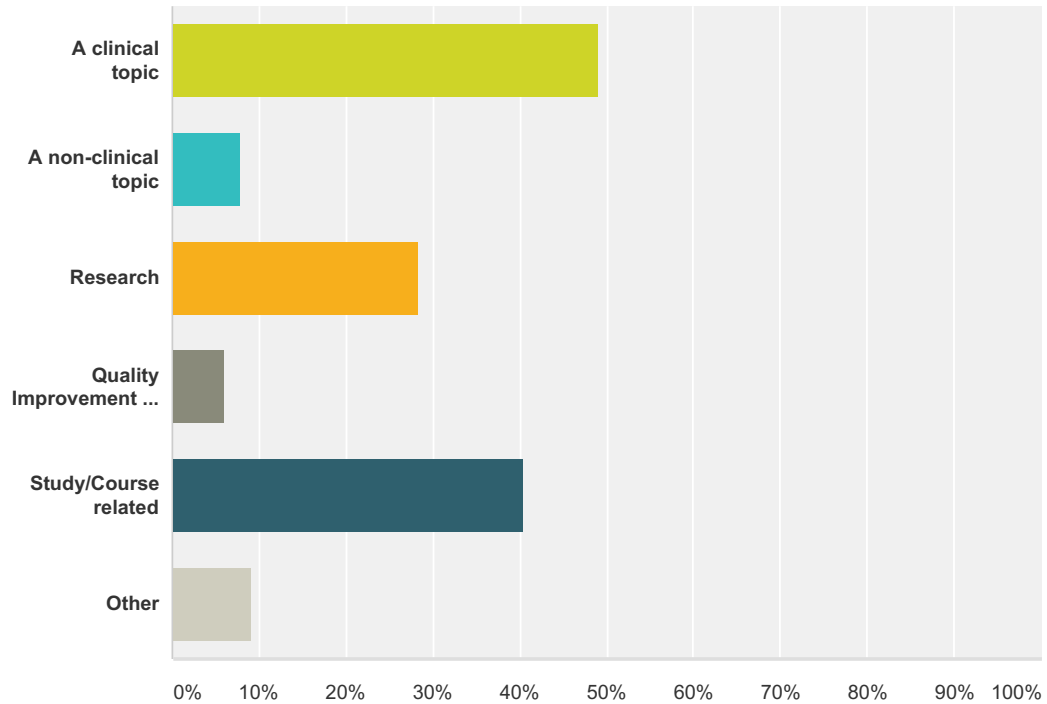


**Q1 What was the reason for your last visit or contact with Hampshire Healthcare Library Service (HHLS) ? Please tick all that apply.**

Answered: 151 Skipped: 1



Answer Choices	Responses
A clinical topic	49.01% 74
A non-clinical topic	7.95% 12
Research	28.48% 43
Quality Improvement / Audit	5.96% 9
Study/Course related	40.40% 61
Other	9.27% 14
<b>Total Respondents: 151</b>	

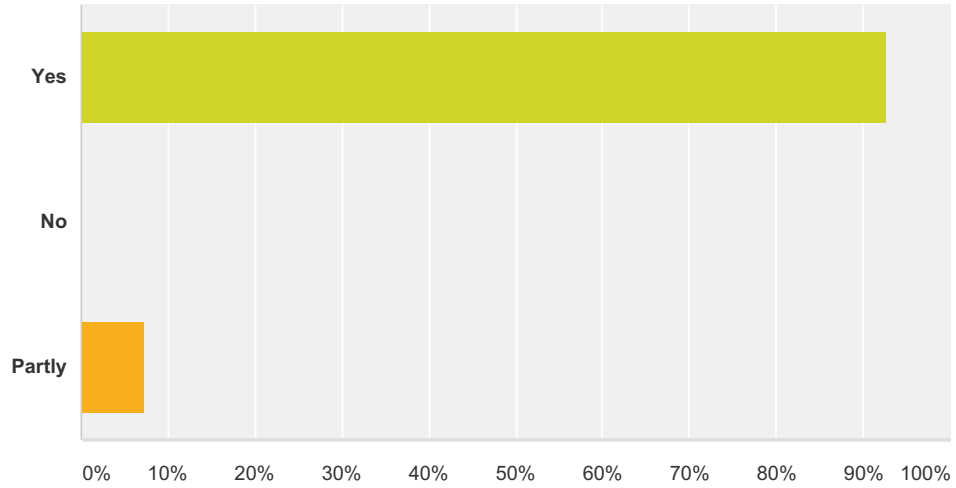
#	Other (please specify)	Date
1	Reading work e mails in order to keep up with changes at work	7/14/2015 2:29 PM
2	Return a book.get a new library card.	7/8/2015 11:30 PM
3	Return a book.get a new library card.	7/8/2015 11:29 PM
4	using computers to do work	7/8/2015 11:03 AM
5	Part of on going support to the team to ensure remain updated of evidence and literature	7/7/2015 1:24 PM

## HHLS Library Feedback June 2015 HHFT

6	Using the library as a quiet place to work	7/6/2015 9:49 AM
7	Use of internet for e.g. searching properties to live and scanning documents.	7/4/2015 8:23 AM
8	To see my E-Mail	7/3/2015 3:23 PM
9	Service improvement project - manual handling implementation of new slide sheets Trust-wide	7/3/2015 1:46 PM
10	June White helped me with research.She was fantastic! Cannot thank her enough!	7/3/2015 1:10 PM
11	Look for journal articles	7/3/2015 11:14 AM
12	continuing work - emailing and completing documents	7/3/2015 7:17 AM
13	Travel books to Australia	7/3/2015 7:13 AM
14	To register and get a library card	7/2/2015 10:28 PM
15	Admin, service development plus	7/2/2015 5:36 PM
16	;Quiet place to concentrate	7/2/2015 2:49 PM
17	Return library book.	7/2/2015 2:33 PM

**Q2 Did the HHLS library service provide the information you needed on this occasion?  
Tick one box only.**

Answered: 152 Skipped: 0

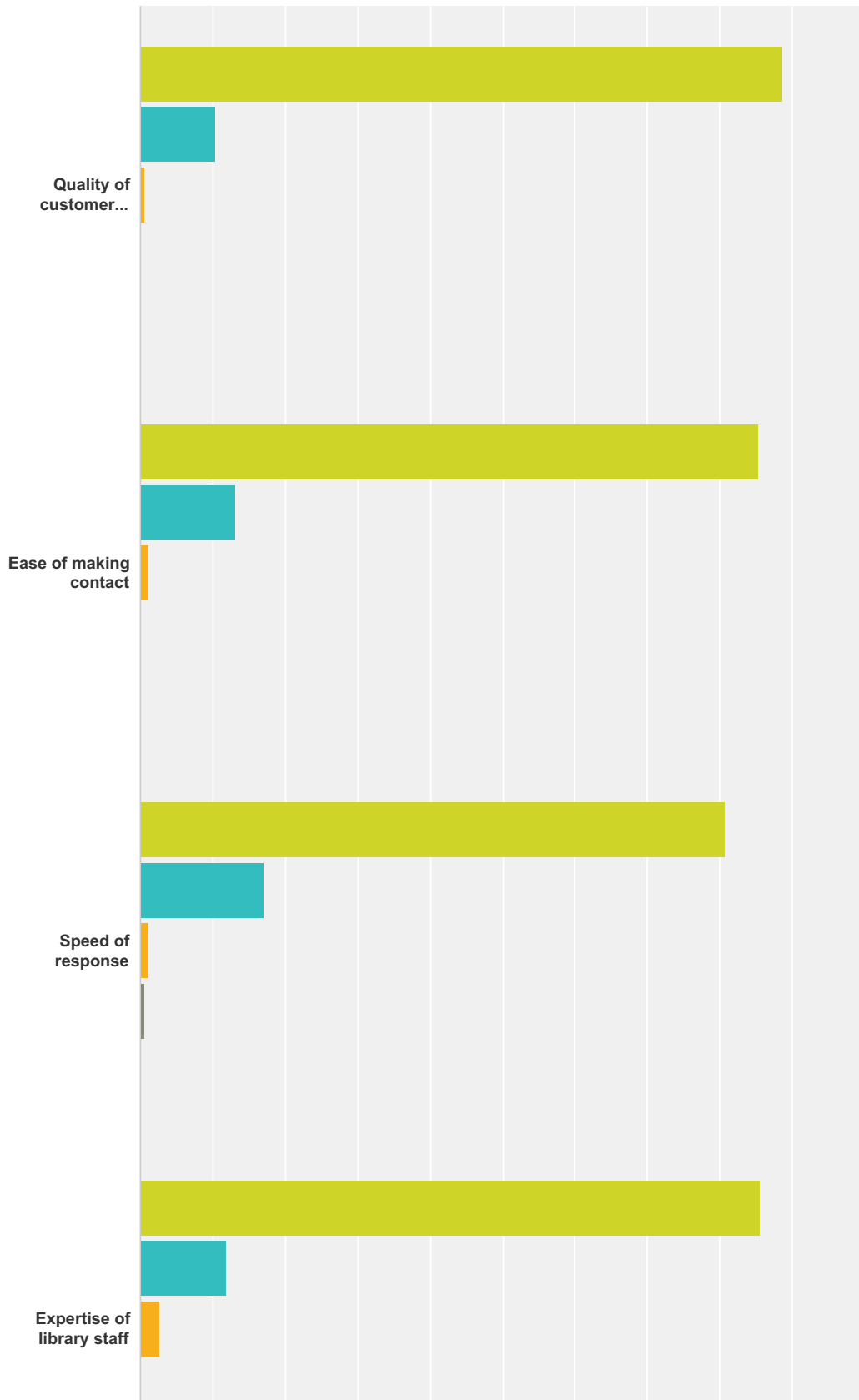


Answer Choices	Responses
Yes	92.76% 141
No	0.00% 0
Partly	7.24% 11
<b>Total</b>	<b>152</b>

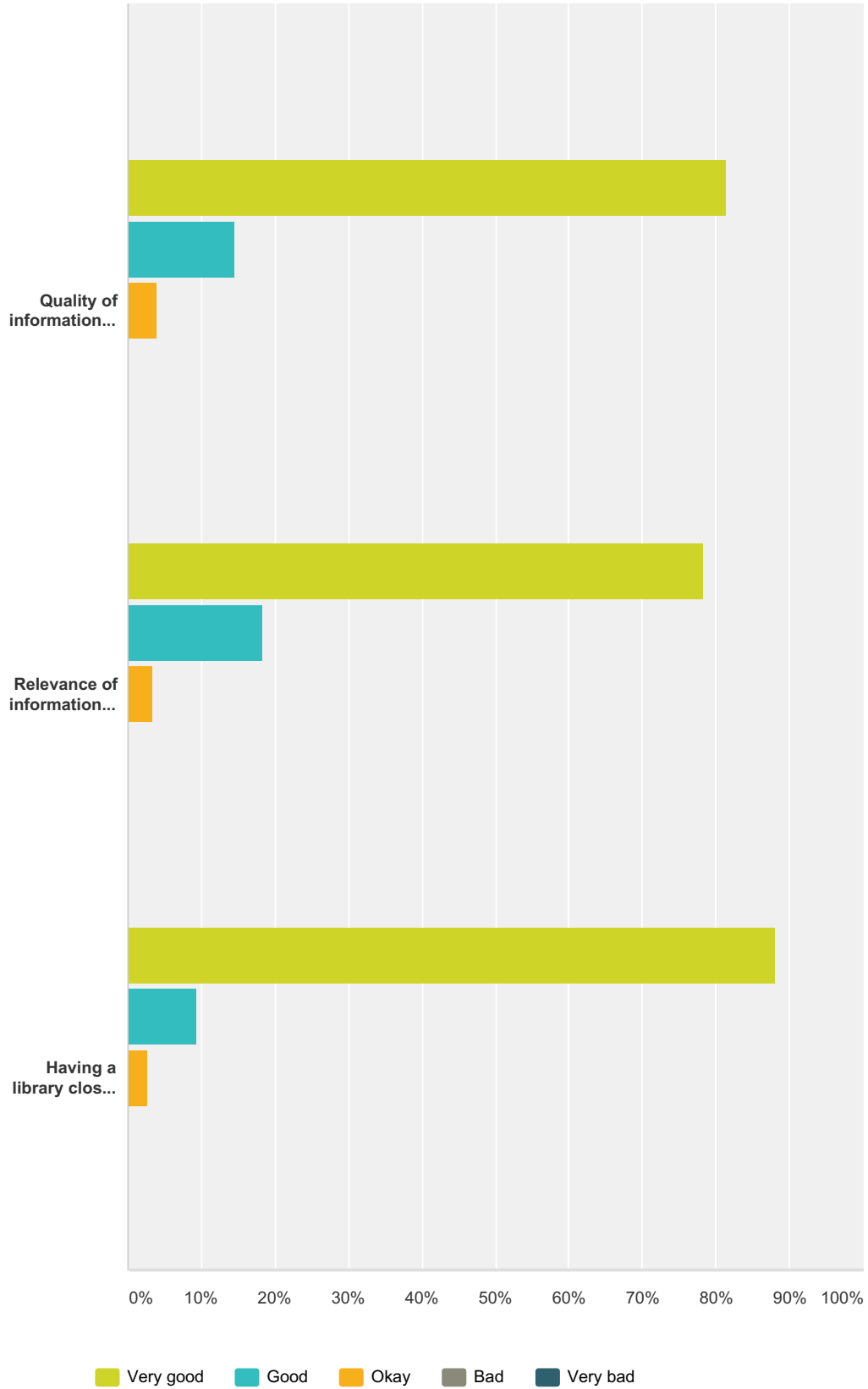
#	Other (please specify)	Date
	There are no responses.	

### Q3 Please rate the following aspects of service provided by HHLS

Answered: 152 Skipped: 0



# HHLS Library Feedback June 2015 HHFT



	Very good	Good	Okay	Bad	Very bad	Total
Quality of customer service	88.82% 135	10.53% 16	0.66% 1	0.00% 0	0.00% 0	152

## HHLS Library Feedback June 2015 HHFT

Ease of making contact	<b>85.43%</b> 129	<b>13.25%</b> 20	<b>1.32%</b> 2	<b>0.00%</b> 0	<b>0.00%</b> 0	151
Speed of response	<b>80.79%</b> 122	<b>17.22%</b> 26	<b>1.32%</b> 2	<b>0.66%</b> 1	<b>0.00%</b> 0	151
Expertise of library staff	<b>85.53%</b> 130	<b>11.84%</b> 18	<b>2.63%</b> 4	<b>0.00%</b> 0	<b>0.00%</b> 0	152
Quality of information provided	<b>81.46%</b> 123	<b>14.57%</b> 22	<b>3.97%</b> 6	<b>0.00%</b> 0	<b>0.00%</b> 0	151
Relevance of information provided	<b>78.29%</b> 119	<b>18.42%</b> 28	<b>3.29%</b> 5	<b>0.00%</b> 0	<b>0.00%</b> 0	152
Having a library close to where you work	<b>88.00%</b> 132	<b>9.33%</b> 14	<b>2.67%</b> 4	<b>0.00%</b> 0	<b>0.00%</b> 0	150

**Q4 Please suggest at least one improvement we could make to the HHLS library service**

Answered: 91 Skipped: 61

#	Responses	Date
1	Sorry - I really can't think of any...	7/16/2015 4:17 PM
2	none it is great service	7/15/2015 5:02 PM
3	Longer opening times	7/15/2015 9:54 AM
4	access card does noy always work	7/15/2015 9:20 AM
5	None, the staff are fantastic	7/15/2015 1:08 AM
6	None at present.	7/14/2015 11:38 AM
7	None, excellent service!	7/13/2015 4:05 PM
8	Access to toilets after hours please	7/13/2015 10:26 AM
9	Flexible times /sessions for literature search lessons	7/12/2015 10:52 PM
10	Comfortable seating	7/12/2015 8:54 PM
11	Comfortable seating	7/12/2015 8:54 PM
12	Topic based seminars to illustrate literature searches?	7/9/2015 4:32 PM
13	More available palliative care journals	7/9/2015 4:46 AM
14	Be more visible on intranet.	7/8/2015 11:30 PM
15	Be more visible on intranet.	7/8/2015 11:29 PM
16	nothing! really lovely library and I fed this back when I visited	7/8/2015 11:03 AM
17	longer staffed open hours	7/8/2015 11:00 AM
18	Have more books on business management / healthcare management	7/8/2015 10:34 AM
19	Possibility of librarian joining clinical ward round occasionally??	7/8/2015 8:34 AM
20	To treat everybody the same	7/8/2015 3:23 AM
21	Extended opening on selected days	7/7/2015 8:15 PM
22	Excellent service already	7/7/2015 8:32 AM
23	Open my card as before so I can have free access to the library when ever.	7/6/2015 2:07 PM
24	nothing at the moment	7/6/2015 12:52 PM
25	Comfier seating in Basingstoke for reading of newspapers/magazines	7/6/2015 9:49 AM
26	Larger area for personal work	7/4/2015 2:14 PM
27	more room	7/3/2015 9:05 PM
28	Tea/ coffee?	7/3/2015 5:48 PM
29	None I can think of.	7/3/2015 4:06 PM
30	I have insufficient experience to find any fault!	7/3/2015 4:05 PM
31	IM HAPPY WITH THE SERVICE YOU PROVIDE	7/3/2015 3:53 PM

## HHLS Library Feedback June 2015 HHFT

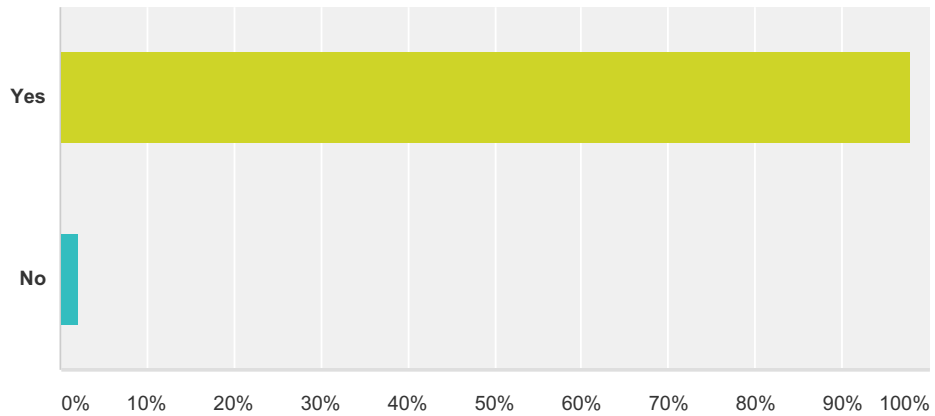
32	It all ok.	7/3/2015 3:23 PM
33	To become a hub for promoting research	7/3/2015 2:59 PM
34	I think you provide a fantastic service and you have always been able to do everything I have asked including sourcing a particular article from national resources and hand delivering it to me.	7/3/2015 1:35 PM
35	Information regarding access to journals on line.	7/3/2015 12:25 PM
36	can't think of any as they helped me through all my training as a mw and since in my career over the past 10+ years and are totally brilliant! thanks!	7/3/2015 11:12 AM
37	Can't think of anything	7/3/2015 11:00 AM
38	noe I can think of	7/3/2015 10:08 AM
39	not sure	7/3/2015 10:00 AM
40	The staff in Winchester have been supportive, helpful and knowledgable	7/3/2015 8:50 AM
41	maybe enlarge andover	7/3/2015 8:22 AM
42	On site Librarian more often	7/3/2015 7:50 AM
43	for my purposes there is nothing I feel needs improving. The one thing i miss is the journals	7/3/2015 7:17 AM
44	Staff at weekends	7/3/2015 12:35 AM
45	Daily newspapers	7/2/2015 10:28 PM
46	Need to subscribe peer reviewed journals in ENT surgery and to start loan books marked as REFERENCE.	7/2/2015 10:12 PM
47	Liaise with departments at induction to get trainees to liobrary and register. I was horrified to find that the junior doctor for whom I got the clinical info above didnt even know where the library was - so that is point 2. better signposting. and email regularly to junior docs e.g key articles?	7/2/2015 9:47 PM
48	Facility to watch videos	7/2/2015 9:42 PM
49	updates on the ocomputers so they work quicker	7/2/2015 8:40 PM
50	Provide automatically full text articles online	7/2/2015 8:39 PM
51	Improve on e assess to books. Sincerely the staff at the library in Winchester are so efficient and competent at their job	7/2/2015 8:34 PM
52	Can't think of any, brilliant team.	7/2/2015 8:30 PM
53	I've never had any trouble with your service!!	7/2/2015 8:00 PM
54	Cannot think of any	7/2/2015 7:31 PM
55	Longer opening hours	7/2/2015 6:58 PM
56	Sorry I cannot think of one.	7/2/2015 6:52 PM
57	More promotion of the excellent services available	7/2/2015 6:31 PM
58	Slightly longer working hours as I like to go on my way home from work.	7/2/2015 6:26 PM
59	None needed really, but if money were not an issue: The Breast disease or Braest radiological intervention books get out dated quickly and there are not may in depth books; however, these are usually very expensive and can often be borrowed from other libraries albeit for less time.	7/2/2015 6:14 PM
60	Online reservation system	7/2/2015 6:11 PM
61	Some users seem to forget it is a quiet space, a reminder of this? But that is really nit-picking	7/2/2015 5:36 PM
62	Community collection service for books, as not always easy to find a parking space and time to return books when a community worker	7/2/2015 5:03 PM
63	Wider awareness of the services you offer. benefits of having you represented at clinical meetings/invovled in audits etc.	7/2/2015 4:31 PM
64	None!	7/2/2015 4:28 PM

## HHLS Library Feedback June 2015 HHFT

65	The magnetic security door to RHCH library slams continually throughout day and is distracting to quiet library environment.	7/2/2015 3:34 PM
66	Sorry I cannot think of anything!	7/2/2015 3:31 PM
67	- it would be really helpful to arrange events to train staff on structured literature search.	7/2/2015 3:28 PM
68	better/more desk tops	7/2/2015 3:22 PM
69	n/a	7/2/2015 3:19 PM
70	Later opening hours	7/2/2015 3:07 PM
71	Extended opening times maybe?!	7/2/2015 2:54 PM
72	More articles and books regarding pressure ulcer and wound care.	7/2/2015 2:51 PM
73	Different experiences with different library staff, most very knowledgeable and helpful, few not so much, ?support for less experienced staff	7/2/2015 2:50 PM
74	Better wifi	7/2/2015 2:49 PM
75	Nothing... Very Helpful Staff Otherwise! Thanks!!!	7/2/2015 2:49 PM
76	none	7/2/2015 2:48 PM
77	Being able to renew books more times	7/2/2015 2:39 PM
78	out of hours access free for students?	7/2/2015 2:31 PM
79	can't think of any	7/2/2015 2:29 PM
80	I use the library services online and in person. The staff are always welcoming, helpful and knowledgeable, keen to assist in any way they can. If I had to make one improvement - merging with a coffee bar and internet cafe would make the experience less like an academic library (though many of these have added such features) and more of a place to relax whilst researching/reading periodicals etc.	7/2/2015 2:28 PM
81	I could not thank them more!	7/2/2015 2:26 PM
82	None - the atmosphere in the Basingstoke library is always good when I want to study with help at hand.	7/2/2015 2:03 PM
83	Increase the number of Therapy related journals in stock	7/2/2015 1:42 PM
84	Had to hunt around for contact details, who's who and who does what/has what expertise etc. Fine if you're physically in the library but if you want to contact them remotely it's not as easy and intuitive to find contact details as I would like e.g. on HHFT intranet and website. A who's who directory with area of expertise and contact details would be great.	7/2/2015 1:37 PM
85	Please improve the computer/IT facilities the downloading speed was very slow	7/2/2015 1:36 PM
86	airconditioned on hot weather	7/2/2015 1:14 PM
87	the service is exceptional	7/2/2015 1:12 PM
88	Possibly a larger selection of material	7/2/2015 1:11 PM
89	Ensuring adequate desk space for users.	7/2/2015 1:07 PM
90	Advertise its qualities more.	7/2/2015 8:56 AM
91	Late night opening/weekend opening	7/1/2015 5:00 PM

### Q5 Would you recommend HHLS to a colleague?

Answered: 151 Skipped: 1



Answer Choices	Responses
Yes	98.01% 148
No	1.99% 3
<b>Total</b>	<b>151</b>

#	Please state your reasons.	Date
1	Because both the access to literature - including library books, interlibrary loans and online material - and the service provided is excellent.	7/16/2015 4:17 PM
2	Helpful, knowledgeable responsive	7/15/2015 9:54 AM
3	efficient and pleasant staff well stocked library	7/15/2015 1:08 AM
4	Very friendly and staff always approachable	7/14/2015 2:29 PM
5	Accessibility and availabilty	7/14/2015 11:38 AM
6	Friendly atmosphere	7/13/2015 10:26 AM
7	Amazing assistance and tolarence of the staff. Very professional. Unbelievable as well how quickly they can get stuffthat is not available in the local library!	7/12/2015 10:52 PM
8	Helpful staff	7/9/2015 4:32 PM
9	Fantastic service	7/9/2015 3:03 PM
10	helpful and obliging at all times	7/9/2015 4:46 AM
11	Helpful staff	7/8/2015 11:30 PM
12	Helpful staff	7/8/2015 11:29 PM
13	clean, approachable staff, relaxed	7/8/2015 11:03 AM
14	Excellent service and staff. Always go above and beyond.	7/8/2015 10:34 AM
15	Very helpful and supportive service.	7/8/2015 8:34 AM
16	Very efficient	7/8/2015 3:23 AM
17	This is a great service, we are very lucky to have this resource, not all our agency partners are so fortunate	7/7/2015 1:24 PM

## HHLS Library Feedback June 2015 HHFT

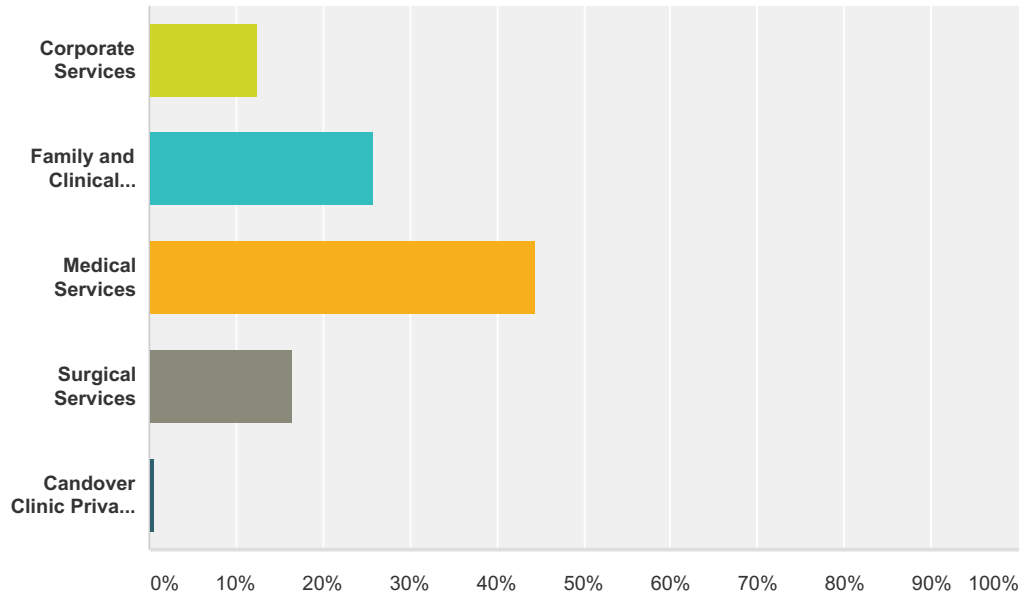
18	as in 3	7/7/2015 7:53 AM
19	very good service	7/6/2015 12:52 PM
20	The approachability of staff	7/6/2015 9:49 AM
21	My own experince with the library has been positive.	7/5/2015 2:02 PM
22	Excellent customer service. Very helpful & friendly staff. Cannot fault the service.	7/4/2015 2:14 PM
23	Friendly staff very helpful and polite	7/3/2015 11:54 PM
24	Fantastic service and such great support from all the staff at RHCH especially Natalie Gabe. She has been such a great support and help to me with everything that I have asked for and help in general with my MSc dissertation	7/3/2015 9:05 PM
25	Excellent support with swift answers to clinical questions.	7/3/2015 4:06 PM
26	Helpful and requests are never too much trouble	7/3/2015 1:46 PM
27	Friendly, fast ,efficient.	7/3/2015 1:10 PM
28	definatly - see above	7/3/2015 11:12 AM
29	Friendly, competent, convenient	7/3/2015 11:00 AM
30	Great to get help with literature searching	7/3/2015 9:58 AM
31	Because of the library staffs willingness to help no matter what the enquiry	7/3/2015 9:11 AM
32	Quick and efficient	7/3/2015 7:50 AM
33	great resource, good IT and printing service, extremely helpful staff	7/3/2015 7:17 AM
34	Because it is a good easy to access library	7/3/2015 7:14 AM
35	Nothing was ever too much trouble. I could request an article via email or in person and it would be in my inbox or pigeon hole within days. Extremely friendly and helpful at directing you to articles related to the subject matter being enquired about.	7/3/2015 12:35 AM
36	Excellent support from library staff willing to point you in the right direction for required information and their excellent knowledge and experience.	7/2/2015 11:48 PM
37	Excellent support from library staff willing to point you in the right direction for required information and their excellent knowledge and experience.	7/2/2015 11:47 PM
38	Not particularly relevant to our type of work	7/2/2015 10:28 PM
39	very good service, efficient and friendly staff.	7/2/2015 10:12 PM
40	Brilliant resource. i want them to be curious, and not just read guidlines which by definition are out of date, or just take reviews/guidlines for granted when they have low grade scientific grade for the recomendation.	7/2/2015 9:47 PM
41	Excellent resource	7/2/2015 8:39 PM
42	The support is so good. Without their help my postgrad would have hectic. All I have to do is send an email the reply is immediate. I did not even get that good support from the university . Thanks	7/2/2015 8:34 PM
43	Always great service, quick replies and find all the articles I need	7/2/2015 8:00 PM
44	Excellent service and helpful staff!	7/2/2015 6:58 PM
45	Lots of interesting reading. You can also use the computers whilst your there.	7/2/2015 6:52 PM
46	Because they have helped me so much and been very resourceful	7/2/2015 6:31 PM
47	Friendly helpful staff.	7/2/2015 6:26 PM
48	Very helpful staff and prompt service	7/2/2015 6:14 PM
49	An excellent place to work, really helpful staff and the research support from staff (reviews etc) is superb - thank you!	7/2/2015 5:36 PM
50	Amazingly friendly service, supportive and proactive	7/2/2015 5:03 PM

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51	Excellent and prompt service. I was so impressed.	7/2/2015 4:57 PM
52	responsive willing to help can add value and reduce time spent by clinical staff searching for information for example can help define searches - i.e. what is it you really want to know!	7/2/2015 4:31 PM
53	- very professional. fast response.	7/2/2015 3:28 PM
54	Helpful team	7/2/2015 3:07 PM
55	staff are very helpful and supportive	7/2/2015 2:55 PM
56	Easy access and reliable resources.	7/2/2015 2:51 PM
57	Wide range of information available, usually very helpful	7/2/2015 2:50 PM
58	Its a sanctuary to allow thought	7/2/2015 2:49 PM
59	Great team and resources in Basingstoke and Winchester - which is really handy as I work across both sites.	7/2/2015 2:48 PM
60	Efficient service provided	7/2/2015 2:35 PM
61	Excellent service is provided by friendly staff.	7/2/2015 2:33 PM
62	The staff: ever keen to assist, if they do not have the required item for you, they will source it if as all possible, if you are not sure what you need to help with a problem, they will point you in the right direction.	7/2/2015 2:28 PM
63	All of the above	7/2/2015 2:26 PM
64	Perfect for researching work related issues	7/2/2015 2:17 PM
65	Staff are always there to help.	7/2/2015 2:03 PM
66	I believe there is only one port to access hospital systems in the main section of the library, when one uses the laptop. It would be ideal if you could arrange to have access through all the ports.	7/2/2015 1:48 PM
67	staff are very helpfull and polite	7/2/2015 1:14 PM
68	Easy access and comfortable for all aspects of a library	7/2/2015 1:11 PM
69	Very professional help.	7/2/2015 8:56 AM
70	Great staff	7/1/2015 5:00 PM
71	The staff at Tatchbury library are absolutely brilliant - quick, friendly and helpful.	7/1/2015 1:41 PM
72	Always responds quickly to requests for relevant articles	7/1/2015 1:01 PM
73	Excellent service from the staff. They are always willing to help. Very polite as well. The best I've had so far.	6/30/2015 8:14 PM

### Q6 Which Trust Division do you work for?

Answered: 151 Skipped: 1



Answer Choices	Responses
Corporate Services	12.58% 19
Family and Clinical Support Services	25.83% 39
Medical Services	44.37% 67
Surgical Services	16.56% 25
Candover Clinic Private Healthcare	0.66% 1
<b>Total</b>	<b>151</b>