This survey was written by library staff in August 2019 and is aimed at all permanent and temporary NHS staff members, bank and agency workers, students, trainees and volunteers on placement at BASE library organisations. Your response is anonymous, will help us to develop the service and will take 3 to 5 minutes. Results of the survey will be collated and will be published. Available online at https://base-library.nhs.uk. The survey opens on 1st October 2019 and closes on 20th December 2019. Please see contact details for your BASE library at https://base-library.nhs.uk/locations/ or email: baselibrary.consortium@nhs.net or tel. 0121 424 9824.

1. The organisation where you normally work or study

Birmingham & Solihull Mental Health Foundation Trust
Birmingham Community Healthcare NHS Trust
Birmingham Women’s and Children’s NHS Foundation Trust
Dudley & Walsall Mental Health Partnership NHS Trust
The Dudley Group NHS Foundation Trust
Knowledge Services – Dudley Public Health
Sandwell and West Birmingham Hospitals NHS Trust
The Royal Orthopaedic Hospital NHS Foundation Trust

The Royal Wolverhampton NHS Trust
University Hospitals Birmingham NHS Foundation Trust
Walsall Healthcare NHS Trust
Other (please state)

2. Your category (role)

Additional Clinical Services
Administrative & Clerical
Allied Health Professionals
Dentist
Doctor
Doctor – Consultant
Estates & Ancillary
Healthcare Scientists
Management
Midwife
Nurse
Non NHS Student
Nurse – Health Care Assistant
Professional, Scientific, Technical
Allied Health Professional - Undergraduate
Dentist - Undergraduate
Doctor - Undergraduate
Midwife - Undergraduate
Nurse – Undergraduate
Nurse Midwife – Undergraduate
Other

Other Student
Professional, Scientific and Technical – Undergraduate
SSA (5th Yr MBChB Student)
External agency
Other External member
Patient
Private hospital
Researcher
Social services

3. Your job title
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We are thinking about the book loan and fines process. Please select if you agree/disagree with these statements.

4. Having fines helps me to remember to return the books.
   - Strongly disagree ○ Disagree ○ Neutral ○ Agree ○ Strongly agree ○ Other ________

5. Charging fines has discouraged me from using the library.
   - Strongly disagree ○ Disagree ○ Neutral ○ Agree ○ Strongly agree ○ Other ________

6. What would encourage you to return your books on time?
   - Fine if late ○ Your item has been reserved by another user ○ Overdue notice or text ○ Notice about inconvenience to others ○ Reward for timely return ○

7. What incentive would encourage you? _____________________________________________

8. What would be the ideal loan length offered?
   - 4 weeks ○ 6 weeks ○ 8 weeks ○ 3 months ○ Return date set by user ○ Other ________

9. When considering others who may need the books, what would be the ideal loan length offered?
   - 4 weeks ○ 6 weeks ○ 8 weeks ○ 3 months ○ Return date set by user ○

10. How many times would you like to be able to renew your loans? 3 ○ 4 ○ 5 ○ Unlimited ○

11. How long would it take you to return a book after another member requests the book?
    - Within 24 hours on a working day ○ Next available non-working day ○ 2 to 3 working days ○ 4 to 6 working days ○ 7 to 10 working days ○ Longer than 2 weeks ○ Other ________

We aspire to develop the service. Please tell us your thoughts on these possibilities:

12. In future I would prefer to pay fines online
    - Strongly disagree ○ Disagree ○ Neutral ○ Agree ○ Strongly agree ○

13. In future I would like to use fingerprint, iris or voice recognition technology rather than my library card
    - Strongly disagree ○ Disagree ○ Neutral ○ Agree ○ Strongly agree ○

14. In future, I would like to see personalised titles when I log in
    - Strongly disagree ○ Disagree ○ Neutral ○ Agree ○ Strongly agree ○

Your use of the library

15. How did you become aware that there is a library service? ________________________________


17. Would you recommend the library to others? If no, why not?
    - Yes ○ No ○ ________________________________ ○ Other ________________________________

18. Do you use our online services - which do you use? ________________________________

19. Using the BASE library website at www.base-library.nhs.uk is a good experience.
    - Strongly disagree ○ Disagree ○ Neutral ○ Agree ○ Strongly agree ○