Executive Summary – September 2012

- This report contains a partial analysis of responses to the UBC Hospital Libraries Usage Survey 2012
- It includes answers from all respondents taking the survey over a thirteen (13) day period from Tuesday, August 07, 2012 to Sunday, August 19, 2012
- N=543 completed responses
- Of these 543 responses, 428 (79%) said that they used one of the three teaching hospital libraries either BMB, Hamber, or St. Paul's libraries, as follows:
  - BMB 33% (N=180)
  - Hamber 24% (N=129)
  - St. Paul's 22% (N=119)

If you have questions about the survey results, contact Jeremy Buhler, Assessment Librarian, at jeremy.buhler@ubc.ca

Dr. Amil Shah, Assistant Dean, Dean's Office, MD Undergraduate Education
Lea Starr, Associate University Librarian, Research Services, UBC Library
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UBC Hospital Libraries Usage Survey 2012

The UBC Library and the UBC Faculty of Medicine are reviewing the library and information services provided at UBC’s teaching hospital libraries. Responses to this survey will help us prioritize fiscal resources as we develop a service model that will serve UBC faculty, staff and students now and in the future. There are eight (8) questions on the survey which should take less than 10 minutes to complete. The deadline for responses is Sunday August 19th, 2012. If you have questions about the survey please contact Jeremy Buhler, Assessment Librarian, at jeremy.buhler@ubc.ca.

Thank you very much for your participation and for your support of UBC’s teaching hospital libraries.

Dr. Amil Shah, Assistant Dean, Dean’s Office, MD Undergraduate Education
Lea Starr, Associate University Librarian, Research Services, UBC Library

1) Please select the category that best describes your primary role at UBC

☐ Faculty
☐ Resident
☐ Researcher
☐ Post-Doctoral fellow
☐ Graduate student (e.g., non-resident)
☐ Staff
☐ Undergraduate
☐ Other

If you selected other, please specify __________________________________________________________________________

2) Please select the faculty / school that best describes your affiliation to UBC (or unit in which you work) (required)

☐ Faculty of Medicine
☐ Faculty of Pharmaceutical Sciences
☐ Faculty of Dentistry
☐ School of Nursing
☐ School of Population and Public Health
☐ School of Audiology and Speech Sciences
☐ Faculty of Land and Food Systems
☐ Department of Occupational Science & Occupational Therapy
☐ Department of Physical Therapy
☐ Other

If you selected other, please specify __________________________________________________________________________
3) Which UBC Hospital Library are you likely to visit most often? *(required)*

- UBC Hamber Library at BC Children's & Women's Hospitals
- UBC St. Paul's Hospital Library at St. Paul's Hospital
- UBC Biomedical Branch Library at VGH Diamond Centre
- I do not use UBC hospital library services
- Other

If you selected other, please specify

4) Thinking of the UBC hospital library you use most, how often do you ...?

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visit nearest hospital library in-person</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Contact library staff by email, phone, or online</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
</tbody>
</table>

5) Thinking about your UBC work and/or research, how important are the following UBC hospital library services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Very important</th>
<th>Somewhat important</th>
<th>Neutral</th>
<th>Not very important</th>
<th>Not important at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to basic help from librarian (e.g., quick searches, easy-lookups)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Access to more in-depth librarian help (e.g., research, systematic reviews)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Attend a search class (e.g., Medline, RefWorks) taught by a hospital librarian</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Browse book shelves in hospital library on your own</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Get help from hospital library staff (e.g., sign out books, check library account)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Pick up books &amp; articles at hospital library</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Use hospital library computers to obtain full-text journal articles</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Use hospital library computers for database searching (e.g., Medline)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Use hospital library computers for word processing, email, etc.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Use printers or copiers in hospital library</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Use study space in hospital library</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☜</td>
<td>☜</td>
</tr>
</tbody>
</table>
6) The UBC Library faces difficult choices in allocating scarce resources. We would like your opinions about where the UBC Library should concentrate its resources and on the impact of possible changes.

Please tell us how much the following changes to library services would impact your work and/or research:

<table>
<thead>
<tr>
<th>Change</th>
<th>Very negative impact</th>
<th>Somewhat negative impact</th>
<th>Would not affect me</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close the UBC hospital library nearest to you (permanently)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Close the UBC hospital library nearest to you on weekends</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open hospital library weekdays, but with restricted hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open hospital library fewer days (less than 4) per week, but with extended hours (8am to 8pm)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide fewer study rooms &amp; study spaces in the hospital library nearest you</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lose ability to sign out books at nearest hospital library</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Get librarian help by appointment only</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Get hospital library support via email &amp; telephone only</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7) Please indicate whether the following changes to library services would affect you in a positive way:

<table>
<thead>
<tr>
<th>Change</th>
<th>Very positive impact</th>
<th>Somewhat positive impact</th>
<th>Would not affect me</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get basic literature searches sent to you via e-mail by the librarian</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Be able to hire librarian to do complex literature searches (e.g., fee for service)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Get self-serve access to the UBC hospital libraries 24 hrs a day/ 7 days a week (e.g., via swipe card, or security guard)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Be able to browse certain print journals in the library (e.g., BMJ, NEJM, Lancet)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8) Is there anything that we have not asked about UBC’s hospital library services that you would like to add? Provide your additional comments in the box below.

_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
9) Optional: Focus group

The Evaluation Studies Unit of the UBC Faculty of Medicine is holding focus groups at BC Children & Women’s Hospitals and St Paul's Hospital in the last 2 weeks of August, 2012. If you would like to participate in a focus group about the future of UBC hospital libraries please enter your email address below. Contact information is confidential and will be used only for focus group invitations.

Email address ____________________________________________________________

Thank you for completing this survey.
1) Please select category that best describes your primary role at UBC (N=538)
2) Please select the faculty / school that best describes your affiliation to UBC (or unit in which you work) (required, N=543)

*The Department of Physical Therapy and the Department of Occupational Science & Occupational Therapy are included under Faculty of Medicine for the purposes of this report.*
3) Which UBC Hospital Library are you likely to visit most often? (N=538)

<table>
<thead>
<tr>
<th>Library</th>
<th>Faculty</th>
<th>Resident</th>
<th>Researcher</th>
<th>Post-Doctoral fellow</th>
<th>Graduate student</th>
<th>Staff</th>
<th>Undergraduate</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hamber Library</td>
<td>33.8%</td>
<td>22.3%</td>
<td>18.8%</td>
<td>5.9%</td>
<td>29.3%</td>
<td>23.4%</td>
<td>2.9%</td>
<td>15.2%</td>
</tr>
<tr>
<td>(n=70)</td>
<td>(21)</td>
<td>(3)</td>
<td>(1)</td>
<td>(12)</td>
<td>(11)</td>
<td>(2)</td>
<td>(7)</td>
<td></td>
</tr>
<tr>
<td>St. Paul's Hospital Library</td>
<td>15.5%</td>
<td>20.2%</td>
<td>37.5%</td>
<td>23.5%</td>
<td>26.8%</td>
<td>31.9%</td>
<td>8.6%</td>
<td>54.3%</td>
</tr>
<tr>
<td>Biomedical Branch Library</td>
<td>22.7%</td>
<td>48.9%</td>
<td>18.8%</td>
<td>35.3%</td>
<td>24.4%</td>
<td>25.5%</td>
<td>70.0%</td>
<td>15.2%</td>
</tr>
<tr>
<td>(47)</td>
<td>(46)</td>
<td>(3)</td>
<td>(6)</td>
<td>(10)</td>
<td>(12)</td>
<td>(49)</td>
<td>(7)</td>
<td></td>
</tr>
<tr>
<td>I do not use UBC hospital library services</td>
<td>20.3%</td>
<td>6.4%</td>
<td>12.5%</td>
<td>29.4%</td>
<td>17.1%</td>
<td>19.1%</td>
<td>14.3%</td>
<td>10.9%</td>
</tr>
<tr>
<td>(42)</td>
<td>(6)</td>
<td>(2)</td>
<td>(5)</td>
<td>(7)</td>
<td>(9)</td>
<td>(10)</td>
<td>(5)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>7.7%</td>
<td>2.1%</td>
<td>12.5%</td>
<td>5.9%</td>
<td>2.4%</td>
<td>0.0%</td>
<td>4.3%</td>
<td>4.3%</td>
</tr>
<tr>
<td>(16)</td>
<td>(2)</td>
<td>(2)</td>
<td>(1)</td>
<td>(1)</td>
<td>(0)</td>
<td>(3)</td>
<td>(2)</td>
<td></td>
</tr>
<tr>
<td>Total counts</td>
<td>207</td>
<td>94</td>
<td>16</td>
<td>41</td>
<td>47</td>
<td>70</td>
<td>46</td>
<td></td>
</tr>
</tbody>
</table>
4. Thinking of the UBC hospital library you use most, how often do you visit the nearest hospital library in person? (N=451)

4.2) Contact library staff by e-mail, phone, or online?
(N=431)
5) Thinking about your UBC work and/or research, how important are the following UBC hospital library services?

- Very important
- Somewhat important
- Neutral
- Not very important
- Not important at all

5.1) Access to basic help from librarian
5.2) Access to more in-depth librarian help
5.3) Attend a search class taught by a hospital librarian
5.4) Browse book shelves in hospital library on your own
5.5) Get help from hospital library staff
5.6) Pick up books & articles at hospital library
5.1) Use hospital library computers to obtain full-text journal articles
5.2) Use hospital library computers for database searching
5.3) Use hospital library computers for word processing, email, etc.
5.4) Use printers or copiers in hospital library
5.5) Use study space in hospital library

Very important | Somewhat important | Neutral | Not very important | Not important at all

5.7) Use hospital library computers to obtain full-text journal articles
5.8) Use hospital library computers for database searching
5.9) Use hospital library computers for word processing, email, etc.
5.10) Use printers or copiers in hospital library
5.11) Use study space in hospital library

Very important | Somewhat important | Neutral | Not very important | Not important at all
6) The UBC Library faces difficult choices in allocating scarce resources. We would like your opinions about where the UBC Library should concentrate its resources and on the impact of possible changes. Please tell us how much the following changes to library services would impact your work and/or research:

- Very negative impact
- Somewhat negative impact
- Would not affect me

### Graphs:

- **6.1) Close hospital library (permanently)**
- **6.2) Close the hospital library on weekends**
- **6.3) Open weekdays with restricted hours**
- **6.4) Open fewer days with extended hours**
- **6.5) Fewer study rooms & study spaces**
- **6.6) Lose ability to sign out books**
- **6.7) Librarian help by appointment only**
- **6.8) Hospital library support via email & telephone only**
7) Please indicate whether the following changes to library services would affect you in a positive way

- Very positive impact
- Somewhat positive impact
- Would not affect me

### 7.1) Basic lit searches sent via e-mail by librarian
- 199
- 179
- 156

### 7.2) Hire librarian for complex lit searches (e.g., fee for service)
- 238
- 236
- 185
- 105

### 7.3) Self-serve access 24/7
- 217
- 163
- 149
- 138

### 7.4) Browse certain print journals in library
- 157
- 156
- 105
- 179
8) Is there anything that we have not asked about UBC's hospital library services that you would like to add? Provide your additional comments in the box below.

(comments excluded from this report for privacy)