

# BASE Library Survey 2019

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 1<sup>st</sup> 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](mailto: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 \_\_\_\_\_

# BASE Library Survey 2019

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? \_\_\_\_\_
16. How often do you use the library? Daily  Weekly  Monthly  Never
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](http://www.base-library.nhs.uk) is a good experience.  
Strongly disagree  Disagree  Neutral  Agree  Strongly agree