

Memorial Sloan-Kettering Cancer Center Library Library Services & User Needs Assessment 2004 Survey Results

BACKGROUND

In November 2004, the research, professional and administrative staff of Memorial Sloan-Kettering Cancer Center (MSKCC) was surveyed to assess their knowledge-based information needs. The online survey was made available to the Institution for a two week period. Several communication methods were used to encourage clients to complete the evaluation to include: internal mass email to all MSKCC with link to survey, survey link prominently displayed on the inside MSKCC home page, survey link accessible from the Online Medical Library home page, reminder message announced in one of the internal employee publications and notices posted within the physical Library.

Although the survey was distributed widely, the Library user population is estimated at approximately 1,400 people. Based on this number the survey return rate was 25.4%. Question one breaks the respondents down by position held within MSKCC.

There were 34 questions asked, broken down into five distinct categories:

1. Client Survey Demographics
2. User Information Needs and Seeking Behavior
3. Medical Library Resource Usage
4. Possible Unmet User Needs
5. User's Perceived Value of the Library: Return on Investment (ROI)

SURVEY ANALYSIS

All survey results have been included in this report. The following analysis highlights those questions that target MSKCC users' knowledge-based information needs. This survey also provided an opportunity to solicit client feedback to assist the library management team in developing a new strategic plan; to support the ongoing information needs of our user population.

The 2004 Medical Library Services and User Needs Assessment survey indicated that the majority of respondents continue to prefer to access available information resources online. Question 7 asked "When you seek out information yourself for your work, where do you usually go for the information?" The top selection with a total of 146 (56.6%) showed that respondents usually went to the Online Medical Library home page.

The majority of MSKCC staff indicated that they spent between one to five hours gathering job-related information each week. They preferred to obtain information electronically as was evident in the responses found in Question 10 and Question 20. (see tables)

The top three services identified by respondents in Question 24 as being the most value services that the Medical Library could offer were: (1) Providing/maintaining the electronic journal collection (84.8%); (2) Managing the physical Library and print

collection (47.3%) and (3) providing training/advice on searching and how to better understand the various information resources (42.2%).

Question 29 revealed the top four services used by respondents were: (1) the ejournal collection (89.1%); (2) available databases, such as PubMed, Medline, MD Consult and PsycINFO (86.9%); (3) the online catalog, Tri-Cat (54.6%) and (4) Document Delivery Services (46.3%).

Overall the Medical Library services and staff were rated by the majority of respondents as either excellent or very good. They were asked to rate in Question 33 the following characteristics: accuracy of the information delivered, comprehensiveness of the information delivered, staff understanding of the information request, timeliness of information delivered, accessibility of staff to assist with information needs, overall quality of the information and overall quality of the staff interaction.

The final question (34) asked respondents to identify what they felt was the Library's contributions to the overall mission of the Institution. The top three answers were: (1) help professional staff to keep current on the latest research and technology (75.8%); (2) provide information that supports patient care (73.5%) and (3) provide appropriate training on the information resources offered (68.4%).

Respondents indicated that they also access ejournals and print material from the Four Corners Consortia Libraries, Samuel J. Wood Library of Weill Medical College of Cornell University and the Library at Rockefeller University.

Survey Summary

Survey Purpose: (1) JCAHO requirement, (2) Opportunity to solicit feedback concerning users' needs to help develop five-year strategic plan

Survey sent out: The following communication methods were used to encourage clients to complete this survey: (1) internal email message to institution with link to survey, (2) survey link posted on Inside MSKCC web page, (3) survey link placed on Online Medical Library Home page, (4) reminder message to complete survey announced in internal employee publication, (5) notices displayed within physical library with survey URL.

Online Survey availability (from): Monday, November 1st until Friday, November 12th

Survey population size: Estimated Library users: 1400; number of respondents: 356

Survey response rate: 25.4%

Survey Questions: Questions were broken down into 5 categories: (1) Client Survey Demographics; (2) User Information Needs and Seeking Behavior; (3) Medical Library Resource Usage; (4) Possible Unmet User Needs; (5) User's Perceived Value of Library (Return on Investment)

1. Select the position you hold within MSKCC.

1. Select the position you hold within MSKCC.		Response Percent	Response Total
Attending Physician		13.6%	48
Fellow (Clinical)		6.8%	24
Intern / Resident		0.6%	2
SKI Professional Staff		6.8%	24
SKI Research Associate		3.7%	13
SKI PostDoctoral Fellow		5.4%	19
Graduate Student		1.4%	5
Nurse		15.3%	54
Social Worker		1.4%	5
Administrator / Manager		11.9%	42
Pharmacist		1.1%	4
Physical or Occupational Therapist		1.4%	5
View Other (please specify)		30.6%	108







Total respondents for question: 353
Total who skipped question: 3

1. Select the position you hold within MSKCC. (cont')

Position title categories were taken from previously conducted survey. Many of the positions listed in "Other (please specify)" could fall within these broad categories but many of the respondents listed their specific job title. Overall the respondents who completed this survey represent a sizable portion of the constituents who seek information in their daily work routine, leveraging the online medical library as well as library services. Listed below are the 109 responses recorded in this category. Numbers in brackets indicate the frequency of response.

- | | | |
|------------------------------|----------------------------------|---------------------------------|
| I.V. Technician (2) | Cancer Info Ser Res Staff (3) | Office/Admin. Assistant (20) |
| Program Assistant | CIC Optical Scanning | Maxillofacial Pros Technician |
| Dietitian (2) | Radiotherapy Physicist | Paramedical Abstractor |
| Nutritionist | Coordinator | Systems Analyst (2) |
| Editor / POA (8) | Res Data/Study Manager/Assistant | Senior Systems Analyst |
| Technologist (2) | (15) | Attending Epidemiologist (2) |
| Lab/Res Technician (3) | Nurse Anesthetist | Attending Medical Physicist (5) |
| Clin Practice Supervisor (2) | Nurse Practitioner (4) | Sr. Scientist |
| Insurance Specialist | Nurse Educator | Genetic Counselor |
| Director, Survivorship | Educator/Training Coordinator | Dosimetrist |
| Program | PostDoctoral Fellow (not SKI) | Attending Psychologist |
| Purchasing | Fellow, Research (4) | Client Service Representative |
| Quality Assurance | Sr. Database Administrator | Imaging Specialist |
| Session Assistant | Biomedical Equipment Technician | Public Affairs |
| Radiology, RSA (2) | Licensing Associate | |
| Attending Biologist | Clinical Coordinator | |
| Fellowship Coordinator | Biostatistician | |
| | Radiation Therapy School Program | |
| | Director | |

2. How long have you been employed by MSKCC?

		Response Percent	Response Total
Under 1 year		15.1%	53
1 to 5 years		39.7%	139
6 to 10 years		17.7%	62
11 to 15 years		11.7%	41
16 to 20 years		6.6%	23
21 years or more		9.1%	32

The majority of respondents have worked at MSKCC between one to five years. There is an training/marketing opportunity to educated users and potential users of the value in partnering with library staff and using the resources available via the Online Medical Library as well as print collection.

Total respondents for question: 350
Total who skipped question: 6

3. If applicable, please indicate whether or not you...

	Yes	No	Not Applicable	Response Total
hold a Joint Appointment with Weill Cornell	23% (53)	45% (106)	32% (76)	235
are a participant in a Tri-Institutional Research Program	14% (22)	53% (86)	33% (53)	161

This question was asked to get a sense of MSKCC staff and their usage of other neighboring libraries. As indicated above, the majority of respondents do not hold a Joint Appointment with Weill Cornell or participate in a Tri-Institutional Research Program.

Total respondents for question: 339
Total who skipped question: 17

4. and 5. Name and email address.

4. Name (optional): <i>Firstname Lastname</i>		
View	Total Respondents	155
	(skipped this question)	201














Total respondents for question: 155
Total who skipped question: 201

5. email address: (NOTE: Survey results will be shared with those who provide their email address)		
View	Total Respondents	215
	(skipped this question)	141

Total respondents for question: 215
Total who skipped question: 141

Demographic information was collected to enable Library Staff to follow up with clients. There was also a commitment made to send survey results to all clients who provided their email address.

6. What information and/or resource would you like to get that you cannot find or do not have access to. (Select ALL that apply. If you have a specific journal or book title, please include this information by selecting other and adding your comments.)

		Response Percent	Response Total
e-Journals		65.1%	127
Print journals		33.3%	65
Books		27.7%	54
e-books		33.3%	65
Chemical structures / synthetic methods		10.3%	20
Databases		22.6%	44
Training materials		16.9%	33
Vendor information		8.7%	17
Legal information		7.2%	14
Industry reports		9.2%	18
Technical data		9.7%	19
Internal reports or documentation		10.3%	20
<input type="button" value="View"/> Other (please specify)		26.2%	51

Total respondents for question: 195
Total who skipped question: 161

7. When you seek out information yourself for your work, where do you usually go for the information? (Select the most appropriate answer.)

		Response Percent	Response Total
Free information available from the Internet (World Wide Web)		31.4%	81
Online Medical Library homepage located on inside MSKCC		56.6%	146
Nathan Cummings Center, Medical Library (go in person)		2.7%	7
Nearest public Library		0.4%	1
Your private Library		1.9%	5
Colleague or Expert in the field		1.9%	5
View Other (please specify)		5%	13

The majority of respondents leverage the Online Medical Library as their starting point for locating work-related information.

Total respondents for question: 258
Total who skipped question: 98

8. How much time do you spend gathering job-related information EACH WEEK regardless of source, i.e. colleagues, databases, ejournals, reference librarians, etc..

		Response Percent	Response Total
Less than 1 hour		11.7%	30
1 to 5 hours		52%	133
6 to 10 hours		17.6%	45
More than 10 hours		17.2%	44
Don't know		1.6%	4

Most respondents indicated that they spend between one to five hours each week gathering job-related information. There is an opportunity to provide tailored training sessions focused on increasing the effective use of information resources.

Total respondents for question: 256
Total who skipped question: 100

9. To what extent do you consider the following factors to be problems or drawbacks to getting the information you need to do your work?
Please check off a reply for each factor.

	Major problem	Minor problem	Not a problem	Don't know	Response Total
Cost of information	15% (37)	31% (77)	44% (109)	9% (22)	245
Lack of staff support, that is, people who can search for information are not available	9% (23)	25% (63)	62% (158)	4% (10)	254
Information is too hard to find	7% (17)	46% (114)	47% (118)	0% (1)	250
Information is too hard to access	20% (49)	50% (125)	29% (71)	1% (3)	248
Difficulty determining the quality/credibility or accuracy of information	8% (20)	31% (77)	59% (148)	2% (5)	250
Not knowing what resources are available	16% (41)	43% (108)	39% (99)	2% (4)	252
Not being able to compare across information alternatives	14% (36)	38% (94)	34% (84)	14% (36)	250
Having insufficient training on how to search for and effectively use the information resource	14% (37)	36% (92)	48% (124)	1% (3)	256

The top three factor which represent minor problems in obtaining work-related information include: difficulty in accessing information, not knowing what resources are available and not being able to compare across information alternatives. All of these factors point to a need to launch a current awareness campaign of library resources as well as design/develop training so that users would have a better understand of the value each resource can deliver.

Total respondents for question: 256
Total who skipped question: 100

10. On average, in the past 12 months, how often have you used the physical library as well as the Online Medical Library, to help you obtain information? (Select one reply from each column.)

	Physical Library / Print Collection	Online Medical Library (via inside MSKCC)	Respondent Total
Daily	2% (2)	100% (90)	90
Several times a week	10% (7)	94% (68)	72
Once a week	57% (20)	49% (17)	35
Several times a month	46% (31)	61% (41)	67
Once a month	69% (34)	37% (18)	49
Less than once a month	90% (89)	20% (20)	99
Have not used in past 12 months	93% (53)	14% (8)	57

The majority of respondents indicated that they access the Online Medical Library on a daily basis with several times a week as second choice. Respondents also visit the physical library but to a lesser degree. As we continue to move forward to purchase e-content, we still need to ensure our clients are aware of the types of materials still available only in print.

Total respondents for question: 259
Total who skipped question: 97

11. If you selected “Have not used in past 12 months” in the question above, briefly explain why?

A total of 58 respondents answered this question and provided their reason for why they have not used the physical library within the past year. Several comments indicated the use of electronic resources, limited time, and others shared they were not located within a reasonable walking distance to the physical library. Many of the comments suggested a need to promote the library resources and services.

Total respondents for question: 58
Total who skipped question: 298

12. Have you yourself or your department every purchased an information resource not available from the Medical Library?

Once a week	57% (20)	49% (17)	35
Several times a month	46% (31)	61% (41)	67
Once a month	69% (34)	37% (18)	49
Less than once a month	90% (89)	20% (20)	99
Have not used in past 12 months	93% (53)	14% (8)	57
Total Respondents			259

The majority of respondents did not know if their department purchased information resources. However, 32.9% of respondents did indicate that they purchased an information resource. There is an opportunity for the library to take the lead in negotiating Institution-wide contracts for all information resources with the potential of saving money for the center, especially with the availability of web-enabled resources.

Total respondents for question: 255
Total who skipped question: 101

13. If you selected “Yes” in the question above, please provide the name of the information resource, service or product you or your department purchased.

Many of the responses listed in this survey are already available at the Medical Library. Once again, there is a opportunity to promote both the Online Medical Library as well as the print collection, enabling clients or department heads to make informed decision when purchasing information resources, especially if they are available online.

Total respondents for question: 76
Total who skipped question: 280

14. Where are you when you access the Online Medical Library home page? (Please select ALL that apply.)

	Response Percent (%)	Response Total
Office	82.8	212
Laboratory	23	59
Nursing station	15.2	39
Staff lounge	2.3	6
Operating room	2.3	6
At home	21.1	54
Patient's bedside	0.8	2
Another library	3.9	10
From laptop while traveling	9.8	25
Medical Library located in RRL building	13.7	35
I don't access the Online Medical Library	1.6	4
Other (please specify)	3.5	9

Total respondents for question: 256
Total who skipped question: 100

15. MSKCC staff have access to the Weill Medical College of Cornell University and the Rockefeller University Libraries. How often do you use these Libraries for their resources or services? (Select one answer from each column.)

	In person	Online access to Cornell/Rockefeller	Respondent Total
Daily	1	14	14
Weekly	19	33	45
Monthly	28	17	41
As required	134	77	151
Never	36	27	45
Didn't know I had access	23	60	65

Most respondents indicated they access the libraries mentioned above however there is an opportunity to educate clients that access to the electronic collection must be done in person. Most respondents selected "As required" as their first choice from the "in person" column. It is clear the preference is for online access. They have also shared in this survey their desire to access the collections at these other libraries via their desktop.

Total respondents for question: 65
Total who skipped question: 258

16. Share which types of resources/services you use from Cornell or Rockefeller or if you conducted non-library related activities (resources/services include print journals, ejournals, textbooks, ebooks, databases (i.e. PubMed), consult with Reference staff. Non-library related activities include checking personal email, buying books via Amazon.com).

The majority of respondents access ejournals from Cornell or Rockefeller as well as consult with the print journals or reference collection. A few comments also mentioned using databases such as PubMed.

Total respondents for question: 115
Total who skipped question: 241

17. Is seeking information part of your job responsibilities? (Select the most appropriate answer.)

	Response Percentage (%)	Response Total
Seeking information is one of my job responsibilities	33.1	85
I frequently need to search the published literature for information	42.8	110
Occasionally, I need to search the published literature for information	21	54
Not at all, I do not need to search the published literature for my job	1.9	5
Question not applicable to my job situation	1.2	3

Most respondents identified that published literature plays a role within their job responsibilities.

Total respondents for question: 257
Total who skipped question: 99

18. If you do need to find information, are you comfortable searching for it?

	Response Percentage (%)	Response Total
Yes, very much	52.9	136
I feel somewhat comfortable looking for the information I need	39.3	101
I usually ask my assistant/staff member to find the information I need	2.3	6
Not at all, I am not sure of all the information resources available to me	5.1	13
Question not applicable to my job situation	0.4	1

Most of the respondents indicated that they are comfortable searching for information.

Total respondents for question: 257
Total who skipped question: 99

19. Tell us about the information you need and how you use it. (Select All that apply.)

	Response Percent (%)	Response Total
Management issues for decision-making	32.7	84
Educational purpose	71.2	183
Support for quality patient care	45.1	116
Information helps me to form new ideas	48.2	124
Problem resolution	39.3	101
Research	73.2	188
Grant proposals	40.9	105
Publishing activities and/or research design	49.4	127
Information helps me to stay current in my area of expertise	71.2	183
Information helps me to better understand a new research area or procedure	51.8	133
Other (please specify)	6.2	16

The top three reasons selected for why information was needed include: research, educational purpose and staying current in their areas of expertise (tied) and information helps to better understand a new research area or procedure. Each of these reasons supports the need to provide additional current awareness services specific to the work conducted at the center.

Total respondents for question: 257
Total who skipped question: 99

20. When you need to obtain information, where do you usually start your search? (Select UP TO THREE from this list.)

	Response Percent (%)	Response Rate
Colleagues in my field of expertise within the Institution	38.8	99
Colleagues in my field of expertise from outside organizations	11.4	29
Other colleagues / experts	10.6	27
Medical Library located in the RRL building	11	28
Online Medical Library home page (includes access to PubMed, ejournals, etc.)	81.2	207
An outside Library	2.7	7
Internet resources	67.1	171
Other (please specify)	7.8	20

The top three choices from this list include: Online Medical Library, Internet resources and consultation with their colleagues. Results indicate that the Online Medical Library is a critical source for starting their searches. Attention should also be given to identifying credible Internet resources for library users.

Total respondents for question: 255
Total who skipped question: 101

21. You usually begin your search in a particular place because...
(Check the primary reason that you start there.)

	Response Percent (%)	Response Total
that's the source I'm most familiar with	21.8	56
it is easy to access and use	44.7	115
the information is reliable and relevant	14	36
the information is of high quality	4.3	11
it is expedient and efficient	13.6	35
Other (please specify)	1.6	4

The majority of respondents begin their search with an information source that is both easy to access and use.

Total respondents for question: 257
Total who skipped question: 99

22. Please share one way you stay up to date monitoring the published literature in your area of expertise or field of interest?

Most respondents review and scan the current journal literature. Several comments indicated that online journals are visited on a regular basis and many have set up email notifications of journal table of contents, available from publisher's web sites. There were also several who conducted PubMed/Medline searches.

Total respondents for question: 164
Total who skipped question: 192

23. How important is it for you to monitor the published literature and stay current in your area of expertise or field of interest?

	Response Percent (%)	Response Total
Extremely important	47	119
Very important	22.9	58
Important	17.8	45
Fairly important	9.1	23
Not at all important	1.6	4
Can't decide	1.6	4

The response most selected for this question was "extremely important." There is an opportunity for Library Staff to develop a current awareness service specific to the needs of the researchers and professional staff.

Total respondents for question: 253
Total who skipped question: 103

24. Select from the list below, the top THREE functions that you feel are the most valuable services that the MSKCC Library can offer.

	Response Percent (%)	Response Total
Conducting and analyzing research on your behalf	13.5	32
Providing training/advice on searching and how to better understand the various information resources	42.2	100
Managing the physical Library and print collection	47.3	112
Providing an alerting service on selected topics of interest	19.8	47
Providing/maintaining electronic journal collection	84.8	201
Consulting on how to organize and retrieve information	27	64
Evaluating and purchasing content sources (i.e. journals, databases, search engines)	39.7	94
Having a Clinical Medical Librarian/Informationist participate on clinical or research teams	8	19
Other (please specify)	4.2	10

Top three functions include providing/maintaining the electronic journal collection, managing the physical library and the print collection and providing training or advice on searching, how to better use the various resources.

Total respondents for question: 237
Total who skipped question: 119

25. How many hours of formal instruction have you received on searching, gathering and evaluating information resources, either through the Medical Library, Institution or an outside place (within the past 12 months)?

	Response Percent (%)	Response Total
More than 30 hours	2.1	5
21 to 30 hours	0.4	1
8 to 20 hours	4.2	10
1 to 7 hours	32.9	78
None, I have never contacted the Library concerning training opportunities	58.2	138
Don't know	2.1	5

The majority of respondents have never contacted the library for any formal training in the usage of the products and services we provide, maintain and support. It should be noted that the previous question listed training as one of the top three valued functions that the library can provide. Efforts should be made to promote training opportunities and to survey the types of training needed.

Total respondents for question: 237
Total who skipped question: 119

26. Select from the list below the types of training formats that would best suit your work schedule (Select ALL that apply.)

	Response Percent (%)	Response Total
Class room style, lecture format	8.8	20
Class room style, lecture format with hands on	31.7	72
Departmental presentation on a requested topic	20.7	47
Participate in an online training class from your desktop	43.6	99
Self-paced online training module accessible from your desktop (learn when you have the time)	72.2	164
Online access to information product's reference guides	34.8	79
Online access to product's Frequently Asked Questions (FAQs)	36.1	82
Other (please specify)	2.2	5

Currently any training offered by the library is delivered in the library in a class room format. This survey question helps to put into perspective the value of offering training in a variety of formats to better accommodate MSKCC staff changing work environment. The top training format selected was self-paced online training module.

Total respondents for question: 227
Total who skipped question: 129

27. Which of the following statements best describes your online searching skills?

	Response Percent (%)	Response Total
I am very adept at searching for and finding the information I need all of the time	26.9	64
I am skilled at searching for and finding the information I need most of the time	47.5	113
I am good at searching for and finding the information I need some of the time	19.3	46
I am a novice searcher, finding the information I need only occasionally	5.9	14
Other (please specify)	0.4	1

Total respondents for question: 238
Total who skipped question: 118

28. Name one training topic or class you wish the Medical Library would offer?

There were 62 responses provided. The majority of replies requested that training be offered in how to search more effectively and develop better search strategies. Even though respondents indicated in the previous question that they are skilled at searching for and finding the information they need, there is still a need for them to improve their search techniques. Other training topics include: how to better find e-journals and using Endnote effectively.

Total respondents for question: 62
Total who skipped question: 294

29. Which of the following Online Medical Library services do you use?
(Select ALL that apply.)

	Response Percent (%)	Response Total
Databases (i.e. PubMed, Medline, MD Consult, PsycInfo, etc...)	86.9	199
Tri-Institutional Online Catalog (Tri-Cat)	54.6	125
Electronic journals (ejournals)	89.1	204
Electronic books (ebooks)	31	71
Document Delivery Services	46.3	106
Librarian Literature Search Request	10	23
Ask a Librarian Request	15.7	36
Library class registration page	6.1	14
Other (please specify)	0.9	2

Total respondents for question: 229
Total who skipped question: 127

30. Please share at least one service or resource you would like the Medical Library to provide in the near future. Explain why this resource should be made available.

There were 75 responses provided. The majority of respondents wanted to see more ejournals added to the collection as well as electronic reference books, some cited specific titles. In addition, several respondents suggested that online training be made available. A few wanted to see the Library staff promote the resources and services available.

Total respondents for question: 75
Total who skipped question: 281

31. Name at least one Library service or resource you would recommend to your colleague. Briefly explain why you would recommend this service/resource.

There were 95 responses. The Library service or resource most frequently mentioned included: ejournals, Up-to-date and Document Delivery Services.

Total respondents for question: 95
Total who skipped question: 261

32. Can you share one suggestion to improve the Library services?

There were 85 responses suggesting possible improvements which include: sending email announcements when new resources have been added, more quiet spaces in the physical library for study/reflection, broaden the scope of online journals and textbooks, extend library hours, survey users for journal needs, speed up the Document Delivery Services and increase number of computers in the library.

Total respondents for question: 85
Total who skipped question: 271

33. Rate the Medical Library services and Staff on the following characteristics relative to information content and interaction.

	Excellent	Very good	Good	Fair	Poor	Can't rate	Response Total
Accuracy of the information delivered	78	65	15	2	0	52	212
Comprehensiveness of the information delivered	68	64	23	4	0	50	209
Staff understanding of your information request	59	65	19	2	0	61	206
Timeliness of information delivered	63	63	27	6	2	44	205
Accessibility of Staff to assist you with your information needs	63	62	19	7	0	57	208
Overall quality of the information	68	72	20	4	1	46	211
Overall quality of the Staff interaction	74	63	23	5	0	46	211

Overall the Medical Library services and staff were rated either excellent or very good by the majority of respondents.

Total respondents for question: 215
Total who skipped question: 141

34. How do you think the library can contribute to the overall mission of the Institution? (Select ALL that apply.)

	Response Percent (%)	Response Total
Provide information that supports patient care	73.5	158
Provide appropriate training on the information resources offered	68.4	147
Support publishing activities and grant writing	54.9	118
Help professional staff to keep current on the latest research and technology	75.8	163
Conduct appropriate literature searches so professional staff can focus attention on other work responsibilities	51.2	110
Support clinical and research teams with their information needs	63.7	137
Other (please specify)	3.3	7

Top three answers include: Helping professional staff to keep current on the latest research and technology, providing information that supports patient care and providing appropriate training on the information resources offered.

Total respondents for question: 215
Total who skipped question: 141