# Tusla/Barnardos Partnership: Registered Users' Feedback Survey

# Findings Report & Analysis

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25 November 2022

The Tusla/Barnardos library partnership is in its second iteration (2021-2023) and the amount of registered Tusla members has surpassed 1,000 (1,120). The last time that the members were surveyed was 2019. It was decided that another member feedback survey should be issued to registered members to ascertain overall satisfaction with the service. Colin O Keeffe completed a draft and sought feedback from the Tusla National Research Office. After provided feedback and suggestions were incorporated into the survey, it was sent to all registered users on the 18th October, via the email content below:

Dear Tusla Library member,

I hope that this email finds you well, I am contacting you to get feedback from you on the Tusla/Barnardos Library Partnership. We are in year 5 of this partnership and the last time that I surveyed you was 2019. I would really appreciate if you would take a few minutes to participate in the survey. I have had input from Tusla Workforce Learning and Development and one of the questions is for you to identify your training needs to WLD. Most of the questions are closed, so you should be able to complete the survey quite quickly. It does not matter how often you have used the library, even if you have never used the service, I'd appreciate your feedback. The survey is linked below

Due to technical issues many of these emails did not reach the intended recipients. Colin decided to use MailChimp instead to reach members, this has 882 in this group, all Tusla members. The difference between the abount of signed up members and the MailChimp number could be from people unsubscribing. Three mail shots went out:

- Monday 24th October
- Tuesday 8th November
- Friday 11th November

There were 77 responses from a total of 882 giving a response rate of **8.7%.** Below are the findings of the survey.

Q1 What is your role in Tusla?

| Row Labels | Count of What is your role in Tusla? |
|---|---|
| Social Work | 24 |
| Social Care | 19 |
| Family Support | 10 |
| Management VIII+ | 7 |
| Educational Welfare | 6 |
| Admin grade III – VII | 3 |
| Nursing | 1 |
| Other Health Professionals | 1 |
| Psychology and Counselling | 1 |
| Other support staff incl Catering | 0 |
| Other | 5 |
| Total | 77 |

5 Respondents answered 'Other', of these:

- CYPSC
- Aftercare 16yrs to 23yrs
- Training & Development Officer/ Research and Information Mentor.
- Play Therapist
- Child and Family Support Network Coordinator

Q2 How long have you worked in Tusla?

| Row Labels | Count of How long have you worked in Tusla? |
|---|---|
| 8 Years | 39 |
| 7 Years | 6 |
| 6 Years | 4 |
| 5 Years | 4 |
| 4 Years | 8 |
| 3 Years | 5 |
| 2 Years | 2 |
| 1 Year | 0 |
| Less than a year | 2 |
| Total | 70 |

Q3 How long have you been a member of Barnardos Library?

| Row Labels | Count of How long have you been a member of Barnardos Library? |
|---|---|
| 2-5 Years | 53 |
| 1-2 Years | 12 |
| Less than a year | 10 |
| Total | 75 |

Q4 Please select the service/function that applies to you?

| Row Labels | Count of Service/function that applies to you |
|---|---|
| Child Protection and Welfare | 23 |
| Alternative Care | 19 |
| Family Support | 13 |
| Quality and Regulation | 6 |
| Tulsa Education Support Service TESS | 5 |
| Birth Information Tracing & Adoption | 2 |
| National Research Office | 2 |
| Corporate Services | 1 |
| People and Change | 1 |
| Children's Services Regulation | 0 |
| Domestic, Sexual & Gender Based Violence | 0 |
| Office of the Chief Information Officer | 0 |
| Other | 4 |
| Total | 76 |

4 Respondents answered 'Other', of these:

- EVIDENCE BASED PARCTICE / Early intervention
- Aftercare service Tusla
- Policy
- Children's residential

## Q5 Can you state the team you belong to in your service/function?

| Service/Function Alternative Care Team | Count of Can you state the team you belong to in your service/function? |
|---|---|
| Regional Assessment Fostering Team | 2 |
| Children in Care Team | 4 |
| Fostering | 3 |
| Fostering Assessment Team | 1 |
| Children's Services Regulation | 1 |
| Aftercare | 2 |
| Assessment Consultation and Therapy Service | 1 |
| Access Team on the Children in Care | 1 |
| Separated Children Seeking International Protection | 1 |
| Assessment Consultation Therapy Service | 1 |
| Adoption | 1 |
| Social Work Department | 1 |
| Total | 19 |

| Service/Function Birth Information Tracing & Adoption | Count of Can you state the team you belong to in your service/function? |
|---|---|
| Adoption Services | 1 |
| National Adoption, Birth Information and Tracing Service | 1 |
| Total | 2 |

| Service/Function<br>**Child Protection and Welfare** | Count of **Can you state the team you belong to in your service/function?** |
| --- | --- |
| Residential | 1 |
| Social care team | 1 |
| Learning and Development | 2 |
| Family Support Social Work Dept | 1 |
| Freedom of Information | 1 |
| Adult Retrospective Team | 1 |
| Residential Care | 1 |
| After Care Team | 1 |
| Child Protection and Welfare Team | 4 |
| Prevention, Partnership and Family Support | 2 |
| Special Care | 1 |
| Children in Care Team | 2 |
| Chief Social Worker's Office, Services and Integration | 1 |
| Child Abuse Substantiation Procedure | 1 |
| Community welfare team | 1 |
| Duty team | 1 |
| Assessment and Intervention | 1 |
| Total | 23 |
| Service/Function<br>**Corporate Services** | Count of **Can you state the team you belong to in your service/function?** |
| Chief social worker | 1 |
| Total | 1 |

| Service/Function<br>**Family Support** | Count of **Can you state the team you belong to in your service/function?** |
| --- | --- |
| Prevention, Partnership and Family Support | 7 |
| Springboard | 2 |
| Social care worker | 1 |
| Child Protection | 1 |
| Family Support | 1 |
| Family Support Service (Home Visiting) | 1 |
| Total | 13 |

| Service/Function<br>**National Research Office** | Count of **Can you state the team you belong to in your service/function?** |
| --- | --- |
| National Research Office | 1 |
| Region 3 Team 1 | 1 |
| Total | 2 |

| Service/Function<br>**People and Change** | Count of **Can you state the team you belong to in your service/function?** |
|---|---|
| Workforce Learning and Development | 1 |
| Total | 1 |

| Service/Function<br>**Quality and Regulation** | Count of **Can you state the team you belong to in your service/function?** |
|---|---|
| Early Years Inspection | 2 |
| Service Experience Governance and Risk Systems | 2 |
| Practice Assurance and Services Monitoring | 1 |
| National Research Office | 1 |
| Total | 6 |

| Service/Function<br>**Tulsa Education Support Service TESS** | Count of **Can you state the team you belong to in your service/function?** |
|---|---|
| Education Welfare Officer | 1 |
| Tusla Education Support Service | 1 |
| Educational Welfare Officer | 3 |
| Total | 5 |

Q6 What region do you work in?

| Row Labels | Count of **What region do you work in?** |
|---|---|
| Dublin Mid Leinster | 22 |
| Dublin North East | 15 |
| South East | 11 |
| South West | 8 |
| West North West | 5 |
| Mid West | 4 |
| Other | 9 |
| Total | 75 |

9 Respondents answered 'Other', of these:

- Dublin South (1)
- National Office (7)
- Corporate (1)

<u>Q7 Why are you using the library service? (Multiple Answers Allowed)</u>

75 Responses

| Row Labels | Count of Why are you using the library service? |
|---|---|
| Continuing Education/Professional Development | 48 |
| To keep up to date in my field | 42 |
| Research purposes | 34 |
| Service improvement | 30 |
| To help with a particular case | 24 |
| Management purposes | 14 |
| To access resource lists | 14 |
| External academic study | 13 |
| Policy development | 10 |
| Preparing articles for publication/conferences | 3 |
| Other | 5 |

5 Respondents answered 'Other', of these:

- Research and Mentor role
- Research & information mentor
- To research Burnout and see worldwide studies on the topic
- Resources for Direct Work
- Assisting staff with research and information requirements

Q8 What areas/subjects of your profession are you currently most interested in?

A word cloud was generated to reflect respondents' interests, a more details file is included with this report
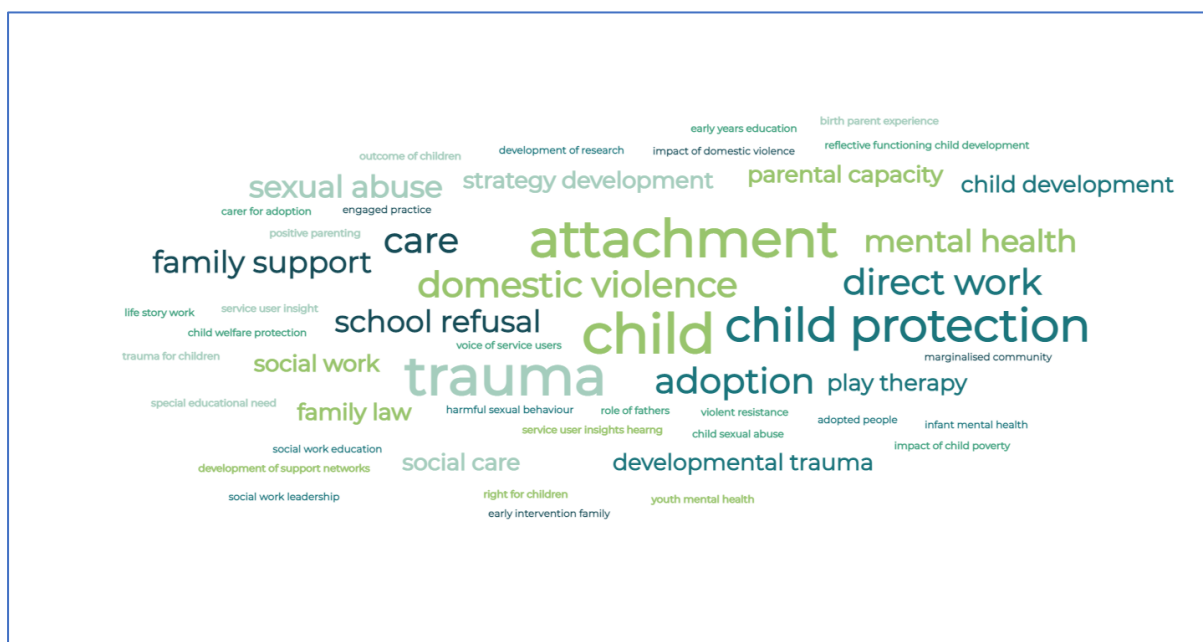


Q9 How did you hear about the Tusla/Barnardos library partnership?

| Row Labels | Count of How did you hear about the Tusla/Barnardos library partnership? |
| --- | --- |
| Through Tusla's National Research Office communication via Tusla bulletin | 33 |
| Through my Tusla manager or colleague | 12 |
| Via the Tusla Hub | 9 |
| Through an EPPI presentation | 6 |
| Through contact with a Tusla Research and Information Mentor | 5 |
| Through visiting the Barnardos Library physical space / website | 5 |
| Through a National Research Office/Barnardos presentation | 1 |
| Through the National Research Office leaflet on electronic and non-electronic resources | 1 |
| Through your induction | 1 |
| Through the Research Corner available through the Research Centre | 0 |
| Via the email address TRC@tusla.ie | 0 |
| Other | 3 |
| Total | 76 |

3 Respondents answered 'Other', of these:

- Through training opportunity advertised through email back a number of years ago.
- From colleagues
- I was a member when working in HSE also

Q10 Please tick the services that you are aware of (Multiple Answers Allowed)

76 Responses

| Row Labels | Count of Please tick the services that you are aware of |
|---|---|
| The on-line catalogue | 69 |
| Borrowing | 67 |
| Literature searches | 49 |
| Article request service | 37 |
| Book "purchase suggestion" option available to members | 29 |
| Online tutorials produced by Barnardos Library | 27 |
| Acquisitions made by the Library | 25 |
| Current awareness emails | 25 |

Q11 How often do you use the following services provided by Barnardos Library?

72 Responses

| | Regularly | Occasionally | Rarely | Never |
|---|---|---|---|---|
| **Book borrowing** | 8.3%<br>(6 responses) | 36.1%<br>(26 responses) | 29.2%<br>(21 responses) | 26.4%<br>(19 responses) |
| **Searching the library catalogue** | 17.1%<br>(12 responses) | 50%<br>(35 responses) | 25.7%<br>(18 responses) | 7.1%<br>(5 responses) |
| **Access online resources from the library catalogue** | 20.3%<br>(14 responses) | 42%<br>(29 responses) | 24.6%<br>(17 responses) | 13%<br>(9 responses) |
| **Request an article from the library** | 6.3%<br>(4 responses) | 27%<br>(17 responses) | 17.5%<br>(11 responses) | 49.2%<br>(31 responses) |
| **Request a literature search** | 3.3%<br>(2 responses) | 16.4%<br>(10 responses) | 23%<br>(14 responses) | 57.4%<br>(35 responses) |
| **Read the monthly members update** | 37.3%<br>(25 responses) | 35.8%<br>(24 responses) | 13.4%<br>(9 responses) | 13.4%<br>(9 responses) |
| **View an online tutorial** | 9.5%<br>(6 responses) | 20.6%<br>(13 responses) | 27%<br>(17 responses) | 42.9%<br>(27 responses) |

Q12 Do you feel that you have enough information to use all of the services provided via the Tusla/Barnardos Partnership?

| Row Labels | Count of Do you have enough information to use all the services |
|---|---|
| Yes (75%) | 57 |
| No (25%) | 19 |
| Total | 76 |

<u>Q13 What information do you require to fully use all the services provided by the Tusla/Barnardos Partnership?</u>

- A how to guide
- More information on how to access the services
- Easy accessibility
- I still struggle at times to access relevant documentation, I feel the search functions are not simplified
- A guide to the services
- I didn't know you do literature searches or tutorials
- Online tutorials in relation to all of the services available from Bernardo's library services
- Maybe make it more easily accessible.
- Just need to navigate my way around it
- Tutorial on how to use the site. Sometimes find the layout confusing
- For me personally more guidance on Open Athens and similar search engines
- I use the library most when I am seeking evidence for my work or when attending training, I just could do with more help navigating and using the system more efficiently.
- Maybe the occasional email reminding us of what you do. It can be so busy at times what Barnardos offers slips my mind
- Review information in order to access online articles and list of books available
- When tutorials will occur
- Time to use the service/ how to use the tutorials
- How to use it
- An introduction on how best to search for publications/ articles/ research papers

<u>Q14 Have you used the book lending service since you registered?</u>

| Row Labels | Count of Have you used the book lending service |
|---|---|
| Yes (56%) | 43 |
| No (44%) | 33 |
| Total | 76 |

<u>Q15 How did you get the book(s)? (Multiple Answers Allowed)</u>

43 Responses

| Row Labels | Count of How did you get the book(s)? |
|---|---|
| Barnardos posted it/them out to me (93%) | 40 |
| I collected it/them in Barnardos Library (7%) | 4 |

<u>Q16 How did you return the book(s)? (Multiple Answers Allowed)</u>

48 Responses

| Row Labels | Count of **How did you return the book(s)?** |
|---|---|
| Via the pre-paid envelope included with the book(s) | 36 |
| In person | 7 |
| Via a Barnardos shop | 2 |
| Other | 3 |

3 Respondents answered 'Other', of these:

- I think I dropped them back in, it was years ago when working with HSE
- lost the pre paid envelope so just posted, found the envelope later
- I ask staff to recommend books for purchase and I look up the current books on the market

<u>Q17 What has prevented you from borrowing books? (Multiple Answers Allowed)</u>

31 Responses

| Row Labels | Count of **What prevented borrowing** |
|---|---|
| I don't need books at this time | 16 |
| I didn't know how to go about borrowing? | 13 |
| The material that I require is not available in Barnardos Library. | 3 |

<u>Q18 Have you used the article request service (this is when Barnardos Library sources an article for you)?</u>

| Row Labels | Count of **Use of article request service** |
|---|---|
| Yes (26%) | 20 |
| No (74%) | 55 |
| Total | 75 |

All those who availed of the article request service received the article in 2-3 working days
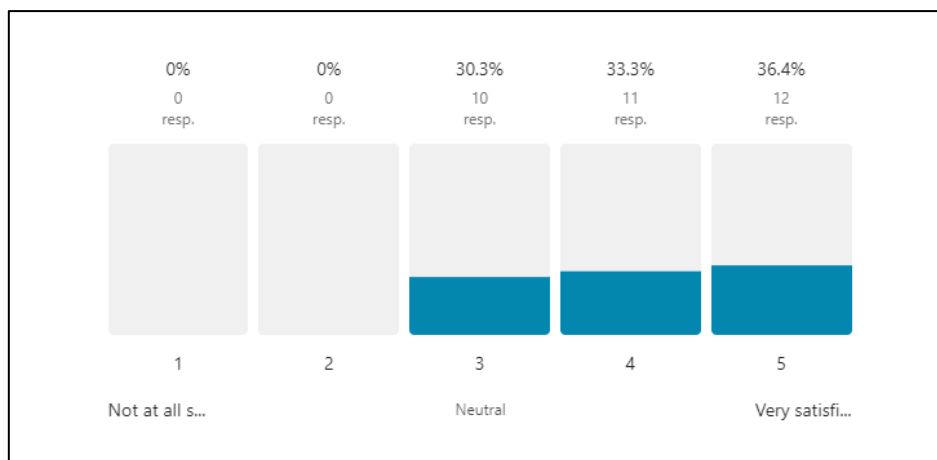
## Q19 Have you used the literature search service?

| Row Labels | Count of Have you used the literature search service |
|---|---|
| Yes (43%) | 33 |
| No (57%) | 43 |
| Total | 76 |

## Q20 Can you remember the topic or topics, if so, please outline it here

- Child development
- Parental alienation
- Attachment, Trauma, cumulative harm
- Outdoor services
- Child Protection, Domestic Violence, Childhood Trauma
- The effects of parental separation on a child education, traveller education
- Service User Insights
- Adoption
- Family Support
- Life story work, trauma, signs of safety research
- Deliberate self-harm
- Attachment styles and their influence on practice
- Service User Insights
- Burnout
- Child neglect mentalization
- Children in Care in Ireland, current & historically
- Developmental Theorists / Childhood bereavement
- Dealing with disclosure, dealing with change in role. giving feedback.
- School avoidance
- Making assessments about parental capacity, life story work, child development, brain development, attachment, direct work with children
- Mainly resilience and EI for adolescents
- Family Support, Early intervention, Globally
- Therapeutic supports

Q21 How satisfied were you with the results of the literature search?

33 Responses



| | 0% | 0% | 30.3% | 33.3% | 36.4% |
| | 0 resp. | 0 resp. | 10 resp. | 11 resp. | 12 resp. |
| | 1 | 2 | 3 | 4 | 5 |
| | Not at all s... | | Neutral | | Very satisfi... |

Q22 What in your opinion is the best way to teach the following skills (you can select more than 1 method)

73 Responses

| | A recorded video tutorial | A printable tipsheet | A live (in person or online) presentation |
|---|---|---|---|
| **Locating full text articles on the Tusla subscribed (Athens) databases** | 57.5% (42 responses) | 50.7% (37 responses) | 35.6% (26 responses) |
| **Searching the Barnardos library catalogue** | 52.8% (38 responses) | 52.8% (38 responses) | 29.2% (21 responses) |
| **Locating literature via search engines such as Google.** | 52.2% (36 responses) | 52.2% (36 responses) | 39.1% (27 responses) |
| **Creating personal folders and creating alerts in the subscribed databases (Athens).** | 58.6% (41 responses) | 51.4% (36 responses) | 32.9% (23 responses) |
| **Referencing skills** | 52.2% (36 responses) | 58% (40 responses) | 40.6% (28 responses) |

## Q23 Are there any other skills that you think could be provided by tipsheet, recorded tutorial or live/Zoom class?

- Presenting and condensing key points from strategies / documents for committees /colleagues
- Practicing how to narrow searches
- how to use software to help with referencing and also is there is software that can assist with transcribing for research that is recommended in line with Tusla ethics
- It would be great to have tutorials in research skills in general as we are not great at it in social work
- Research and how to categories your research
- Information on relevant databases
- Assignment writing
- I think a demonstration and then get the staff to undertake the searches. It will have to be regular as you forget it. From a teaching point of view , I have put down all as we all need hands on teaching/training now. Doing a literature review is a key skill. What is required. tips for short cuts to access information/research. How to access the data bases, How to undertake a literature review, a breakdown of common words in research.
- Selecting the most appropriate type of resource for you needs - e.g. a book or articles, a synopsis,
- Questionable research and information practices

## Q24 Please rate your confidence level in completing the following tasks
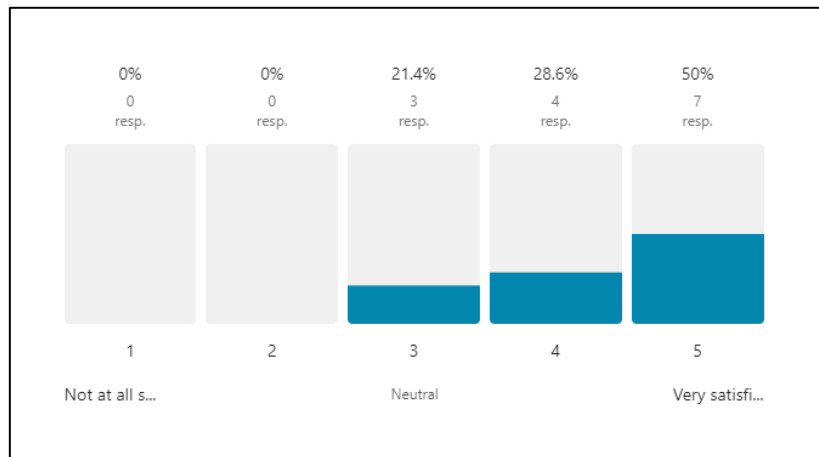
75 Responses

| | Not all confident | Somewhat confident | Confident | Totally confident |
|---|---|---|---|---|
| **Retrieving information** | 5.4% (4 responses) | 58.1% (43 responses) | 28.4% (21 responses) | 8.1% (6 responses) |
| **Searching the NRO databases accessed via an Athen Login** | 26.7% (20 responses) | 48% (36 responses) | 20% (15 responses) | 5.3% (4 responses) |
| **Evaluating information** | 12.2% (9 responses) | 41.9% (31 responses) | 35.1% (26 responses) | 10.8% (8 responses) |
| **Developing a search strategy to search databases** | 37% (27 responses) | 41.1% (30 responses) | 17.8% (13 responses) | 4.1% (3 responses) |
| **Developing a research question** | 33.8% (25 responses) | 36.5% (27 responses) | 24.3% (18 responses) | 5.4% (4 responses) |
| **Writing a research proposal** | 38.7% (29 responses) | 32% (24 responses) | 24% (18 responses) | 5.3% (4 responses) |
| **Writing a Research Ethics Committee application** | 56.8% (42 responses) | 27% (20 responses) | 12.2% (9 responses) | 4.1% (3 responses) |
| **Analysing information** | 14.9% (11 responses) | 41.9% (31 responses) | 33.8% (25 responses) | 9.5% (7 responses) |
| **Synthesising information** | 28.2% (20 responses) | 38% (27 responses) | 23.9% (17 responses) | 9.9% (7 responses) |
| **Academic writing** | 16.7% (12 responses) | 44.4% (32 responses) | 26.4% (19 responses) | 12.5% (9 responses) |
| **Using reference management software i.e. Zotero** | 65.8% (48 responses) | 24.7% (18 responses) | 5.5% (4 responses) | 4.1% (3 responses) |
| **Presentation of findings/data i.e. visual presentation of statistics.** | 33.8% (25 responses) | 35.1% (26 responses) | 24.3% (18 responses) | 6.8% (5 Responses) |

## Q25 Have you participated in or are participating in the Tusla EPPI (Empowering Practitioners and Practice Initiative) Programme?

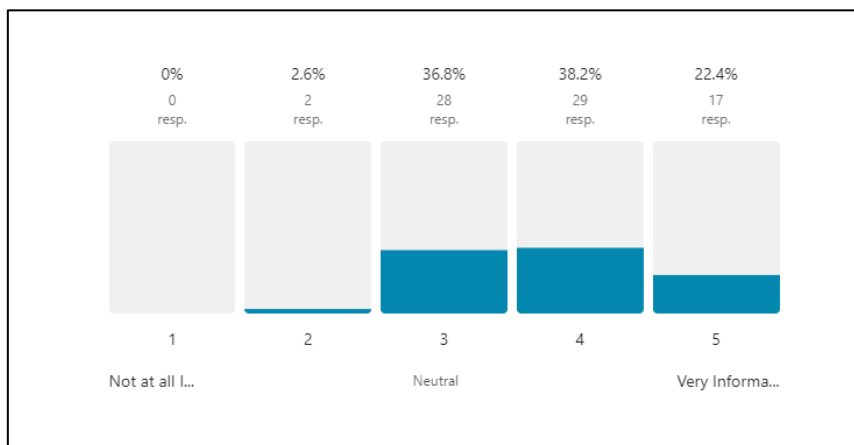| Row Labels | Count of Have you participated in or are participating in the Tusla EPPI |
|---|---|
| Yes (18%) | 14 |
| No (82%) | 62 |
| Total | 76 |

Q26 How satisfied were you with the Barnardos element of the Programme?

14 Responses

| | | | | |
|---|---|---|---|---|
| 0% | 0% | 21.4% | 28.6% | 50% |
| 0 resp. | 0 resp. | 3 resp. | 4 resp. | 7 resp. |
| 1 | 2 | 3 | 4 | 5 |
| Not at all s… | | Neutral | | Very satisfi… |

Q27 How informative do you find the monthly members' update sent by Barnardos Library and Information Service?

76 Responses

| | | | | |
|---|---|---|---|---|
| 0% | 2.6% | 36.8% | 38.2% | 22.4% |
| 0 resp. | 2 resp. | 28 resp. | 29 resp. | 17 resp. |
| 1 | 2 | 3 | 4 | 5 |
| Not at all I… | | Neutral | | Very Informa… |

Q28 Please rank these different services provided via the Tusla/Barnardos Partnership in terms of your satisfaction?

73 Responses

| | Not at all satisfied | 2 | Neutral | 3 | Very satisfied |
|---|---|---|---|---|---|
| **How satisfied are are you with the lending service from the library?** | 0% (0 responses) | 0% (0 responses) | 27.4% (20 responses) | 12.3% (9 responses) | 60.3% (44 responses) |
| **How satisfied are you with the library space?** | 0% (0 responses) | 0% (0 responses) | 77.1% (54 responses) | 5.7% (4 responses) | 17.1% (12 responses) |
| **How satisfied are are you with the library's online catalogue?** | 0% (0 responses) | 1.4% (1 response) | 30.6% (22 responses) | 34.7% (25 responses) | 33.3% (24 responses) |
| **How satisfied are are you with contact with the library staff?** | 0% (0 responses) | 0% (0 responses) | 19.4% (14 responses) | 16.7% (12 responses) | 63.9% (46 responses) |
| **How satisfied are are you with the article supply service of the library?** | 0% (0 responses) | 1.4% (1 response) | 41.7% (30 responses) | 26.4% (19 responses) | 30.6% (22 responses) |
| **How satisfied are are you with the resource lists provided by the library?** | 0% (0 responses) | 2.8% (2 responses) | 31% (22 responses) | 35.2% (25 responses) | 31% (22 responses) |
| **How satisfied are you with with the library's materials (books, eDocuments etc)?** | 0% (0 responses) | 2.8% (2 responses) | 25% (18 responses) | 30.6% (22 responses) | 41.7% (30 responses) |
| **How satisfied are are you with book acquisitions made by the library?** | 0% (0 responses) | 2.9% (2 responses) | 45.6% (31 responses) | 19.1% (13 responses) | 32.4% (22 responses) |

Q29 Were you aware of services provided to Tusla staff by Barnardos Library through the COIVD19 pandemic restrictions?

| Row Labels | Count of Awareness of services during COVID pandemic |
|---|---|
| Yes (55%) | 42 |
| No (45%) | 34 |
| Total | 76 |

Q30 Did you use any Barnardos Library services during the restrictions?

| Row Labels | Count of Service use during COVID restrictions |
|---|---|
| Yes (53%) | 22 |
| No (47%) | 19 |
| Total | 41 |

Q31 Which services did you use?

- Literature search
- Borrowed books
- Online resources
- Online
- Online articles
- Online
- Book lending and online stuff
- Book lending
- Burnout topic - catalogue search
- Lending
- Borrowing book
- Book request, purchase and borrowing
- Book borrow and Eppi program
- Borrowing books
- All: It was a life line as I lost a lot of my work via the cyber attack and had a really outdated pc at the time.
- Online tutorial and online Barnardos presentation at EPPI Virtual Programme in 2021
- Book borrowing
- Borrowed books
- Book loan
- Library book loan, Online Resources, research items
- Book lending
- Book lending

Q32 How satisfied are you overall with the library and information service?

76 Responses



| | | | | |
|---|---|---|---|---|
| 0% | 0% | 18.4% | 43.4% | 38.2% |
| 0 resp. | 0 resp. | 14 resp. | 33 resp. | 29 resp. |
| 1 | 2 | 3 | 4 | 5 |
| Not at all s... | | Neutral | | Very satisfi... |
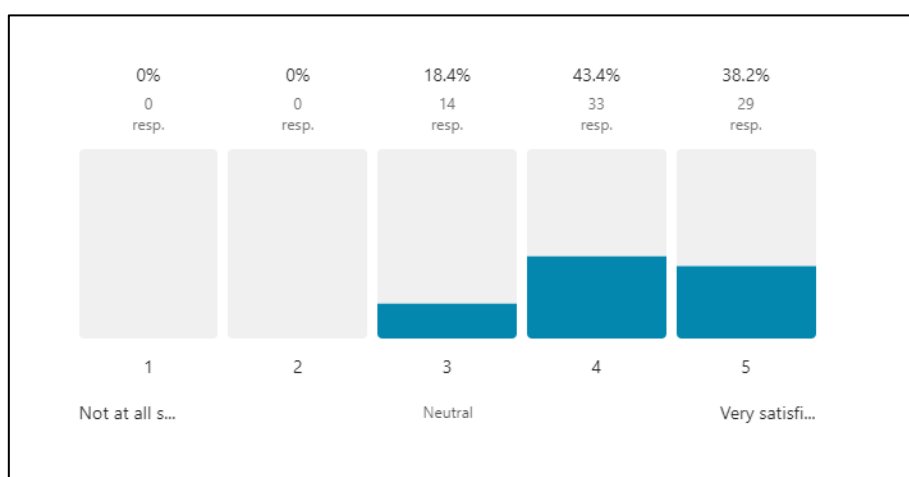
Q33 Overall does the information and resources available through the Library and Information Service meet your information needs?

| Row Labels | Count of Service meeting information needs |
|---|---|
| Yes (92%) | 70 |
| No (8%) | 6 |
| Total | 76 |

Q34 What else is required?

- I need to go in and borrow more books
- I find the access to journals is quite limited
- It is more to do with my ability to use the service on an occasional basis.
- Part of this was my own lack of knowledge as to the services you do supply. an e-learning module night help with this as e letters get lost in day to day emails
- More information on how to access the service and everything that's available
- Access to ProQuest suite of databases

<u>Q35 Have you any comments, feedback or suggestions in relation to the Library and
Information Service provided to Tusla members?</u>

38 Responses

*"I attended one information session to learn how to use the catalogue better but there were
a lot of people in attendance and it was difficult to follow. I also find it difficult to set the
time aside to attend and would like to see tipsheet and videos that could be accessed at any
time. I would find it easier to use the library at times when I am not too busy with work to
focus on the content and finding what I need."*

*"Excellent responsive service being provided"*

*"I have always found the staff in Barnardos library very helpful."*

*"It's great to have this facility, but I need to get time to access it on a regular basis."*

*"Great service very convenient to have books posted out."*

*"Helpful service and is great to have, Great to be able to suggest titles to purchase. I need to
use it more, thanks"*

*"It is good to have it"*

*"Keep up the good work"*

*"To maybe streamline the process of checking out books for the postal service. It can be very
confusing, especially explaining it to new staff. A cart and simple "check out" option would
be much simpler"*

*"I have rarely used but understand it is a great resource and very well managed."*

*"Better access to journal articles"*

*"Send an introduction to services to all Tusla staff on an ongoing basis. Keep us in the loop
on new articles and information. All Tusla staff need to be on your mailing list"*

*"Valuable service that was useful to me when completing a masters degree recently."*

*"Service should be discussed at local meetings"*

*"I am only new to the this service so have not had sufficient time to navigate myself around
it. For this reason a lot of my answers were neutral as I have not begun researching yet."*

*"I have had super support from the staff at the library it is an important resource, one that is
so important for us to have. So thank you to everyone involved in keeping it alive and
running so smoothly for all of us."*

*"Are all members of Tusla aware of the service?!"*

*"Colin and Colm are very helpful and excellent"*

*"We should be promoting and encouraging the use of the library through our own teams. We could make it a recurring item on the agenda for team/regional meetings."*

*"No and thank you to the staff."*

*"When I have needed access found support very positive"*

*"While overall the library is very useful more resources on therapeutic interventions would be fantastic."*

*"Might be good to do some webinars again. have staff telling how they used the library. People have limited time for reading I find but visual is easier and it markets the great service. Colm and Colin have supported me and the work that I do as a mentor in the difficult times. I mean I lost information and they had it for me the next day. Excellent service. Thank you so much and from the staff I have helped and indeed the training courses I used the research knowledge in."*

*"Just a big thanks to Colin who is always extremely helpful"*

*"Have really appreciated the postal loan service and the regular emails to bring information to my attention that I would otherwise miss. The staff could not be more helpful and accommodating."*

*"Great service, very speedy delivery. The return envelope for books is very convenient. I've found it very helpful to be able to borrow books get a good sense of a text before deciding whether to buy it or not."*

*"Fantastic Service"*

*"Keep up the good work and thank you!"*

*"How to borrow a book is a bit unclear - it can be hard to know if you've actually borrowed it. A step by step available on the website would be helpful. If this is already there, then if it could be made more clearly available."*

*"I will be using this service on a more regular basis and will be able to provide more comprehensive feedback as a result."*

*"The guy who runs the library is very helpful/responsive, always found the service really useful."*

*"I'd like access to current articles on relevant topics easily without searching on a data base. Some suggestions maybe for core groups"*

*"This is an excellent resource and has been hugely beneficial in supporting me and providing access to evidence-based research throughout my studies and day to day role"*

*"No only started to use the service"*

*"More opportunities to profile the excellent service within Tusla"*

*"Services need to be explained"*

*"I am only very new to the library this is why I answered neutral to some questions as I am not very familiar with some of its services. Books about trauma, sensory work, play therapy, working creatively with children and about explaining about being in care/neglect/abuse would be what I require from the library to use directly with children"*

*"I really like the delivery/return method by post."*

Analysis of the relationship between usage, satisfaction and awareness of Barnardos Library by respondents of the 2022 Tusla/Barnardos Partnership: Registered User's Feedback Survey

# Introduction

This report will analyse the relationship between respondents' awareness of Barnardos Library and Information Service and use of that service, does increased awareness increase use of a service. It will also analyse the use of the service with overall satisfaction, does increased satisfaction affect use of a service. The three tangible services (book borrowing, article requesting and literature search requesting) will be used to determine use of the service.

## Awareness vs. Usage

| Awareness of the following | Count of Please tick the services that you are aware of |
|---|---|
| The on-line catalogue | 69 |
| Borrowing | 67 |
| Literature searches | 49 |
| Article request service | 37 |
| Book "purchase suggestion" option available to members | 29 |
| Online tutorials produced by Barnardos Library | 27 |
| Acquisitions made by the Library | 25 |
| Current awareness emails | 25 |

Question 12 of the survey attempted to capture how aware respondents were of the various services associated with membership of Barnardos Library. In total 8 services were presented (The on-line catalogue, Borrowing, Literature searches, Article request service, Book "purchase suggestion" option available to members, Online tutorials produced by Barnardos Library, Acquisitions made by the Library and Current awareness emails). 76 people responded to this question. Respondents outlined awareness or unawareness of each service. Respondents can be divided into 4 groups. The most aware are those aware of either 7 or 8 services, the aware are those aware of 5 or 6 services. The less aware are those aware of 3 or 4 services and the least aware are those aware of 1 or 2 services.

| Number of Services respondents were aware of | Number of respondents | Number of People who had borrowed/not borrowed a book | Number of People who had requested/not requested an article | Number of People who had requested/not requested a literature search |
|---|---|---|---|---|
| 8 services | 7 (the most aware) | Of the 7 people who were aware of all 8 services; 5 had borrowed books and 2 had not. | Of the 7 people who were aware of 8 of the 8 services; 2 had requested an article and 5 had not. | Of the 7 people who were aware of 8 of the 8 services; 2 had requested a literature search and 5 had not. |

| | | | | |
|---|---|---|---|---|
| 7 services | 4 (the most aware) | Of the 4 people who were aware of 7 of the 8 services; 2 had borrowed books and 2 had not. | Of the 4 people who were aware of 7 of the 8 services; 3 had requested an article and 1 had not. | Of the 4 people who were aware of 7 of the 8 services; 3 had requested a literature search and 1 had not. |
| 6 services | 6 (the aware) | Of the 6 people who were aware of 6 of the 8 services; 5 had borrowed books and 1 had not. | Of the 6 people who were aware of 6 of the 8 services; 3 had requested an article and 3 had not. | Of the 6 people who were aware of 6 of the 8 services; 5 had requested a literature search and 1 had not. |
| 5 services | 16 (the aware) | Of the 16 people who were aware of 5 of the 8 services; 6 had borrowed books and 10 had not. | Of the 16 people who were aware of 5 of the 8 services; 5 had requested an article and 11 had not. | Of the 16 people who were aware of 5 of the 8 services; 10 had requested a literature search and 6 had not. |
| 4 services | 16 (the less aware) | Of the 16 people who were aware of 4 of the 8 services; 9 had borrowed books and 7 had not. | Of the 16 people who were aware of 4 of the 8 services; 5 had requested an article and 11 had not. | Of the 16 people who were aware of 4 of the 8 services; 6 had requested a literature search and 10 had not. |
| 3 services | 13 (the less aware) | Of the 13 people who were aware of 3 of the 8 services; 10 had borrowed books and 3 had not. | Of the 13 people who were aware of 3 of the 8 services; 2 had requested an article and 11 had not. | Of the 13 people who were aware of 3 of the 8 services; 3 had requested a literature search and 10 had not. |
| 2 services | 11 (the least aware) | Of the 11 people who were aware of 2 of the 8 services; 3 had borrowed books and 8 had not. | Of the 11 people who were aware of 2 of the 8 services; 2 had requested an article and 9 had not. | Of the 11 people who were aware of 2 of the 8 services; 3 had requested a literature search and 7 had not. |
| 1 service | 3 (the least aware) | Of the 3 people who were aware of 1 of the 8 | Of the 3 people who were aware of 1 of the 8 | Of the 3 people who were aware of 1 of the 8 services; 0 had |

| | | services, all 3 had not borrowed books. | services, all 3 had not requested an article. | requested a literature search. |
|---|---|---|---|---|
| | | | | |

Does awareness affect using the three primary library services, namely book borrowing, requesting articles are requesting literature searches.

### The most aware

Of this group (11 people) 7 had borrowed books, this is a borrow rate of 63%

Of this group (11 people) 5 had requested articles, this is a request rate of 45%

Of this group (11 people) 5 had requested literature searches, this is a request rate of 45%

### The aware

Of this group (22 people) 11 had borrowed books, this is a borrow rate of 50%

Of this group (22 people) 8 had requested articles, this is a request rate of 36%

Of this group (22 people) 15 had requested literature searches, this is a request rate of 68%

### The less aware

Of this group (29 people) 19 had borrowed books, this is a borrow rate of 65%

Of this group (29 people) 8 had requested articles, this is a request rate of 36%

Of this group (29 people) 7 had requested literature searches, this is a request rate of 24%

### The least aware

Of this group (14 people) 3 had borrowed books, this is a borrow rate of 21%

Of this group (14 people) 2 had requested articles, this is a request rate of 14%

Of this group (14 people) 3 had requested literature searches, this is a request rate of 21%

Overall there is a clear link between awareness of a service and use of a service.

# Satisfaction vs. Usage

Question 12 of the survey attempted to capture overall satisfaction with the library and information service. A Likert scale was presented and 5 options presented:

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Not satisfied
- Not at all satisfied

In total 76 people responded, and selected "Very satisfied" (29 Responses), "Satisfied" (33 responses) or "Neither satisfied nor dissatisfied" (14 responses). This provided three groups:

1. The very satisfied
2. The satisfied
3. The neither satisfied nor dissatisfied

To determine whether satisfaction levels affect service usage a comparison of rates of book borrowing, article requesting and literature search requesting will be made. If a respondent left the option blank this will be counted as having never used the service.

| Book Borrowing | | | | | |
|---|---|---|---|---|---|
| Group | Number in Group | Number who had borrowed books regularly | Number who had borrowed books occasionally | Number who had borrowed books rarely | Number who had never borrowed books |
| The very satisfied | 29 | 4 | 12 | 9 | 4 |
| The satisfied | 33 | 2 | 12 | 7 | 12 |
| The neither satisfied nor dissatisfied | 14 | 0 | 2 | 5 | 7 |

If usage is split into two groups Higher Usage (borrowed regularly or occasionally) and Little Usage (borrowed rarely or never) a comparison can be made:

- The very satisfied were split at a ratio of 55:45 between Higher and Little Usage
- The satisfied were split at a ratio of 42:58 between Higher and Little Usage
- The neither satisfied nor dissatisfied were split at a ratio of 14:86 between Higher and Little Usage

For book borrowing there a clear link between higher satisfaction and higher use.

| Article Requesting | | | | | |
|---|---|---|---|---|---|
| Group | Number in Group | Number who had requested articles regularly | Number who had requested articles occasionally | Number who had requested articles rarely | Number who had never requested articles |
| The very satisfied | 29 | 3 | 5 | 5 | 16 |
| The satisfied | 33 | 1 | 9 | 5 | 18 |
| The neither satisfied nor dissatisfied | 14 | 0 | 3 | 1 | 10 |

If usage is split into two groups Higher Usage (requested articles regularly or occasionally) and Little Usage (requested articles rarely or never) a comparison can be made:

- The very satisfied were split at a ratio of 27:73 between Higher and Little Usage
- The satisfied were split at a ratio of 30:70 between Higher and Little Usage
- The neither satisfied nor dissatisfied were split at a ratio of 21:79 between Higher and Little Usage

For article requesting there is no clear link between higher satisfaction and higher use with usage levels quite similar between all three groups.

| Literature Search Requesting | | | | | |
|---|---|---|---|---|---|
| Group | Number in Group | Number who had requested a literature search regularly | Number who had requested a literature search occasionally | Number who had requested a literature search rarely | Number who had never requested a literature search |
| The very satisfied | 29 | 1 | 5 | 6 | 17 |
| The satisfied | 33 | 0 | 3 | 8 | 22 |
| The neither satisfied nor dissatisfied | 14 | 1 | 2 | 0 | 11 |

If usage is split into two groups Higher Usage (requested literature searches regularly or occasionally) and Little Usage (requested literature searches rarely or never) a comparison can be made:

- The very satisfied were split at a ratio of 20:80 between Higher and Little Usage
- The satisfied were split at a ratio of 9:91 between Higher and Little Usage
- The neither satisfied nor dissatisfied were split at a ratio of 21:79 between Higher and Little Usage

For literature search requesting there is no clear link between higher satisfaction and higher use with usage levels quite similar between all three groups.