



## Knowledge, Library & Information Service

### National Impact Survey 2017-18

Throughout the year we use a number of evaluation surveys to assess the delivery and impact of our services. In addition, we once more made use of the National Library Impact Survey, sending it out to a wide range of library users who had made use of our services during the year. Having evaluated the results and report of our return from the 2017 National Library Impact Survey, we had realised that it had not provided us with sufficient information, impact and feedback about specific areas of our service provision. Therefore, for the 2018 we created different ‘collectors’ for the different areas so that we could drill down into the feedback received and have some meaningful evaluation and impact that we could review and make use of. This would not affect our ability to submit our national return.

To accommodate this segmentation, in SurveyMonkey the questionnaire was altered to remove the initial question asking why the user had used the library service, which was replaced by the construction of unique web links for each “purpose” (for example recipients of current awareness bulletins, or attendance at a journal club). This allowed us to collect comprehensive data, but with the added flexibility to pull out responses from individual aspects. Most recipients of the survey received it via an e-mail, with a tailored cover note explaining the reason they had been contacted, the aspect of library provision we would like them to bear in mind when completing the survey, and an offer of a £10 Amazon voucher in a prize draw of completed responses. Questionnaires asking specifically about physical library resources (study space, IT facilities and provision of printed information) were handed out in the library directly to users. We didn’t estimate response rate for these aspects.

Response rates were mixed, averaging at around 17% on surveys distributed by email.

Collector	Number of people contacted	Number of responses	% responded
Electronic information	979	79	8
Clinical Outreach	43	13	30
Current Awareness	488	30	6
Journal Club	37	7	18
Training	48	8	16
Document Supply	61	13	21
<b>Average response rate</b>			<b>16.5</b>
Study Space	Paper copies in the library for library users to fill in	37	n/a
IT facilities		30	
Printed information		12	
<b>Total</b>		<b>228</b>	

Though the average response rate is fairly low, it is common sense but still really gratifying to know that services delivered personally such as Clinical/Outreach Services and Document Supply Services would prompt a much higher response rate than those delivered more remotely by e-mail, e.g. Current Awareness, or via Athens.

The summary of responses by ESR group is as follows:

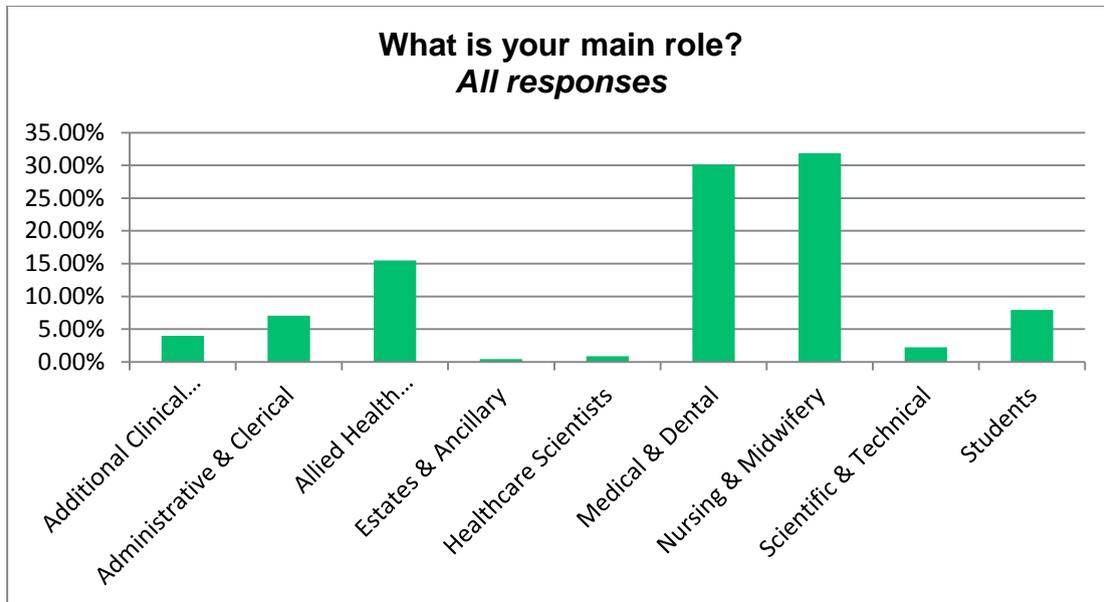


Fig 1

As seen in Fig 1, nurses and doctors responded in almost equal numbers to the survey, but we were able to capture some input across all staff groups. The three main response areas, which happened to cover clinical staff, were Nurses and Midwives, Doctors and Allied Health Professionals. They highlighted the following impacts from their feedback and comments:

**Allied Health Professionals**

*Allied Health Professionals were more likely than other staff groups to say that library services had facilitated collaborative working*



**Doctors**

*Doctors were much more likely than nurses & midwives or allied health professionals to say that library resources had improved the quality of patient care and supported more informed decision making, with 60% of them agreeing with those statements.*



**Nurses and Midwives**

*Nurses and midwives used library resources to provide patient information much more than other staff groups, and 50% of nurses and midwives used library resources to support guideline development.*

*Information sharing with colleagues was more common amongst nurses and midwives than for other staff groups.*



**A MILLION DECISIONS**  
#AM1forDecisions

Fig 2 below shows the overall impact statements respondents were asked about. Almost a third of survey respondents felt that their use of library services had helped them reduce risk or improve patient safety, 47% of respondents felt that use of library services had helped them improve the quality of patient care, which was very pleasing. More than 50% felt it had supported more informed decision making. More

than 75% of people had used library services for they own continuing professional development.

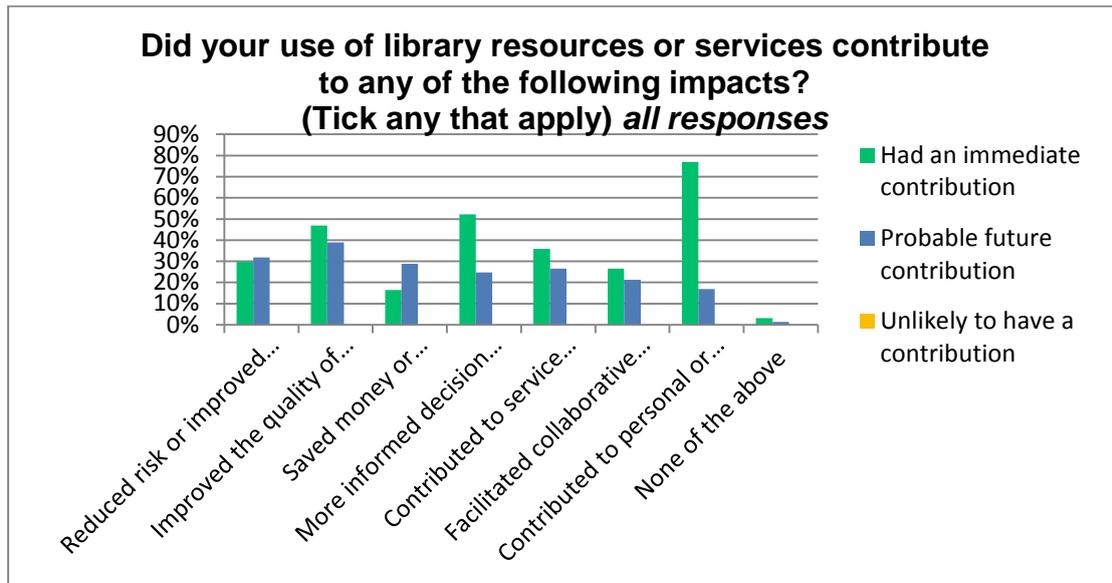


Fig 2

When we looked at the feedback provided, linked to the particular areas of impact we realised that we had some interesting results and impacts that we had not really considered before. For example, of those staff that had used the Document Supply Service, it had had an impact on areas such as service delivery, financial effectiveness and guideline and policy development.

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**Document Supply Service**

*Over half of Trust staff in receipt of document supply felt it had contributed to service delivery or development, almost a third indicated that it had helped them save money or contributed to financial effectiveness.*

*69% had used it to support guideline or policy development, 62% had used them for research purposes, 31% in writing for publication themselves. More than twice as many document supply responses compared to all users indicated that library services had helped with legal or ethical questions.*



Users of the Current Awareness Services were able to indicate how the information received had contributed to direct patient care.

## Current Awareness Services

**70% of staff receiving current awareness services shared information with their colleagues, and 53% used information we provided for direct patient care.**



Out of 228 respondents, only 6 didn't find an impact they could identify with (Fig 3 below); 1 person skipped this question. The rest showed a range of responses, but clearly valued the access to new knowledge that the library made possible.

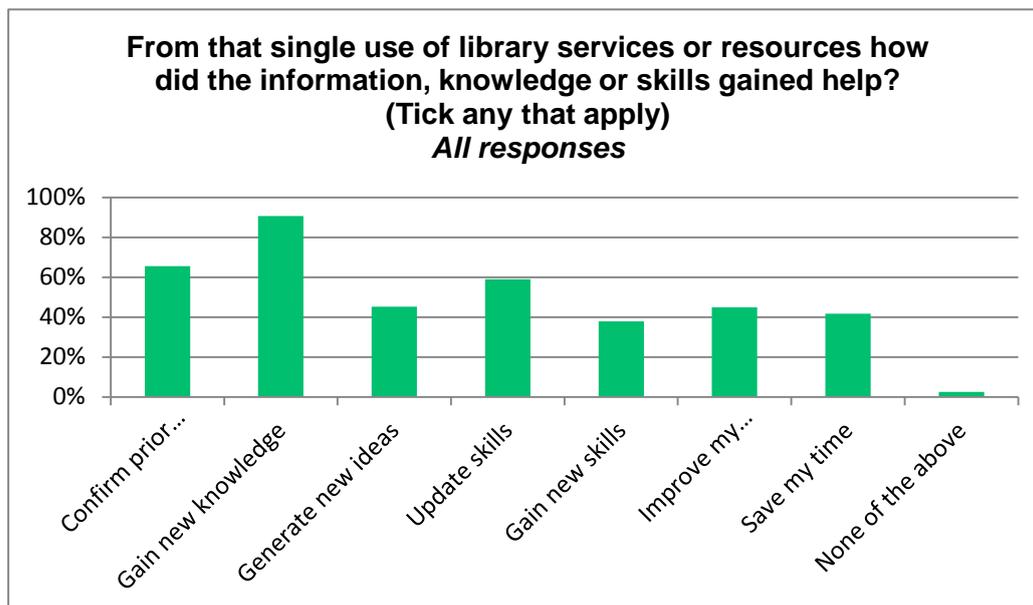


Fig 3

One thing that stands out, for the second year running, is the number of people who used the library service for personal or professional development. This is by far the most common reason that respondents gave and was common to all of the major staff groups, though other main areas of use were for addressing direct patient care, teaching purposes and sharing the information with colleagues (Fig.4)

**From that single use of library services or resources how did you use, or how might you use, the information, knowledge or skills gained? (Tick any that apply)  
All responses**

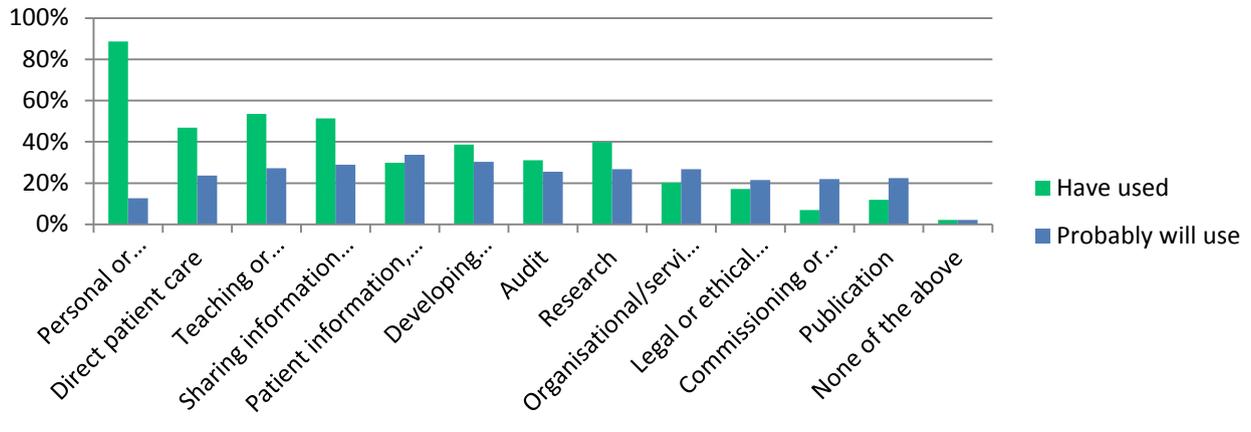


Fig 4

These outcomes are illuminated with examples as follows:

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**Journal Club**

*57% of journal club respondents had found it improved the quality of patient care, and the same percentage felt it had contributed to service development or delivery. Journal club respondents were also much more likely than all users to find it had supported collaborative working*



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**Library Skills Training**

*Half of attendees at a library skills training session felt it contributed to service delivery or development, and all of them said it contributed to their personal or professional development.*

*Almost two thirds said that they had used the skills gained in direct patient care, and three quarters told us that they had used the skills gained to support their own research and had shared what they learned on the training with other staff. Half of them used the skills to support audit in their departments.*



**In conclusion:**

Overall the top four areas where we contributed to impact were:

- Contributed to personal or professional development
- Improved the quality of patient care
- Information provided was used for teaching and training purposes
- Sharing the information with colleagues

These are all areas important to the Trust so it is pleasing that we are able to demonstrate our contribution to ensuring that the Trust has well trained staff and that we are contributing to the objectives of being a Teaching Hospital, that staffs are making informed decisions and that the quality of patient care is being improved.

We will use this information collected to help demonstrate across the Trust the impact that the provision of the Knowledge, Library & Information Service has and how, through this, the work that we do and the services that we deliver contribute to the strategic objectives of the Trust.

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