

Quality Improvement Summary

Date: April 2006

Project: To benchmark with St Vincent's and St George hospitals extent of E-Journal service knowledge and across campuses.

Personnel:

Rolf Schafer, Katie McKnight, John Holgate, Judy McMahon

Date Undertaken: April 2006

Aims:

An Electronic Journal Survey was conducted in 2004 with participation from hospital staff from St Vincent's and St George Hospital's. A similar sample from different professional groups was taken from both hospitals to allow for benchmarking and evaluation to take place. The aim of the survey was to gauge the hospital staff communities E-Journals usage and the extent of the knowledge on the E-journals services currently available on campus and to determine if further training and awareness was required.

For further information on the St Vincent's component of the Electronic journals survey with analysis please see Quality Improvement Summary August/September 2004.

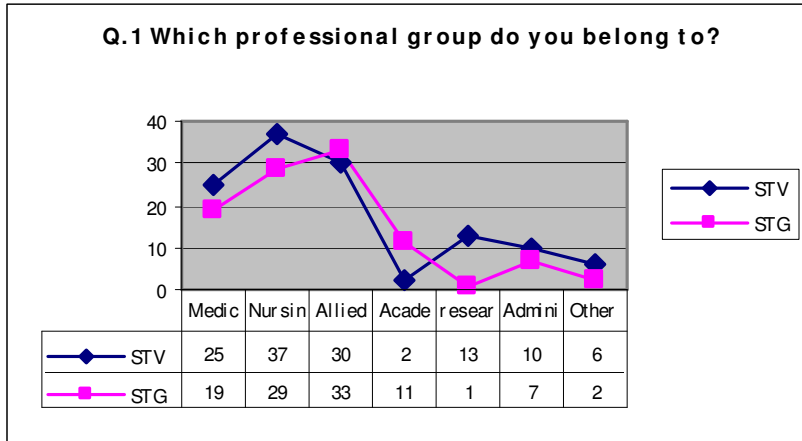
Methods:

Data collated from E-Journal survey from St Vincent's Hospital and St George hospital were compared to establish a trend for E-Journal usage. This survey will be improved and conducted again to illustrate improvements in access across both hospitals.

Results:

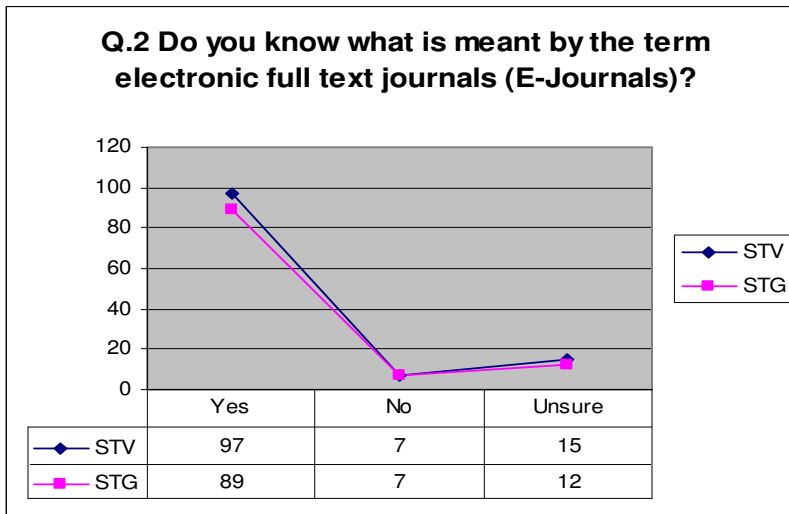
Q.1. Which professional Group do you belong to?

These results indicate that a similar proportion of Medical, nursing and allied health staff participated in the Electronic Journal Survey from both hospitals.



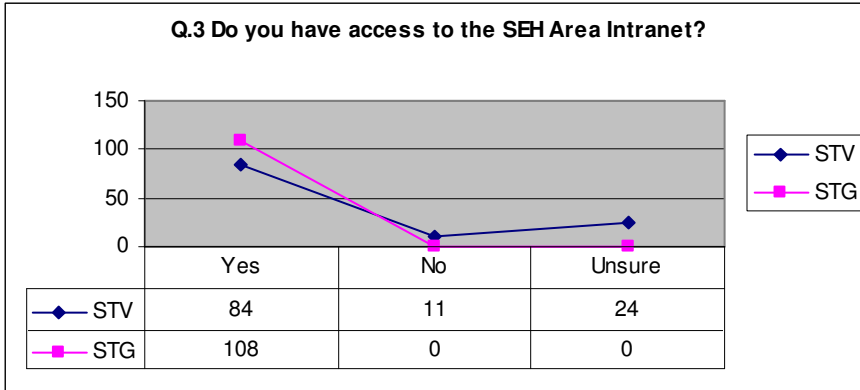
Q.2. Do you know what is meant by the term electronic full text journals (E-journals)?

A large proportion of the sample knew what an e-journal was. However a smaller number were unsure. The results were similar across both hospitals.



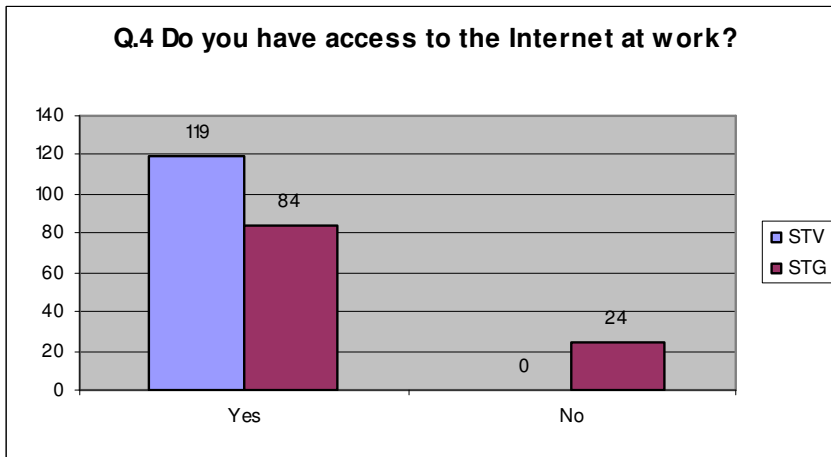
Q.3. Do you have access to the SEH Area INTRANET?

The majority of the sample group have access to the intranet. It appears there is some confusion as to the definition of the intranet and if they have access to this at St Vincent's Hospital.



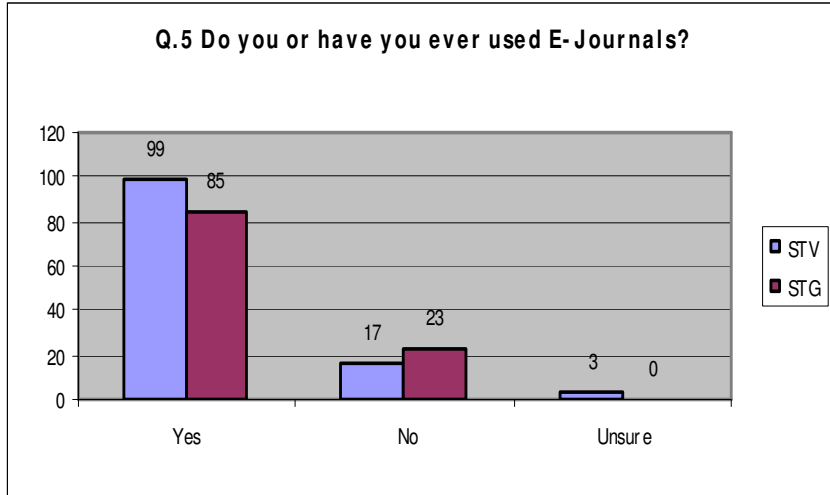
Q.4. Do you have access to the INTERNET at work?

89% of respondents have access to the internet at work. Those surveyed at St Vincent's all had access to the Internet, however 22% of St George respondents did not have Internet access.



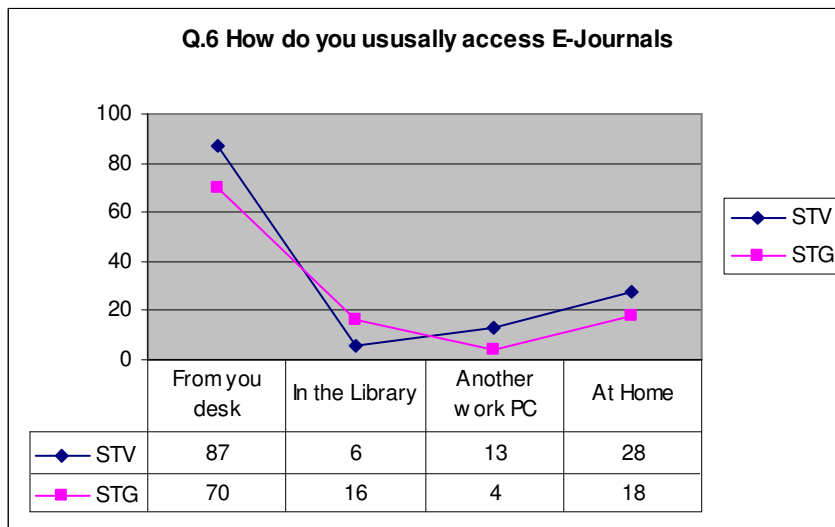
Q.5. Do you or have you ever used E-Journals?

The majority of respondents have used E-Journals before. 19% were unsure or had never used e-journals. Similar results were gathered by both hospitals.



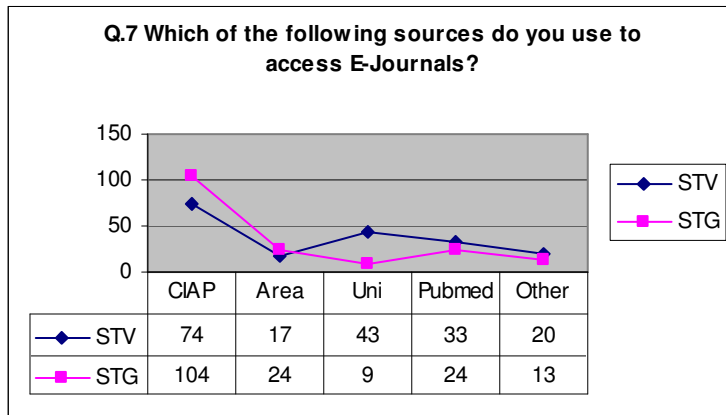
Q.6. How do you usually access E-Journals?

70% of those surveyed stated that they accessed E-Journals from their desk. Illustrating the importance of streamline access. 20% access E-Journals from their home demonstrating that remote access is important. St Vincent’s had a ratio of those surveyed accessing their e-journals from their desk and from home. St George had a larger proportion accessing e-journals in the library. This could be indicative of the location of St George’s Medical Library, compared with St Vincent’s.



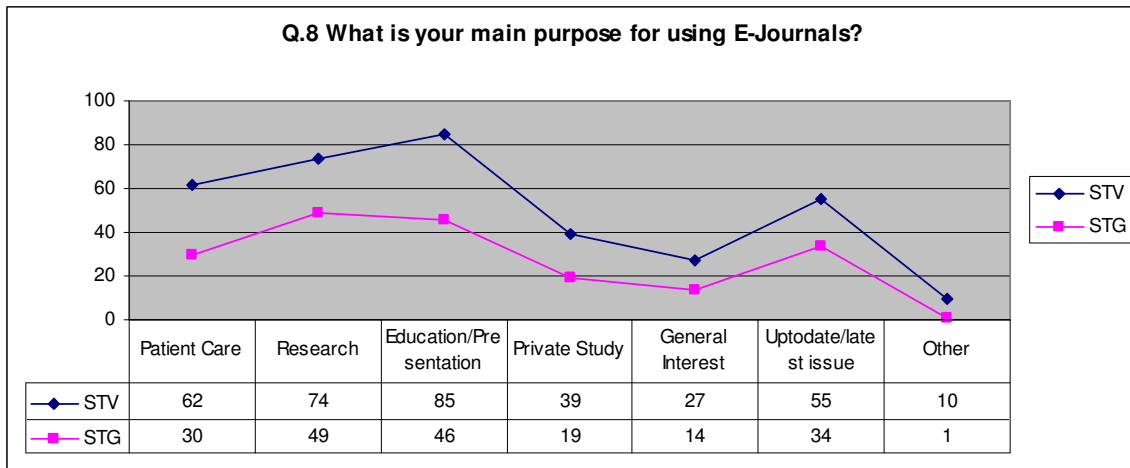
Q.7. Which of the following sources do you use to access E-Journals?

A large proportion of E-Journals are accessed by St George staff through CIAP, St Vincent’s Hospital staff access through CIAP, the University and Pubmed.



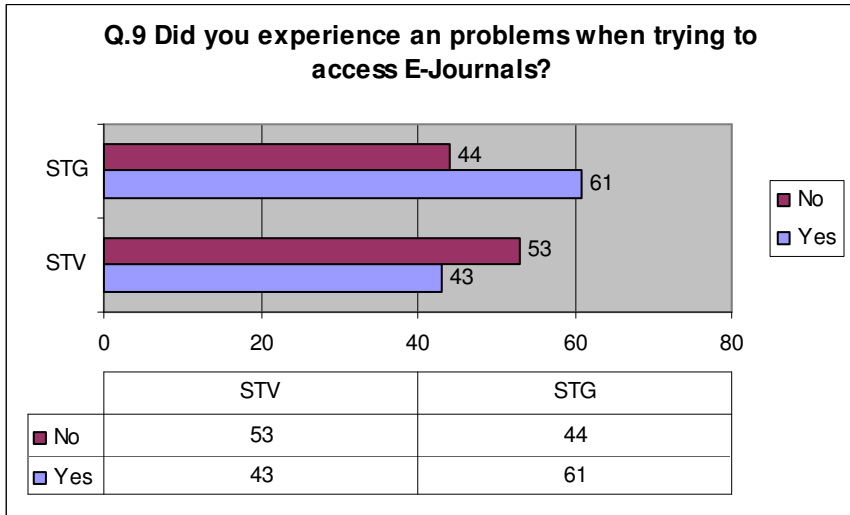
Q.8. What is your main purpose for using E-Journals?

Similar responses were gathered at both libraries. The main purpose for accessing E-Journals at St Vincent’s was Education/presentation, St George was for research.



Q.9. Did you experience any problems when trying to access E-Journals?

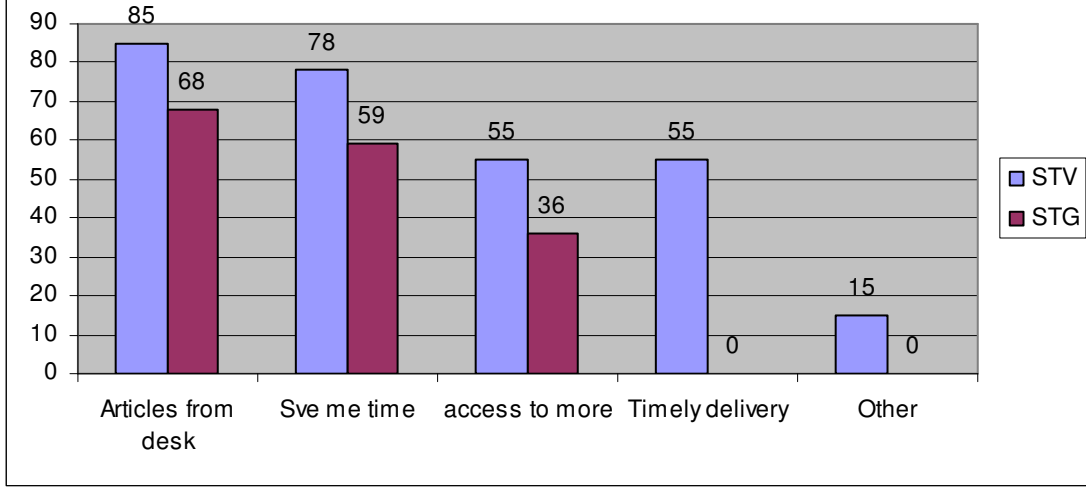
Of those that responded to this question 45% of respondents at St Vincent’s experienced problems accessing E-Journals, a slightly higher amount of respondents (58%) had difficulty accessing E-Journals from St George Hospital. Comments included “not sufficient education in its use, lack of time to use it fully”, changes to webpages making navigation difficult, “group access password incorrect” and “unable to access journals at all times”.



Q.10. What do you like about using E-journals?

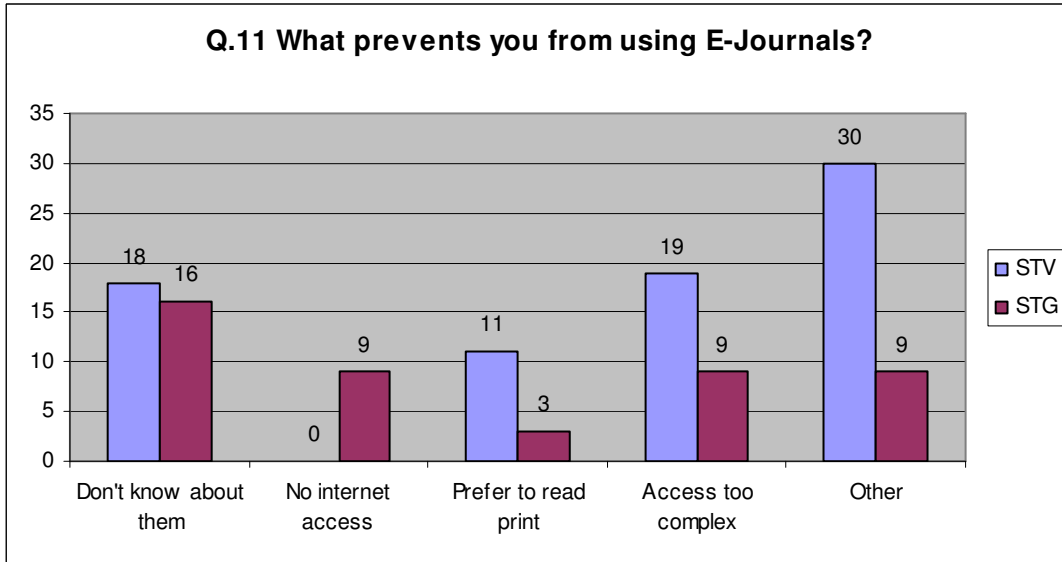
The respondents were asked what they liked about using E-Journals, and the results from St Vincent’s and St George were similar. The top 2 “likes” for accessing e-journals were: Articles from desk and saves the respondents’ time. A number of comments were gathered from St Vincent’s staff surveyed including: out of hour’s access, easily emailed rather than print copies and efficiency.

Q.10 What do you like about using E-Journals?



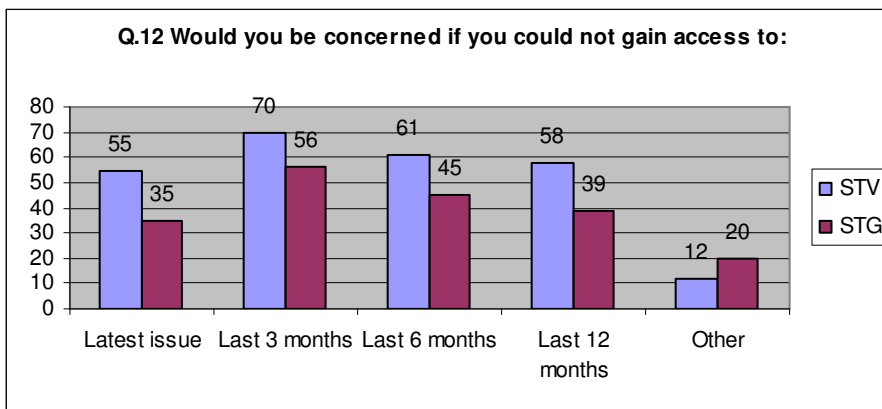
Q.11. What prevents you from using E-Journals?

Again, similar responses were gathered by both institutions. A number of comments were collected including: "Not all articles available", "I've used online journals through Uni but was not aware that SVH also had E-Journals" and "not sure of what is available". Indicating that education, training and awareness are required to highlight E-Journal resources at both institutions.



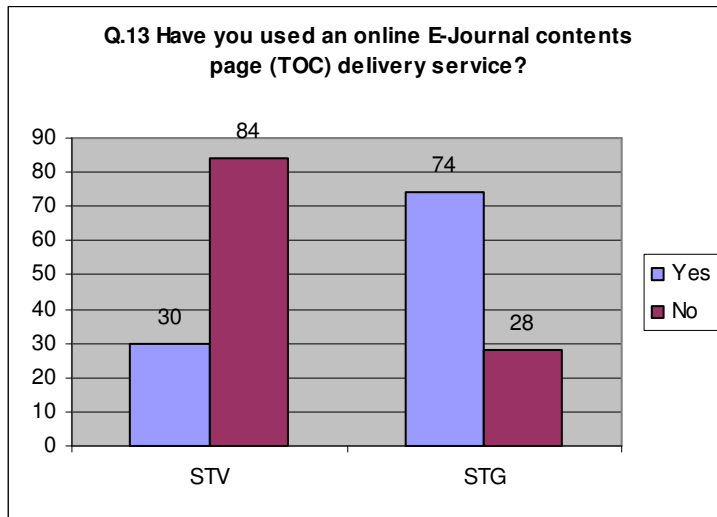
Q.12. Would you be concerned if you could not gain access to:

From the data collated a large proportion of both St Vincent's and St George hospital respondents would be concerned if they were unable to access the Last 3 months of a journal electronically. A number of comments suggested that further backfiles were required to make electronic journals access for viable.



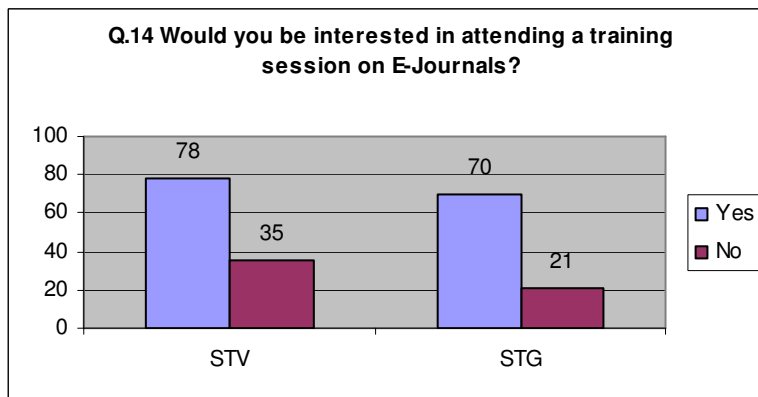
Q.13. Have you used an online E-Journal contents page (TOC) delivery service?

A large proportion of St George staff utilise or have utilised an E-Journal contents page service. This was very different from St Vincent's respondent's majority who do not use a TOC delivery services. Comments included that they were unsure of what E-TOC was, and did not know that this was a possibility, also that they had too much email already and didn't want to receive more. There is a further opportunity for education and awareness in this area at St Vincent's/



Q.14. Would you be interested in attending a training session on E-Journals?

A similar proportion of respondents from both hospitals replied they would be interested in a training session on E-Journals.



Discussion:

As anticipated both Hospital libraries respondents answered similarly. The study has highlighted that education; awareness and training are required to assist clients in the use of E-Journals on and off campus.

Follow-up:

Both St Vincent's and St George Hospital's have purchased E-Journal management system's to assist in providing improved access. More E-Journal content has also been purchased at both hospitals.