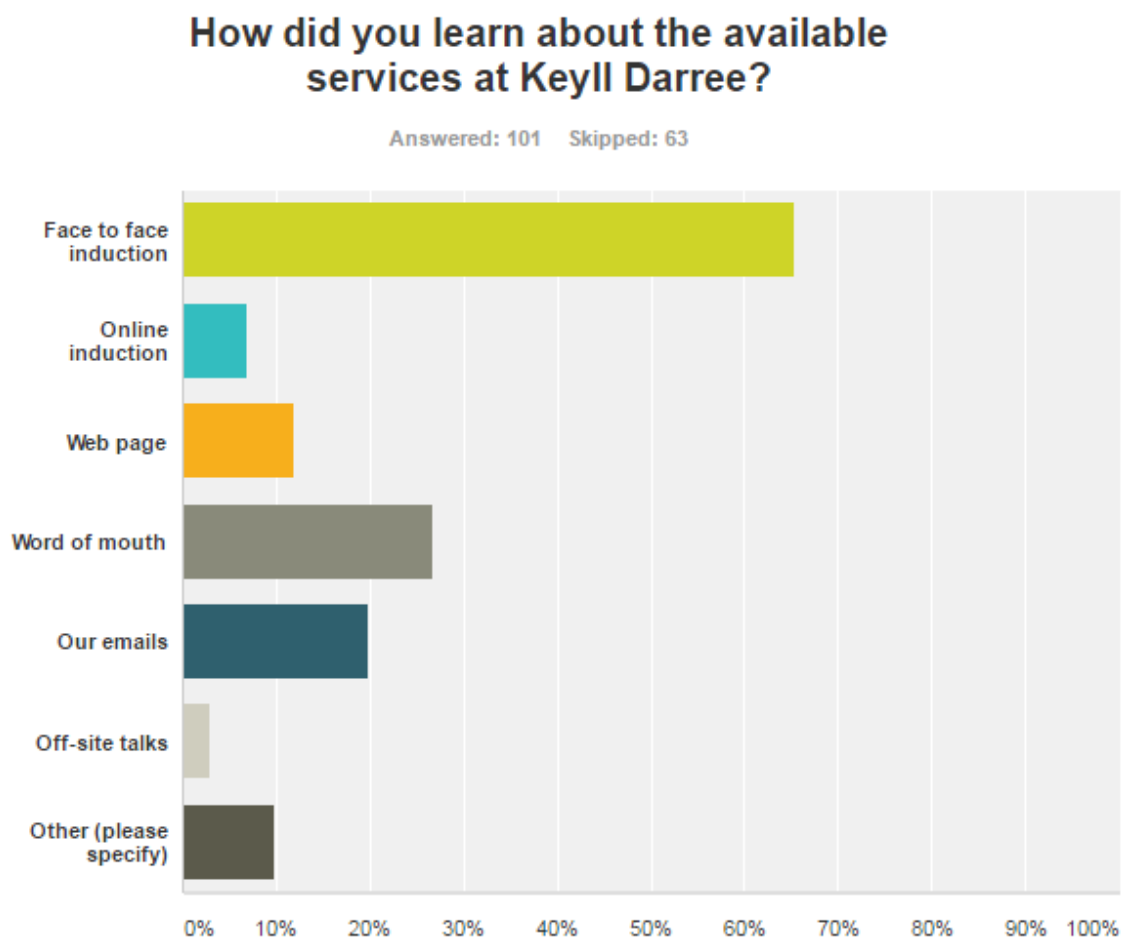
The majority of our users have easy access to the internet.

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

Answer Options	Daily	Bi-weekly	Weekly	Fortnightly	Monthly	3-6 times per year	Less Frequently	Never	Response Count
CINAHL	1	5	10	1	12	20	18	27	94
PsychInfo	0	1	4	2	2	9	9	61	88
Nursing eBooks	2	1	3	3	9	11	14	45	88
MEDline	1	4	10	4	13	26	11	27	96
Embase	0	1	5	1	3	9	20	50	89
Clinical eBooks	1	2	4	1	9	17	16	41	91
BNI	3	1	3	1	3	9	7	57	84
OUP	0	0	1	1	1	4	9	70	86
UpToDate	6	1	1	2	5	8	10	57	90

Our most popular databases are CINAHL and Medline, the answers here are reflective of the trends we see in the online statistics gathered by Athens which show regularity of use for our subscribed databases.

10)How did you learn about Keyll Darree’s services?



Face to face induction: 65.3% (66)

Online induction: 6.9% (7)

Web page: 11.9% (12)

Word of mouth: 26.7% (27)

Our emails: 19.8% (20)

Off-site talks: 3.0% (3)

Other (please specify): 9.9% (10)

We are happy to see that our users are mostly being informed of the library during their inductions (65.3%), or by word of mouth (26.7%). There is still scope for us to increase awareness of the library with further off site talks, emails, and web page promotions.

11)How could Keyll Darree Library better meet your information needs and expectations?

e-Learning	1
Advertising	4
Positive comments	60
Journal Access	8
Lower Costs	1
Unclear	3
Lighting	1
Website	1
More social care resources	1
Communication	3
Online book access	1
More midwifery resources	1
Computers	4
Up to date list of journals	1
MRCPCCh study material update	1
Offer another induction	1
Staff access	4
More copies of popular items	1
Database guides	1
App	1
Noise reduction	1
Update stock	1
Online catalogue	1
Education sessions	1
Opening hours	1
Space	1

We have considered the feedback and broadly categorised it as per the above table. We have then collated the following responses:

e-Learning/ Education session: We used to run a programme of pre-planned sessions, however uptake was so low that this became counterproductive. We now offer sessions whenever requested, please just get in touch. If there is an increase in requests we can run fixed sessions again.

Advertising: We advertise our services regularly via email, and on our social media and websites. We also advertise the resources we have accrued in the previous month in a leaflet which is placed around the library and on our web pages and social media.

Journal Access: Due to budget restrictions we are unable to provide free access to all journals, there will be a limit on what is available – this is relevant to what we are subscribed to, and all subscriptions have a cost associated. In terms of the specific areas we were asked about.

- We have access to the Journal of Advanced Nursing with a 12 month embargo
- We have full text access to the British Journal of Nursing

- In response to comments regarding a lack of critical care journals. We currently have access to the following: AACN Nursing Scan In Critical Care, American Journal of Critical Care, American Journal of Respiratory and Critical Care Medicine, Anaesthesia Critical Care and Pain Medicine, Australian Critical Care, Canadian Journal of Critical Care Nursing, Case Reports in Critical Care, Confederation of Australian Critical Care Nurses Journal, Continuing Education in Anaesthesia, Critical Care and Pain, Critical Care, Critical Care Alert, Critical Care & Resuscitation, Critical Care and Resuscitation: Journal of the College of Intensive Care of Australia and New Zealand, Critical Care Clinics, Critical Care Medicine, Critical Care Nurse, Critical Care Nursing Quarterly, Critical Care Research and Practice, Current Anaesthesia and Critical Care, Dimensions of Critical Care Nursing, Egyptian Journal of Critical Care Medicine, The Heart and Lung: Journal of Acute and Critical Care, Indian Journal of Critical Care Medicine, Indian Journal of Critical Care Medicine : Peer-reviewed, Official Publication of Indian Society of Critical Care Medicine, Intensive and Critical Care Nursing, Journal of Critical Care, Nursing in Critical Care. Southern African Journal of Critical Care, Sri Lanka Journal of Critical Care, Trends in Anaesthesia and Critical Care, World Journal of Critical Care Medicine.
- In response to comments regarding the lack of palliative care journals. We currently have access to the following : Advances in Palliative Medicine, BMC Palliative Care, HIV/AIDS: Research and Palliative Care, Indian Journal of Palliative Care, International Journal of Palliative Nursing, Internet Journal of Pain, Symptom Control and Palliative Care, Journal of Hospice & Palliative Nursing Journal of Pain and Palliative Care Pharmacotherapy, Journal of Palliative Care, Journal of Palliative Medicine, Journal of Social Work in End-of-Life & Palliative Care, Palliative and Supportive Care, Palliative Care: Research and Treatment, Palliative Medicine, Progress in Palliative Care.
- We think it is likely that users are searching using individual journal pages, and not using NHS Evidence Journals and Databases (whilst logged in using their Athens password) – we will work to ensure that we are more clear about searching. This is currently the method we show in all of our promotional material, and how we instruct users who ask for assistance, but we may be able to do more to demonstrate correct searching.

Lower costs: Sadly, we are unable to provide free access to paper for printing, and free photocopies. We previously did so, and this was abused to the point where we had to withdraw the service due to budget restrictions. There are two free scanners available in the IT room, scans can then be printed for free in the IT room if a user brings their own paper.

Lighting: Lights are available underneath each study corral; there is a small switch underneath the upper part of the desk which will shine light onto the lower part.

Website: Our website is updated regularly with news and events, we check this every month as part of procedure. If any mistakes we've missed are spotted, then please get in contact and notify us.

More social care resources: We are always happy to take suggestions for more resources, however we do have a large stock of social care resources which is constantly being updated.

Please contact us if you have any requests and we will check to see how viable the suggested resources are.

Communication: We have information about the library service on the library's website (which can be found at www.keylldarreelibrary.gov.im), and there is also an information sheet available in the library itself. Staff are happy to explain more about the service also.

Online book access: We have a web based catalogue which can be found at <https://kdonline.gov.im> it allows users to search stock, access their accounts, renew books, and view their borrowing history.

More Midwifery resources: We have 137 results on the library catalogue for "midwifery" as a general search term; suggestions for any additional items are welcomed.

Computers: Due to the shortage of Government computers which has been occurring lately, we are in the process of converting one of our off network machines to a Government PC.

Up to date list of journals: Our journal holdings list is updated quarterly, it is held at various points around the library, as well as on our web page.

MRCPC study material update: We are currently looking into the age of all stock and new editions will be update as required. Please do tell library staff if books have a newer edition, we will replace them. We have also purchased three new titles within the MRCPC field, and would encourage users to look at the WB and WS sections for this information.

Offer another induction: We have a library induction available on our web page which can be viewed at any time.

Staff access: Library staff are always on hand to help, but as staff are office based users may have to ring the bell on the front desk to attract their attention. They are always willing to assist, and hope to give the best customer service possible, but due to the reduction in library staff it is not possible to base someone on the front desk at all time. The library is currently looking to appoint another assist for two hours per day to focus on the desk.

More copies of popular items: We have a system of week-long loans on assignment books - this is activated when we are notified by a member of the lecturing staff, or the students. We cannot do this until we are told.

Database guides: We provide these both online and physically in the library (copies on wall by IT room). We also have video guides.

App: A member of staff will be attending an app making course in the hopes of developing one.

Noise reduction: We have increased signage around the library, and cards are only issued to those who have valid reasons for studying. If the library doors are properly closed only those with access cards should be able to enter. If there is too much disruption and there are no library staff present then please contact the porters.

Update stock: Since January 2016 we have withdrawn 603 items of out of date stock over the last year, and bought 824 new printed items in total. The library has also renewed its eBook subscription to Oxford University Press and EBSCO making a total of 2404 eBooks that can be accessed via an Athens username and password.

Online catalogue: We have a web based catalogue which can be found at <https://kdonline.gov.im> it allows users to search stock, access their accounts, renew books, and view their borrowing history.

Opening hours: We used to open late one night per week, this was unsustainable and usage stats were not high enough to justify the staff time. The library service is 24/7 with proximity card access; these can be acquired if there is evidence of a need.

Space: Sadly there is nothing we could do about the size of the facility we have available, however we do have laptops to loan within the library if the IT room is full.

12)Is there anything we could provide for you which we do not currently?

Social Work Resources	2
No	67
Up To Date Anywhere	1
Specific Book	2
Journal Access	2
Social work resources	2
Medusa	1
More on learning disabilities	1
Monthly Recommended Books	1
Quiet Study	3
Clinical Key	1
Update Refworks Info	1
Online Question Bank Subscriptions	1
Leaflets on Database Use	1
Binding Service	1
Critical Care Journal	1
Recycling for paper, buy stationery, headphones to borrow, clock for quiet room.	1

Social Work & Learning Disabilities Resources/Specific Book Requests: We are always happy to take recommendations for books – please let us know if you have any.

Up To Date Anywhere: We have this resource and have advertised extensively - this included drop in sessions to set up the service as well as two all-DHSC emails which had instructions on how to set this up.

Journal Access: We cannot afford to subscribe to all journals, please ensure you are always searching via NHS Evidence Journals and Databases as well as via the direct article pages.

Medusa: We have enquired about Medusa, and contacted the head of the relevant service to pass on their comments and instructions.

Monthly Recommended Books: We have a Top Five which is published every month on our web page, and also displayed on our IT screen, and physically in the library on the New Books stand.

Quiet Study: We sadly do not have any more space to dedicate to the quiet room, but will try to maintain a study friendly atmosphere within the library.

Clinical Key: We will look into the pricing of this – however we do have a wide range of Athens access, and journal and book access using databases.

Update Refworks Info: We will update the RefWorks guides and include more details on submission.

Online Question Bank Subscriptions: We will look into the costs associated with this and see if there is any room in the budget.

Leaflets on Database Use: We provide these both as physical copies in the library, and online copies on the library website. There are also instructional videos.

Binding Service: We already offer a binding service - this is £2.50 per item.

Critical Care Journal: Please see the list of critical care resources in question 11 above – do feel free to suggest any specific items.

Recycling for paper, buy stationery, headphones to borrow, clock for quiet room: We are looking in to paper recycling, we sell stationery (including notebooks and lined paper) and have updated our price lists accordingly, we have headphones available to borrow, and have now purchased a new clock for the quiet room.

13)Are there any other educational sessions you would like us to run?

eLearning	1
No	61
Management	1
Twitter	1
Teaching Styles	1
Database Searching	1
Non-Medical	
Seminars	1
Refresher Courses	1
Safeguarding	1
Writing for	
publication	1
Non-Core Issues	1
Library Facilities	1

eLearning: eLearn Vannin courses exist, but are currently on eLearn Vannin itself - you can however email the eLearn Vannin helpdesk and ask to book in for a training session.

Management: Management courses are run through LEaD and can be viewed in the learning prospectus via the LEaD website.

Twitter: We are always happy to run tailored training courses on request.

Teaching Styles: Unsure as to how we can help with this, but please get in touch and we will help you direct your request

Database Searching: We have existing guides on how to use various databases including EBSCO and OVID. These paper guides in the library, web sessions linked on our website, and we can provide tailored training sessions when asked.

Non-Medical Seminars: The library do not currently provide any seminars - if this is regarding the Grand Round lectures run by Medical Education then it may be worth getting in touch with them to see what they can offer within their programme.

Refresher Courses: We used to offer a regular set of refresher sessions, however there was low uptake. We still run refreshers on an 'as and when required' basis - please get in touch if you would like one.

Safeguarding: There is a safeguarding training site for the Isle of Man which can be found here: http://www.isleofmanscb.im/professionals_training.html the library do not train on Safeguarding as we feel ensuring that all information is centralised is the best way for you to stay fully up to date.

Writing for publication: This is an excellent suggestion, although the library fully support staff in writing for publication any sessions on this would be better run by the lecturing staff who have more experience of this. They are currently developing a workshop on the topic.

Non-Core Issues: We are unsure what this means, but suggestions are welcome. Please contact a member of staff if you would like to discuss this further.

Library Facilities: A library induction can be provided by staff on request; we also have a full library induction on our website.

14)How can we improve our library service more generally?

Building/Parking	1
Nothing	51
Refresher sessions	1
Recycling paper, renew from home, fairy lights	1
Topical Monthly Note	1

Advertising	2
Vending Machine Access	1
Seating	1
Faster book check out	1
Communication	2
Social Media	1

Building/Parking: We appreciate that there is a limited number of car parks at the front of the building, but there are two larger car parks within a short walk of the building.

Refresher sessions: The library staff are always on hand if needed – refresher sessions can be organised at any point, but we will speak to the lecturing staff to see if this could be arranged.

Recycling paper, renew from home, fairy lights: Users can already renew books from home using our online catalogue and by logging in with your pin. The fairy lights are only switched on at Christmas, although sometimes the switch is knocked - please notify a staff member if there is an issue with lighting. We currently rip up scrap paper for notes, or can shred confidential documents.

Topical Monthly Note: We send out a bi-weekly In the Know Current Awareness bullet which contains topical news.

Advertising: We will try to promote the library and its services more heavily – please let us know if you have any suggestions on how to do so.

Vending Machine Access: We have forwarded this query to building management.

Seating: We have ordered 23 new chairs for the library's main area, and quiet room.

Faster book check out: There is a self-issue PC on the reception desk, otherwise we are unsure how to speed up this process, but will happily take any suggestions. Sadly the large self-service kiosks which are available in some public libraries and university libraries do not fall within our budget.

Communication: We will continue to offer regular updates on library information via email, and our website/social media.

Social Media: We have been trying to link more relevant stories via our social media.

15) Thank you very much for your time, the results of this survey will be sent out to all DHSC staff and publicised on our website, and social media pages. If you have any further comments about this survey, or the library service in general please leave them below.

Positive Comment	23
N/A	6
Inclusion of HCP and Nurses	1

Inclusion of HCP and Nurses: We have sent this survey to all of DHSC via email, as well as advertising extensively through the library, and placing paper surveys throughout the hospital site. We definitely do not wish to exclude anyone's feedback, and have actively sought not to.