From the SelectedWorks of Lindsay Harris

2008

TQEH User Needs Questionnaire 2008

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TQEH Library

Information Needs Analysis
2008

1. General Information (Personal details will not be identified in the analysis)

Name: ________________________________

Department/Unit: ________________________________

Total number of FTE staff in your work area. (Approximate numbers will suffice.)

Number of estimated FTE staff is: _________________

a. Does your department use the services provided by TQEH Library including both walk in or electronic services?

☐ Yes
☐ No

b. If No, please indicate the reason(s). Indicate as many reasons as are applicable.

☐ Did not know library services were available
☐ Did not know how to access library
☐ Do not have time to use library services
☐ Use another library
☐ Do not require library services
☐ Library services not sufficient to meet information needs
☐ Purchase and keep all library materials in own department
☐ Access all necessary information via Internet from non TQEH Library sources
☐ Other (Please describe) ………………………………………………………………………………….

c. In your department do staff have access to the Internet?

☐ Yes
☐ No
d. If the answer is no do the following reasons apply?
   □ It is management policy to limit Internet access to only select staff?
   □ Staff have not requested a log on to the Internet?
   □ Other reasons ........................................................................................................

e. In your department do staff always have ready access to PC terminals?
   □ Yes
   □ No

f. If the answer is no is this because there are not enough PCs for staff to access in your work area?
   □ Yes
   □ No

g. Does your department have access to any of the following libraries as well as TQEH Library? (Do not include staff who have access because of personal studies or 'libraries' available free via the Internet)
   □ Barr Smith Library (University of Adelaide)
   □ College / professional libraries
   □ Department of Health Services Library
   □ Flinders University Library
   □ Other teaching hospital libraries in SA
   □ UniSA Library
   □ Other.................................................................

2. Subject Areas

Please indicate any 4 subject areas that are of interest to your department as a whole. Please rank in order of importance.

1. (Highest importance) .................................................................

2. .................................................................................................

3. .................................................................................................

4. .................................................................................................

3. Professional development

a. Is your department involved in teaching activities that require students to have access to resources at TQEH Library?
   □ Yes
   □ No
b. If so, do you provide a reading/resources list for student purposes?

☐ Yes
☐ No

c. If yes, please give the contact details of the person responsible for updating the list.
Contact name and phone number: ………………………………………………………………….

4. Library User/Reference Services

Please tick any of the following services which you know are used by your department

Yes   No/Unsure

☐ ☐ Ask a librarian Chasing the Sun (24 hour virtual reference)
☐ ☐ Auto alerts (email alerts by subject, author or journal table of contents)
☐ ☐ Email alerts of new books and resources purchased by the library
☐ ☐ Library computers
☐ ☐ Mediated literature searches (literature searches conducted by a librarian)
☐ ☐ General reference and/or directional assistance via phone, e-mail or in person
☐ ☐ User guides for Library resources
☐ ☐ Staff publications alerting service
☐ ☐ Inter-Library loans
☐ ☐ Use of audio-visual resources
☐ ☐ Accessing the online books catalogue
☐ ☐ New title lists/announcements
☐ ☐ Internode wireless connectivity for laptops in Library
☐ ☐ Private study areas
☐ ☐ Group study areas and small meeting room
☐ ☐ List of electronic journals via the Intranet
☐ ☐ New journals display
☐ ☐ Purchasing and cataloguing departmental books
☐ ☐ Arranging departmental journal subscriptions
☐ ☐ Binding of departmental journals
☐ ☐ Photocopying facility
☐ ☐ Newspapers and current affairs journals in display area
☐ ☐ Laminating facility
☐ ☐ Document scanning
☐ ☐ Access to CD/DVD burner facility
☐ ☐ Other services (please specify) ……………………………………………………………...
5. Library Training

a. Do you introduce your new staff or students to the Library?

☐ Yes
☐ No

b. If not, why not?

☐ Do not consider Library relevant to needs of staff or students
☐ There is not enough work time for staff or students to attend Library orientation
☐ Did not know Library offered orientation/training for new staff or students
☐ Other reasons (please specify) .................................................................

c. Do your staff or students require any of the following services?

☐ Training in accessing electronic library resources (via Intranet and SALUS)
☐ Training in literature searching and/or evidence based searching techniques
☐ Library tours
☐ Training in how to locate resources in the library
☐ Other (please specify) .................................................................

d. What sort of training sessions would be most suited to your department?

☐ Hands on sessions in Library computer room
☐ Hands on sessions in IT computer training room
☐ One on one sessions with librarians
☐ Sessions at departmental meetings/seminars
☐ Lectures/presentations for larger groups of people
☐ Other (please specify) .................................................................

6. Can you suggest ways Library services can be improved for TQEH staff?

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7. Have you any other comments on the Library in general?

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Thank you for completing the survey. Your responses will help to ensure a responsive and relevant library service. All responses will be treated as confidential. If you have any questions please ring the Library Manager on ext 26161.

Please return the completed survey to the Library via DX 465364