

# **LIBRARY SERVICES TO LATROBE UNIVERSITY UNDERGRADUATE NURSING STUDENTS SHEPPARTON CAMPUS 2008**

As part of the library agreement between La Trobe University and Goulburn Valley Health (GVH), a user satisfaction survey of nursing students at the Shepparton Campus was planned to be conducted late in 2008. The timing was brought forward a little following concern about low loan statistics at the GVH library. We wanted to know where the nursing students at each year level were using library facilities and their thoughts about the two library services available to them.

## **Survey design**

With the permission of lecturers, a paper based questionnaire (see appendix 1) was given to undergraduate nursing students at the beginning of a tutorial and collected upon completion. This ensured that all students attending that day gave their opinions.

The questions asked about the library information given to them, the assistance received and the resources and facilities available. Each section requested responses for both GVH library and Shepparton Campus Fryers St library and gave an opportunity for mentioning information, assistance, resources or facilities that would have been helpful.

## **Summary of Results** – (see Appendix 2 for a detailed breakdown of responses)

The 81% response rate was excellent (22 first year, 21 second year and 14 third year students).

1. Information – most students were satisfied with the information they received on how to use library services (72-88%) – some mentioned they had missed the GVH library orientation and needed more information, one requested take home pamphlets as “I forget stuff”
2. Assistance – most were highly satisfied with assistance they received (91%) – several made special mention of the excellent service GVH Librarian Brenda Freeman provides – some mentioned the service being slower at Fryers St as it is a shared library with Goulburn Ovens TAFE and some desk staff need to refer LTU queries to La Trobe University Shepparton Campus Librarian, Iris Perkins.
3. Resources – most were satisfied with the time taken to obtain resources (60-86%) – few had used the inter-campus loan service with some mentioning they didn’t now how to do this – one requested more books in the Reserve section of Fryers St, another student lamented that someone “takes all the useful books and by the time they are returned it is too late” for her assignment; again perhaps a request for more items on Reserve.
4. Facilities  
80% of students had used the GVH library for study and borrowing. Less (63%) used Fryers St as a study place but 72% used the book collection there. More students use the photocopier at GVH rather than at Fryers St.

### **Additional comments** can be grouped into themes

- students value the study space at GVH – it is quiet and has a “more academic” atmosphere than the busy TAFE library at Fryers St.
- they appreciate the assistance given by GVH Librarian in locating both print and electronic resources
- they do not want to lose the current access to the print collection at GVH
- they however do want more resources to be held at Fryers St as this is where all lectures are held and they are therefore on that campus most days
- first year students used the GVH library much less than second and third year students. Some first year students commented that did not want to go to GVH at all or only reluctantly because it was an extra trip when all classes were at Fryers St and parking was a problem in Graham St at GVH.

### **Recommendations for 2009**

- expand the Reserve collection at Fryers St particularly for common first year Health Science units (Iris Perkins)
- prepare a brochure /handout for all nursing students outlining the facilities available for them in both libraries, including how to search the catalogues, printing arrangements and La Trobe University inter-campus loan request procedure (Iris Perkins & Brenda Freeman)
- speak to second and third year classes early in the semester to distribute the brochure and remind students of the advantages of having two libraries available to them (Iris Perkins).
- develop a comprehensive orientation to both libraries for first year students, comprising tutorial sessions at Fryers St to compliment the library modules of the Inter-professional Practice unit and a follow up session at GVH library a few weeks into semester (Iris Perkins & Brenda Freeman).

### **Conclusion**

Overall student satisfaction with library services is very high. The students use both facilities and value the collections and library staff assistance available to them. While clinical skills laboratory sessions are still being held in the University of Melbourne facility at Goulburn Valley Health, the use of the GVH library by LTU nursing students is likely to continue and should be supported. The library facilities shared with Goulburn Ovens Institute of TAFE are of equal importance to nursing students as the majority of their class time is at this campus.

30 September 2008

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**Library Services to La Trobe University  
Undergraduate Nursing Students  
August 2008**

*This is a joint survey by the La Trobe University (LTU) library and the Goulburn Valley Health (GVH) library. We would appreciate your answers to the following questions to give us an overview of your satisfaction with library services. The information will be used to inform library planning to improve library services.*

*Participation in the survey is voluntary. This is a confidential document and your honest input will make it very worthwhile.*

Please tick the relevant boxes.

1st year  2nd year  3rd year

**1. Information**

The information available to me about library services was adequate in -

- how to search the La Trobe University Library web pages Yes  No  N/A
- how to search the GVH Library catalogue Yes  No  N/A
- how to request a book from other LTU campuses Yes  No  N/A

Information which would have been helpful but which I did not receive :

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**2. Assistance**

When I needed assistance from the GVH Library staff I received it Yes  No  N/A

When I needed assistance from the LTU library staff I received it Yes  No  N/A

Assistance which would have been helpful but which I did not receive:

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**3. Availability of resources**

I obtained all the books I needed Yes  No  N/A

The time taken to obtain books was satisfactory Yes  No  N/A

I obtained all the online resources I needed  
(databases, journal articles) Yes  No  N/A

The time it took to obtain online resources was satisfactory Yes  No  N/A

It was easy to get books from other LTU campuses Yes  No  N/A

Resources which would have been helpful but which I did not receive:

#### 4. Facilities

I use or have used the libraries to

	GVH	Fryers St
• Use the book collection	<input type="checkbox"/>	<input type="checkbox"/>
• Use the print journal collection	<input type="checkbox"/>	<input type="checkbox"/>
• Use the computers/printer	<input type="checkbox"/>	<input type="checkbox"/>
• Use the photocopier	<input type="checkbox"/>	<input type="checkbox"/>
• Use the reserve collection	<input type="checkbox"/>	<input type="checkbox"/>
• Study alone	<input type="checkbox"/>	<input type="checkbox"/>
• Study with a group	<input type="checkbox"/>	<input type="checkbox"/>
• Pass time between lectures	<input type="checkbox"/>	<input type="checkbox"/>

Facilities which would have been helpful but which I did not receive:

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#### 5. Additional comments

*Thank you for taking the time to complete this survey.*

***Please return the completed survey form to the box in the Fryers Street library by 11 August.***

*Iris Perkins / Brenda Freeman*

## APPENDIX 2

# Library Services to La Trobe University Undergraduate Nursing Students August 2008 Survey results

Number of respondents = 57    Total enrolment = 70    Response rate = 81%

1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
22	21	14

### 1. Information

The information available to me about library services was adequate in	yes	no	n/a
how to search the library catalogue	50 88%	5 9%	2 3%
how to search the GVH catalogue	37 65%	17 30%	3 5%
how to request a book from other LTU campuses	41 72%	13 23%	3 5%

#### *Information I did not receive:*

- Searching the GVH catalogue. (3 first year students)
- I missed receiving a login for GVH and am unable to use the computers. (2<sup>nd</sup> year)
- Go through the details of WebCT and what we should be using and how we should be using it. (2<sup>nd</sup> year)
- Take home pamphlets? I forget stuff. (2<sup>nd</sup> year)
- How to search for books at both libraries. (3<sup>rd</sup> year)

### 2. Assistance

When I needed assistance from library staff I received it		Yes	No	n/a
	GVH	52 91%	1	4
	LTU	52 91%	3	2

- TAFE library doesn't offer the same services as GVH, library staff can't help with something not there.
- Brenda is fantastic with helping find articles and requesting ordering them in
- Not all staff at LTU library are helpful
- GVH more helpful than LTU
- Not at TAFE enough to know procedures (3<sup>rd</sup> year)
- Assistance is quicker at GVH. Assistance at LTU is not always available immediately; you have to wait for someone to ask someone else.
- Assistance in both areas is very good and helpful, keep up the good work Both have always been helpful.

### 3. Availability of resources

	yes	no	n/a
I obtained all the books I needed	34 60%	23 40%	
Time taken to obtain books was satisfactory	39 69%	11 19%	7 12%
I obtained all the online resources I needed	44 77%	12 21%	1 2%
Time it took to obtain online resources was satisfactory	49 86%	8 14%	
It was easy to obtain books from other LTU campuses	10 18%	11 19%	36 63%

#### *Resources which would have been useful;*

- More books available at LTU even if more books are kept in reserve section. (1<sup>st</sup> year)
- Have not borrowed any books from GVH, don't go there much, limited sources at LTU (1<sup>st</sup> year)
- Haven't always been able to get the books required because of demand and limited numbers, but able to find alternatives (1<sup>st</sup> year)
- Have not needed books from other campuses. (1<sup>st</sup> year)
- Personally still not overly competent in using online research (2<sup>nd</sup> year)
- Some articles I was after online were not available through LTU online (2<sup>nd</sup> year)
- Written stuff on accessing online resources would be good (2<sup>nd</sup> year)
- Not enough help when needing a book from another campus (2<sup>nd</sup> year)
- Brenda from GVH always helps me if something is not available it is always ordered (2<sup>nd</sup> year)
- I have found that a lot of the time someone has taken all the useful books and by the time they are returned it is too late (2<sup>nd</sup> year)
- No access to some nursing journals (3<sup>rd</sup> year)
- Online ordering of books from other campuses. I found books available but had to come into campus to order, then it wasn't available. (3<sup>rd</sup> year)

### 4. Facilities

	GVH		Fryers St	
Use book collection	49	86%	41	72%
Use print journal collection	29	51%	21	37%
Use computers/printer	49	86%	42	74%
Use photocopier	36	63%	31	54%
Use reserve collection	33	59%	25	44%
Study alone	46	81%	36	63%
Study with a group	34	60%	33	59%
Pass time between lecturers	30	53%	39	68%

### *Facilities which would have been helpful*

- Coin operated photocopier instead of card facilities. (1<sup>st</sup> year)
- Newer/more books on nursing at Fryers St. A bigger library would be nice. (1<sup>st</sup> year)
- Better opening hours at GVH on weekends. 3-5 is not long enough to do good research. (2<sup>nd</sup> year)
- Student lounge inadequate. (2<sup>nd</sup> year)
- Photocopier at GVH costs a lot of money (2<sup>nd</sup> year)
- GVH is easier to locate books and articles. More range of medical books. (2<sup>nd</sup> year)
- Never received a student login at GVH. (2<sup>nd</sup> year)

### **5. Additional comments**

1<sup>st</sup> year

- I would prefer the books to stay at GVH as we have access to Uni Melb books too.
- Access to both libraries has been great, especially with access to nursing and med books at GVH. System is great how it is so I don't think there is need for change.
- I mostly use Fryers St and because I don't have a car/licence it is a real pain for me to travel from home or TAFE to the uni library. I would prefer all books in one place.
- Although I have used the GVH library, I find it more convenient to use the Fryers St library due to parking problems at the hospital and lack of time, therefore I would support the nursing books being at Fryers St.
- I live in Wangaratta and have been trying to use the North East Health library there as much as I can.
- It would be good to have the books at Fryers St for study but I do find it easier to use the study area and printing facilities at GVH.
- The books at GVH are excellent but would be easier to access at Fryers St. We need more quiet study areas in Fryers St as the library is too noisy sometimes and so is the computer lab.
- I spend more time at Fryers St because all of our lectures are based here and it is not cost effective to travel back and forth from GVH. If more of our lectures and labs were based at GVH I would definitely use the library more.
- Whilst it would be handy to have all of our books at Fryers St, I find it very hard to study as the noise level and amount of people is very annoying. Would it be possible to have books at Fryers St and also a designated area for Nursing LTU students only?
- I hate using the printer in the computer lab as it always plays up on me and is very slow.
- the new study area in the Fryers St library is great for individual study. GVH library resources are very helpful and when classes do occur at the GVH library extra time is spent to study there.
- Access to all books in both libraries has been useful.
- The availability to both libraries is very valuable to me!

## 2<sup>nd</sup> year

- I like the atmosphere at the hospital library for study but I can understand that the GVH library is geographically divorced from our lecture theatre.
- Library staff support A+
- I would prefer the books to remain at GVH as Uni Melb books are also there and it seems to be a more academic and quieter library, better for study.
- I have enjoyed using the facilities at GVH in the past but if lectures are at Fryers St I would be more likely to use those services although I would still like to use the GVH facilities.
- GVH has good books and journal resources that are not available through LTU. I prefer studying there (quieter) but I tend to use online journals more than physical ones. If I have to go out of my way to use resources, I will tend not to use them.
- I like the resources available at GVH although I don't go there anymore because our classes are at Fryers St. It is too hard finding a park at GVH and I will not pay for parking if I am only going there to get a book.
- I enjoy using GVH as the environment is much more study friendly compared to Fryers St.
- GVH is far more useful from my point of view because the books and computers are in the one place so I don't necessarily have to borrow and can make the most of the reserve. Study comfort and less interruption at GVH is better too. Classes are only for 5 weeks whereas research and assignment writing go longer.
- I find I can study at GVH as I can be in a separate room from others.
- The GVH library has a greater number of recent books; the TAFE ones are outdated so I don't bother as often.
- Books at TAFE/LTU are a little outdated. GVH is quieter and easier to study.
- Car parking at GVH! – don't have \$2 coin all the time or no parks, so it is hard to go there. I love the GVH library, Brenda is so helpful all the time. It is new, quiet, big, less people around, every book possible, however no classes at Graham St really limits me going there. TAFE is far too noisy, too many people there just filling in time and it is so frustrating not getting any help from TAFE library either.
- Brenda does a fantastic job – I will always go to the GVH library.
- I think the GVH is a good place to go and I like the books being there.
- I would like books to stay at GVH however parking is an issue – very hard to find parking during the day. If books are brought back to TAFE library have a 2 week loan period as people take ages and then I have none. Overall stay at GVH, better study space.
- The GVH is better for studying however Fryers St is more convenient as we have all our lectures there. At Fryers St I use the computer lab and at GVH I use the LTU computers.

## 3<sup>rd</sup> year

- A lot of the books I borrow are Melb Uni or GVH. I use the GVH library to study quietly and to utilise the range of books and journals. I use the computers at GVH to access GV process and protocols and also journals although I do use the LTU library website.
- Fryers St is a lot busier. GVH is quieter and rooms available for group study

- As an employee of GVH and studying enables use of books and computers in the GVH library.
- Brenda Freeman is always extremely helpful and approachable. She has assisted me many times with obtaining resources.

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14.8.08