



# Assessing library site value and client satisfaction during a global pandemic

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# Who are we?

- Alberta Health Services (AB, Canada)
  - Single provincial health authority
  - 108,000+ staff, physicians, volunteers
- Knowledge Resource Service (KRS)
  - **Library services** for AHS
  - Serve all staff, physicians, patients
  - **6 physical locations** in major cities

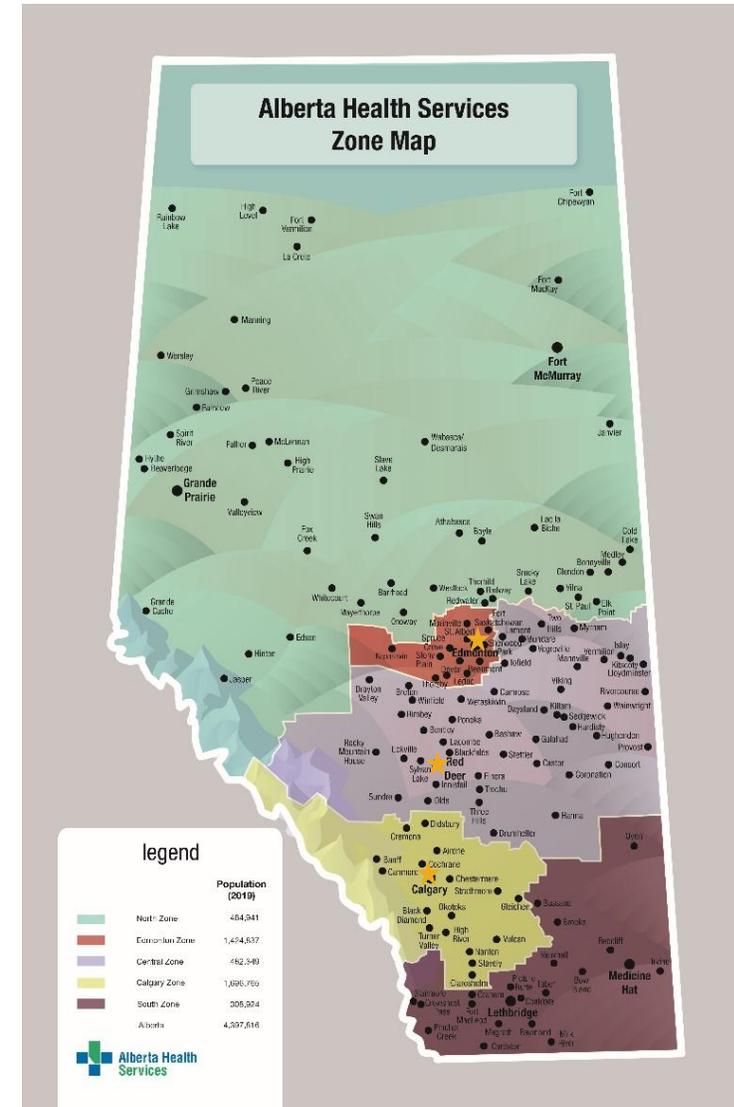


Image from AHS Communications

# Planning for the future

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- Where we were at:
  - Completed previous 3-year strategic plan
  - AHS Review and budget cuts
  - Merged with new department
- Where we're going:
  - Convenience, access, virtual service
  - Fully online clinical collection
- Deep-dive evaluation and analysis
- **Function, usage**, continued **value** of physical libraries



Image from AHS Media Library

# Covid-19 pandemic impact

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Image from Morgan Truax

# Evaluation methodology

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- Targeted client interviews
  - Known users of library sites in a variety of roles
- Led by KRS staff
  - Leverage existing relationships and build new connections
- At least 5 per site
  - Most sites able to interview above baseline target

- 1) What do you use the library for?**
- 2) How often do you come to the library?
- 3) Do you ever refer patients to the library?
- 4) Are there any barriers to using the space?
- 5) How satisfied are you with the library?**
  - a) Is there anything the library doesn't offer which you wish it did?
- 6) Is there anything unique that the library provides that you can't get elsewhere on site?
- 7) Looking forward, what you would like to see in your library?**

# Evaluation methodology

- Library staff responsible for notetaking
  - Option of specific notetaker provided but no uptake
- Responses collated in SharePoint database
  - Allowed for easy filtering by site, question, answers and tagging
- Responses coded with descriptive tag
  - Tagged by KRS Operations team
  - Tags then grouped into broader themes

✓ Site	Questions ▼	Answers	Department ↓	Job Title	Tags
				<b>Count= 39</b>	
GRH	Looking forward, what would you like to see in your library?	Be more visible on a higher floor. More awareness about the space.	Women and Children's Health Research Institute	Research Nurse Coordinator	Location,Promotion
ACH	Looking forward, what would you like to see in your library?	Maybe some education on the ever evolving access to articles, chapters, books etc. I really rely on the staff to assist me at this point and without them would be lost.	Vi Riddell Children's Pain and Rehabilitation Centre	Psychologist II	Staff expertise,KRS education
RGH	Looking forward, what would you like to see in your library?	Keeping the RGH Library open! - Do not try to shut down the library A library is much needed at RGH	Urology	Physician	Permanent library closures
TBCC	Looking forward, what would you like to see in your library?	Interviewee emphasized the importance of having dedicated cancer care library staff at the site (embedded librarian and library technicians), and hopes that the same level of service as is available now will continue in the new cancer centre. -emphasis placed on the importance of open space, adequate computers, and online guides/courses on how to use the library's resources	TBCC/CCN	Pharmacy Educator	Computer access,Staff expertise,Open space,Virtual service

THEMES	TAGS
Research & Study	Independent study, Research
Computer Use/Online Access	Computer access, Chat, Computer software, Computer training, Computers for AHS training, Database access, Technology, Virtual services
Education	Training, Computer training, Computers for AHS training, Consumer health education, KRS education
Environment & Space	Bookable training/meeting space, Comfortable seating, Fax, Group workspace, KRS as central hub, Open space, Patient space, Phone access, Physical space needs (meetings/down-time/study), Quiet space, Separation between staff/patient space, Signage, Staff library only, Swipe access, Temperature
Physical Collection	Collection requests, Consumer health, Consumer health collection, NEOS, Print books, Print journals, Specialized/specific collection needs
Consultation & Personal Service	Collection requests, ILL, In-person service, Literature search, Speak with a librarian, Staff expertise, Staff responsiveness, Timeliness
Service Delivery/Website	Chat, Consumer health virtual service, Current awareness, Current awareness via text, Database access, eBooks, eJournals, Extended services (resumes/fiction/audiobooks/movies), ILL, Literature search, Point of care tools, Student access, Virtual service
Locale & Access	Convenience, Inequity in library access, Location, Name, Operating hours, Physical accessibility, Student access, Swipe access
Technology & Hardware	Computer software, Equipment, Fax, Headset, Phone access, Technology
Closures	Covid closures, Permanent library closures
Personal Behaviour	Client busyness, Unwelcoming staff, Welcoming staff
Library Strategy	Advocacy with leadership, Budget, Evaluation, Partnerships, Promotion

# Limitations

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- No interviews with non-users
- No recent gate count
- Time & capacity of KRS staff and clients
- Variability in notetaking
- Tagging and theming not validated



Image by [Ciker-Free-Vector-Images](#) from [Pixabay](#)

# High level results

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- 44 interviews, all sites hit target
- Wide variety of client professional roles
- Reasons to visit: **collection, library staff expertise, research and study**
- Few barriers to access
- For the future: **personalized service delivery, space upgrades, collection improvement**
- 'Swing space' within the facility

# Results: What do you use the library for?

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Total responses: 169	
Theme	Total
Research & Study	32 (19%)
Computer Use/Online Access	22 (13%)
Education	13 (8%)
Environment & Space	14 (8%)
Physical Collection	34 (20%)
Consultation & Personal Service	41 (24%)
Locale & access	1 (.5%)
Technology & Hardware	0
Closures	0
Personal Behavior	1 (.5%)
Current Awareness	1 (.5%)
Promotion	0
Service delivery/website	19 (11%)
Electronic collection	2 (1%)

# Results: How satisfied are you with the library?

Site	1 Not satisfied	2 Improvement needed	3 Somewhat satisfied	4 Satisfied “but”	5 Very satisfied	Total Answers
KEC				2 – 33%	4 – 67%	6
GRH		2 – 29%	2 – 29%	1 – 14%	2 – 29%	7
RDRH				3 – 60%	2 – 40%	5
ACH				4 – 29%	10 – 71%	14
RGH				3 – 43%	4 – 57%	7
TBCC			2 – 40%	1 – 20%	2 – 40%	5
<b>Totals</b>		5%	9%	32%	54%	44 (100%)

# Results: Looking forward, what would you like to see in your library?

Total Responses: 85	
Theme	Total count
Research & Study	2 (2.4%)
Computer Use/Online Access	10 (11.8%)
Education	13 (15.3%)
Environment & Space	14 (16.5%)
Physical Collection	11 (12.9%)
Electronic Collection	6 (7%)
Consultation and Personal Service	12 (14.1%)
Service delivery/website	11 (12.9%)
Locale and Access	1 (1.2%)
Technology and Hardware	3 (3.5%)
Closures	4 (4.7%)
Personal Behaviour	2 (2.4%)
Library Strategy	8 (9.4%)

# Outcomes

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- Move to a **Knowledge Commons** service delivery model
  - focus on offering **expertise, space, and equipment**
  - support learning, knowledge sharing, and collaborative work
- Strengthen consumer health print collections in 3 key sites
- Libraries support and complement the **KRS Virtual Library**
- Not just a place to house a collection
- Invest in upgrading libraries for **multi-functionality**



# What we learned

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- Use the whole team
- Take advantage of existing relationships
- Check interviewees for a good sample
- Test tagging/theming first
- Use the same note takers
- You can do this!

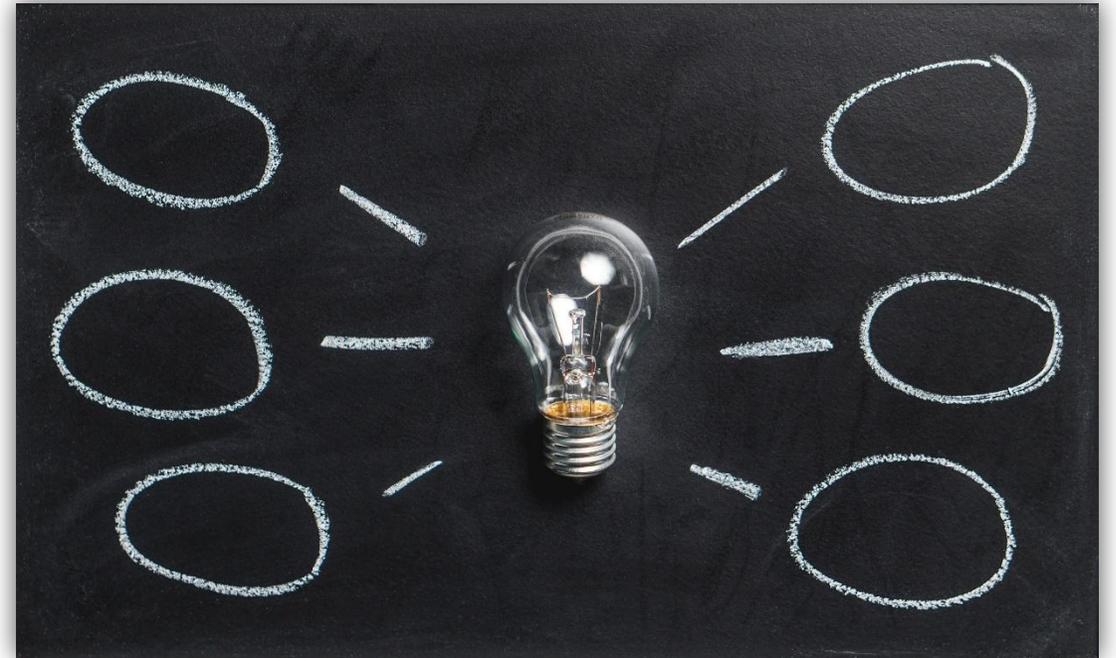


Image by [Pixabay](#) on [Pexels](#)

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# Thank you!

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Alberta Health  
Services

Physical  
distancing  
works

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