Client feedback about improvements – summary
LKC Client Survey 2016

Thanks to everyone who gave us feedback about issues or improvements. Here’s a quick summary of the issues raised and how we can address them.

With regard to **barriers or problems**, feedback fell into the following categories:

**Access**
- Parking issues (19.3%); Work in regional / remote area therefore can’t access facilities (15.8%); Not enough computers during busy times (10.5%); After hours access doesn’t work – CH staff only (2.3%); Don’t get same level of service as CH staff (1.8%)

**Procedures / systems**
- Loan period not long enough (8.8%); Postal services too slow (5.3%); Some items require payment (4.1%); Library catalogue difficult to use / find (2.9%); Library procedures confusing (1.8%)

**Awareness**
- Don’t know what is available or how to find out (8.2%)

**Training services**
- In-services not provided at my workplace (6.4%); In-services or training not provided often enough (1.8%)

**Collection relevance**
- Topic areas of interest aren’t available in library (3.5%); More up to date text on diabetes (0.6%)

**Responsiveness**
- Clients have to chase up orders or requests (1.2%); Library never received or didn’t respond to faxed / emailed requests (0.6%)

Additional individual comments related to:
- **Time constraints** – now work full time offsite I never make time to visit; minimal time at hospital to use it; own time constraints; only time is during breaks for lunch…; work at community health so rarely go to hospital
- **Noise issues** – students are too noisy in the computer areas; some [clients] bringing in children after hours used as playground and noisy and some users talking too loudly
- **Complaints about LKC staff** – one from a remote student who felt they received different level of understanding when renewing loans; another – that LKC staff member who was argumentative about resource purchasing and requested resources denied for ‘spurious’ reasons…
- **Computer login** – one respondent indicated computer logins were a barrier (this was changed in 2016 with Windows 7)

In terms of **suggestions for improvements**, the key issues identified were:

**Promotion (22.8%)**
- Better promotion of services (6.3%); Better promotion of library collection (6.6%); Presentations or information at generic induction programs (1.7%); Facebook or Twitter (3.1%); Other comments – higher profile on QHEPS; Rural LKC roadshow; social media - with online chat

**Access / online infrastructure (17.9%)**
- Provide wireless internet (6.8%); Provide internet access to Library information (6.6%); Improve LKC QHEPS (intranet) site (4.3%); Library Facebook or Twitter account for news and feedback (3.1%); Faster postal delivery of books (0.3%)

**NOTE**: LKC launched its website August 2014. WiFi has been available in LKC since November 2013. Online chat option is available via LKC website.

**Training services (15.7%)**
- Provide more Endnote training (4%); Provide training to support evidence based practice (4.3%); Provide more CKN & database searching, more often (3.4%); Provide CKN training via video conferencing for rural and remote (3.1%); Provide more in-service sessions about library – at my workplace (2.6%); Provide more in-service sessions about library – in library (1.7%)

**Facilities (8.5%)**
- More areas within LKC to meet with colleagues for work (1.1%); Better meeting rooms (2.3%); More computer access for busy times (4.6%); other comments – probably needs to be bigger; stricter rules for after hours (no kids allowed, etc)…
Collection relevance (6.6%)

Buy more e-books (6.3%); Longer loan periods for remote students (0.3%)

Other comments were complimentary of the current service provided (45.9%) and many comments indicated no other suggestions (18.9%), while a number of specific issues were raised, as follows.

### Issues – for Action / Actioned

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<tr>
<th>What you said</th>
<th>What we will do / our response</th>
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<tbody>
<tr>
<td>Parking is an issue but as staff member if possible the use of internal courier mailing delivery to departments / units outside of the hospital – if this [does] not already happen</td>
<td>Internal mail delivery is available to specific sites as determined by Cairns Hospital Main Office (using PM Carriers). If a site is not covered by internal deliveries, then clients should contact LKC to make arrangements for return of items if they are having difficulties (eg we can provide replied paid details).</td>
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| Access to learning while I’m away. Access to free WiFi when back in Cairns | ▪ LKC provides training on a personalised basis, using phone and Lync or VNC remote desktop access within LKC business hours  
▪ LKC can provide Webex based training sessions on demand  
▪ LKC will trial telehealth (videoconferencing) to determine if technical issues have been resolved  
▪ Site visits to rural and regional sites will be re-triailed in 2017  
▪ LKC provides online help, available at: LKC Training & Research web page; Searching for Evidence guide; Guide to online resources and databases by discipline – all guides are available via the internet  
▪ LKC has provided free WiFi since the end 2013 for work related purposes, available in LKC; password required |
| More computers | More computers and privacy, places to sit somewhere                                                                                     | ▪ No funding or infrastructure available for extra computers  
▪ LKC staff can provide limited additional computer access at busy times, HHS clients please ask at reception desk  
▪ LKC has revamped space with an additional 300%+ area available for seating; further expansion is not possible without a major redesign (for which no funds are available) |
| Include in orientation so everyone gets an overview of what services the library provides | ▪ LKC provides promotional materials for generic induction provided at Cairns Hospital *(since early 2016)*  
▪ Links to LKC website and catalogue have been provided on the Torres & Cape HHS intranet |
| Students are too noisy in the computer areas | Some [clients] bringing in children after hours used as playground and noisy and some users talking too loudly | ▪ LKC already try to manage noise during opening times and will ask clients / students to keep quiet  
▪ LKC Manager has raised the issue with JCU Manager (26/09/2016) with email update to all medical students regarding noise issues (23/09/2016)  
▪ After hours procedure to be updated with communication to CHHHS clients  
▪ Additional signage to enforce ‘quiet zone’ will be considered  
▪ LKC submitted minor works request for approval to install security cameras |
| Complaints about LKC staff, specifically:                                          | ▪ LKC does not provide longer loans for rural & remote clients *(FAQ longer loans)*. This is to ensure equity of access for all clients. Loan renewals are available (self renewal or by request to LKC)  
▪ Clients who are studying and need exclusive use of core texts should consider purchasing their own copies – see LKC Instructions for purchasing personal copies  
▪ LKC is not obliged nor funded to provide copies of core texts for all clients who are studying externally. Clients should contact their education institution library for assistance in the |
resource purchasing and requested resources denied for ‘spurious’ reasons as staff are not up to date with current thinking

LKC purchasing policy is as follows:

- No software purchases, should be referred to eHealth Qld. Manager LKC checked and this is still the case
- Purchasing is undertaken on behalf of health units for work purposes only (request form), no purchasing for personal use
- Clients are asked to place orders direct with suppliers where the resource are free
- Purchase recommendations are considered within the scope of Collection management guidelines and instructions. LKC will seek expert, specialist advice before purchasing if content authority or validity is unclear or not clearly supported by current evidence, eg ‘curing autism’, ‘anti-vaccination’ or ‘dietary cures for cancer’, etc.

LKC will develop and promote a service issues and complaints procedure and register of issues.

Regarding LKC staff not ‘being up with current thinking’, without further information is difficult to respond to this comment. LKC is always seeking ways to improve its service delivery and is committed to continuous improvement processes.

Issues – Out of Scope

Unfortunately, LKC can’t resolve all issues raised. We have budget constraints and a specific role & function within CHHHS as well as technical and infrastructure limitations.

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<th>Our response</th>
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| Are you just a medical library, or [do] you have fiction titles as well      | ▪ LKC does not provide fiction titles for clients (ie staff and students) to borrow. It is clinical and hospital / health service focussed, including management and administrative support.  
  ▪ LKC suggest clients join Cairns Public Libraries for fiction or recreational reading needs. |
| Discounts for new editions of books                                           | ▪ LKC purchases books and resources for health units for work purposes, within procurement guides (ie 3 quotes, cheapest option) – approved purchase request form is required  
  ▪ LKC does not purchase books for personal use – see Instructions for buying personal copies |
| Faster delivery of books                                                      | ▪ LKC will post items using express post service. Australia Post does not provide next day delivery for regional areas. Postage to TCHHS takes longer – up to a week. LKC always uses express for loans or interlibrary loans.  
  ▪ Clients need to specify the date by which they require items and LKC will endeavour to deliver items in a timely manner. Most postal delays are not within LKC control. |
| Employed by TCHHS I do not have access to Up-To-Date which I would really like | ▪ There are licensing restrictions which prohibit TCHHS staff accessing the CHHHS funded subscription. Individuals can personally subscribe at: www.uptodate.com (for US$500) |

For further information, see:
- Full 2016 LKC Client Survey report
- Action plan from 2016 LKC Client Survey

If you have any other feedback about Library & Knowledge Centre (LKC) services, use our online feedback form or contact LKC Manager.