



UBC Hospital Libraries Usage Survey:

Aggregated results excluding comments

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 ...?

	Daily	Weekly	Monthly	Occasionally	Never
Visit nearest hospital library in-person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact library staff by email, phone, or online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
Access to basic help from librarian (e.g., quick searches, easy-lookups)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to more in-depth librarian help (e.g., research, systematic reviews)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend a search class (e.g, Medline, RefWorks) taught by a hospital librarian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse book shelves in hospital library on your own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help from hospital library staff (e.g., sign out books, check library account)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pick up books & articles at hospital library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use hospital library computers to obtain full-text journal articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use hospital library computers for database searching (e.g., Medline)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use hospital library computers for word processing, email, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use printers or copiers in hospital library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use study space in hospital library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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
Close the UBC hospital library nearest to you (permanently)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Close the UBC hospital library nearest to you on weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open hospital library weekdays, but with restricted hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open hospital library fewer days (less than 4) per week, but with extended hours (8am to 8pm)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide fewer study rooms & study spaces in the hospital library nearest you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lose ability to sign out books at nearest hospital library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get librarian help by appointment only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get hospital library support via email & telephone only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
Get basic literature searches sent to you via e-mail by the librarian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be able to hire librarian to do complex literature searches (e.g., fee for service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be able to browse certain print journals in the library (e.g., BMJ, NEJM, Lancet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

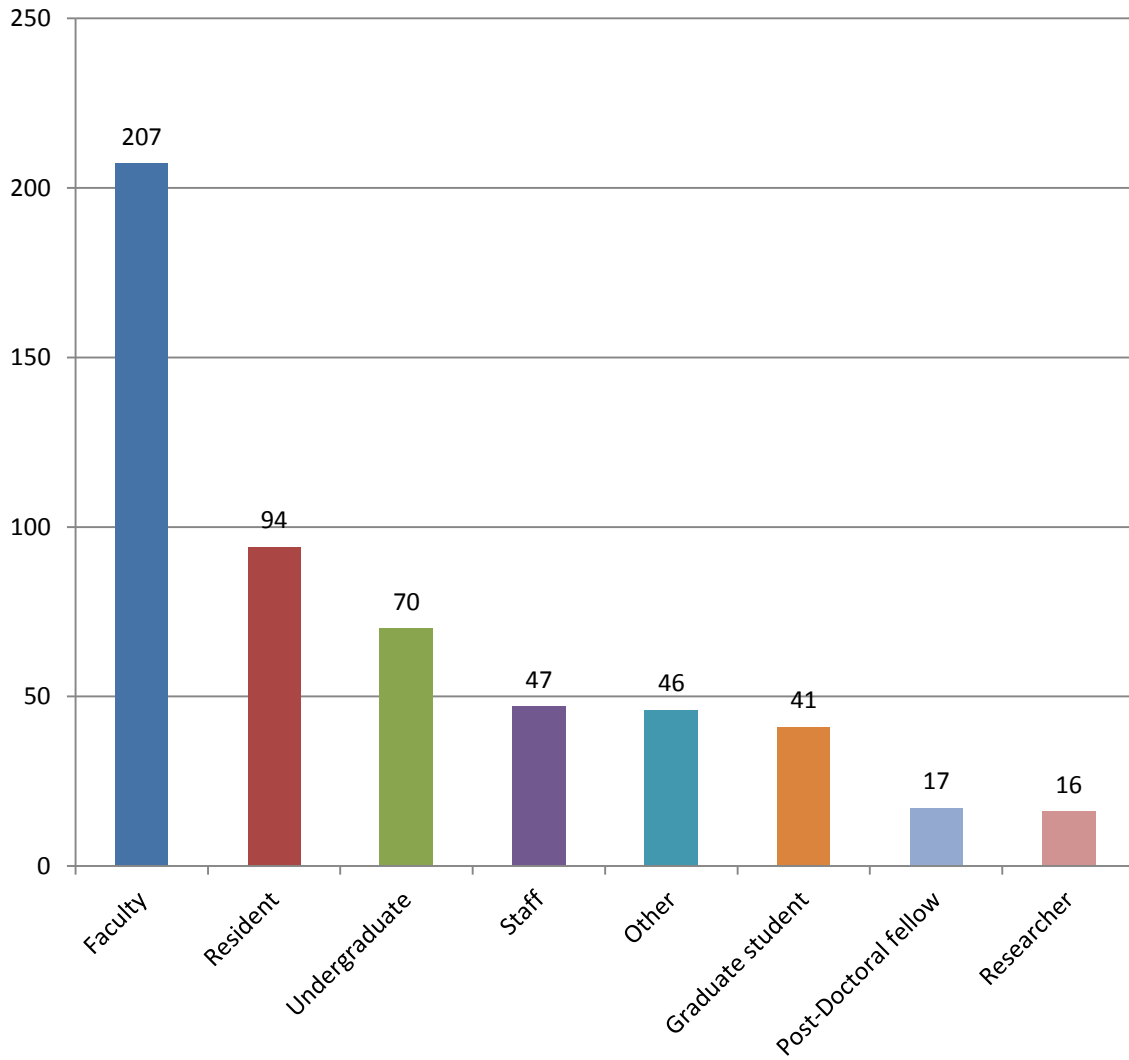
The Evaluation Studies Unit of the UBC Faculty of Medicine is holding focus groups at BC Children & Women's Hospitals and St Paul's Hospital in the last 2 weeks of August, 2012. If you would like to participate in a focus group about the future of UBC hospital libraries please enter your email address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

Email address _____

Thank you for completing this survey.

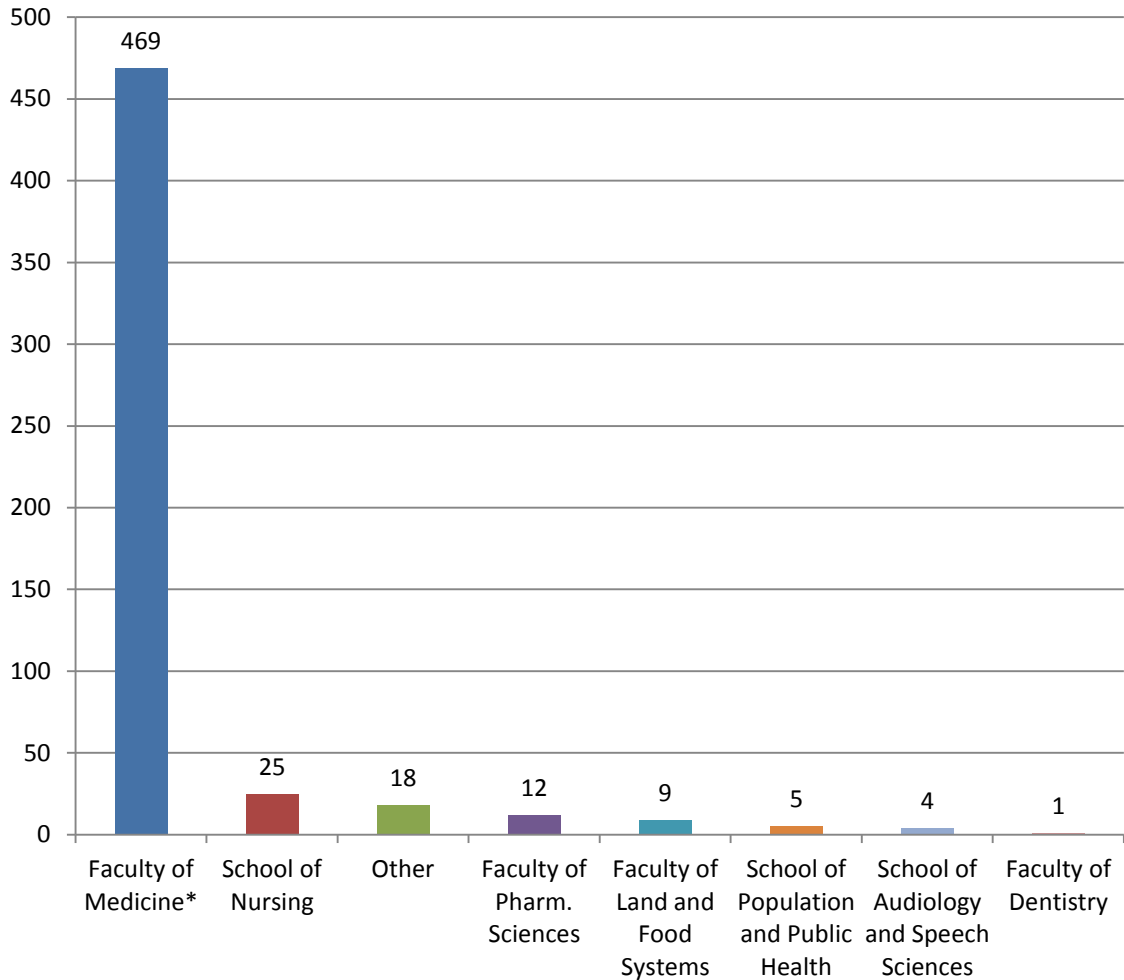


1) Please select category that best describes your primary role at UBC
(N=538)





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.*



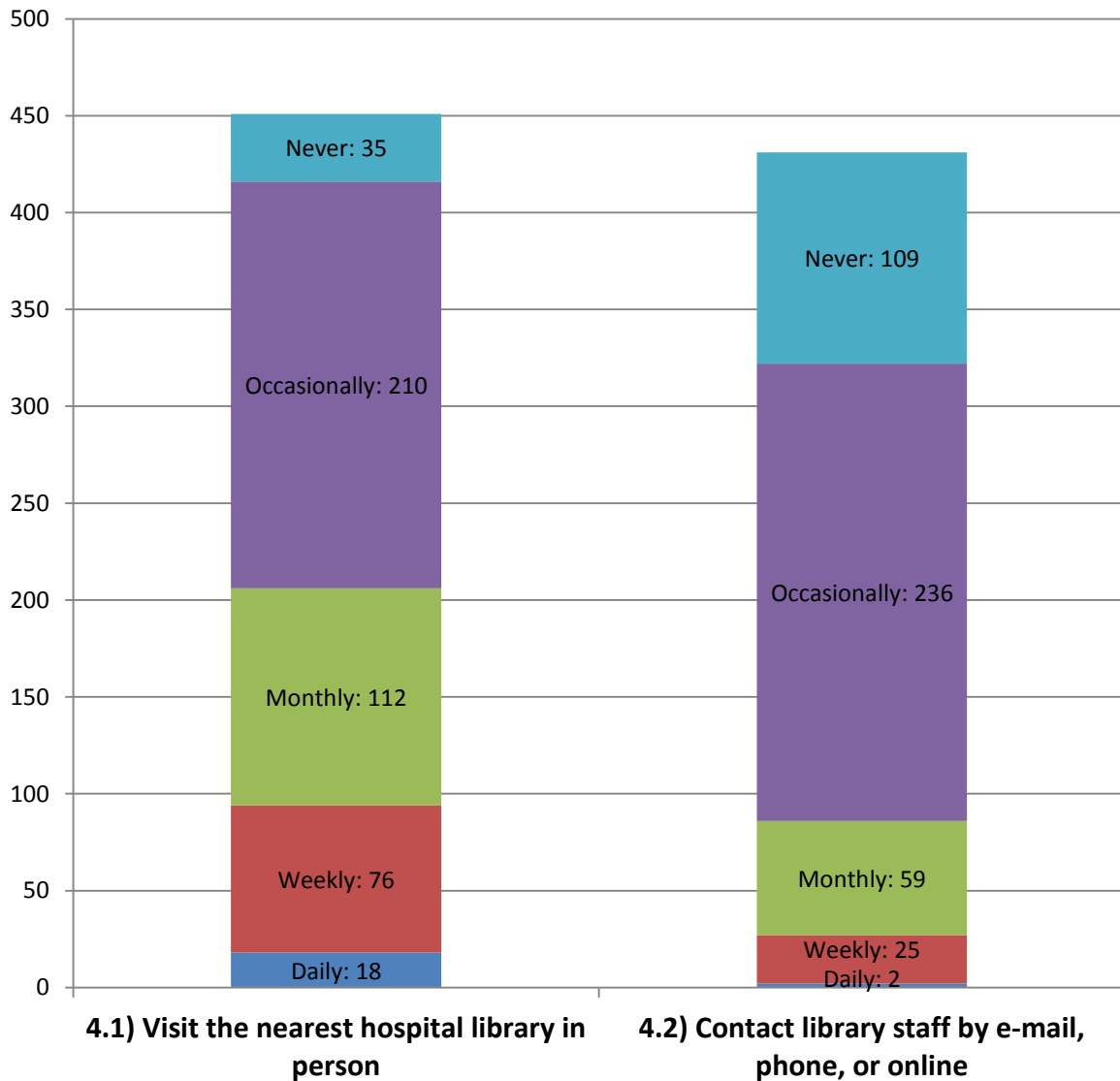
3) Which UBC Hospital Library are you likely to visit most often? (N=538)

	Faculty	Resident	Researcher	Post- Doctoral fellow	Graduate student	Staff	Under- graduate	Other
Hamber Library	33.8% (n=70)	22.3% (21)	18.8% (3)	5.9% (1)	29.3% (12)	23.4% (11)	2.9% (2)	15.2% (7)
St. Paul's Hospital Library	15.5% (32)	20.2% (19)	37.5% (6)	23.5% (4)	26.8% (11)	31.9% (15)	8.6% (6)	54.3% (25)
Biomedical Branch Library	22.7% (47)	48.9% (46)	18.8% (3)	35.3% (6)	24.4% (10)	25.5% (12)	70.0% (49)	15.2% (7)
I do not use UBC hospital library services	20.3% (42)	6.4% (6)	12.5% (2)	29.4% (5)	17.1% (7)	19.1% (9)	14.3% (10)	10.9% (5)
Other	7.7% (16)	2.1% (2)	12.5% (2)	5.9% (1)	2.4% (1)	0.0% (0)	4.3% (3)	4.3% (2)
Total counts	207	94	16	17	41	47	70	46



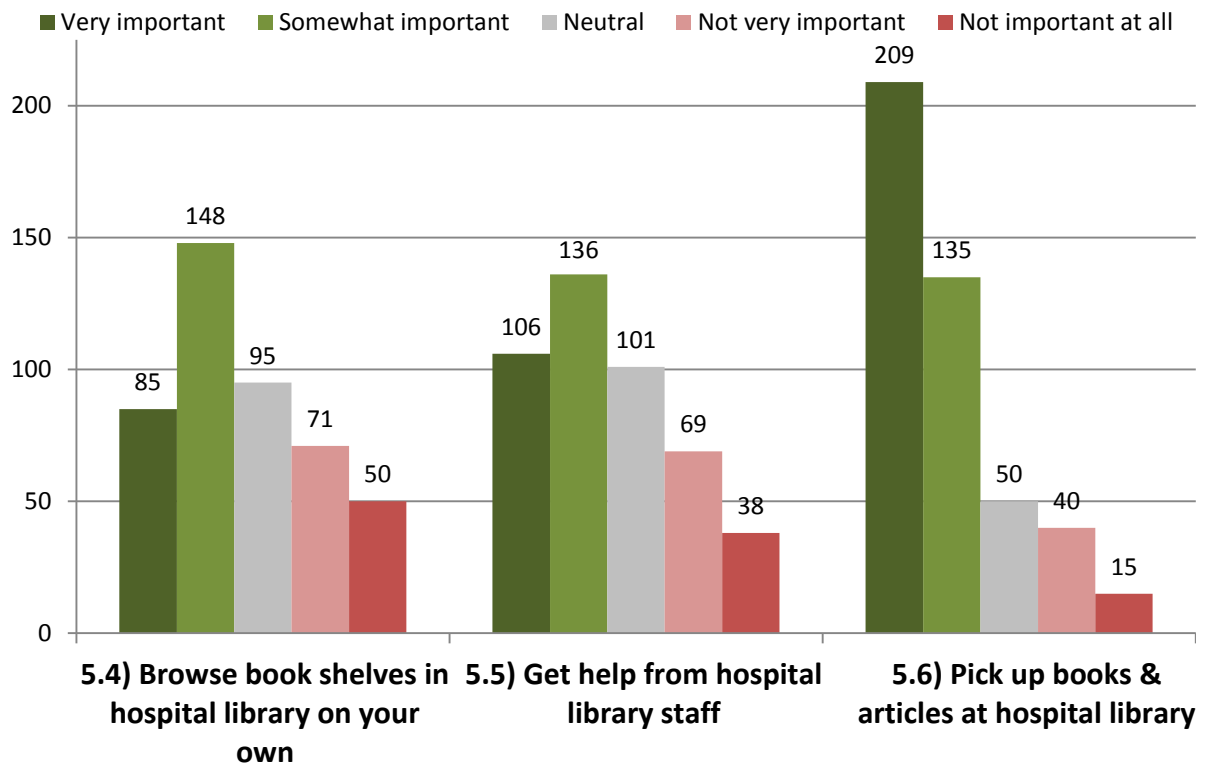
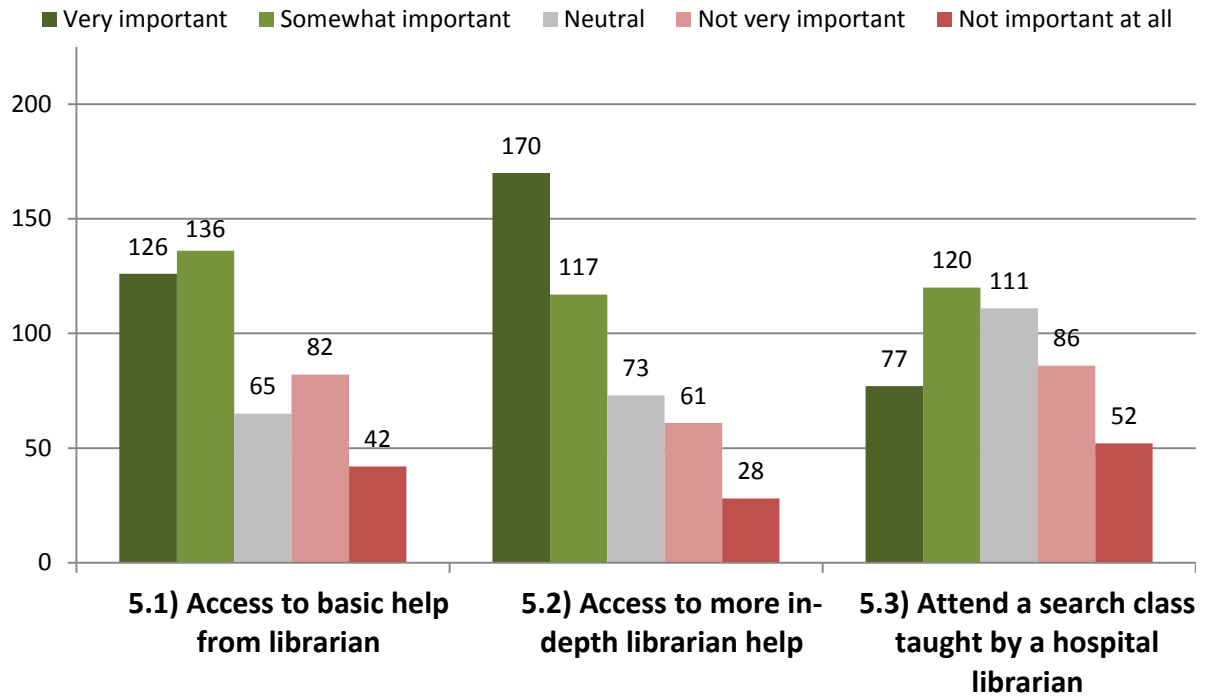
4) Thinking of the UBC hospital library you use most, how often do you visit the nearest hospital library in person? (N=451)

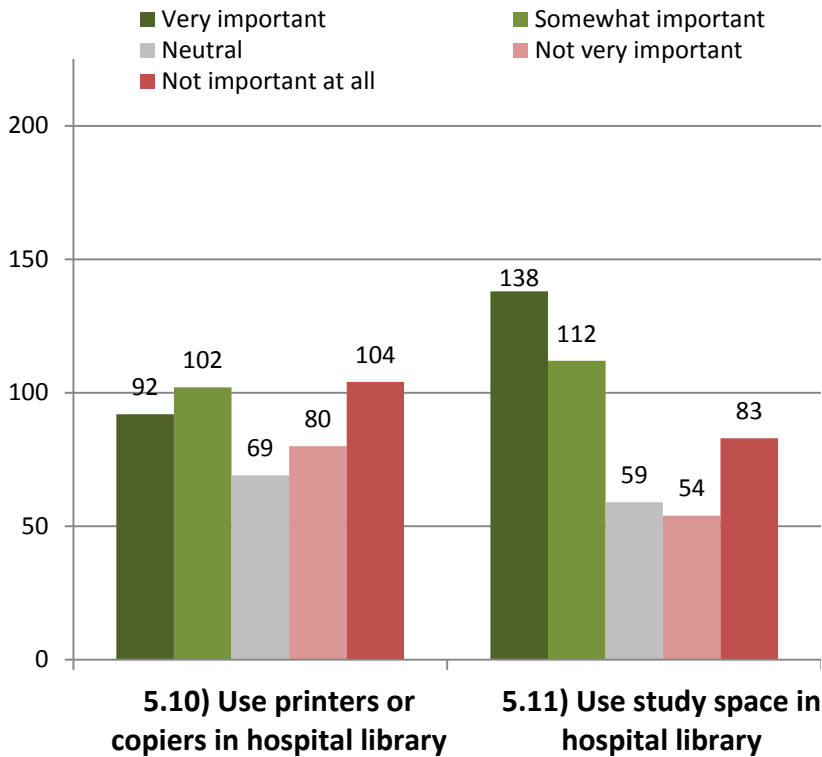
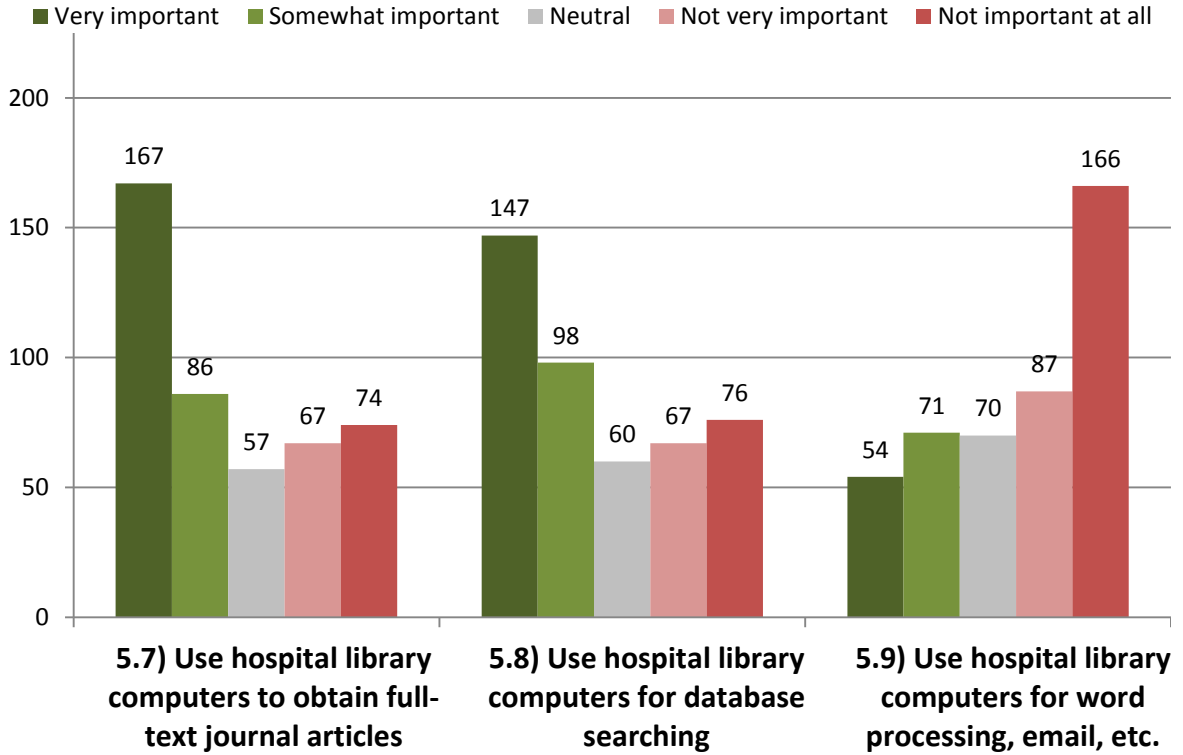
How often do you contact library staff by e-mail, phone, or online?
(N=431)





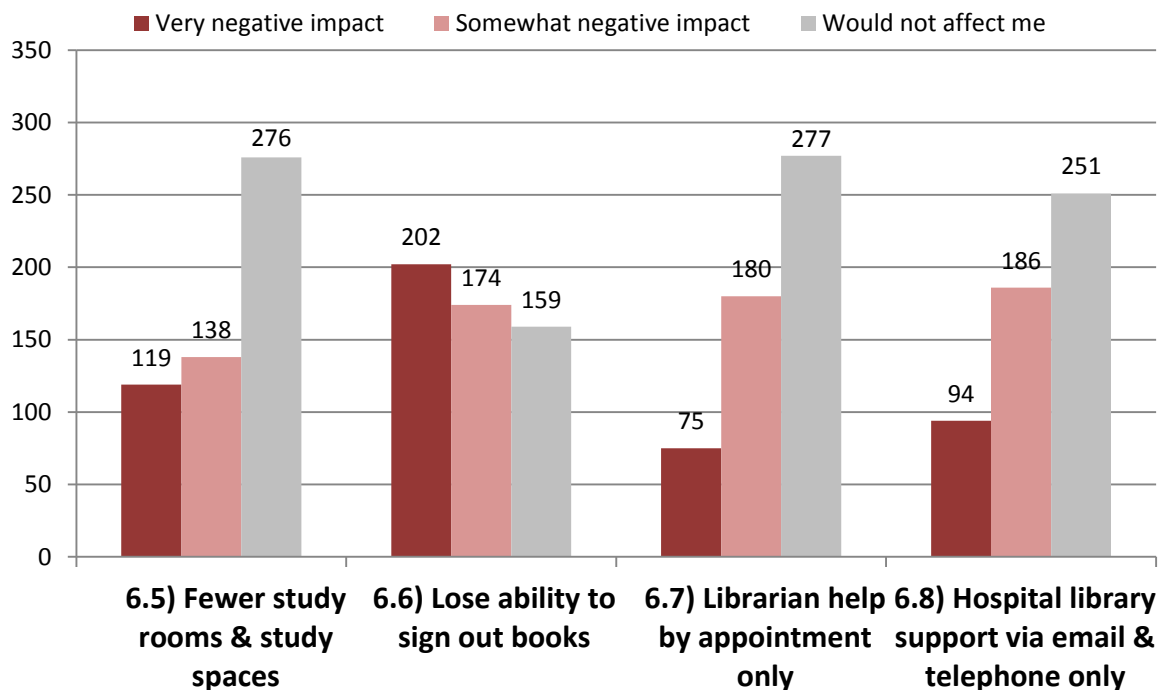
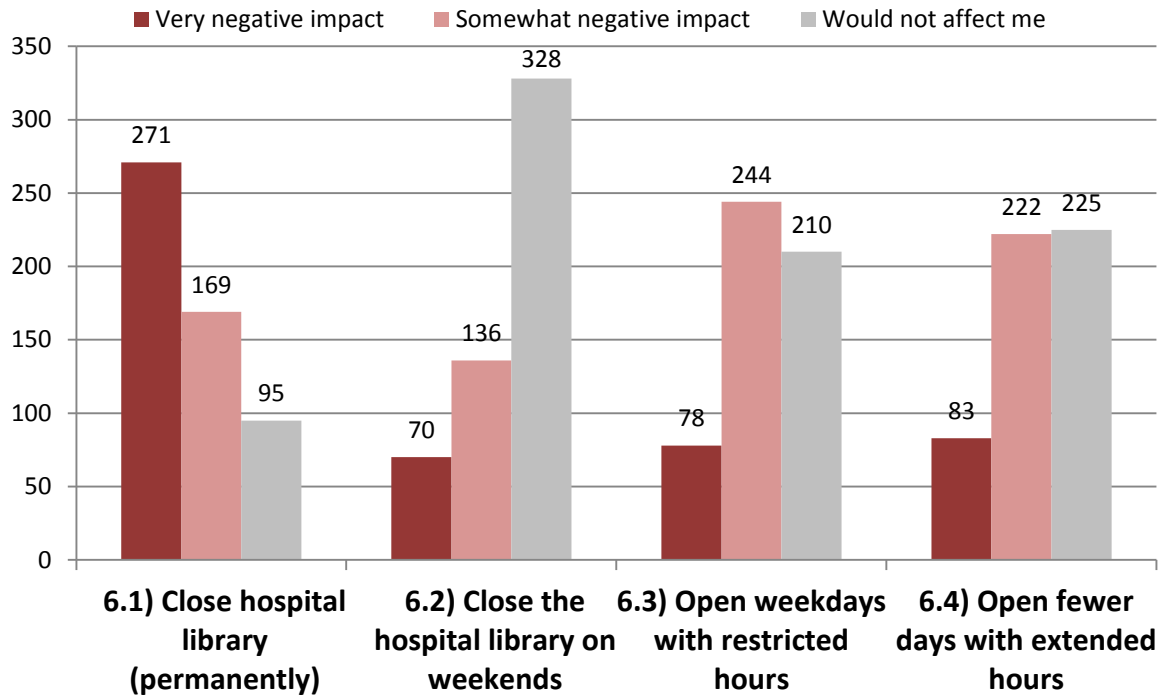
5) Thinking about your UBC work and/or research, how important are the following UBC hospital library services?





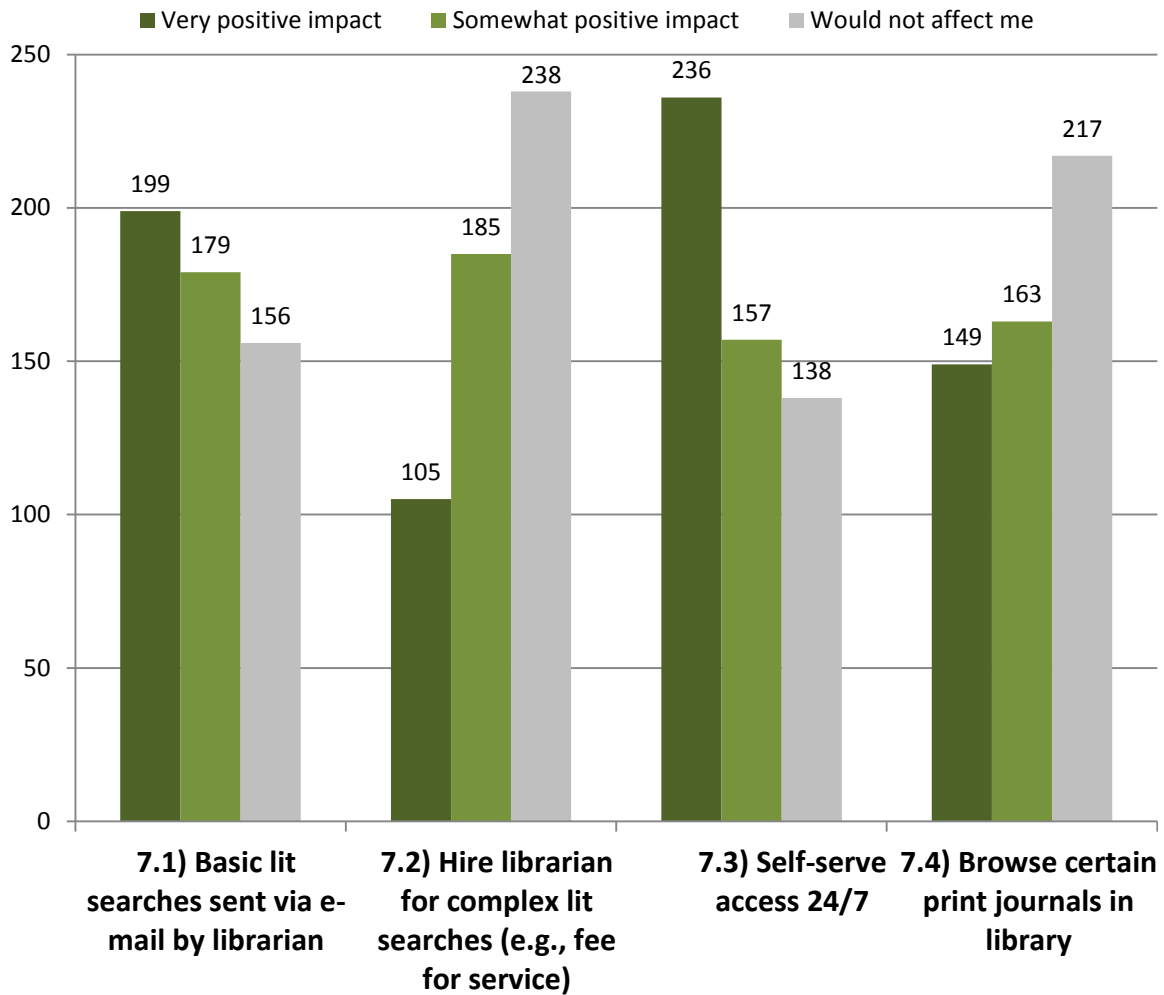


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7) Please indicate whether the following changes to library services would affect you in a positive way





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)