LIBRARY STANDARD SERVICE FEEDBACK

AIM OF THE SURVEY

This aim of the survey was to explore the “standard service” offered by NHS South library and Knowledge Services to students and non-trust staff. The aim is to review/benchmark the wider service options which libraries provide and to create a baseline of what library services were being offered. This report highlights the findings of this survey. It was completed by 22 library services.

STUDENT CHARTER – ARE YOU PROMOTING IT WITHIN YOUR SERVICE

There was some concern over the wording of the question, as staff were not aware that they had to “sign-up” to the charter. As can be seen from the pie chart 40% of responders were not aware of the charter and what the charter states regarding services to students.

For those services that were following the charter, some are offering additional services such as reflective writing practice and writing for publication. There were some variations in services which are offered in regard to literature searching, current awareness and if local agreements are in place with university partners.

SERVICES OFFERED TO MEMBERS OF THE PUBLIC

- Access to printed collections including books and journals
- Access to electronic journals
- Access computers
- Use their own device on trust Wifi
- Supply of electronic or print articles to patients
- Use an enquiry service
- Walk-in NHS OpenAthens access if they don’t have their own personal NHS OpenAthens account
- Signposting to resources – particularly for patients. Available in print or online
- Other – Join as a private member
- Borrow items
*SERVICES OFFERED TO NHS STAFF FROM ANOTHER ORGANISATION*

*SERVICES OFFERED TO STAFF INDEPENDENTLY CONTRACTED BY NHS*

**ADDITIONAL COMMENTS**

- We would allow members of the public or those contracted by the NHS to become a private member, provided they were willing to pay an annual fee to use the library. After they had signed up, we would allow them to borrow books. If they were just visiting for the day, they would have reference-only.
access. We would offer an enquiry service in terms of helping the user get the most from our stock, but we would not facilitate their usage of resources outside of our own collection.

- We try to set up contracts where possible, but this is not always feasible - we try and look for the NHS connection where possible, e.g. we have university of Winchester researchers working in conjunction with Hampshire Hospitals and we will do searches for them because of that NHS connection.
- We are unable to provide access to computers and therefore electronic journal access because our IT policy prohibits use of Trust pcs by non-Trust staff
- This is a grey area that requires clarification as this group of users (independently contracted by NHS) is increasing due to staffing shortages
- Everyone who comes in, unless they are a standard member of Trust staff, is a challenge.

- Our printer is a multifunction device activated by a staff pass which means users outside the trust could not print/photocopy/scan there own items unless they asked a member of the team to print, copy or scan an item for them. We would be prepared to do this within reason as we don't charge for copying and the only funding I receive is through HEE. If an agency member worked for our bank they can also borrow items, they don't have the electronic offering as they may only work one day a year for the Trust, however could look to offer them the national core content. With those independently contracted by the NHS I would want more defined guidance around what could or could not be offered or SLA’s put in place.
- Not sure about private membership (didn't realise it was an option really) We've had organisational members previously for the £500 fee which has worked well.
- It is getting more difficult to work out who we should support e.g. GPs but not CCGs. Hospices, Healthwatch etc?It also leads to inconsistency between Trusts and localities where different libraries take a different approach, including advice from our own Contracts teams and weighing up workload vs working in a partnership approach.
- In some cases we might offer more than core services, for example literature searches or training, at no extra cost, as a loss leader to build relationships and form the basis of a possible SLA in future.
- If NHS Staff members are working for us and another local Trust we will allow them to borrow items (e.g. Bank contract with us permanent contract Do8)
- I think we should provide pretty much the same service which has always been the case here. The difficulty comes with fines (which I don't think we should charge anyone!) and getting items back to the Library borrowed from. Obviously if there is a regional van service such as that between ourselves here at YDH and Dorchester and Taunton then there's no problem. Students from Bournemouth are able to send books back to the University Library through us also, due to the van delivery via Dorchester.
- I assume that enquiry service means a fairly basic enquiry - we wouldn't necessarily do indepth literature searches
- A degree of professional judgement would likely come into play, our default setting is to say "yes" but if the person were about to embark on a major piece of work which would use a lot of our time and resources then I would probably look at some kind of financial charge

**RECOMMENDATIONS AND FURTHER WORK TO BE INVESTIGATED**

- The aim of the survey was to be able to support HEE in explaining the services which are available to external users, when discussing and promoting the library service. This should be the first step in our journey to offering a more regional wide service to external users. A working party made up of staff from across the region should be created, for 1 year to explore and work towards a more shared offering. I believe that this would make an excellent LQIS project and library managers could ask some of their team to be involved. One way in which this could be achieved, is to have a strategic group to explore issues which services are experiencing, for example, resourcing, funding and have smaller groups set up at STP level to work on a standard service.
• Guidance from HEE is required as to how and what services they would identify as key offerings to this group. A clear view to their expectations would help inform library managers and the working groups can identify the problems and issues that stop this form happening.

• As there is a large variation in the service offered, library managers who complete the survey should be contacted via telephone to discuss their answers in more detail to gain an understanding as to the services offered and any issues which they experience. This could then be further explored both by the strategic group and then the STP group.

• A few services offer private membership and it would be useful to share how they have set this up and promoted it to potential users and how successful this has been.

• Remind library managers about the student charter, and send this information out to the wider library staff via the swimming pool.

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