

**South Devon Healthcare Library and Information Service**

# Library Survey Report

**Autumn 2016**

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## 1.0 Summary

### • Respondents and library usage

55 responses were received. The proportions of professions represented in the sample fairly closely matches what was expected. Representation for each individual group varied from 0-20%. Online resources are less frequently used than respondents visiting in person. Students visit the library and use online resources more frequently than their registered counterparts. 52% of respondents use out-of-hours access.

### • What are library users most satisfied with?

The most common themes were:

- Helpfulness and knowledge of staff,
- WiFi access,
- Out-of-hours access,
- Quiet study space,
- Staffed opening hours,
- The library environment,
- Ease of contacting the library team.

When looking solely at people who use the service several more services appeared with high satisfaction levels including: **information skills training, ebooks, and literature searching service, current awareness service,** and the **Health and Wellbeing collection.**

### • What is most important to library users?

The most common themes were:

- An area for study (n=14) (specifically, “quiet” n=4),
- Computer use (n=10),
- Books (n=7),
- Out-of-hours access (n=6),
- Journals (n=6),
- Availability of resources (n=5),
- The staff (specifically, “helpfulness”) (n=6).

### • What is least important to library users?

The most common themes were:

- The group study space (n=6),
- Physical books (n=3),
- The Health and Wellbeing collection (n=3),
- WiFi (n=2),
- Print journals (n=2),
- Printing facilities (n=2).

- **Areas for improvement**

The most obvious area for improvement is the provision of computers. Other areas include:

- Journal collections (online and print),
- Print book collection,
- The group study space,
- Provision of online resources,
- The library website,
- The quiet study space,
- The library environment,
- Inter-library loan service,
- Copying facilities.

Areas that may require less urgent improvement include: **the staffed opening hours, the printing facilities, and the SWIMS library catalogue** (highest rating on percentage of “satisfied” responses).

- **What could be more heavily publicised?**

The following services/facilities scored highest for “not used – unaware”. Information skills training also featured as receiving the highest percentage response for “not used – aware”. Those highlighted also received 100% “Satisfied” or “Very satisfied” responses from respondents who say they actually use the service which is a useful selling point.

- **The collection of ebooks,**
- **The Health and Wellbeing collection,**
- **Literature searching service,**
- Group study area,
- Inter-library loan service,
- **Current awareness resources,**
- Online journals,
- SWIMS library catalogue.

- **Actions**

Constructive feedback and services highlighted as requiring improvement will be discussed as a team, and actions agreed. A “You said, we did...” campaign will be launched to feedback to library users, featuring a display within the library. The survey will be repeated in summer 2017, and from then on annually, to continually monitor and improve the service.

## **2.0 Introduction**

This report presents the findings from a survey of library users conducted in autumn 2016. Strengths and areas for improvement are identified, along with an insight to usage patterns of library resources by library members. It is planned to repeat the survey in May/June 2017, and from there onwards repeat annually as a means of continuing evaluation and improvement of the library service.

## **2.1 Aims and objectives**

The aims and objectives of the survey are:

- To understand the needs of our library users,
- To understand the usage patterns of library services,
- To highlight what library users value about the service,
- To highlight areas for improvement within our service,
- To establish a survey procedure so that improvement can be monitored annually.

## **2.2 Abbreviations used**

Several abbreviations for staff groups are used throughout this report, particularly within graphs to save on space. They are:

**AC** – Admin and Clerical

**HCA** – Additional Clinical Services (e.g. HCA)

**AHP** – Allied Health Professionals

**AST** – Additional Professional, Scientific and Technical

**EA** – Estates and Ancillary

**HCS** – Healthcare Scientists

**MD** – Medical and Dental

**MDS** – Student (Medical)

**NM** – Nursing and Midwifery

**NMS** – Student (Nursing and Midwifery)

**OS** – Student (Other)

### **3.0 Data Collection**

Responses were collected from August to December 2016. The survey was made available in two formats, print (**Appendix 1 – Library Survey**) and online. Print surveys were left at key points around the library such as on the computer stations and on the group study tables, with a collection box next to the self-service machine. The online version was advertised on the library website, Twitter, the Trust email bulletin, and on email signatures. Collection was stopped once data analysis started on the 15<sup>th</sup> December 2016 once over 50 responses were received. All paper responses were anonymous, and all online responses were anonymized in the coding process. The data was analysed using Microsoft Excel 2010.

### **4.0 Respondents**

55 responses were received, of which 13 were online, and 42 were from print surveys.

### **4.1 Exclusions**

One response was excluded from all analysis, and two were included for everything except analysis for question 5. All exclusions were discussed and actions were agreed as a team. The details of the excluded responses and action taken are shown in Table 1.

<b>No.</b>	<b>Code</b>	<b>Reason</b>	<b>Action</b>
1	OS10	Responded to form irrelevantly – it was felt they had understood the survey was for Torquay Public Library	Response totally excluded from analysis
2	LS36	No response to any of question 5	Omitted from Q5 analysis, used for population, usage, and qualitative responses
3	OS13	Responses to question 5 did not tally with rest of responses - user “strongly agreed” that the library provides them a good service, and that they regularly use the library but scored “dissatisfied” for most of Q5. It was felt perhaps the survey scoring for Q5 had not been clear online.	Omitted from Q5 analysis, used for population, usage, and qualitative responses

*Table 1: Details of excluded responses and action taken*

## 4.2 Professions of respondents

The number of respondents (including exclusions 2 and 3) by profession is shown in Table 2 and the percentage of respondents by group is visible in Figure 1.

Profession	N	%
Medical and Dental	10	18.5%
Nursing and Midwifery Registered	15	27.8%
Allied Health Professionals	4	7.4%
Student (Medical)	5	9.3%
Student (Nursing & Midwifery)	6	11.1%
Student (Other)	3	5.6%
Admin and Clerical	5	9.3%
Healthcare Scientists	1	1.9%
Additional Clinical Services (e.g. HCA)	4	7.4%
Estates and Ancillary	0	0.0%
Additional Professional, Scientific and Technical	1	1.9%
<b>Total</b>	<b>54</b>	<b>100.0%</b>

Table 2: The number of respondents by profession, and as a percentage of the whole sample

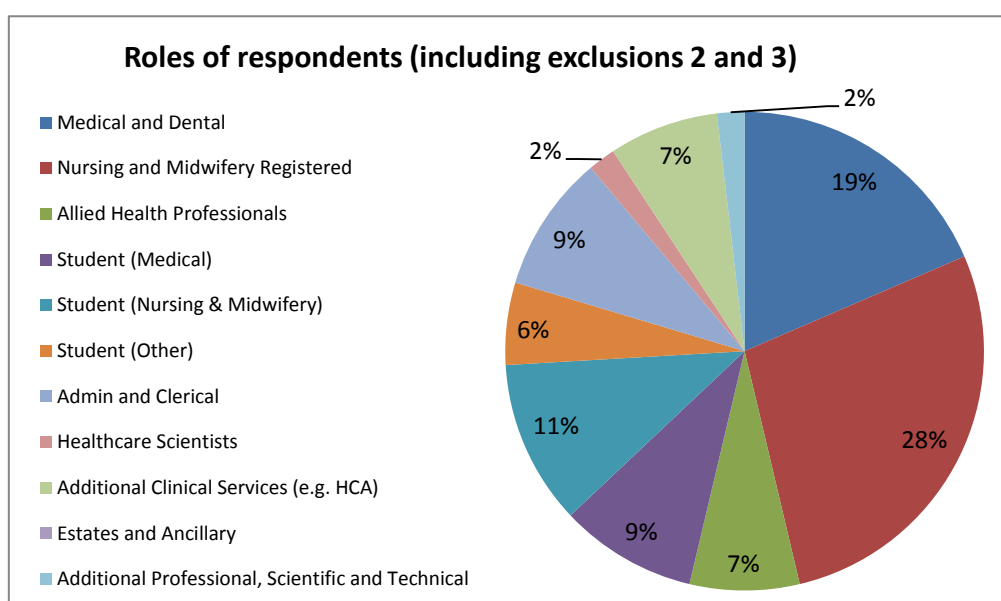


Figure 1: The proportion of professions represented in the sample

Using data from the SWIMS Olib system, the actual number of each profession registered to use our library could be found. This was completed with a filter for accounts created on or before 15<sup>th</sup> December 2016 to ensure a more accurate comparison with the survey responses, which were last collected on that date. A comparison of this data and the data collected in our survey is summarised in Table 3. The expected and observed proportion of respondents by profession matches quite closely, meaning that our sample is fairly representative of our library users as a whole. However, the majority of professions had less than 10% of their total users represented, so care should be taken in generalising the findings to represent a whole



professional group. It is positive that most groups have a similar percentage representation as that allows for easier comparison.

Profession	No. Sampled	Total users (from Olib)	Expected % of Respondents (based on Olib)	Observed % of Respondents	% of group represented
Medical & Dental	10	284	20%	19%	4%
Nursing & Midwifery Registered	15	441	30%	28%	3%
Allied Health Professionals	4	173	12%	7%	2%
Student (Medical)	5	67	5%	9%	7%
Student (Nursing & Midwifery)	6	37	3%	11%	16%
Student (Other)	3	64	4%	6%	5%
Admin & Clerical	5	77	5%	9%	6%
Healthcare Scientists	1	5	0.34%	2%	20%
Additional Clinical Services (e.g. HCA)	4	261	18%	7%	2%
Estates and Ancillary	0	15	1%	0%	0%
Additional Professional, Scientific and Technical	1	32	2%	2%	3%
<b>Total</b>	<b>54</b>	<b>1456</b>	<b>100%</b>	<b>100%</b>	

*Table 3: Expected proportion of respondents, and percentage of profession represented*

The exceptions to these observations are in the Student (Nursing and Midwifery) [NMS], and the Additional Clinical Services (e.g. HCA) [HCA] groups. The NMS seem over-represented whilst the HCA seem under-represented. It could be that the NMS are more likely to be using the library service as they are studying for a qualification, and are able to get more time away from clinical areas due to their supernumerary status. There are a number of student nurses who also work as health-care assistants (HCAs) in the Trust, and so there may have been uncertainty as to which option they should select on the survey. Likewise, on SWIMS, the primary occupation of registered users may be inconsistently recorded. It would be difficult to adjust for this as it cannot be assumed which category they would identify most closely with. Trainee Assistant Practitioners (TAPs) may also be a grey area as they may identify in NMS, ACS, or even Student (Other). Therefore, care should be taken in looking at profession-specific analysis for these groups, and it must be considered that they may represent a broader range of professions.

## **5.0 When and how often are people accessing the library?**

Analysis from Questions 2 and 3 revealed the usage patterns of respondents by asking how frequently they visit in person, use online resources, and what times they mainly visit.

### **5.1 Frequency of visits**

Figures 2 and 3 show the proportion of responses to both parts of Question 2, asking how often respondents visit the library in person, and use the library's online resources. Comparing the two charts it appears that there is greater reported frequency of visiting the library in person than

accessing online resources. This trend is even clearer in Figure 4. There is a much higher percentage (26%) of people stating that they “Never” access the online resources, compared to only 4% for visiting in person. This could be due to people not recognising certain online resources as part of the library, for example, UpToDate or MyJournals. There could also be a high proportion of people who predominantly use the library for its physical space, for example for a quiet study area, or for meetings. There may well be a sampling bias as the majority of our responses (76%) were collected in paper format which was only available within the library itself. Regardless of the cause, the publicity of online resources could be an area for improvement. Nobody stated “Daily” for either question.

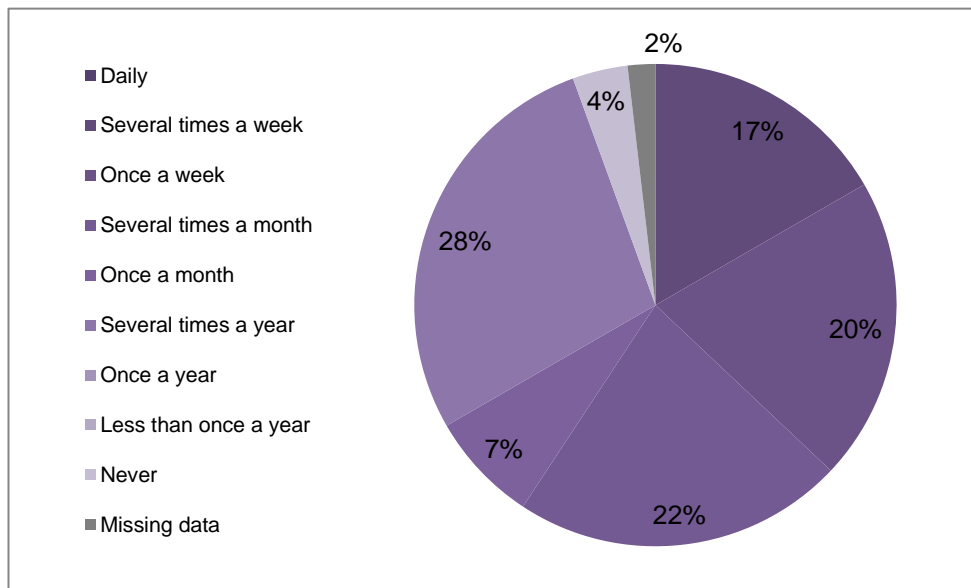


Figure 2: Percentage responses to Q2a "How frequently do you visit the library in person?"

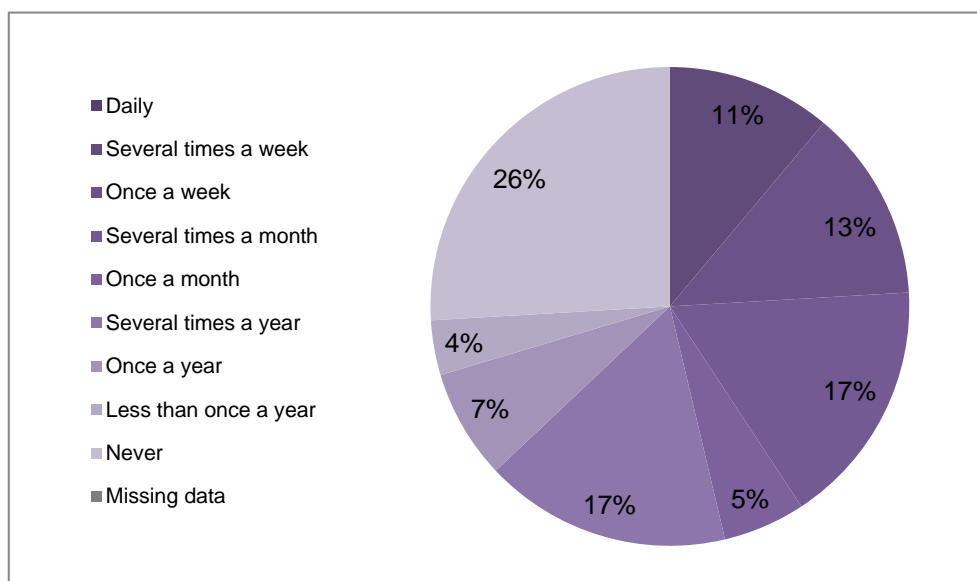


Figure 3: Percentage responses to Q2b "How frequently do you use the Library's online resources?"

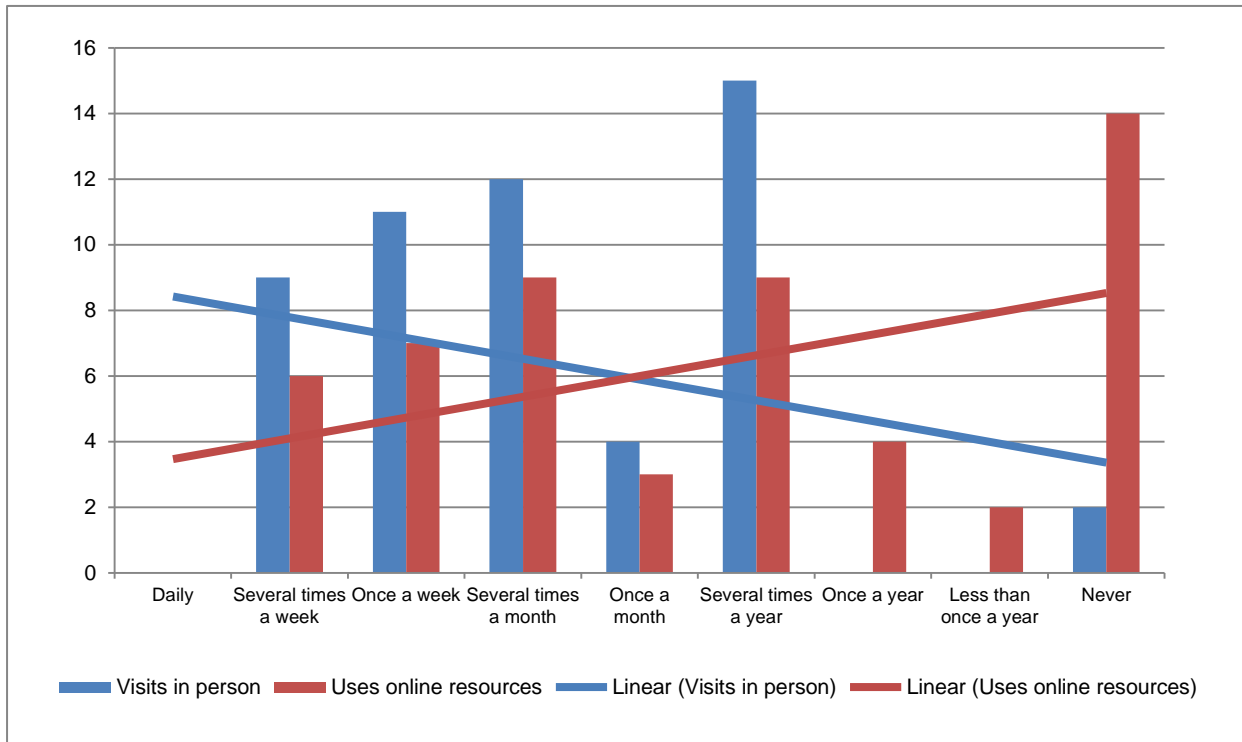


Figure 4: How often people visit the library in person compared with using the online resources

## 5.2 Frequency of visits by profession

Looking at the data by staff group, it shows some interesting patterns of usage (Figures 5 and 6). The MD group especially shows a much stronger preference for visiting in person, although seem a quite mixed group in terms of the variety of frequencies of visit in both categories. The NM group also show this trend but to a lesser extent. It seems that the MD group are more likely to visit in person than the NM group. Interestingly, the student groups appear to have a much greater frequency of visits for “online” and “in person” than for their corresponding registered groups. This is statistically significant ( $p < 0.05$ ) for online resource use when the frequency of use is grouped into more or less than once a month. The link is much less significant ( $p < 0.2$ ) for visiting in person. This could be due to a greater need for using the library whilst undertaking a degree, and having more time to do so due to less clinical time.

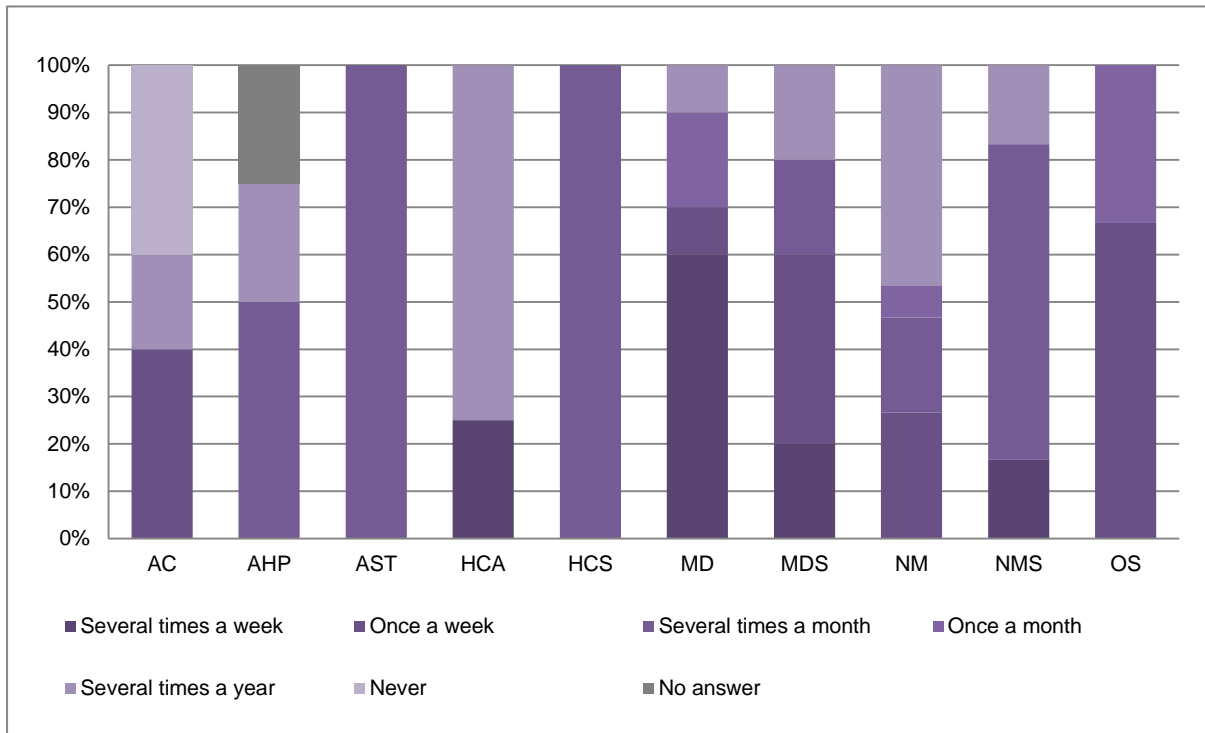


Figure 6: Frequency of visits in person as percentages by profession

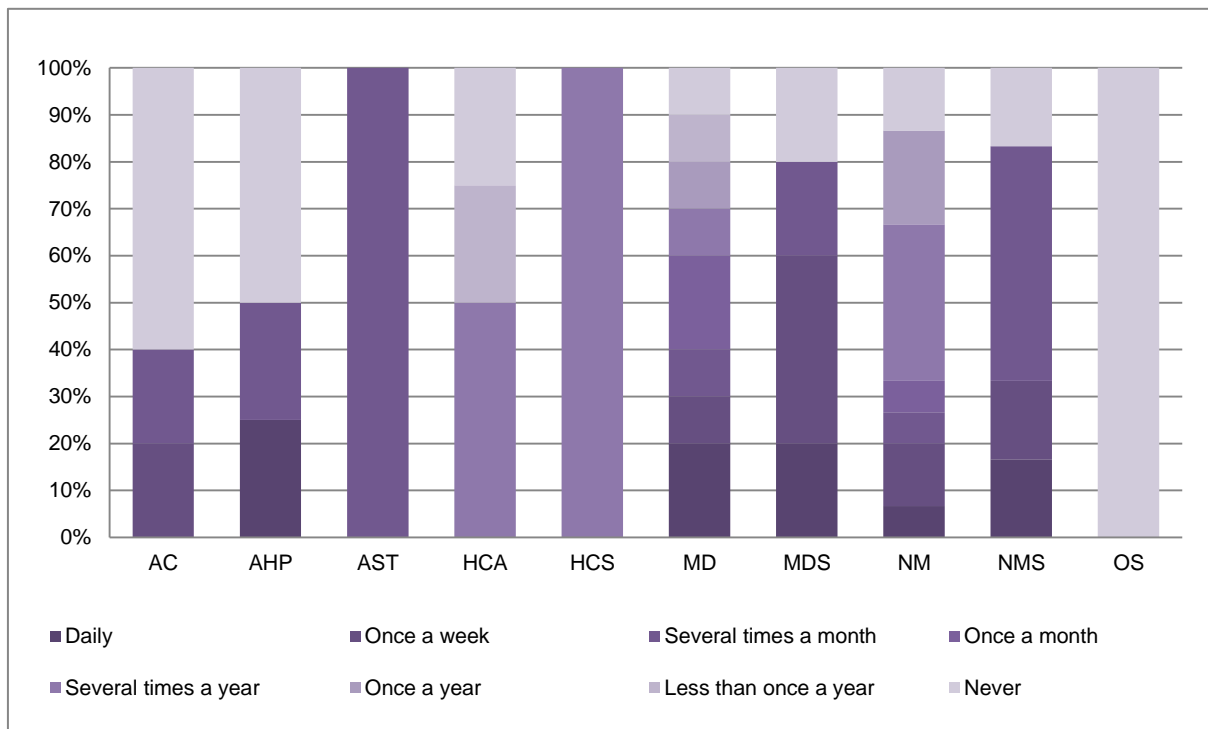


Figure 5: Frequency of use of online resources as percentages by profession

### 5.3 Time of visit

Looking at data from Question 3 “If you do visit the library, when do you mainly visit?” (Figure 7), we can see that slightly more people visit purely during staffed hours (44%), compared to only outside of staffed hours (33%). 52% of people who responded use out-of-hours access, confirming the importance of this as a service we provide. There doesn't seem to be any particular trend with staff group (Figure 8).

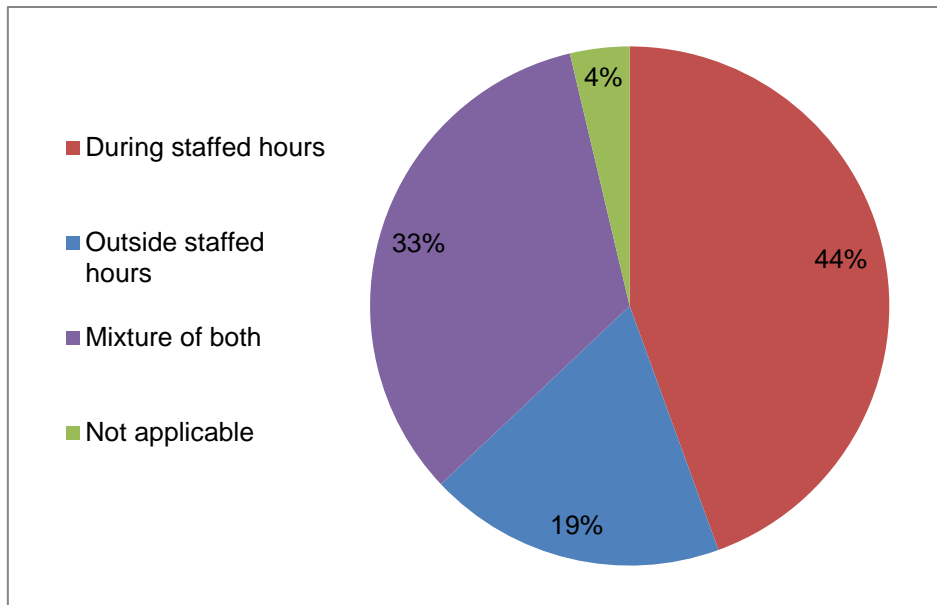


Figure 7: When respondents “mainly” visit the Library

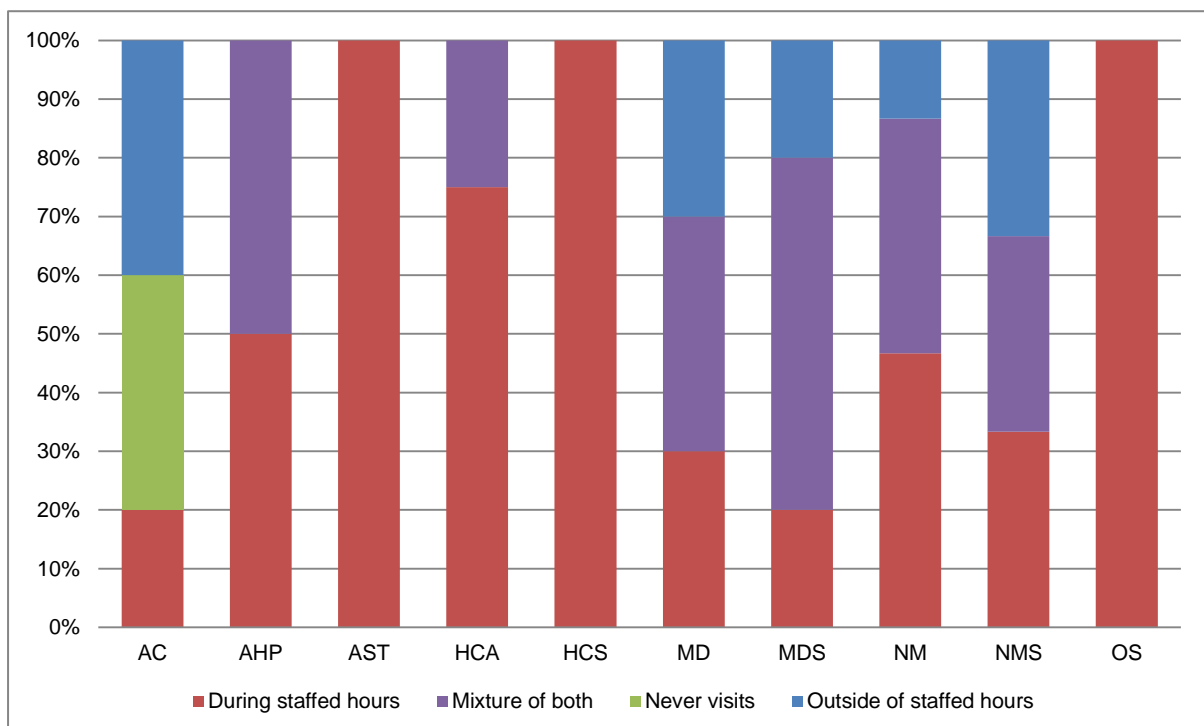


Figure 8: Percentage of visiting times by profession

## 6.0 Satisfaction

Quantitative satisfaction can be drawn from questions 5 and 8. Question 8 provides a general idea of satisfaction, whereas question 5 provides an insight to satisfaction levels in relation to specific services.

### 6.1 General satisfaction

Figure 9 shows the percentage of responses to Question 8, asking how strongly respondents agree with the statement “Overall the library provides a good service to me”. The majority of people (61%) “Strongly agree”, with 92% stating either “Strongly agree” or “Agree”. Looking at responses by profession (Figure 10), you can see that the AC group is the least satisfied overall, and is therefore a group that could be targeted in the future in the development and promotion of library services. One AC respondent stated:

*“I am unaware of the services that the library provides for clerical staff.” (OS11, AC)*

The HCA, AHP and OS groups could also perhaps benefit from targeting in development. Another interesting observation is the slightly higher satisfaction seen in the NM and NMS groups, compared with the MD and MDS groups, although this is not a statistically significant difference.

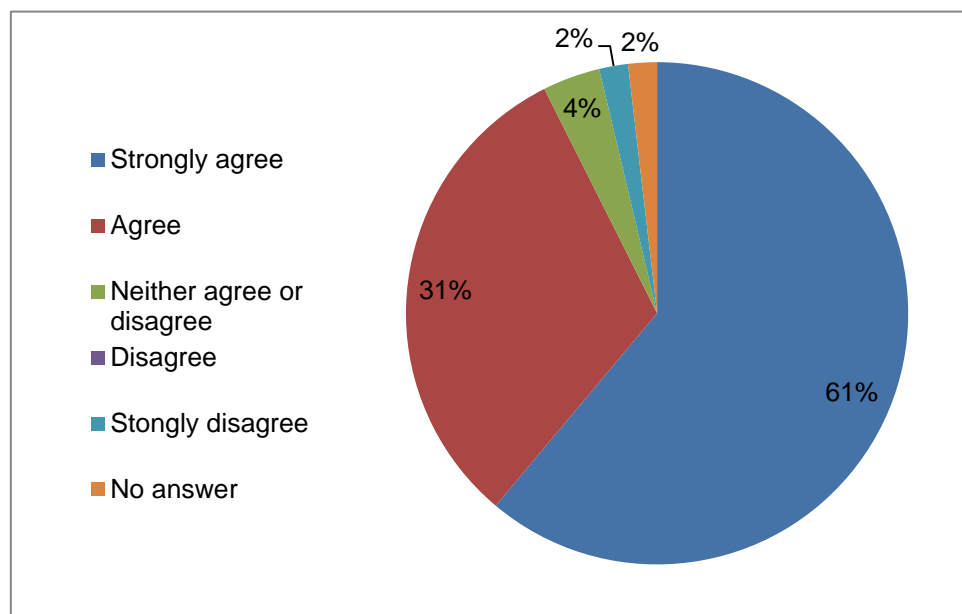


Figure 9: Percentage responses to "How much do you agree with the statement "Overall the library provides a good service to me"?"

Figure 11 reveals an interesting observation in comparing general satisfaction with when respondents say that they mainly visit. Those who visit mainly during staffed hours seem to be less satisfied than those who use out of hours access in some way. This could indicate that taking advantage of out-of-hours access contributes to overall satisfaction with the library service. However, there could be other factors about that group as a whole that is affecting their satisfaction levels.

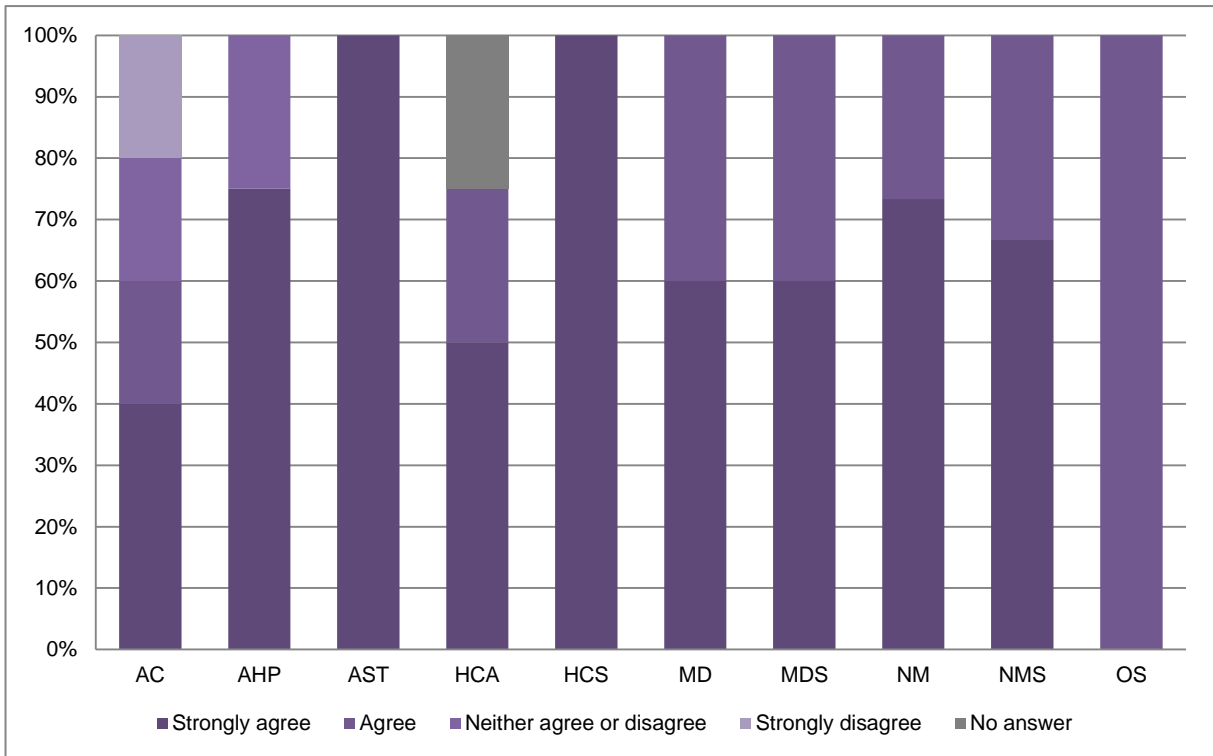


Figure 10: Percentage agreement with the statement "Overall the library provides a good service to me", by profession

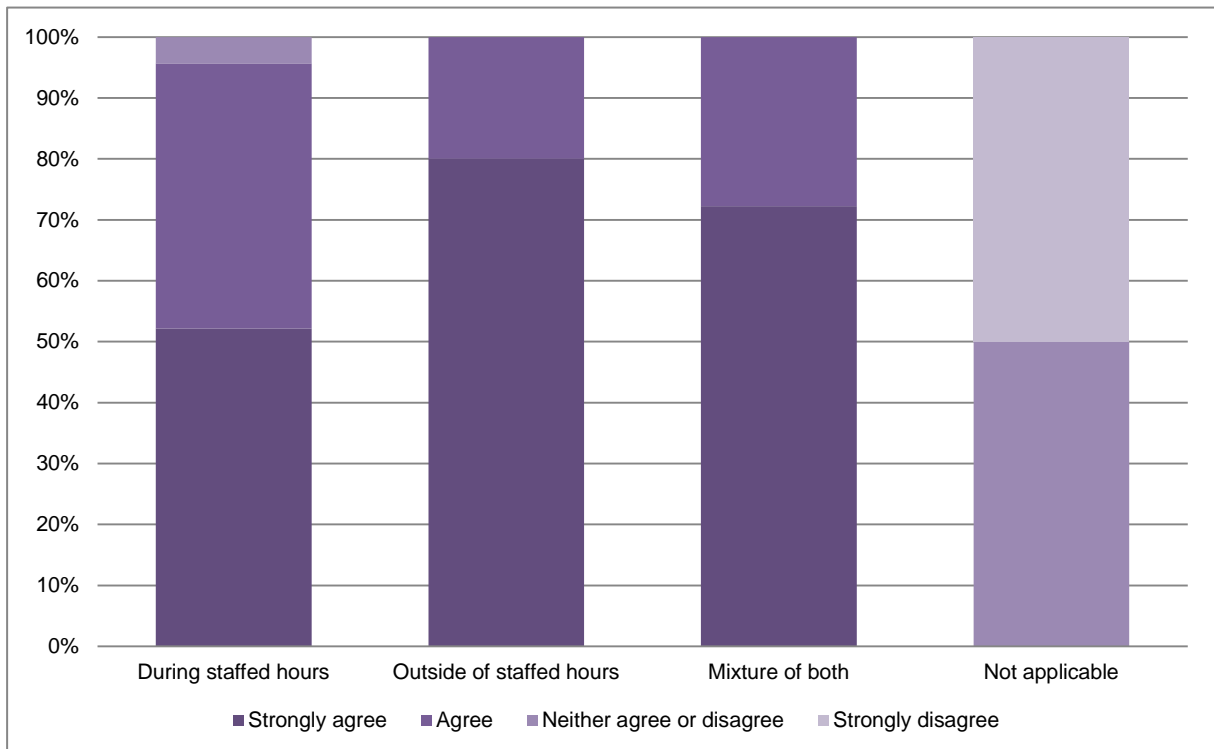


Figure 11: General satisfaction levels compared with when people mainly visit

## 6.2 Satisfaction with specific services

Question 5 asked respondents to rate how satisfied they are with specific library services on a scale including “Very satisfied”, “Satisfied”, “Dissatisfied”, “Very Dissatisfied”, “Not used (but aware of service)”, and “Not used (and unaware of service)”. The online respondents were unable specify their awareness under “not used”, resulting in their responses being coded as “Not used – unspecified”. This coding was also used for paper responses where “not used” was indicated but not the awareness.

The coding enabled a “satisfaction score” to be generated from the data, which helped provide an estimated ranking of our services for comparison to in the future (Table 4). Figure 12 displays all the services and facilities rated in Question 5 with the percentage of responses gained for each.

<b>Autumn 2016</b>		
<b>Service/facility</b>	<b>Ranking</b>	<b>Trend</b>
<b>Helpfulness of library staff</b>	1	-
<b>Library environment</b>	2	-
<b>Staffed opening hours</b>	3	-
<b>Quiet study space</b>	4	-
<b>Knowledge of library staff</b>	5	-
<b>Ease of contacting the team</b>	6	-
<b>Provision of computers</b>	7	-
<b>Out-of-hours access</b>	8	-
<b>WiFi access</b>	9	-
<b>Collection of print books</b>	10	-
<b>Printing facilities</b>	11	-
<b>The SWIMS library catalogue</b>	12	-
<b>The NICE healthcare databases</b>	13	-
<b>Collection of print journals</b>	14	-
<b>Provision of online resources</b>	15	-
<b>Current awareness service</b>	16	-
<b>Library website</b>	17	-
<b>Collection of online journals</b>	18	-
<b>Group study space</b>	19	-
<b>Copying facilities</b>	20	-
<b>Inter-library loan service</b>	21	-
<b>Literature searching service</b>	22	-
<b>Health and Wellbeing collection</b>	23	-
<b>Collection of ebooks</b>	24	-
<b>Information skills training</b>	25	-

*Table 4: Services and facilities ranked on "satisfaction score" generated from Question 5 data*



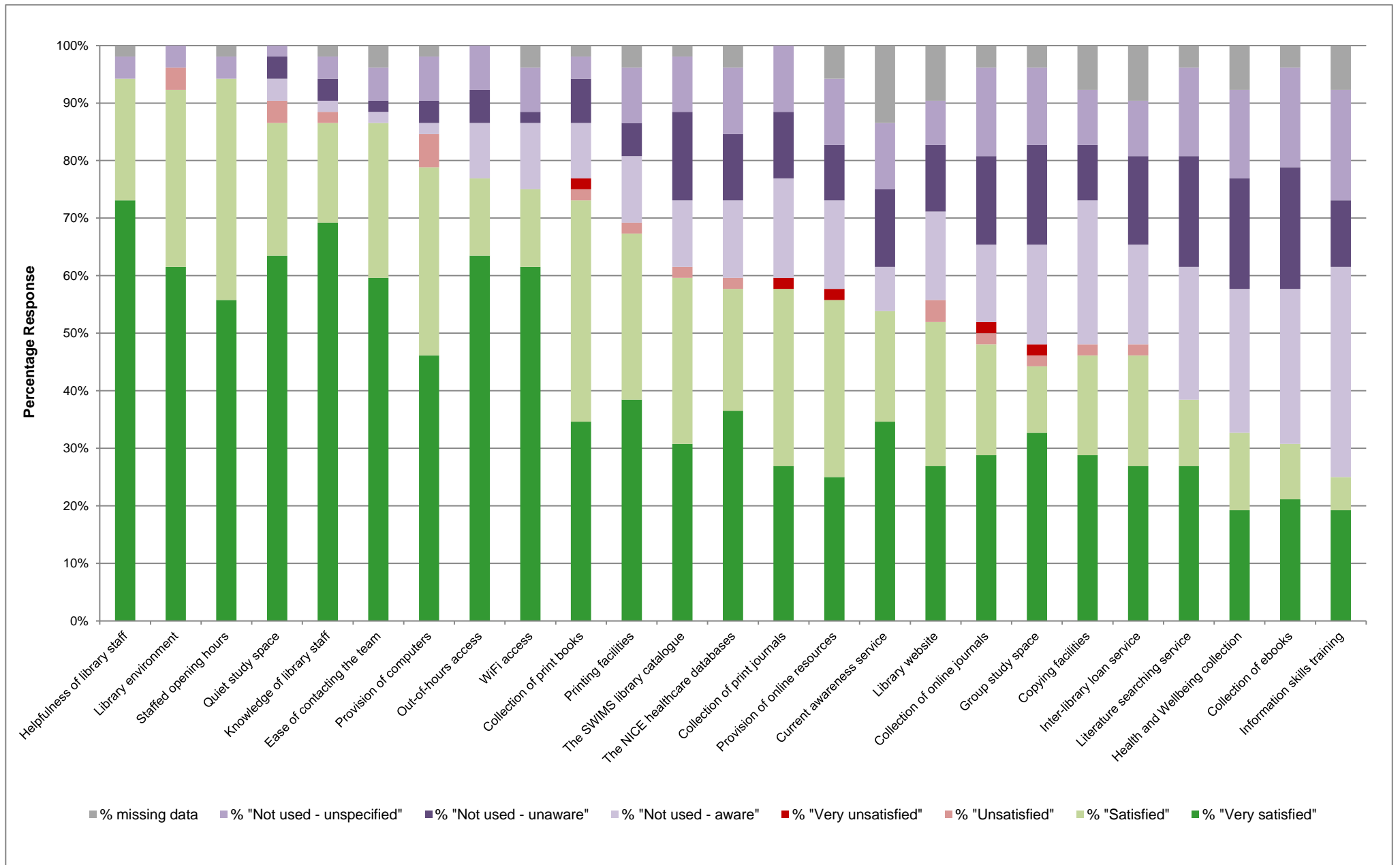


Figure 12: The percentage of each response for each service/facility listed in Question 5, "In general, how satisfied are you with the following..."

### 6.3 What are people most satisfied with?

Highest % "Very satisfied"		Highest % "Satisfied OR Very satisfied"	
Helpfulness of library staff	75	Helpfulness of library staff	96
Knowledge of library staff	71	Staffed opening hours	96
WiFi access	64	Library environment	92
Out-of-hours access	63	Ease of contacting the library team	90
Quiet study space	63	Knowledge of library staff	88

*Table 5: The highest services on percentage of "Very satisfied" and "Very satisfied OR Satisfied" responses*

At face value, the services with the greatest percentage satisfaction are summarised in Table 5. This highlights the satisfaction that library users have with the staff, the physical space to study, the opening hours, and the WiFi access.

When the results are analysed looking only at the people who state that they use the service, a similar pattern appears (Tables 6 and 7), although Information skills training also appears in the top 5, suggesting this is a highly valued service but one that gets poor use. Ten services received 100% "Very satisfied" or "Satisfied" when looking from this perspective. This suggests that these could be worth promoting more, particularly the collection of ebooks, information skills training, literature searching service, and the health and wellbeing collection, which also feature on the highest scoring services for "not used" (see **6.5 What are the most and least used services?**).

Highest % "Very satisfied"	
Out-of-hours access	83
WiFi access	82
Knowledge of library staff	78
Helpfulness of library staff	78
Information skills training	77

*Table 6: The highest services on percentage of "Very satisfied" responses (of the people who use the service)*

Highest % "Very satisfied OR Satisfied"
Collection of ebooks
Out-of-hours access
Information skills training
Literature searching service
Current awareness service
WiFi access
Health & Wellbeing Collection
Helpfulness of library staff
Staffed opening hours
Ease of contacting the team

*Table 7: The services that got 100% "Very satisfied" OR "Satisfied" responses (of the people who use the service)*

## 6.4 What are people least satisfied with?

Tables 8 - 10 highlight the services which had the highest percentage responses for “Very dissatisfied” and “Dissatisfied” OR “Very Dissatisfied”. “Dissatisfied” alone has not been added as all services covered are included in Tables 8 - 10. These are the areas which could require some improvement, see section 7.0 (Qualitative Feedback) for explanations as to why respondents are dissatisfied with these services. It is worth noting the relatively low percentages for dissatisfied compared with the satisfied, which is encouraging that far from the majority of service users who are dissatisfied.

Highest % "Very dissatisfied"		Highest % "Dissatisfied OR Very dissatisfied"	
Collection of print journals	2	Provision of computers	11
Collection of print books	2	Library website	8
Collection of online journals	2	Collection of online journals	8
Group study space	2	Group study space	8
Provision of online resources	2	Collection of print books	8
		Quiet study space	7
		Library environment	7

Table 8: The highest services on percentage of "Very dissatisfied" and, "Dissatisfied" OR "Very Dissatisfied" responses

Highest % "Dissatisfied"		Highest % "Very dissatisfied"	
Library website	7	Group study space	4
Provision of computers	7	Collection of online journals	4
Quiet study space	4	Provision of online resources	3
ILL service	4	Collection of print journals	3
Group study space	4	Collection of print books	3
Copying facilities	4		
Library environment	4		
Collection of online journals	4		

Table 9: The highest services on percentage of "Dissatisfied" and "Very dissatisfied" (of the people who use the service)

Highest % "Dissatisfied OR Very dissatisfied"	
Group study space	15
Collection of online journals	14
Library website	13
Provision of computers	13
Collection of print books	10
Quiet study space	8

Table 10: The highest services on percentage of "Dissatisfied" OR "Very dissatisfied" responses (of the people who used the service)

Those in red feature in both section 6.3 (**What are people most satisfied with?**), and here, so whilst that vast majority are very satisfied with these services, they still require some improvement. It was suggested in the qualitative feedback, that the quiet study and library environment could be improved with better temperature control, enforcing of quiet, and by making the environment “less stiff and boring” (see 7.3 “**What changes could the Library make to improve the service?**”).

The services shown in Table 11 are those that ranked highest on percentage for the response “Satisfied”. Whilst it is good that people are satisfied with these services, it could also indicate that there is room for improvement with these services. Particular attention should be given to the collection of print books, the collection of print journals, and the provision of online resources, for which “Satisfied” was the most common response. The printing facilities, staffed opening hours and the SWIMS library catalogue are the only services that do not feature earlier in this section, and therefore may require less urgent attention.

Highest % "Satisfied"

<b>Collection of print books</b>	<b>39</b>
<b>Staffed opening hours</b>	<b>39</b>
<b>Provision of computers</b>	<b>33</b>
<b>Provision of online resources</b>	<b>33</b>
<b>Collection of print journals</b>	<b>31</b>
<b>Library environment</b>	<b>31</b>
<b>Printing facilities</b>	<b>30</b>
<b>The SWIMS library catalogue</b>	<b>29</b>

*Table 11: The highest services on percentage of "Satisfied" responses*

### **6.5 What are the most and least used services?**

Table 12 indicates the services which had the lowest percentage of any “Not used” response for question 5, therefore implying that they are the most used. This indicates that the majority of people are familiar with the physical space and physical resources such as print books and the computers. It also shows that most people who completed the survey have had contact with the library staff.

Lowest % ALL "Not used"

<b>Out-of-hours access</b>	<b>23</b>
<b>WiFi access</b>	<b>22</b>
<b>Collection of print books</b>	<b>22</b>
<b>Provision of computers</b>	<b>14</b>
<b>Ease of contacting the library team</b>	<b>10</b>
<b>Knowledge of library staff</b>	<b>10</b>
<b>Quiet study space</b>	<b>10</b>
<b>Helpfulness of library staff</b>	<b>4</b>
<b>Staffed opening hours</b>	<b>4</b>
<b>Library environment</b>	<b>4</b>

*Table 12: The lowest services on percentage of all "Not used" responses*

The least used services are summarised in Tables 13 and 14. The services highlighted in red appear at least three times across all the tables. Particular attention should be paid to the collection of ebooks, information skills training, and the Health and Wellbeing collection, for which “Not used – aware” was the most common response. All of the highlighted services also appear in section 6.3 (**What are people most satisfied with?**), so as discussed previously, these services could really benefit from more promotion, perhaps capitalising on the fact that of the people who use these services 100% are satisfied with them.

Highest % "Not used - aware"		Highest % "Not used - unspecified"	
<b>Information skills training</b>	40	<b>Information skills training</b>	21
<b>Collection of ebooks</b>	28	<b>Collection of ebooks</b>	18
<b>Copying facilities</b>	27	<b>Health and Wellbeing Collection</b>	17
<b>Health and Wellbeing Collection</b>	27	<b>Collection of online journals</b>	16
<b>Literature searching service</b>	24	<b>Literature searching service</b>	16

Table 13: The highest services on percentage of "Not used - aware" and "Not used - unspecified" responses

Highest % ALL "not used"	
<b>Information skills training</b>	73
<b>Collection of ebooks</b>	68
<b>Health and Wellbeing Collection</b>	65
<b>Literature searching service</b>	60
<b>Group study space</b>	50

Table 14: The highest services on the percentage of all "Not used" responses

## 6.6 Which services are people least aware of?

The highest five services on percentage of “Not used – unaware” responses are shown in Table 15. These were closely followed by 16% for each of: **current awareness resources**, **collection of online journals**, and the **SWIMS library catalogue**. These are the areas that could benefit from a greater promotion to increase the library users’ awareness of their existence.

Highest % "Not used - unaware"	
<b>Collection of ebooks</b>	22
<b>Health and Wellbeing Collection</b>	21
<b>Literature searching service</b>	20
<b>Group study space</b>	18
<b>Inter-library loan service</b>	17

Table 15: The highest services on the percentage of "Not used - unaware" responses

Table 16 shows the services which received the highest percentage missing data, which may indicate that they were unaware of a service or unsure if they had used it. Perhaps these too could benefit from more promotion.

Highest % missing data

<b>Current awareness service</b>	<b>7</b>
<b>Inter-library loan service</b>	<b>5</b>
<b>Library website</b>	<b>5</b>
<b>Information skills training</b>	<b>4</b>
<b>Copying facilities</b>	<b>4</b>
<b>Health and Wellbeing Collection</b>	<b>4</b>
<b>Provision of online resources</b>	<b>3</b>

*Table 16: The highest services on percentage of missing data*

## 7.0 Qualitative Feedback

Qualitative data was drawn from Questions 4, 6, 7, 9, and 10. The responses were read and “themes” noted from each, for example, “PC use” or “quiet study environment”. The themes were then listed, and the data re-read whilst updating the frequency at which the themes occurred. Certain themes were grouped under a “parent theme” where the response states a specific theme that fits under a broader one. For example, a response stating “quiet study area” would gain a count under “quiet working space”, but also under the broader theme “study area”. This enables both a broad and specific analysis to take place where it can be said “X number of people referenced study space as being important to them”, but also see what they’ve specified that they value about the space, for example “quiet” or “relaxed”.

There was a high rate of missing data for these questions, ranging from 13% (question 4) to 67% (Question 10).

### 7.1 Which services are most important to library users?

Question 6 asked “Of the Library’s services and facilities which are the most important to you?”. The themes which had a frequency of greater than or equal to 4 are shown in Figure 13. The “parent” themes are highlighted in blue, and the specific themes in purple. The most popular response concerned the physical studying space, of which 4 people specified “quiet”, 2 a “pleasant work environment”, and one a “relaxed space”. This correlates with the findings in section 5.1 (**Frequency of visits**) that respondents generally visit the library in person more frequently than use online resources, although it should be remembered that this could be due to a sampling bias.

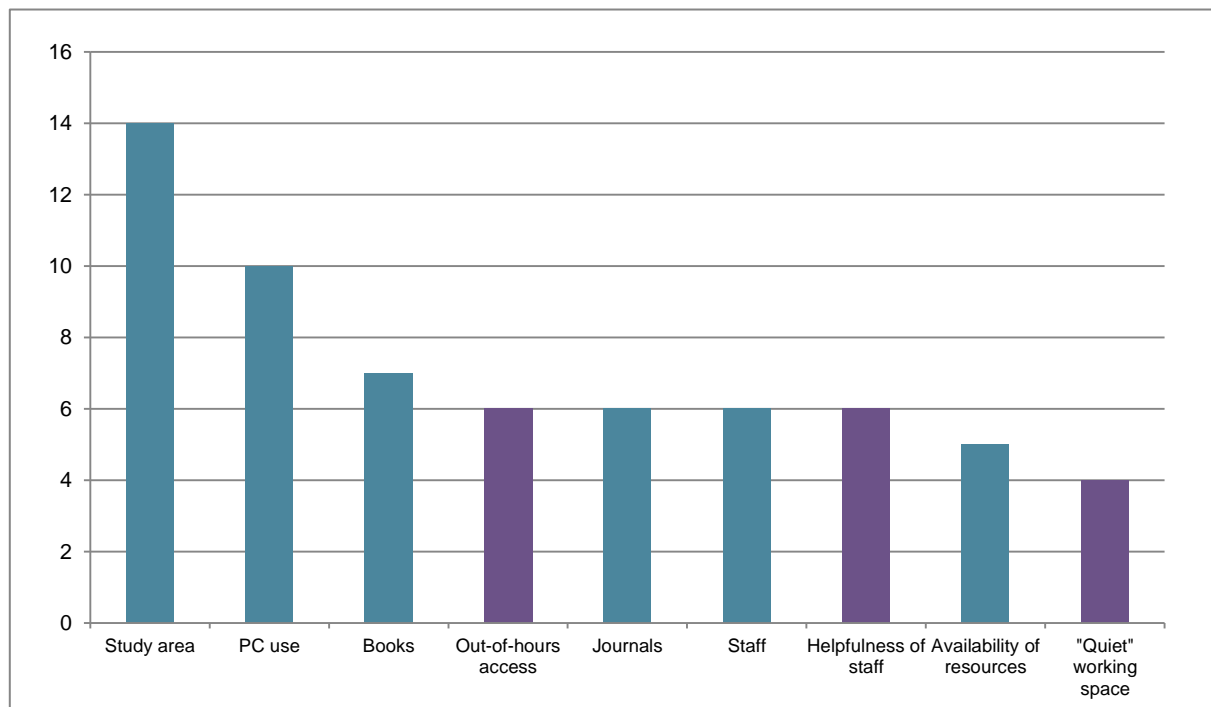


Figure 13: The themes with the highest frequency ( $\geq 4$ ) for Question 6, "Of the Library's services and facilities which are most important to you?"

Quotes on the theme of study space (in the context of which of the Library's services are most important) include:

*“Quiet studying space as I don't have a studying space at home and opening hours of local library is not good or does not suit my work life. Study space, the environment here is much better than local libraries.” (LS11, HCA)*

*“The actual space – studying at Plymouth is a long journey. The library is the perfect place for me to work” (LS24, NMS)*

Under the second most common theme, “PC use”, one specified the importance of a computer on a large desk, one a computer for e-learning, and one spoke about the importance of computer availability. However, the majority did not specify anything other than “computer” or “PC use”. Access to scanners was mentioned by one, and access to the internet was stated by two respondents, but WiFi was not explicitly mentioned by anyone. The importance of PCs is also reflected in the responses to Question 9 (see **7.3 What changes could the Library make to improve the service?**) where the suggestion of “more PCs” was by far the most popular suggestion.

The third most common theme was “books” although only one person specified ebooks, and one physical books. Regardless, it demonstrates the importance of the maintaining of these resources. Whilst the ebooks seem to get less use (see **6.5 What are the most and least used services?**) they also have a higher percentage satisfaction from the people who use them than the print books (see **6.2 Satisfaction with specific services**). Therefore perhaps the ebooks need improvement in publicity, and the print books need improvement in content. One person stated (under Question 7 “What is least important to you?”):

*“I also love reading books as opposed to ebooks but I'm adjusting slowly.” (LS14, AHP)*



## 7.2 Which services are least important to library users?

Question 7 asked “Of the library’s services and facilities which are the least important to you?”. The most commonly occurring themes in response are shown in Figure 14.

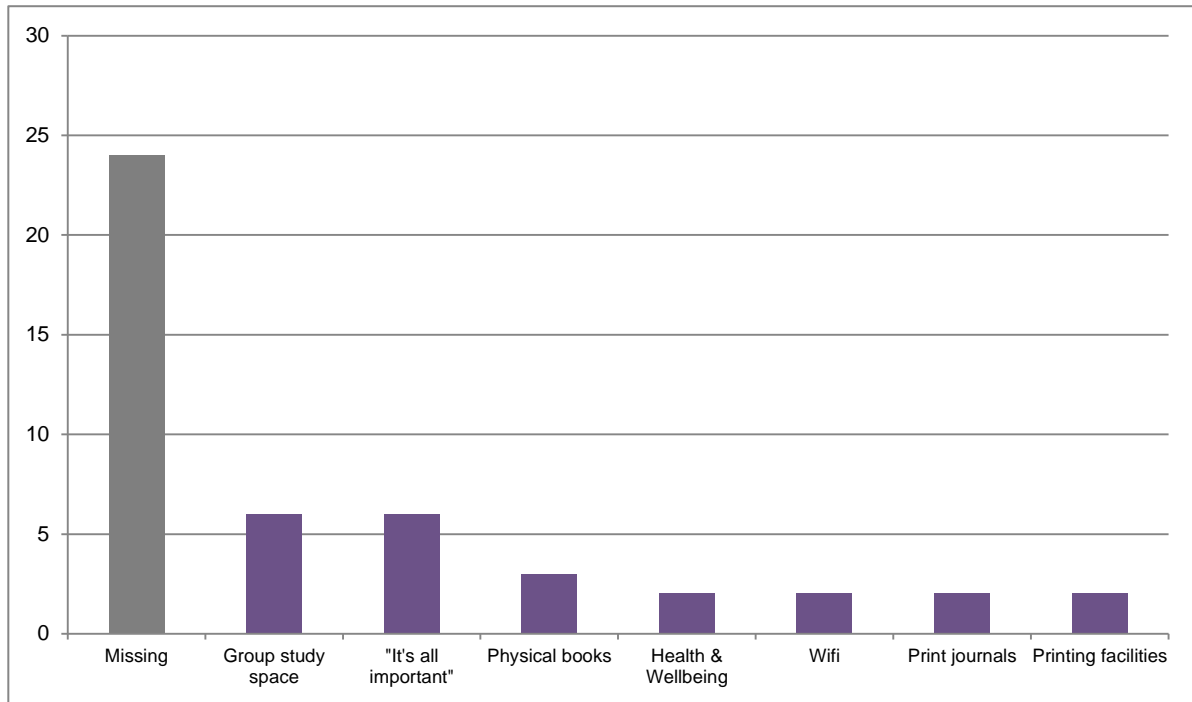


Figure 14: The themes with the highest frequency for Question 7 "Of the Library's services and facilities which are the least important to you?"

As shown in Figure 14, there is a high frequency of missing data for this question. This could be due to people not being able to single out one thing as unimportant, which is in agreement with the joint second highest frequency of people (n=6) stating, “it’s all important/can’t think of anything”. Perhaps this reiterates the importance of the service as a whole to the library users. One respondent stated:

*“I have restricted opportunities to access the library due to workload in the community. Even online access is challenging. All facilities are important. I would access more if time resource allowed.” (LS01, NM)*

The group study space was listed as least important by 6 respondents, although the majority did not elaborate as to why. One person stated, *“Quiet group study space”*, which could imply that they think that the group study is meant to be for quiet study only, and therefore find little use in a group study area that has to be quiet. The group study space consistently appeared in the top services in section 6.2

**What are people least satisfied with?)** and could therefore require improvement. One person stated that an improvement they would like to see would be a *“Larger group-work space”*, although no others elaborated as to why they were dissatisfied with this facility. However, the group study area is also used by the library staff for group inductions and teaching, and meetings are regularly held there, so the space does hold some value to those other than the respondents of the survey.

Other services/facilities that were listed as least important included: the physical books, the Health & Wellbeing section, Wifi, print journals, printing facilities (n=2), and out-of-hours access, the members of staff, literature databases, inter-library loans, DVDs, staffed hours, and computers (n=1).

### 7.3 What changes could the Library make to improve the service?

Question 9 asked, “What changes could the library make to improve the service it offers?”, and again there was a high proportion of missing data. All suggestions that had a frequency of at least 2 are shown in Figure 15.

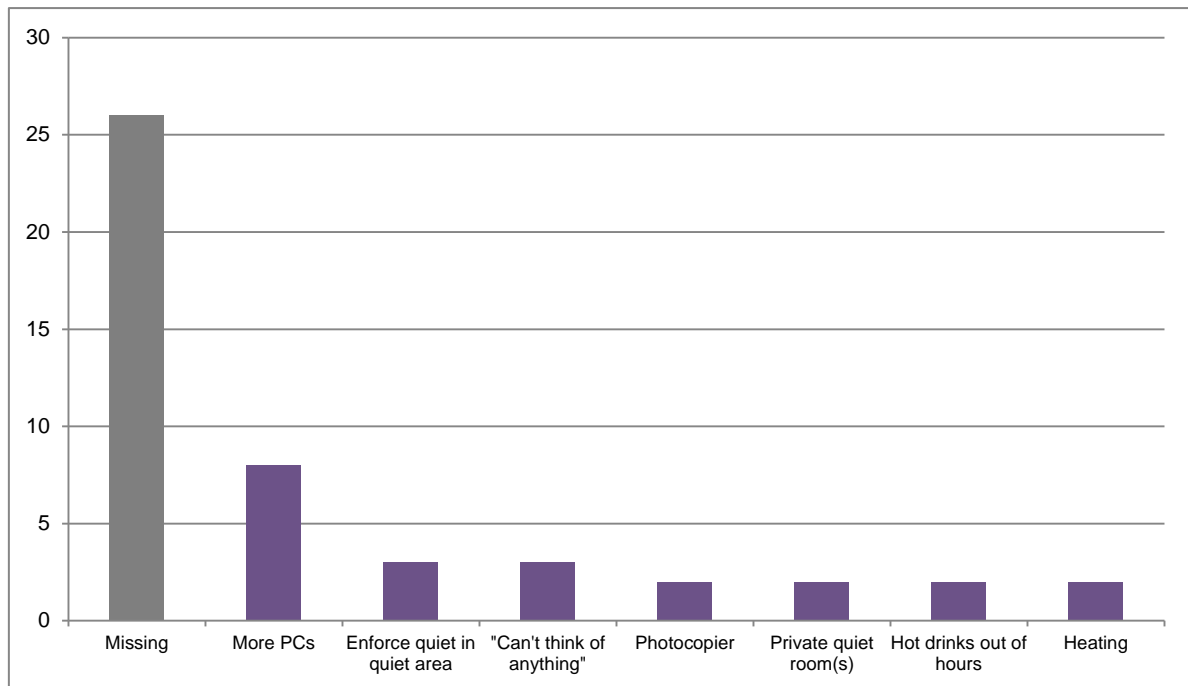


Figure 15: The themes with the highest frequency for Question 9 “What changes could the library make to improve the service?”

The suggestion of more computers was by far the most popular response. One person even suggested that they would like to see the return of the computer room which is now the Horizon Institute office:

*“I think it’s a shame that the computer rooms is now offices. I don’t really think this contributes to the learning environment, and when it was a computer room for all to use it was busy and used a lot. Could do with this area back!” (LS08, NM)*

Another specified that they would like more computers on a large desk:

*"More non-priority computers on large desk - always a worry I am going to get kicked off! I definitely need a large desk as I need to use lots of large folders to complete my studies."* (LS10, OS)

The impact of waiting for computers was also emphasised, for example:

*"More computers definitely needed!! Often come down to find a queue for computers, not helpful when you have coursework to complete."* (LS34, OS)

The next most popular suggestion was of better enforcement of quiet in the quiet study area, which was suggested by three respondents. One gave some examples of noise which has been disrupting their work:

*"...users often eat, talk or use mobiles in the main area."* (LS02, AC)

Two people suggested a printer/photocopier, with one stating *"like on the wards"*, and the other stating that they *"don't get on with scanners."* Another two suggested access to hot drinks facilities out-of-hours would be useful, and another two expressed a desire for private quiet rooms within the library.

Two respondents suggested improving the heating in the library, with one saying:

*"Heating near the computer area. Kind of cold – hard to work with cold fingers."* (LS41, OS)

There was also another respondent who stated *"Temp quite cold"*, in the "any other comments?" section, making the cold temperature the joint second most popular suggestion. Considering that the library environment was identified as an area for improvement in section **6.2 (What are people least satisfied with?)**, it is useful that the temperature and noise levels have been identified in the qualitative feedback as specific areas for improvement.

All the feedback from this section is summarised in **Appendix 2 – "You said, we did..."** along with associated planned actions.

## 7.4 What has the library helped its users to achieve?

The responses to Question 4 “Can you give an example of something the library has helped you to achieve?” which a frequency of at least three are shown in Figure 16.

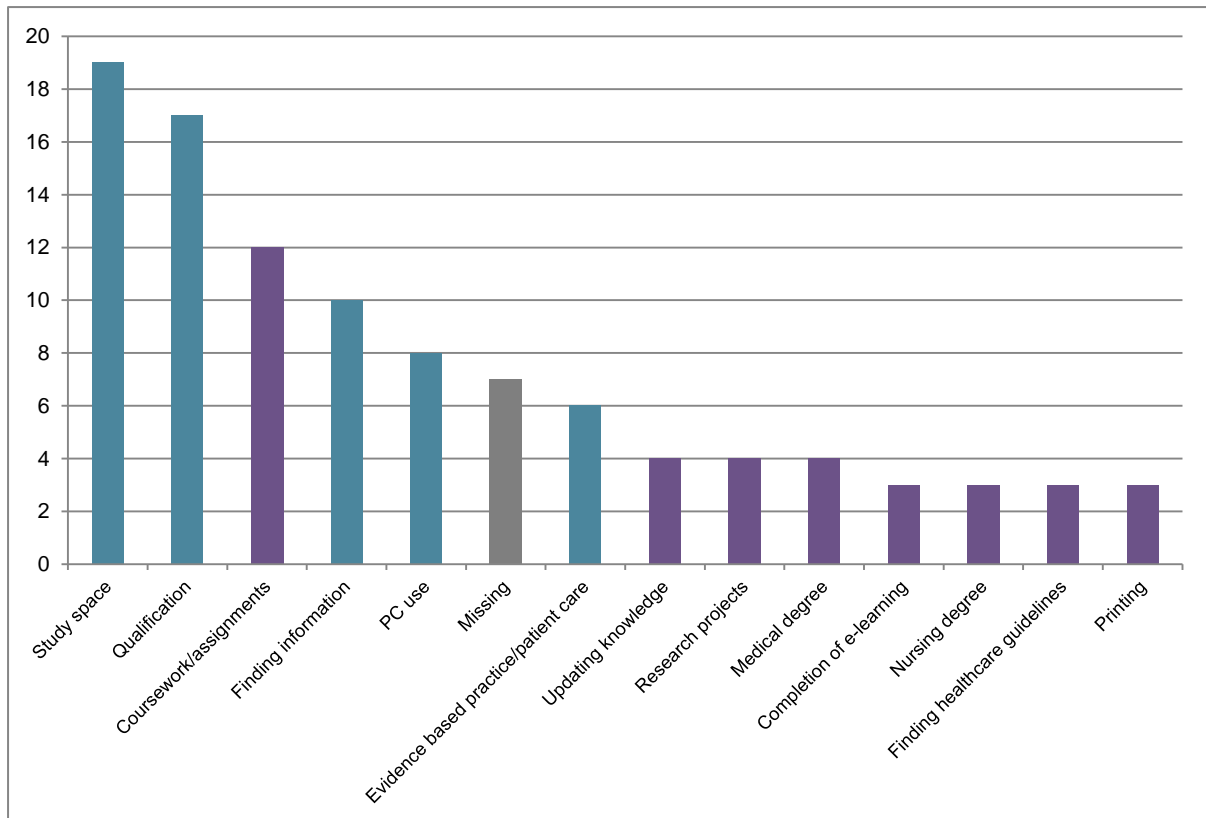


Figure 16: The themes with the greatest frequency for Question 4 “Can you give an example of something the Library has helped you to achieve?”

Consistent with the findings in 7.1 (Which services are most important to library users?), the most popular response to Question 4 “Can you give an example of something the library has helped you to achieve?” was study space, for example:

*“Peaceful space to study and concentrate!” (LS08, NM)*

*“Quiet study space to work to prepare for training session or read complicated data.” (LS21, NM)*

*“Excellent environment for quiet study” (LS31, NM)*

Many elaborated that the Library has helped them complete coursework/assignments and achieve qualifications:

*“It has enabled me to pass my level 3 diploma and progress in my job role.” (OS02, NM)*

***“Nursing qualification. Mentorship qualification.” (LS36, NM)***

***“Help me passing my BSc Degree in Nursing by completion of coursework & requirement needed to pass practice bit – patient care etc” (LS03, NM)***

***“Helped me with my assignment by teaching me about referencing using refme...” (LS05, NM)***

Again, computer use was a popular theme, with three respondents specifying that the Library helped them complete their e-learning:

***“Use of hospital intranet and computer facilities to complete CPD (none free in laboratory to do CPD activities and mandatory training)” (LS35, HCS)***

Others said that the Library has helped inform their patient care, update their knowledge, complete a research project or audit:

***“Research into diet advise to reduce bowel gas which has resulted in the introduction of a diet sheet for patient use within the department I work in.” (sic) (LS17, AHP)***

***“I find the journal section invaluable for up to date practice and evidence based research.” (OS09, NM)***

***“...confidence in giving research based care to patients” (LS36, NM)***

Ten people stated that the Library has helped them to find information, for example:

***“Brilliant help with lit search & evidence finding...” (LS18, NM)***

***“It is helping me to undertake a scoping exercise and it has helped me to get articles published by being able to search and locate literature.” (OS03, NM)***

***“Research guidelines. Library staff give me confidence to search for items and support me with ideas & tips to make my life easier.” (LS37, NM)***

***“...finding data using the library’s own website.” (LS05, NM)***

***“Updating medical knowledge. Information on patient care. Information on healthcare guidelines.” (LS06, MD)***

It is encouraging the library has helped people achieve these things, and this provides useful evidence for demonstrating the positive impact of the library service.

## **8.0 Limitations**

There were several limitations to this survey which should be corrected, if possible, in future repeat surveys.

There could have been a problem for some staff members in choosing a staff group for Question 1. Some students may be working alongside their degree as healthcare assistants, and TAPs could identify in any of the Additional Clinical Services, Student (Nursing/Midwifery), or Student (Other) groups. This creates a slight ambiguity in interpreting the results as it could be difficult to say for certain which groups are represented in the sample for these groups, and it cannot be assumed which staff group a person would most closely identify with. As the survey was anonymous, there was no other identifiable information by which the profession of respondents could be verified.

The majority of surveys were completed on paper (78%), and the paper surveys were only made available within the Library itself. Therefore, there could be a sampling bias for people who more frequently visit the library in person than use online resources. There could be many library members who rarely visit in person but frequently use online resources, to whom the library survey did not reach. Perhaps in the future the online format could be more heavily publicised or sampling continued until a certain number of online responses are reached. Related to this, the survey may not have reached people who “never” use the library, or people who rarely do because of dissatisfaction with the service. This means that constructive feedback could be missing from these groups.

Overall the sample size was fairly small, with representation of registered library member professions varying from 0-20%. This could affect the generalizability of the results to the greater population of the library members as a whole. It also meant that it was difficult to conduct testing of statistical significance especially with so many categories which divided the data up further, so instead analysis focused mainly on a visual and trend significance. However, areas for improvement have still been identified, and positive feedback helps demonstrate the Library’s impact.

## **9.0 Suggestions for future repeat surveys**

There are several amendments that could improve future repetitions of the survey and its analysis. These could be discussed in a team meeting before design and implementation of the repeat survey.

Continuing from the first limitation listed above, perhaps the staff groups in Question 1 could provide direction as to where student nurses/HCAs and TAPs should identify themselves. This would make analysis a little clearer in terms of looking at the needs of different staff groups.

Many responses to Question 4 “Can you give an example of something the Library has helped you achieve?” were simply “quiet study space” which doesn’t actually indicate what was achieved by the study. Perhaps the examples in the question could be altered to guide the respondent slightly towards more appropriate answers for example, “successful revision space for degree/specific exam”.

As many people said that they infrequently use the Library’s online resources, perhaps Question 2 (parts a and b) could be moved to after question 5 (where respondents are asked to rate their

satisfaction). This would ensure that they are reminded of all the online resources that we have available before they state how frequently they access them, which would hopefully give a more accurate figure.

Further to this, perhaps more online resources could be added to Question 5 such as UpToDate, KnowledgeShare, and the Discovery System (once implemented). These could even be highlighted under their own section of the table to make it even clearer. This would also break up the table a bit which could help reduce missing data from respondents accidentally “missing out” lines. Handouts, book issuing, returns and renewals could also be added to Question 5, along with dividing books into availability and content to better identify how the collection specifically could be improved.

It might also be worthwhile adding a question in directly after Question 5 to ask people to state why they put either “Dissatisfied” or “Very dissatisfied” which might help give direction for improvement. There were some responses where these ratings were given but no explanation was given anywhere else on the survey to indicate why, which would be very useful to know.

The wording of Question 8 is currently “How much do you agree with the following statement: *Overall, the library service provides a good service to me.*” For consistency purposes it could be worth changing the wording so that it more closely reflects that of Question 5, for example “How satisfied are you with the service the library provides you as a whole?”. Alternatively, the wording could be changed from “good” to “very good” or “excellent” so that the scale starts at the highest level of satisfaction possible, like Question 5.

Finally, it would be good to specifically who the survey is for. We had a few respondents who never use the library service, and who were “unaware” or “dissatisfied” with our services which could have skewed the results slightly. Perhaps this survey could be only for library members, and another, shorter survey conducted that would be aimed at people who don’t use the service to explore why. For repeat surveys, it will need to be specified that people who have previously responded to the survey can do so again, so that improvement over time can be accurately recorded.

## **10.0 Actions**

The constructive feedback gained from the survey will be fed into a “You said, we did” campaign (see **Appendix 2 – “You said, we did...”**). The comments can be discussed and actions agreed as a team. These actions can be publicised with a display in the library and/or on social media. Areas of poor satisfaction identified from Question 5 can also be discussed in this regard. Once the changes have been implemented, then it is planned that the survey can be repeated in summer 2017, and from then on the process repeated annually. A survey process will be generated to guide the analysis in future surveys to ensure consistency.

## **11.0 Conclusion**

The survey has helped provide an insight into the strengths and areas for improvement within the library service. The strengths include the helpfulness, knowledge and ease of contacting staff, out-of-hours access and WiFi. Areas for improvement include the library environment (in relation to temperature and noise control), increasing computer availability, the print book collection, group study space, library website, the print and online collections of journals, and the provision of online resources. Services that could be promoted more include: the collection of ebooks, Health and Wellbeing collection, literature searching service, the inter-library loan service, and the group study space. Usage patterns have been identified to an extent, but may be more accurate in future repeat surveys with amendments to the questions, for example clearly identifying staff groups and listing online resources before asking people to state how frequently they use them. All feedback from the survey shall be considered and discussed as a team, and actions shall be agreed for improvement.



## **Appendix 1 – Library Survey**

**Please answer the following questions to help us ensure that the library service is meeting the needs of its members.**

### **1) What is your staff group?**

Medical and Dental Professionals	Nursing and Midwifery (registered)	Allied Health
Student (Medical)	Student (Nursing/Midwifery)	Student (Other)
Admin and Clerical Services (e.g. HCA)	Healthcare Scientists	Additional Clinical
Estates and Ancillary	Additional Professional, Scientific and Technical	

### **2) How frequently do you:**

#### ***a) visit the Library in person?***

Daily	Several times a week	Once a week	Several times a month
Once a month			
Several times a year	Once a year		Less than once a year
Never			

***b) use the Library's online resources? (e.g. online journals, databases, ebooks etc.)***

Daily	Several times a week	Once a week	Several times a month
Once a month			
Several times a year	Once a year		Less than once a year
Never			

### **3) If you do visit the Library, when do you mainly visit?**

During staffed hours (8.30am – 5pm, Mon – Fri)

Outside staffed hours (swipe access)

Mixture of both

Not applicable

**4) Can you give an example of something the library has helped you achieve? (e.g. completion of coursework, informing patient care, successful revision space).**

**5) In general, how satisfied are you with the following:**

(Please tick the appropriate box)

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not used (but aware of service)	Not used (and unaware of service)
Collection of print books						
Collection of ebooks						
Collection of print journals						
Collection of online journals						
The SWIMS Library catalogue						
The NICE Healthcare Databases (e.g. MEDLINE, CINAHL)						
Provision of online resources						
Inter-library loan service						
Out-of-hours access						
Quiet study space						
Group study space						
Information skills training						
Literature searching service						
Library website						
Provision of computers						
Printing facilities						
WiFi access						
Copying facilities						
Health and Wellbeing collection						
Library environment						
Helpfulness of library staff						
Knowledge of library staff						
Staffed opening hours						
Ease of contacting the Library team						
Current awareness service						

**6) Of the Library's services and facilities which are the most important to you?**

**7) Of the Library's services and facilities which are the least important to you?**

**8) How much do you agree with the following statement:**

***Overall, the library service provides a good service to me.***

Strongly agree      Agree      Neither agree or disagree      Disagree  
Strongly disagree

**9. What changes could the Library make to improve the service it offers?**

**10. Any other comments?**

**Thank you for completing this questionnaire.**

Please return your completed form by:

- a) Email: [library.tsdf@nhs.net](mailto:library.tsdf@nhs.net)
- b) Post: Library and Information Service, Horizon Centre, Torbay Hospital, Torquay, Devon, TQ2 7AA
- c) Handing it to a member of the Library team or dropping it in the black box next to the self-service machine

## Appendix 2 – “You said, we did...”

You said...	We did...
You would like more books for nurses from overseas – “IELTS books for oversea nurses and other English grammer books if possible.”	We already have a few titles from the Cambridge course – we’ll make sure these are more publicised. We will also look into expanding our collection.
More PCs please! 8 respondents stated that they would like to see more computers available in the library. It was also stated as one of the most important facilities in the library, with many people saying that the library helped them complete coursework, assignments, or e-learning due to the availability of computers. One person specified that they would like more computers on a large desk.	We’re in the process of trying to get two new computers for the quiet study area. We’ve switched the e-Learning priority to the two computers on smaller desks to free up the larger ones for those working on assignments.
That library staff should be more assertive with regards to noise in the quiet study area – “users often eat, talk, or use mobile in the main area.”	We’ve added a new sign to the entrance of the quiet study area to reinforce the quiet nature of the area. We’ll make sure we’ll check the noise levels more frequently – it’s difficult to hear from the enquiries desk.
That you would like a photocopier “like on the wards”, and that you “don’t get on with scanners”.	Unfortunately we’re trying to reduce copying as part of the Trust-wide money saving initiative. We’re happy to assist with using the scanners in the quiet study if you’re struggling.
You would like to see an increase in books availability.	We’re increasing the numbers of popular titles, and have added a white board next to the print books for any suggestions you may have.
Increase the journals availability. One user specified “Clinical Rehabilitation” and “Journal of Neurology and Neurorehabilitation”	We have access to Clinical Rehabilitation from 1998-2015. If you find any articles that we don’t have access to, please complete an inter-library loan request, and we’ll source it for you. If we notice a journal is particularly popular for ILLs, we will consider subscribing.
“Private room would be nice” – 2 respondents suggested this, with one suggesting “bookable quiet rooms”.	We’ll have a look into whether rooms can be booked in the Horizon Centre. Perhaps a “study pod” for the quiet study area could be considered in the future.
You would like to see the browser (Internet Explorer) improved or updated.	IE is due to be updated soon. All computers also have Google Chrome installed which we highly recommend you to use.

<p>"I am put off using electronic data searches as I can never remember if I need a password or how to look up info on Athens"</p>	<p>Ask us - we're happy to help! Also have a look in our handouts section near the computers for tips on finding resources. This should hopefully get easier soon with the introduction of our new Discovery Search.</p>
<p>"I think it [the Library] should be promoted more to staff"</p>	<p>We agree! We're looking to utilise the Trust screensavers. We'll continue using the Bulletin and will be targeting specific groups via email and departmental meetings.</p>
<p>"Perhaps have speakers, authors talking about their work"</p>	<p>Good idea! We'll have a look into the practicalities of this suggestion.</p>
<p>"Maybe make the area a little but more modern and not so stiff and boring"</p>	<p>We're hoping to look into getting some local art into the library.</p>
<p>You would like access to hot drinks facilities out of hours.</p>	<p>We're looking into a hot drinks machine for out-of-hours use.</p>
<p>You would like out-of-hours access for those who are not staff.</p>	<p>This is unfortunately not a possibility as the security must be activated on a Trust ID badge. Staff from DPT can apply through us to get access to the library only.</p>
<p>"SWIMS doesn't always correlate with the sources that are available in the library. Had to complete an inter-library loan form as sources not listed in Torbay library that are really here"</p>	<p>We're happy to help you find resources, and this should get easier with the introduction of the Discovery Search.</p>
<p>That the heating is poor in the quiet study area – "hard to work with cold fingers".</p>	<p>We've added two heaters to the quiet study for you to use as needed.</p>
<p>That you're not aware of the:</p> <ol style="list-style-type: none"> <li>1) Collection of ebooks</li> <li>2) Health and Wellbeing Collection</li> <li>3) Literature searching service</li> <li>4) Group study space</li> <li>5) Inter-library loan service</li> <li>6) Current awareness resources</li> <li>7) Collection of online journals</li> <li>8) The SWIMS library catalogue</li> </ol>	<ol style="list-style-type: none"> <li>1) There are bookmarks advertising the ebooks on the print books shelves. This will hopefully be added to the screensavers.</li> <li>2) We will utilise the screensavers and perhaps add some shelving by the enquiries desk.</li> <li>3) Will be promoted more through the new website.</li> <li>4) The group study will be getting a new sign.</li> <li>5) The Discovery Search will hopefully make this more apparent to users.</li> <li>6) Can be advertised via screensavers.</li> <li>7) Will be more apparent through the Discovery Search. We will also develop speciality posters for departments.</li> <li>8) The Discovery Search will be replacing this soon.</li> </ol>

<p>That you're not satisfied with the Library website.</p>	<p>We're getting a new cleaner-looking website!</p>
<p>That you would like to see improvement in our print books collection.</p>	<p>We've been doing a book weed (removing old titles) and purchasing new titles to rejuvenate our collection. The suggestions whiteboard can give us some ideas if you find any sections lacking.</p>
<p>That you're unaware of the services that the library provides for admin and clerical staff.</p>	<p>We can provide so much for admin staff. They're welcome to use the quiet study area, and computers, especially for e-learning. The group study area is bookable for meetings, and even has a TV screen you can connect to. We're subscribed to several journals that may be of interest e.g. HSJ. We also have a collection of fiction books and DVDs available to loan.</p>
<p>That you worry about damaging the books when using the book return box.</p>	<p>The books don't drop more than a foot, but they do occasionally get some minor damage. We'll look into making the landing softer, and less severe.</p>