

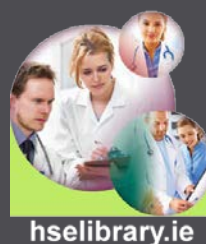


An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

A Survey of the Library and Information Needs of TUSLA Staff



April 2015



TUSLA
An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Acknowledgements

This survey was conducted by a Tusla/ HSE Library Service Project Group

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Background to Research

Tusla is committed to being a learning organisation providing evidence informed services. The Tusla Research Strategy sets out a long term action plan for active engagement within the context of the Tusla Corporate Plan and a sector wide strategic approach to knowledge about children's lives. The strategy will lead to understanding the most effective ways to intervene in children's lives and to ensuring that this knowledge informs service development.

In order to become a learning organisation with a shared vision there is a need to develop a culture in which there is a commitment by staff to the process of learning and where individual learning can be transferred into organisational learning.

As part of this process Tusla is currently engaging with HSE Library Services as key partners in information provision. Tusla is seeking to establish a baseline of data and information in regard to the information behaviour of staff with a view to improving the provision of information to support evidence based practice.

In 2014 a project group was established to identify the information needs of Tusla staff. In collaboration with HSE Library Services, a survey was undertaken in October 2014. A cross section of 64 staff representing all directorates and grades were nominated by service directors as potential respondents to the survey. The number of participants identified was proportionate to the number of staff employed within Tusla, with 57% of potential respondents being social work and social care staff (a separate survey of Educational Welfare Services staff will be conducted). 50 respondents completed the survey, giving a response rate of 78%. A copy of the questionnaire is included in the Appendix of this report.

It is envisaged that the findings of this survey will feed into the Tusla Research Strategy which clearly places knowledge at the centre of child service development and delivery. This survey further builds on the findings of research by Niamh Flanagan (2013) entitled *"Information Behaviour of Social Workers: Needs, seeking, acquisition and use of information to support social work practice"*

HSE Library Services

HSE Library Services exist to serve the information needs of all HSE staff. Services are provided through a number of physical libraries, based mainly in acute hospitals, and an electronic resource collection hosted on www.hselibrary.ie/

The organisation of HSE Library Services is based on eight sub regions of the HSE administrative regions. These are as follows:

HSE North East (Louth, Meath, Cavan, Monaghan)

HSE East (Dublin, Kildare, Wicklow)

HSE South East (Waterford, SouthTipperary, Wexford, Carlow, Kilkenny)

HSE South (Cork, Kerry)

HSE Midlands (Offaly, Longford, Westmeath, Laois)

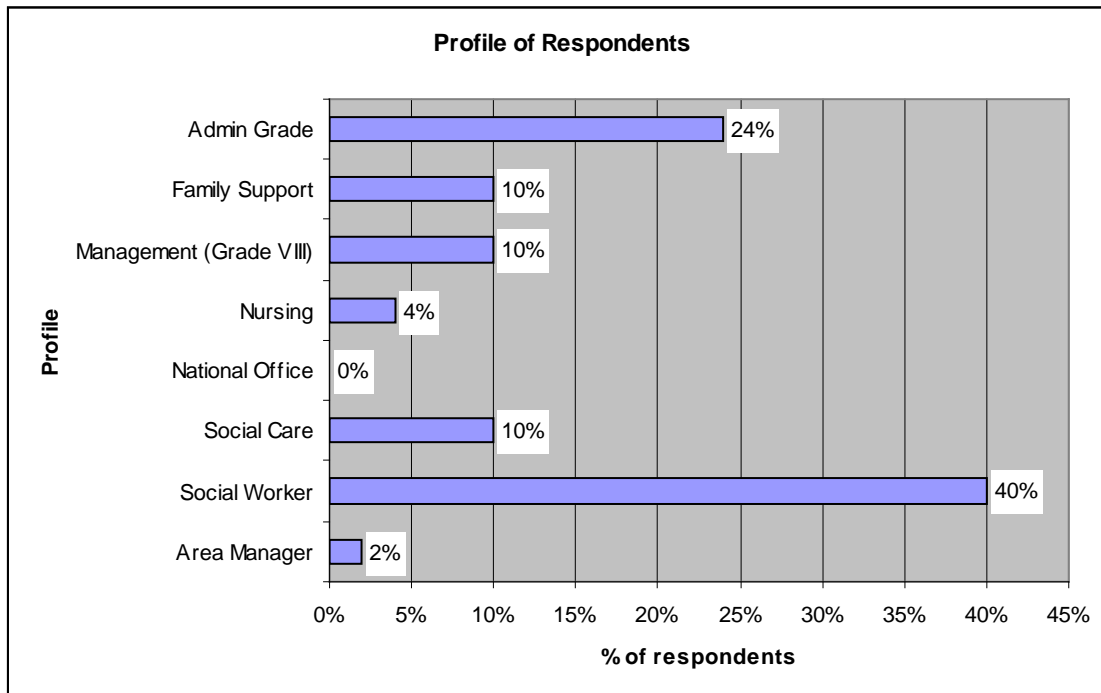
HSE Mid West (Limerick, Clare, Tipperary North)

HSE West (Galway, Mayo, Roscommon)

HSE North West (Sligo, Leitrim, Donegal)

www.hselibrary.ie is managed and administered by the HSE Library Services Management Group (HSE LSMG) and supports the work of HSE clinical and non-clinical staff by providing resources for evidence based health care. Evidence based health care operates at the core of international best practice in efforts to minimise inefficiencies and control costs. Promoting increased access to the knowledge base of health sciences will ensure that best evidence underpins every clinical, commissioning and policy decision.

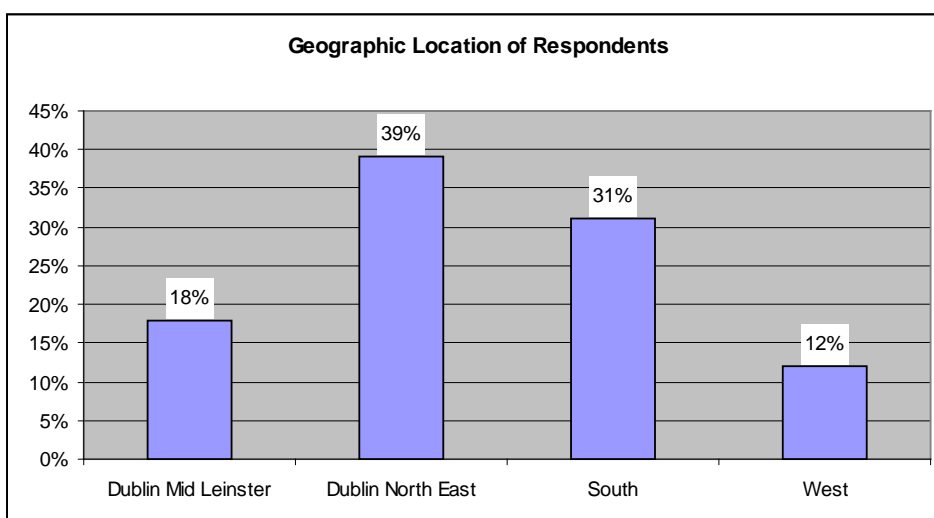
Q1. Profile of Respondents



50 respondents

40% (20 people) of the respondents to the survey were Social Workers, by far the largest group surveyed. However Management and Administrative respondents combined, results in 34% (17 people), demonstrating that staff engaged in administration and management are also a significant cohort of overall respondents.

Q2. Geographic Location of Respondents



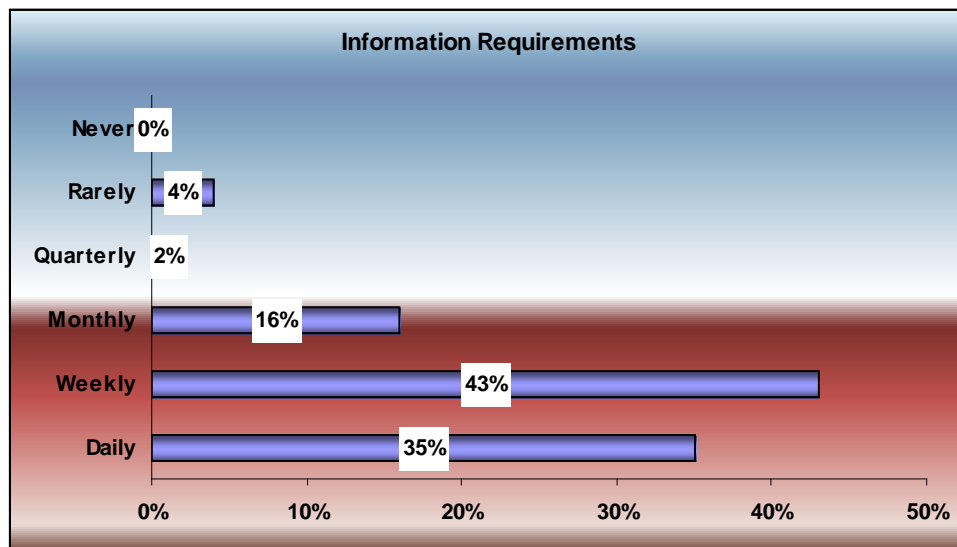
respondents

49

There was a variance in the response rate to the survey, despite the sampling method adopted, which identified a uniform number of staff from each region. The largest response rate to the

survey came from Dublin North East (Louth/Meath, Dublin North City, Cavan/Monaghan) at 39% (19 people). The lowest came from the West (Donegal, Sligo/Leitrim/West Cavan, Galway/Roscommon, Mayo, Mid West) with 12% (6 people).

Q3. Information Requirements of Respondents



49 respondents

78% of the respondents require information regularly. 43% (21 people) require searching for information on a weekly basis and 35% (17 people) on a daily basis. This strongly demonstrates the need for information as an important requirement for Tusla staff. It is important to note that this question related to information generally and was not specific to information available from the HSE library.

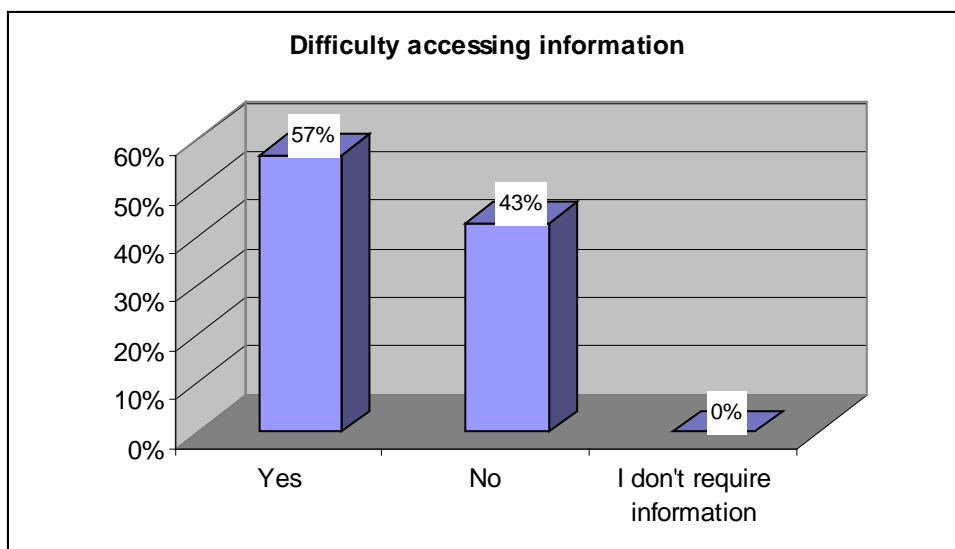
Q4. Respondents reasons for seeking information.

Response	%
To help with a particular case	86%
To keep up to date in your field	57%
Continuing education/professional development	51%
Management purposes (to guide decision making, resource allocation, service planning)	47%
Policy development	31%
Research purposes	29%
Preparation of articles for publication/conferences	4%

49 respondents

Case work was by far the most popular reason for seeking information (86%, 42 people). 57% (28 people) use information to keep up to date and 51% (25 people) use it for professional development and continuing education. If Policy Development and Management purposes (to guide decision making, resource allocation and service planning) are combined it appears that 78% (38 people) are using information at a strategic level in the Agency. Research also is deemed a significant reason to seek information with a response of 29% (14 people).

Q5. Difficulty accessing information



49 respondents

49

There was a sixty/fifty divide in the response to this question with 57% (28 people) reporting difficulty accessing information while 43% (21 people) have no such difficulty. This question related to general broad based information and, once again, not specifically to HSE Library Services. The responses provided to the question below demonstrate the range of information required.

Q6. Information which respondents found difficult to access

Twenty one respondents provided information in relation to the information that they found difficult to access. A number of respondents reported difficulty accessing journal articles in relation to social work, with access to online journals being cited as a particular difficulty.

“Difficulty accessing library and using library facilities. I use search engines for obtaining latest books and articles and then need to follow this up re availability in the HSE library. We need access to online journals.”

Respondents highlighted the need for access to information which could support the development of evidence-based practice.

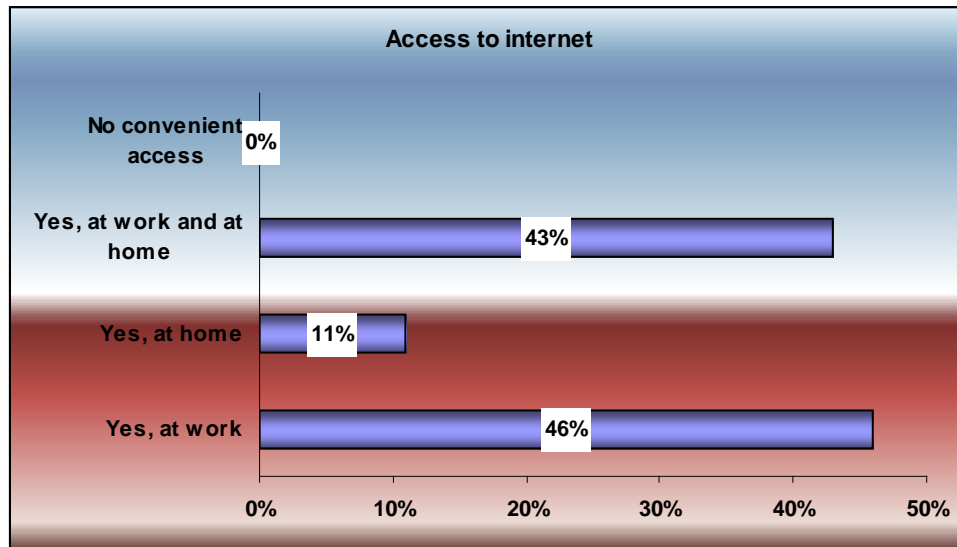
“Information around policies and current research for evidence based practice. It also seems as if there is a huge gap in terms of cases collated for precedence setting therefore if faced with a similar case it is difficult to draw comparisons.”

Respondents also said that they found it difficult to access policy and procedure information, and Management and statistical information.

One respondent suggested the development of research briefing material in relation to social work practice.

“A social work department is an extremely busy environment; unfortunately there is little time for research. Can issues such as Attachment theory as it relates to decisions about children future, access planning, permanency planning, for children in long-term care etc. etc be produced in research briefings. Can library staff produce such documents, or perhaps conduct literature reviews, pointing to the most up to date research.”

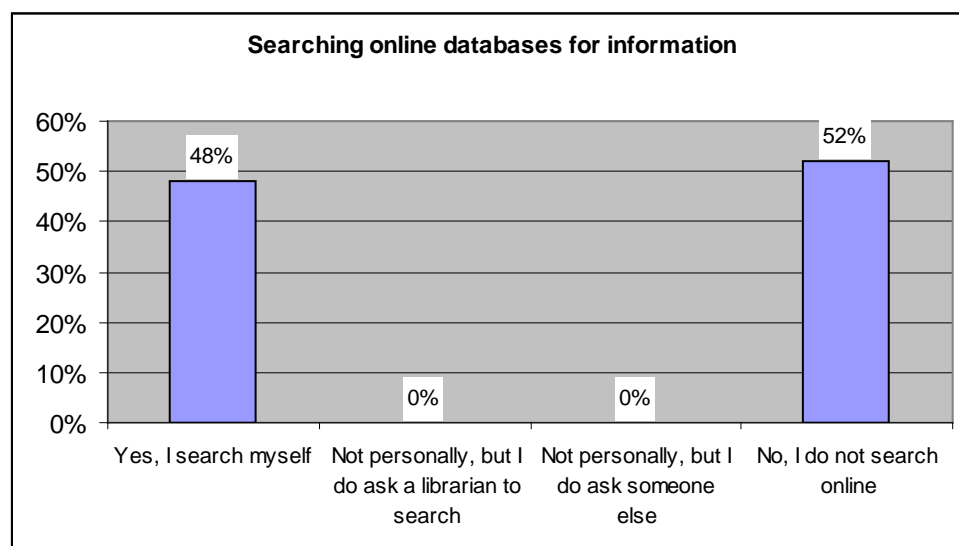
Q 7 Access to the Internet



46 respondents

Surprisingly less than half of respondents (46% or 21 people) have convenient access to a computer/device with an internet connection at work. This would suggest an adverse affect on Tusla staff's ability to access HSE Library Services. The HSE Library website is a key resource for all HSE and Tusla staff but can only be accessed via the internet. Access to a computer with a high speed internet connection is key to Tusla staff being able to keep up to date in their field.

Q8. Use of online databases for information needs



46 respondents

Most respondents are not using databases 52 % (24 people). It is difficult to analyse this response as staff were not asked their reasons for not using databases. A lack of awareness or familiarity with the term “online database” may have been an issue for some staff. The following may also be reasons for staff not accessing databases; a lack of awareness of databases, databases not being considered a relevant information resource for Tusla staff, or a lack of suitable IT infrastructure preventing possible to access databases. Further suggestions include, a lack of skill in database searching and perhaps a belief that databases are to support study and not work. These reasons are speculative as we do not have sufficient evidence from the survey. However 48% (22 people) use databases, indicating a strong cohort are using databases/library services.

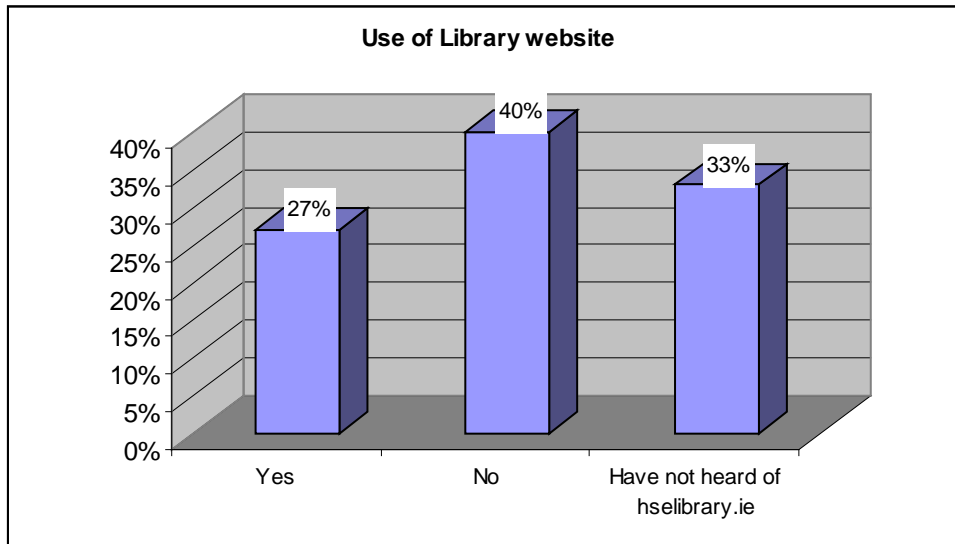
Q9. Library Services used by respondents.

Library Services Used	%
Computer/Internet access	40%
Books	39%
Electronic journals	33%
Print Journal	32%
Online database	32%
Topic alerts	24%
Assistance in obtaining journal articles	17%
Literature Search	16%
Electronic books	15%
Meeting rooms	15%
Guest WIFI	13%
Research support	12%
Email table of contents	10%
Training on use electronic/print resources	7%
Study space	5%
Online tutorial	5%
Support for publishing a document, supply of ISBN	5%
Software Package i.e. SPSS	3%
Audiovisual equipment	3%

45 respondents

Feedback from this question indicates that a substantial number of respondents are using the more traditional library services as available from both the electronic and the physical library. 39% (16 people) use book lending services, 33% (14 people) use electronic journals, 32% (17 people) use print journals, and interestingly 40% (17 people) use the library to get access to a computer/internet connection and 32% (13 people) use databases. Uptake on the value added library services such as clinical query service, training in the use of electronic resources, research support and document supply are hardly used.

Q 10. Use of Library website within past six months



45 respondents

40% (18 people) had not visited the HSE Library website within the past six months, a further 33% (15 people) are unaware of the HSE Library website. It is concerning that over 70% either don't know or don't use the HSE Library website. According to this response, it is evident that more people don't know about the website than have visited the website, indicating a visibility issue among Tusla Staff.

Q 11. Usability of HSE Library Website

	Strongly Agree	Agree	Neither agree/ Disagree	Disagree	Strongly Disagree
Information avail on hselibray.ie made it clear what services and resources are available from HSE Libraries	8%	50%	17%	25%	0%
Graphics and colour scheme used are appropriate for the purpose	0%	50%	42%	8%	0%
Links within the hselibrary.ie are current and working	0%	50%	8%	42%	0%
Information and resources available from hselibrary.ie generally answer my information needs	0%	42%	0%	42%	17%
The design of the hselibrary.ie is well organized and clear, making it easy to navigate the site	0%	33%	33%	17%	17%
The content of the hselibrary.ie is up-to-date	0%	17%	33%	33%	17%
The overall look of the hselibrary.ie is attractive and eye-catching	0%	17%	50%	17%	17%
The size and style of letters used on hselibrary.ie make it difficult to read	8%	8%	33%	25%	25%

12 respondents

It is worth noting that the response to this question was very low with only 12 respondents out of 50 (24%) responding.

58% (7 people) agreed that the information available on hselibrary.ie about library resources and services was clear and 25% (3 people) disagreed. In the case of design and layout making it easy to navigate the website, only 33% (4 people) agreed. A further 33% (4 people) neither agreed nor disagreed. The responses to both of these statements indicate that the HSE Library website is not user friendly.

Regarding the statement on the the readability of the HSE Library website 50% (6 people) of respondents disagreed with the statement that the style and size of letters made it difficult to read, and 50% (6 people) agreed. The result indicates a clear split on this issue making it difficult to interpret a result.

50% (6 people) found the graphics and colour scheme of the HSE Library website appropriate for the purpose and 42% (5 people) neither agreed nor disagreed.

17% (2 people) agree that the content of the HSE Library website is up to date. 33% (4 people) neither agreed nor disagreed.

50% (6 people) agreed that the links within the HSE Library website are working and another 50% (6 people) neither agreed nor disagreed that the HSE Library website was attractive and eye-catching.

A large proportion of the respondents to most of the statements in question 11 selected number 3 which is neither agreeing nor disagreeing. This indicates a degree of apathy to the HSE Library website.

Q 12. Online Resources accessed via Hselibrary.ie

Databases	
Campbell Collaboration	0%
Childlink	33%
CINAHL Complete	22%
Cochrane Library	22%
Lenus the Irish Health Repository	0%
National Institute for Health and Care Excellence (NICE)	11%
Ovid Mental Health Collection	0%
PsycINFO	22%
Psychology & Behavioural Sciences	44%
SocINDEX Fulltext	11%
Psychology & Behavioural Sciences Collection	11%
Online Book Catalogue of holding (OPAC)	0%
Journals	
A to Z Journal Title Lists (electronic full text and print journal holdings)	83%
Addiction	11%
Adoption and Fostering	22%
Australian and New Zealand Journal of Family Therapy	11%
British Journal of Social Work	56%
Child Abuse and Neglect	44%
Child Abuse Review	33%

Child and Adolescent Social Work Journal	33%
Child and Youth Care Forum	22%
Child & Family Social Work	56%
Child Care Health and Development	22%
Child Care in Practice	22%
Child Development	67%
Child Maltreatment	11%
Children's Health Care	0%
Clinical Social Work	11%
Community Care	0%
Family Process	11%
Health and Social Work	11%
International Journal of Child Care and Education Policy	0%
Irish Probation Journal	0%
Irish Social Worker	22%
Journal of Family Psychology	11%
Journal of Family Therapy	11%
Journal of Inter Professional Care	0%
Journal of Social Work	11%
Journal of Social Work Practice	33%
Social Work	11%
Social Work & Society	0%
Social Work Now: The Practice Journal of Child, Work & Family	11%

9 respondents

The following is a list of the most popular titles.

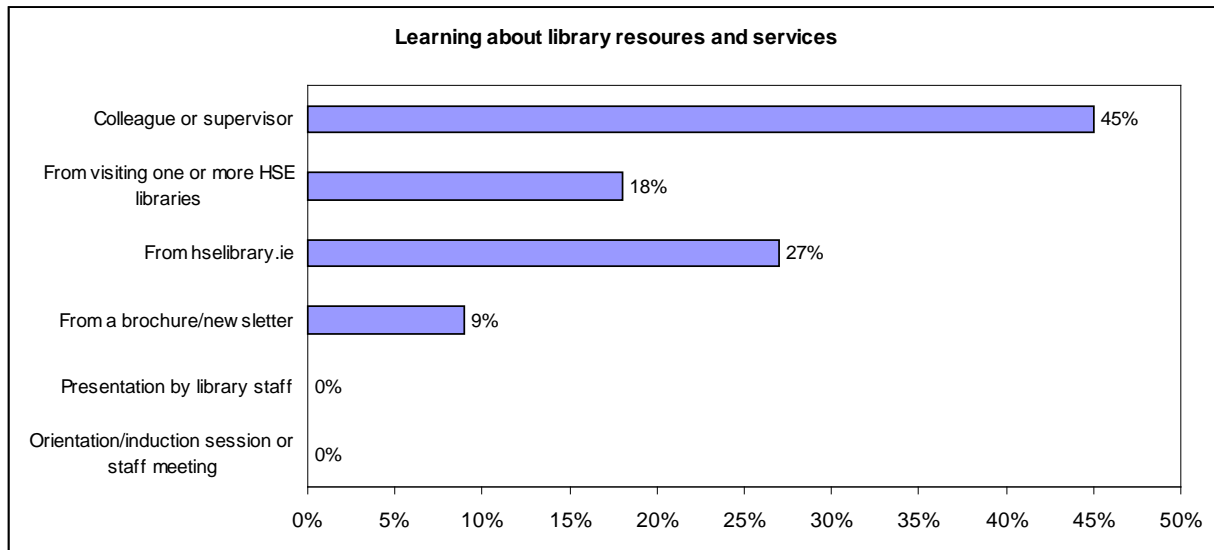
- Child Development 67% (6 people)
- Child & Family Social Work 56% (5 people)
- British Journal of Social Work 55% (5 people)

- Child Abuse & Neglect 44% (4 people)
- Child Abuse Review 33% (3 people)
- Child & Adolescent Social Work 33% (3 people)
- Journal of Social Work Practice 33% (3 people)

18% of respondents answered this question. The majority of respondents to this question use journals rather than databases, with 33% (3 people) or less indicating the use of listed databases. However Psychology and Behavioural Science Collection has a reported use of 44% (4 people). It is interesting to note that a mental health database is the most popular choice. There is a flaw in this part of the question as two data bases have been listed twice Psychology and Behavioural Science Collection and SocINDEX full text. This needs to be taken into consideration when analysing the results.

A comprehensive list of journals and databases was included in the questionnaire, however, it is important to note that not all Tusla staff will have access to all of the titles listed. The list provided in the survey was an amalgamation of the journal holdings of all of the HSE Libraries

Q 13. How respondents learnt of resources and services provided by HSE Libraries



11 respondents

Most respondents 45% (5 people) heard about HSE Libraries from a colleague or supervisor, with Word of mouth being the most important means of letting Tusla staff know about library services. 27% (3 people) learned about services from the HSE Library website, therefore despite the difficulties around usability of the website, it is still an important access point to library services. None of the respondents learned about library resources during orientation/induction sessions.

Q14. Respondents Satisfaction with Library Services

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Collections and information resources	8%	33%	42%	17%	0%
Research and discovery tools	0%	42%	42%	17%	0%
Delivery of library materials	8%	17%	67%	8%	0%
Reference, research, instruction and consultation service	8%	25%	50%	17%	0%
Physical spaces/facilities	0%	18%	73%	9%	0%
Contacts with library personnel	9%	27%	63%	0%	0%
Timeliness of service requested	17%	25%	58%	0%	0%
Overall level of satisfaction	17%	33%	42%	8%	0%

12 respondents

As in the case of question 12 most respondents selected number 3 which is neither agreeing nor disagreeing with the statements in the question. 33% (4 people) were satisfied with the collections and information resources provided by HSE Library Services. 42% (5 people) were satisfied with the research and discovery tools. 25% (3 people) were satisfied with the reference, research and consultation services provided by HSE Library Services. 36% (4 people) were satisfied with contact made with library personnel. 42% (5 people) were very satisfied/satisfied with the timeliness of the service requested. The overall satisfaction rate with HSE Library Services stands at 50 % (6 people) which is quite positive, indicating that the vast majority of respondents are satisfied and not expressing a strong opinion of dissatisfaction. However it is important to note that 24% of respondents answered this question, although is fair to say that most Tusla staff are not using HSE Library Services.

Q15. Reason for not accessing library services

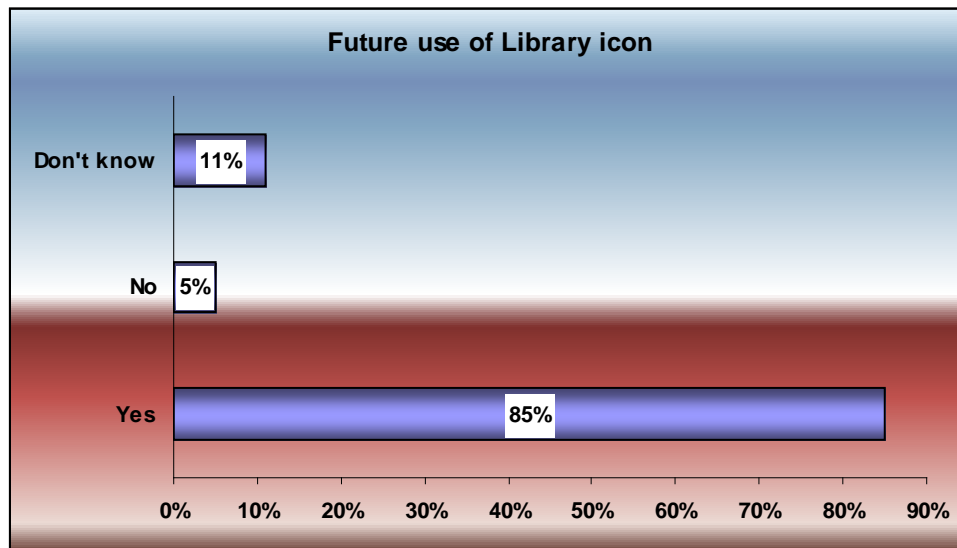
Response	%
Not Applicable	32%
Did not know library services or resources were available	30%
Did not know full range of HSE Library Services available	23%
No time to do so	18%
Lack of library training	16%
HSE Library location not convenient	14%
HSE Library resources not relevant to work-related information needs	11%
Not needed, use information resources available on the internet	9%
HSE Library hours not convenient	7%
Not needed, use information resources available from another organisation	7%
Not needed, use information available from colleagues and/or supervisors	7%

44 respondents

The main reason for not using HSE Library Services is a lack of knowledge about the library service. 30% (13 people) did not know library services or resources were available, 23% (10 people) did not know the full range of HSE Library Services available. 18 % (8 people) have no time to use HSE Library Services. 16% (7 people) cited lack of library training as a reason for not using HSE Library Services. Location of library services is an issue among 14 % (6 people) of respondents. 7% (3 people) found library opening hours a barrier to accessing the service.

34 % (15 people) use information sources other than HSE Library Services, or do not find HSE Library resources relevant to their work-related information needs. This could indicate that awareness of HSE Library Services is an issue for Tusla Staff. It could also indicate that Tusla staff require information resources that are not currently provided by HSE Library Services.

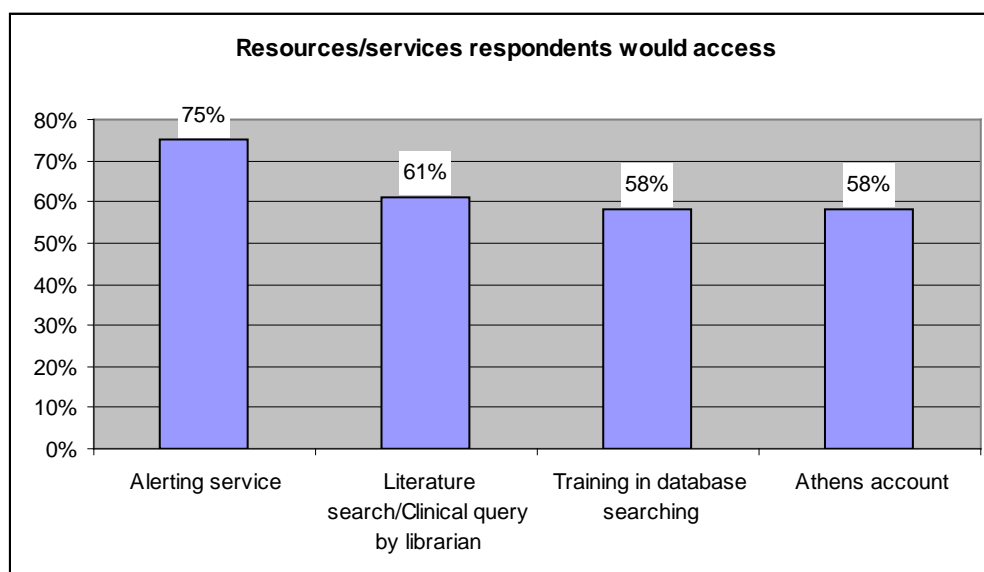
Q16. Future Use of Library icon



44 respondents

85% of respondents say that they would use a Library icon. It is worth noting that there is a link to Library Resources on the Tulsa website, the response to this question suggests that staff are not aware of the icon, and that HSE Library Services may need more visibility on the Tulsa website.

Q 17. Resources/services respondents would access

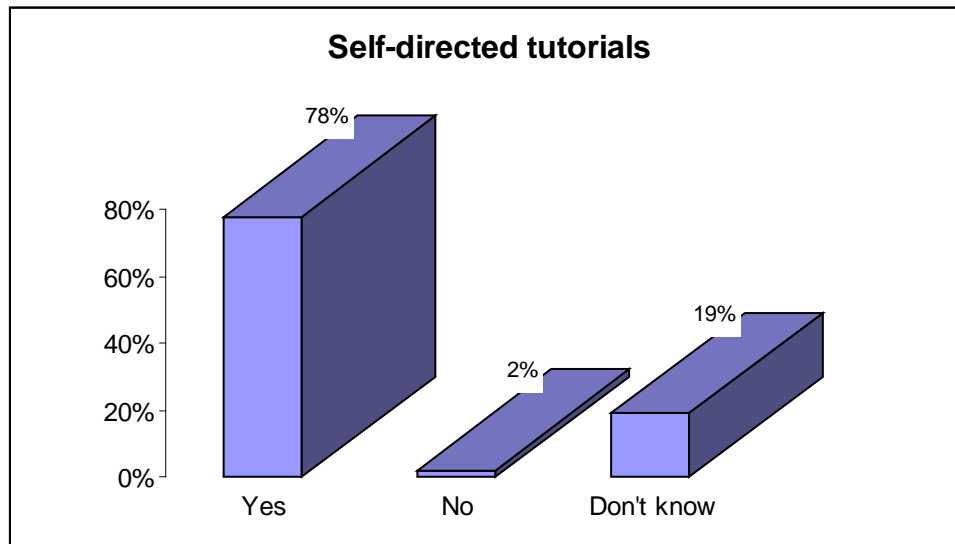


36 respondents

36 respondents indicated that value added service e.g. ToC alerts etc would be of interest to them. Some of the services listed above are currently available from the library service. However the

availability of services such as alerting services, may vary across HSE regions. Assistance with literature searching is high on the list of priorities for staff.

Q 18. Use self-directed online tutorials for using Library resources



37 respondents

78% of respondents indicated that they would use self-directed tutorials if they were available.

Q19. Tutorials respondents would be interested in accessing

Tutorials	%
Searching database	79%
Locating full text articles	72%
Using Library catalogue	65%
Literature searches	62%
Locating books	48%
Using e-books	48%
Setting up alerting services for current awareness	48%
How to use social media for your work	45%
Using search engines	34%

29 respondents

79% of respondents said that they would be interested in accessing tutorials on searching databases, a further 72% would be interested in tutorials in Locating full text articles. Staff in the library services acknowledge that full text is available online for many resources but ease of access varies between resources due to Publisher website functionality.

Q 20. Other comments or suggestions regarding HSE Library

Ten respondents provided comments or suggestions in relation to the HSE Library Services.

“Greater advertisement of resources available would be of benefit, easy access to materials of benefit, given tight time frames and workload pressures we work under.”

“One of the problems for my social work team is that our computers and my laptop are old and sites are blocked by our server. I think that it is important that all staff have up to date computers/laptops and or mobile phones so we can easily access information to do our job better.”

“The main reason up to now that I haven’t used the HSE library is that I presumed that it was more geared to medical staff. Time is another factor but if I had the knowledge about using the e library this definitely something that would be a great resource for accessing information.”

“Unfortunately, due to the demands of child protection, we need a service which comes to us and provides information in easily digestible forms. There are growing demands on social work from the courts and GAL which mean proper well researched court reports are critical, however, staff do not have time to undertake their own searches for this material and need to be assisted in doing so. The advent of CPD for social work will also place new demands which the library service should respond to.”

“I would suggest there are merits in trying to establish connections with the Universities/IT’s around the country to allow staff access their libraries for physical books but more importantly to access journals online through their catalogue. Many of the universities require the HSE/Child and Family Agency to facilitate learning experiences for students. This may give some leeway in terms of negotiating with the universities. I know that I have found the UCC library fantastic and rather than the HSE/CFA having to order new books/electronic journals access, it may be less costly to get into a service-level agreement with the universities.”

“Difficult to access the physical structure so information needs to be online to carry out searches.”

“It would be important if there could be more Social work related books in HSE libraries. It would also be beneficial if library visits/research could be protected in social work practice. The HSE library is not well promoted in the social work department, I only found out about it because I was studying a different subject. It would be important if librarians could attend meetings to provide information on their service.”

“It was my impression that the HSE library service is mostly for clinical grades.”

“Staff at Sligo General Hospital library are very helpful.”

Q 21. Preferred method of communication

Response	%
Email	100%
Electronic newsletter	28%
Library website	12%
Posters/flyers	5%
App	5%
Text message	5%
Social media	2%
Text message	2%

43 respondents

100% of respondents said that their preferred method of communication was email, followed by an electronic newsletter (28%).

Key Findings from Survey

The key findings from the Library Survey provide valuable learning and will inform the development of knowledge management and information services for Tusla and for the development of library services;

Information Requirements of Respondents:

Tusla staff who responded to the survey demonstrated that they do require up to date information on a regular basis.

78% of staff had information questions that required searching for information on a regular basis (daily, weekly).

86% of the respondents said that main reason for seeking information was for a particular case, or to keep up to date in their field (57%).

78% of respondents also appear to be using information at a strategic level within the Agency.

Close to 60% of respondents reported a difficulty in accessing information. This response was related to broad based information, and not specific to library services. The information which respondents reported having difficulty accessing related to accessing online journal articles and books. They also highlighted the need for information in order to develop evidence-based practice and information in relation to policy and practice. While full text is currently available online for many resources, ease of access varies between resources due to Publisher website functionality. It is important to note that specific social work journals and/or databases are currently purchased at a local level (ie by each individual HSE Library location) and so not all TUSLA staff have access to the same resources across the country

These findings suggest that Tusla staff require general training in relation to accessing information, carrying out literature searches, saving searches, retrieving searches etc. They also require access to key journals and books online and in an easy to access format. The development of a social work hub may be warranted based on the need for access to books, journals, evidence summaries and/or communities of practice.

Less than half of respondents (46%) reported having convenient access to a computer or device with an internet connection. 48% of respondents reported searching online databases for information for their information needs. Access to a computer with a high speed internet connection is an important resource in order to ensure that staff have access to up to date library resources and information. This suggests that an upgrade of the existing ICT infrastructure will be required, ensuring that all Tusla Employees have access to a computer with Windows &, IE 9.0 or above with a high speed internet connection..

Use of HSE Library Services

The library services most used by respondents were computer/internet access (40%), access to books (39%) and access to electronic journals (33%). Only 27% of the respondents to the survey had visited the hselibrary.ie website within the previous six months.

58% of those who had accessed the library in the previous 6 months did not find the hselibrary.ie website was clear about the services and resources available. Half of the respondents felt that the content on the website was up to date.

The responses to the list of journals and databases accessed by respondents provides a clear picture of the resources that are being utilised by social work staff. The identification of these resources could assist library staff in identifying a list of journals which could be accessed through a national subscription or in the form of document supply where national subscriptions are not available.

45% of respondents were made aware of library services from a colleague or a supervisor, followed by 27% of respondents who found out about the library from hselibrary.ie

32% of those who do not access library resources said that they do not do so due to library services not being relevant, followed by 30% who did not know the library services that were available.

These findings suggest the need to promote the Library service with Tusla staff and to facilitate easy accessibility. The inclusion of library training or information sessions as part of the induction of staff in the agency would help to increase awareness of HSE Library Services.

Future Development of Library Services

85% percent of respondents said that they would use a library icon. 75% also said that they would avail of an Alerting service and 61% would avail of a Literature search by a librarian. A link to the Library service currently exists on the Tusla website, which respondents did not appear to be aware of. This suggests that access to the current link needs to be highlighted to Tusla staff, with an icon linking directly to relevant specialist resources based on staff information needs being a further future development.

78% of respondents said that they would use self-directed tutorials if they were available. Respondents said that they would be interested in tutorials on searching databases (79%), and in locating full text articles (72%). This finding suggests that the development of online tutorial tools would benefit Tusla staff, and could allow staff to access these tutorials at a time convenient to them.

100% of respondents said that they would be interested in receiving email communication from library services. This finding presents the potential opportunity for HSE Library Services to promote their services at an individual staff member level by means of email alerts to all staff and the publication of library information in Tusla newsletters where appropriate.

One respondent suggested that links with third level institutions for whom TUSLA provides student placements could be further explored

Recommendations

Based on the findings from the survey the following recommendations would improve access to Library services and would assist in the development of Tusla as a learning organisation.

- Identify Tusla 'information stars' in each Tusla area to improve awareness and access to library services.
- Appoint a Tusla Librarian to work collaboratively with the HSE Library Services Management Group in developing information services for Tusla, Child & Family Agency.
- Develop a Strategic Plan for the development of Library & Information Services for Tusla, Child & Family Agency.
- Identify and provide resources for the procurement of online information sources such as databases and e-journals relevant to Tusla, Child & Family Agency.
- Devise a HSE Library/awareness campaign targeted at Tusla, Child & Family Agency.
- Develop subject guides, topic alerts, Current Awareness bulletins, research briefings targeted at Tusla, Child & Family Agency.
- Design software solutions such as the Library Icon, e learning tutorials on library topics mentioned in the survey to improve accessibility of HSE Library Resources to Tusla, Child & Family Agency staff.
- Include information and promotional literature on HSE Library Services at all induction training for Tusla, Child & Family Agency staff.
- Provide programme of information literacy/library training for Tusla staff, including use of online tutorials.

About you

1. Please check the category that best describes your grade or position.

- ☐ Area Manager
- ☐ Social Work
- ☐ Social Care
- ☐ National Office
- ☐ Nursing
- ☐ Management (Grade VIII)
- ☐ Family Support
- ☐ Admin (Grade III - VII)

Other (please specify)

2. Please select the TUSLA area where you currently work.

- ☐ Dublin Mid Leinster (Dublin South East/Wicklow, Dublin South Central, Kildare/West Wicklow/Dublin South East, Midlands)
- ☐ Dublin North East (Louth/Meath, Dublin North City, Dublin North, Cavan/Monaghan)
- ☐ South (Kerry, Cork, Carlow/Kilkenny/South Tipperary, Waterfor/Wexford)
- ☐ West (Donegal, Sligo/Leitrim/West Cavan, Galway/Roscommon, Mayo, Mid West)

Other (please specify)

Information needs

3. How often, on average, do you have questions that require searching for information?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Rarely
- ☐ Never

*4. What are your main reasons for seeking information? Please tick all that apply

- ☐ To keep up to date in your field
- ☐ To help with a particular case
- ☐ Research purposes
- ☐ Policy development
- ☐ Preparation of articles for publication/conferences
- ☐ Continuing education/professional development
- ☐ Management purposes (to guide decision making, resource allocation, service planning etc.)

Other (please specify)

5. Do you have difficulty accessing the information you need?

- ☐ Yes
- ☐ No
- ☐ I don't require information

6. Please describe briefly the type of information you find difficult to access?

7. Do you have convenient access to a computer/device with an internet connection?

- ☐ Yes, at work
- ☐ Yes, at home
- ☐ Yes, at work and at home
- ☐ No convenient access

8. Do you search online databases (for example SocINDEX, PsycINFO, Cochrane Library) for answers to your information needs?

- ☐ Yes, I search myself
- ☐ Not personally, but I do ask a librarian to search on my behalf
- ☐ Not personally, but I do ask someone else (e.g. an assistant, colleague, or student) to search on my behalf
- ☐ No, I do not search online databases

Other (please specify)

Access to HSE Libraries (physical libraries & HSE Library Website hselibrar...

This section of the survey is designed to find out how you use the library service. Whether you use physical libraries and/or if you use the HSE Library Website (hselibrary.ie.), we are interested in finding out about your experience. If you do not use our services we would like to know why so that we can improve our services.

9. Do you use any of the following Library Services? Please tick all.

	Yes	No
Literature search/ Clinical query by a librarian	<input type="radio"/>	<input type="radio"/>
Assistance in obtaining copies of journal articles (Inter Library Loans Service)	<input type="radio"/>	<input type="radio"/>
Training on the use of electronic or print resources available through the libraries	<input type="radio"/>	<input type="radio"/>
Support for publishing a document, supply of ISBN	<input type="radio"/>	<input type="radio"/>
Research support	<input type="radio"/>	<input type="radio"/>
Print journals	<input type="radio"/>	<input type="radio"/>
Electronic journals	<input type="radio"/>	<input type="radio"/>
Books (e.g., handbooks, clinical texts, encyclopaedias, dictionaries)	<input type="radio"/>	<input type="radio"/>
Electronic books (e.g., handbooks, clinical texts, encyclopaedias, dictionaries)	<input type="radio"/>	<input type="radio"/>
Online databases	<input type="radio"/>	<input type="radio"/>
Topic alerts or current awareness bulletins	<input type="radio"/>	<input type="radio"/>
E-mail table of contents	<input type="radio"/>	<input type="radio"/>
Online tutorials, information guides or help sheets	<input type="radio"/>	<input type="radio"/>
Software packages i.e. SPSS	<input type="radio"/>	<input type="radio"/>
Computer/Internet access	<input type="radio"/>	<input type="radio"/>
Guest WIFI	<input type="radio"/>	<input type="radio"/>
Audiovisual equipment or services	<input type="radio"/>	<input type="radio"/>
Study space	<input type="radio"/>	<input type="radio"/>
Meeting room facilities	<input type="radio"/>	<input type="radio"/>

Other (please specify)

10. Have you visited hselibrary.ie (HSE Library website) within the past six months?

- ☐ Yes
- ☐ No
- ☐ Have not heard of hselibrary.ie

11. Please respond to the following statements about the usability of the hselibrary.ie (HSE Library Website):

1 Strongly disagree, 2 Disagree, 3 Neither agree or disagree, 4 Agree, 5 Strongly agree

	1	2	3	4	5
Information available on the hselibrary.ie made it clear what services and resources are available from the HSE Libraries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The design of the hselibrary.ie is well organized and clear, making it easy to navigate the site.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The size and style of letters used on the hselibrary.ie make it difficult to read.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphics and colour scheme used are appropriate for the purpose.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content of the hselibrary.ie is up-to-date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Links within the hselibrary.ie are current and working.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and resources available from hselibrary.ie generally answer my information needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall look of the hselibrary.ie is attractive and eye-catching.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

12. Do you use any of the following online resources via hselibrary.ie? Please tick all that apply.

- ☐ Campbell Collaboration (database)
- ☐ Childlink (database)
- ☐ CINAHL Complete (database)
- ☐ Cochrane Library (database)
- ☐ Lenus the Irish Health Repository (database)
- ☐ National Institute for Health and Care Excellence (NICE) (database)
- ☐ Ovid Mental Health Collection (database)
- ☐ PsycINFO (database)
- ☐ Psychology & Behavioral Sciences Collection (database)
- ☐ SocINDEX Fulltext (database)
- ☐ Psychology & Behavioral Sciences Collection (database)
- ☐ SocINDEX Fulltext (database)
- ☐ Online Book Catalogue of holding (OPAC) (content will vary depending on geographic location)
- ☐ A-to-Z Journal Title List (electronic full text and print journal holdings) (content will vary depending on geographic location)
- ☐ Addiction (journal)
- ☐ Adoption & Fostering (journal)
- ☐ Australian and New Zealand Journal of Family Therapy (journal)
- ☐ British Journal of Social Work (journal)
- ☐ Child Abuse & Neglect (journal)
- ☐ Child Abuse Review (journal)
- ☐ Child & Adolescent Social Work Journal (journal)
- ☐ Child and Youth Care Forum (journal)
- ☐ Child & Family Social Work (journal)
- ☐ Child: Care, Health and Development (journal)
- ☐ Child Care in Practice (journal)
- ☐ Child Development (journal)
- ☐ Child Maltreatment (journal)
- ☐ Children's Health Care (journal)
- ☐ Clinical Social Work Journal (journal)
- ☐ Community Care (journal)
- ☐ Family Process (journal)
- ☐ Health & Social Work (journal)
- ☐ International Journal of Child Care and Education Policy (journal)
- ☐ Irish Probation Journal (journal)
- ☐ Irish Social Worker (journal)

- ☐ Journal of Family Psychology (journal)
- ☐ Journal of Family Therapy (journal)
- ☐ Journal of Inter Professional Care (journal)
- ☐ Journal of Social Work (journal)
- ☐ Journal of Social Work Practice (journal)
- ☐ Social Work (journal)
- ☐ Social Work & Society (journal)
- ☐ Social Work Now: The Practice Journal of Child, Work & Family (journal)

Other (please specify)

13. How did you first learn about the resources and services provided by HSE Libraries?

- ☐ During an orientation/induction session or a staff meeting
- ☐ During a presentation by one of the library staff
- ☐ From a brochure or a newsletter
- ☐ From hselibrary.ie (HSE Libraries Website)
- ☐ From visiting one or more of the HSE libraries
- ☐ From a colleague or supervisor

Other (please specify)

14. How satisfied are you with the following library services:

1 Very dissatisfied, 2 Dissatisfied, 3 Neither satisfied nor dissatisfied, 4 Satisfied, 5 Very satisfied

	1	2	3	4	5
Collections and information resources (online, print, media)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research and discovery tools (library catalogues, article databases)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery of library materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference, research, instruction and consultation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical spaces/facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contacts with library personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of service requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***15. If you have not visited one of HSE Libraries or used hselibrary.ie (HSE Libraries Website) within the past six months, what are your reasons for not doing so? Please tick all that apply.**

If you have visited a HSE Library or used the HSE Library Website (hselibrary.ie) please select Not Applicable option.

- ☐ Not Applicable
- ☐ Did not know library services or resources were available
- ☐ Did not know full range of HSE Library services available
- ☐ Lack of library training
- ☐ No time to do so
- ☐ HSE Library hours not convenient
- ☐ HSE Library location not convenient
- ☐ No convenient access to a computer with Internet access
- ☐ HSE Library resources not relevant to work-related information needs
- ☐ Not needed, use information resources available from another organisation (e.g., government department, agencies, university library)
- ☐ Not needed, use information resources available on the Internet
- ☐ Not needed, use information available from colleagues and/or supervisors

Other (please specify)

Comments and future information needs

This section of the survey is designed to help us plan library services to meet the needs of Tusla staff. Any suggestions you make are really important so please feel free to comment.

16. Would you use a library icon on the Tusla website, to access library services/resources?

- ☐ Yes
- ☐ No
- ☐ Don't know

17. What resources/services would you use?

- ☐ Alerting service – Topic alerts, current awareness bulletins, e-mail table of contents
- ☐ Literature search/ Clinical query by a librarian
- ☐ Training in database searching
- ☐ Athens account (to access online databases, point of care tools etc., electronic journal and electronic books)

Other (please specify)

18. Would you use self-directed online tutorials for using Library resources?

- ☐ Yes
- ☐ No
- ☐ Don't know

19. What tutorials would you be interested in (tick all that apply)

- ☐ Using the Library Catalogue
- ☐ Locating Books
- ☐ Using e-books
- ☐ Searching databases
- ☐ Locating fulltext articles
- ☐ Setting up alerting services for current awareness
- ☐ How to use social media for my work
- ☐ Literature searches
- ☐ Using search engines
- ☐ Other (Please specify)

Other (please specify)

20. If you have any other comments or suggestions regarding HSE Library Services please include in space below.

21. How would you prefer us to communicate with you? (Please select all that apply).

- ☐ E-mail
- ☐ Text message
- ☐ Library blog
- ☐ Electronic newsletter
- ☐ Library website
- ☐ Social media (Facebook, Twitter)
- ☐ Posters/flyers
- ☐ App

Other (please specify)

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