

Results of a Survey on Improving the NW Union List, 2015

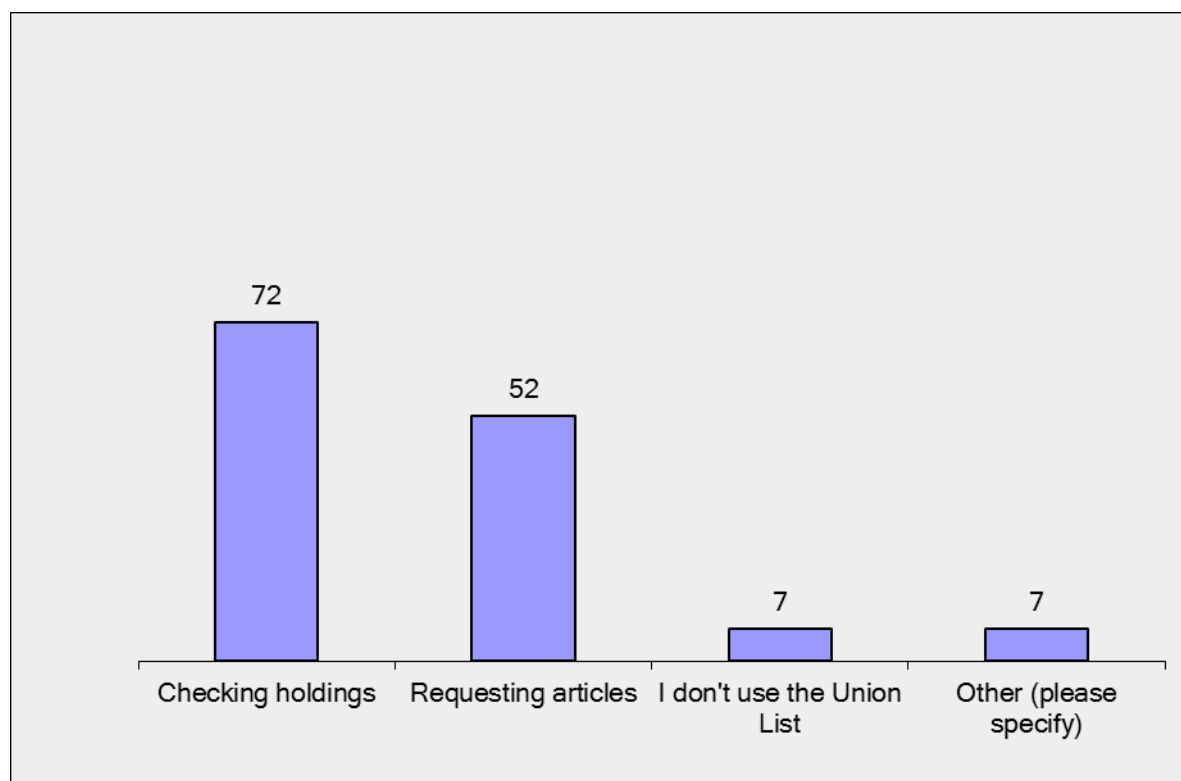
The LIHNN Inter Lending and Document Supply Group designed a survey to find out about LKS staff's use or non-use of the LIHNN Union List.

We were interested in if they used it (or not), how they used it and if they had any suggestions for improving or further developing the system.

The survey ran from 2 February 2015 until 8 March 2015 and they were 89 respondents.

1. What do you use the Union List at

<http://resources.lihnn.nhs.uk/new/unioncat/default.aspx> for?



Other:

1	checking classification numbers
2	Checking holdings: weeding own print resources, cancelling renewals or purchasing new resources
3	Checking holdings: weeding own resources, journal renewals and new journal purchases.
4	I rarely use the Union List as I am a Library Manager so would only do document supply in cases of prolonged short staffing
5	Verify a journal exists, checking ISSN, correct title or title changes - like I used to use Ullrichs
6	We import the list into WinCHILL
7	Would only use it if we are having technical problems with WinChill, in which case would use for checking holdings and requesting articles

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1b. Please tell us why you don't use the Union List.

Answer Options	Response Percent	Response Count
We use WinCHILL	100.0%	6
We use our own library management system	0.0%	0
I don't do inter-library loan or document supply requests	0.0%	0
Other (please specify below)	0.0%	0

2. Do you use the email article requesting feature on the Union List?

Answer Options	Response Percent	Response Count
Yes	56.6%	47
No	38.6%	32
Didn't know you could email requests from the Union List	4.8%	4
<i>answered question</i>		83
<i>skipped question</i>		6

3. How can we improve "email requesting" on the Union List?

No suggestions

- 17 people said it was ok as it is or had no suggestions for improvement.
- 6 people use Winchill to do this.
- 3 people use their Library Management System to send emails to request LIHNN articles.

Suggested changes to email form

1. Autocomplete requesting library details as this is very repetitive when you are doing multiple requests – 5 people requested this. **OR**
2. Merge library name and organisation in to one field or have dropdown list of library names so you can pick from the list and the details are then filled in.
3. Add a space on the email form for notes/comments to be added by requesting library.
4. Show the site that you are requesting the article from as this is not displayed when you are filling out the request form. – 2 requests.

Other comments

1. I think the email facility is ok as long as it works, it seems to just spin for a long time and I'm not sure if it has gone through.
2. Make sure the link is Ok. I sometimes complete the form and then send it but link is broken.
3. It's a bit clunky. Could do with a process make over to make it more useable. I am never sure that the request has gone until I get the eMail.
4. Link it to WINCHILL

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5. Our library e-mail is set up for web based nhs.net and not outlook so it doesn't work
6. Have a copy of the email sent to your own email address or some other way of being able to record/track who you have sent the request to. **THIS ALREADY HAPPENS.**
7. Tell more people about it? Promote it? Make it difficult not to use it?
8. I have never used it, I didn't know it was available, I just thought 'email' meant that you could get the email address for the library, so maybe that could be more explicit (but we use Winchill so it's not a facility I would use anyway).

4. How can we improve the "search for holdings" at <http://resources.lihnn.nhs.uk/new/unioncat/search.aspx>

No suggestions

- 18 people said the "search for holdings" facility worked ok for them.
- It works fine as it is. Please don't fall into the same trap as the Athens admin system of "upgrading" it into a completely broken state.

Suggested changes

1. Add an advanced search box
2. Provide drop down A-Z list of journal titles – 2 suggestions.
3. ISSN search box feature
4. Searching via Medline abbreviation
5. Improve search facility:
 - a. If more than two search words entered there are problems
 - b. Find this easy to use as long as you avoid long search terms and stick to keywords in titles
 - c. I find this facility a bit hit and miss, never sure how to enter details correctly, if I type in the whole title it might not find it but usually finds it if I have used just one word
 - d. I often find that I can put the journal title in and it will tell me no records found but when I view all holding I can find the journal I require.
 - e. Make it easier to search -sometimes the search facility does not pick up the full exact title of a journal which then means looking through long lists of journal titles.
 - f. Not always accurate, i.e. can return nil result when there are copies available
 - g. The system doesn't always recognise a journal title.
 - h. The terms you type in have to be precise e.g. it recognises "bone and joint" but not "bone & joint"; it recognises "journal of hand surgery" but not "journal hand surgery". There is no flexibility for typing in anything other than the exact title.
 - i. Make it more consistent e.g. abbreviated titles - it will find jama but not nejm.
6. The example of how to search for a journal title is so busy and looks complicated, can it be streamlined to make it look easier?

Other comments

1. It's functional, but again it's a bit clunky. I forget that the not found message is in 8 point Times. If I haven't used it for a time you have to adjust your set a bit. But it does work.
2. The only problem I have experienced is the speed for the page to load, sometimes it is so slow that it fails to load at all. But then I don't suppose this is something that could be improved as it is a large page.

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5. How can we improve the "view holdings" at <http://resources.lihnn.nhs.uk/new/unioncat/viewholdings.aspx>

No suggestions/ok as it is

22 people said it was fine or ok as it is.

Not used

9 people said they had not used the "view holdings" facility.

Suggested changes

Does it include whether the sub is electronic? This is useful if you need to source online early/online only articles

Other comments

Why both 'view holdings' and 'view all holdings' do we need both?
How useful are they separated?

6. How can we improve the "view all holdings" at <http://resources.lihnn.nhs.uk/new/unioncat/viewallholdings.aspx>

No suggestions/ok as it is

11 people said it was fine or ok as it is.

Not used

6 people never use it.

Suggested changes

1. Allow sort by "library"
2. A-Z Journal list
3. How do I jump to a particular letter of the alphabet? It doesn't seem to be possible to sort the columns by library name or by organisation name.
4. Can you make the holdings that are no longer current a different colour or something to make them stand out better? I have to carefully check all the dates as I find I can easily pick the wrong one
5. Have the start and end date in bold so clearer to users
6. More accurate holdings details.

Other comments

Is fine as is but not certain why anyone would use it.

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7. What features (e.g. A-Z journal list) provided by other union lists (e.g. NULJ, PLCS etc.) should we consider making available through the LIHNN Union List?

No suggestions

20 people said the LIHNN Union List was ok as it is.

Suggested changes

1. A - Z or drop down list would be good = 14 people
2. An A-Z may be useful but only if there is a link to the supplying library
3. A-Z journal list of **other union lists** would be good
 - a. Having the NULJ/PLCS available through LIHNN would be a great feature and time saving tool.
 - b. It would be useful to have other list available as long as we can request articles/documents through these services.
4. An ISSN search feature = 2 people
5. Option to search by Medline abbreviation = 3 people
6. Could it be linked to NWOPAC - all document supply in one place? And even NULJ, PLCS?!
7. It would be useful to know if a library was closed, closing in the near future etc like the colour coded system on PLCS
8. Does it have to be resource you log in to?

Other comments

- Happy for it just to have the NW collection
- A browsing list wouldn't be much use to us as we come to the union list when we need a specific item = 3 people.
- NULJ is more annoying than LIHNN.
- Whatever changes are made, please make sure it works with out of date browsers and the sometimes bizarre local IT set ups in some Trusts

8. If you have any other comments or suggestions please enter them below:

No suggestions

9 people had no further suggestions.

Suggested changes

- a) Include format of articles
 - Indicator of format on which articles are supplied by each library i.e. email (PDF), fax or post (multiple choice option)
 - It will save some time if there was an indicator of the format on which libraries supply articles i.e. email (PDF), fax or post
- b) Indicator of library status i.e. closed, last resort, etc
- c) Revise access route/website pages
 - I would like to see it as a more streamlined procedure and feel that there are too many choices and the pages look 'busy'. Fewer steps to get to where you need to go?

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- The link to the List could be labelled more clearly on the LIHNN homepage
- d) One stop shop
- It would be really useful if both books and journals were in the same catalogue as they are for example in Swims and London Health Libraries Catalogue. Otherwise how are people who are not entitled to an Athens account for our Trust or to a login for the Union List supposed to see our journal holdings? I am trying to set up a reciprocal arrangement for a group of libraries and I can see both their book and journal holdings but they can't see my journal holdings unless I add them to PubMed. We seem to be the only region in the whole country who has this problem.
 - Linking the book catalogue with the journal catalogue would be useful so you would only have to look in one place

Other comments

- Thank you for providing the structure for this valuable tool and to all who work so hard to provide the updates. It has always worked well for me but as I don't specialise in this area I may have basic expectations which are well met, so sorry if I can't be that helpful with development but be very happy to test anything.
- Thanks for providing this helpful resource.
- Although I don't use the list daily, I am grateful that it's there and appreciate the work services take on in keeping it working and up to date.

9. Some of your colleagues do not appear to check whether a journal is stocked by an NHS library via the Union List. Instead they send an ILL request to either the ILL email list or the LIHNN email list.

What can be done to encourage them to follow the LIHNN ILDS Protocol by checking the Union List first?

Publicise protocol

1. Make sure everyone knows about the Protocol
2. A reminder about the protocol could be sent out periodically to specific groups i.e Library Assistants
3. Show them the protocol - tell them they won't receive any more articles if they don't adhere to the procedure
4. An email should be sent to all libraries reminding them of the protocol. If The email is sent to the wrong list, the emailer should be sent the protocol to remind them of the correct method
5. I'd have to go and check the protocol - I thought you could for urgent patient care?
6. Remind managers of the protocol,
7. I didn't know there was a protocol to follow! Is there an effective way to promote/reinforce awareness of this?

Mailing lists

Ignore requests

1. Agree this is annoying. Would it be too draconian to say only requests via ILL list will be honoured?
2. Check and bounce such requests?

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3. Ask other libraries to only satisfy requests sent through the [ILL] list.
4. Contact people sending requests through lists asking them to use the [ILL] Union List?
5. Encourage libraries not to check for article requests unless the general email says they are sending it as a last resort.
6. If everyone was advised to ignore general requests users would have to check the lists
7. Ask LIHNN members to refuse to supply anything ordered by a general enquiry that has not checked the list first.
8. I think sending an e-mail to the ILL list is fair enough, but if people don't respond to them on the LIHNN list, then they may stop using it.
9. Ignore them and do not respond unless they put in an actual request.

Last resort only?

1. Could the moderators of those lists email the people concerned directly to ask them not to do this? Maybe even cc to their manager? I think people are more likely to take notice if something is addressed to them personally. However I appreciate it would be a time-consuming task for whoever takes it on.
2. It is difficult this one as when you are very busy, and the user might need the article urgently; it is easy to just email an ILL list straight away.
3. If I see any of these emails I do try to respond letting them know where the journal is available via the Union List.
4. I only use email lists as last resort/urgent requests
5. Requests should only be replied to by libraries if done via LIHNN/NULJ
6. May be a different time scale for response to non [ILL] list requests.
7. Ask anyone who uses it [the LIHNN rather than ILL list] to say why [they are using it]. It can be it is not listed but somebody might have it as part of their non-Lihnn collection or they can't get onto the site for some reason.

Marketing/publicity

1. I don't know as I don't understand why they do this! Maybe an occasional 'housekeeping' section at LIHNN/HCLU Briefings or Bulletins/LIHNNK Up to 'remind' us all what to do - could include other things too e.g. NWOPAC updates, HLISD, Athens stuff, Knowledge Base?
2. Maybe send out a reminder about it?
3. I think suggesting to all that they keep an icon on their desktop that makes it easily accessible as this can be far quicker than emailing it out. I only email the list in exceptional circumstances.
4. Market it to everyone to encourage and show how simple it is to use
5. marketing the ILL list
6. Make the ILL list more visible on the LIHNN home page.
7. Promote the [ILL list] facility
8. Publicise it again for new users.
9. Publicity and making the link to the List more obvious
10. Put a link to the union list on the front page of the LIHNN website, if possible?
11. Regular reminders?

Training

1. Tell their managers to train them properly!
2. Perhaps have an ILL meeting for staff dealing with this area as many may be new to libraries and unaware that there is an ILL protocol

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3. Maybe offer a course for library staff in how the Union List and all its various functions work.
4. If so you could specifically contact the libraries who are not using it and provide them with training on how to use it, even this is a virtual video or guide on how to order via LIHNN union list
5. I think this could be stressed when training staff
6. In my experience staff are not shown LIHNN list as an option for checking holdings. Message needs to come from managers when new staff start.
7. Training in getting the best out of the website? I often go around in circles (I probably don't need to use it often enough) and get frustrated that I can't get to, or find, what I want

Other comments

1. Can't believe people do that!
2. Public flogging for a first offence, and reserve more severe action for persistent offenders.
3. Publicly brow-beat them?
4. Post embarrassing photos of them on the LIHNN list?
5. Send a strongly worded email to this effect!
6. Shame them
7. Shun them
8. It's annoying behaviour that clutters inboxes and wastes people's time. Beyond that, I don't know what would be appropriate.
9. Telling them to stop it would be a first step.
10. Behavioural change is probably beyond the remit of any LIHNN group.
11. Ordering via the Union List means contacting one library at a time making it a lengthy process when items are unavailable for whichever reason, whereas the LIHNN email list gets a quicker response as you are connecting with a number of libraries with a greater chance of a positive outcome. Is there a way to improve on this aspect?
12. Ensure list is up to date - I think people only tend to use the email list when they have been unsuccessful finding the required journal on the union list, or if the library with holdings listed turns out not to have it (due to either imperfect holdings or inaccurate information)
13. Maybe it would need LIHNN to make it mandatory to search the Union List 1st.
14. I don't always have time to check requests made via general emails, but I would always respond to a request made through the [ILL] Union List
15. I would advise my colleagues to use the [ILL] Union list as I always reply to requests sent directly from [ILL] Union list users but not always have the time to check requests from any other source.