

## **EAHIL Workshop**

Implementation of quality systems and certification of biomedical libraries

Palermo, June 23-25, 2005

### **St Helena Hospice**

#### **Information Audit Report**

##### **Executive Summary**

St Helena Hospice was successful in bidding for project funding from the *Help the Hospice* to undertake an Information Audit of the Millie Hare Library. Two Information Audits were completed, one for staff and the other for patients and family members. The project ran from April – December 2004.

The aim of the project was to ensure that the Millie Hare Library was providing an effective and efficient service and was fit for practice in the twenty-first century

The objectives of the project were to

- Evaluate the effectiveness and relevance of current activities
- Identify gaps in service provision
- Review ways to improve current services
- Identify activities that should cease as no longer being relevant to the Hospice

The sample population for the staff survey were selected at random as cross-section representation of the workforce. In total 105 people, paid staff and volunteers, participated in the survey. The patients survey was a random selection of people, who were in attendance or using the hospice's services during a given fortnight in November 2004. A total of 19 patients and family members agreed to be involved in the patient survey. Both audits took the form of questionnaires. A team of library volunteers completed structured interviews that sought the views and opinions of the sample populations.

The Staff Questionnaire was divided into categories to reflect the work activities of the

- Awareness of the Library and its facilities and services
- Staffing
- Services
- Book stock and Reference collection
- Journals
- Videos
- Inter-library loans
- Copyright
- Content pages
- Articles
- Literature searches and databases
- Internet and website
- Open questions sought opinions on
  - Missing subject areas
  - How to better serve the community
  - Further comments

From the staff perspective the overall the responses showed that users were generally satisfied with the services provided by the Millie Hare Library.

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The Patient Questionnaire focussed on the awareness, access and usage of the library and information services. Overall there was a low awareness of the Library Services and the fact that they were available to patients and family members.

Both questionnaires raised points for further investigation. For the Millie Hare Library these include raising awareness of the library service for both the staff and patients; review of journal holdings; review of video collection; extending access to library services for staff and patients; and introducing a current awareness service.

The Information Audit raised a number of points that were referred to the St Helena Hospice for further consideration. These include enabling web access to Hospice services from the Bookshops and other sites by means of computer terminal; providing leaflets about the Millie Hare Library to a range of outlets including GP surgeries, public libraries and other public places; and enabling access to palliative care information services for a wider audience

The Information Audit completed a comprehensive review of the services offered by the Millie Hare Library. As a result an inventory has been given of areas that need further investigation and various gaps in the service have been identified. The Millie Hare Library has a reputation for being proactive in supporting the needs of the users and providing a high quality service in palliative care information. It is important that the standards are maintained and that the Millie Hare Library should be fit for practice in the twenty-first century. In February 2005 a presentation was made to the Hospice Board and charity sponsors outlining the findings. A final report has been submitted to the Hospice for its consideration.

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