



TMUL website

The Service Satisfaction Survey of the Hospital Library Consortia (DiLib)



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Objectives

The Taipei Medical University Digital Library Consortium (TMU DiLib) was founded in 2003 and is aimed at hospital libraries with insufficient human resources, funding and space. This study attempts to investigate the service satisfaction of users and librarians of the 12 hospital member libraries, and to better understand the future recommendations of hospital librarians and users for the consortium.

Methods

This study was based on a questionnaire survey, which had two versions: one is for physicians and medical staff of the member hospital who have ever used the services of TMU DiLib (the total number is 421) and another is for hospital librarians (the total number is 14). Contents of the questionnaire include demographic and background information of the respondents, and their satisfaction of the following services:

- 1) System platform (accessibility),
- 2) Interlibrary Services and Document Delivery (frequency, timeliness, full-text availability, quality, etc.),
- 3) Literature Search services (usage rate, quality, timeliness.),
- 4) Book Lending services (usage rate, quality, timeliness),
- 5) Instruction services (use, quality, timeliness),
- 6) Overall satisfaction.

The questionnaire also had an open-ended question to collect feedback and suggestion from respondents.

Results

The 421 user questionnaires were issued to our 12 member hospital libraries and 230 valid questionnaires were returned, resulting in a response rate of 55%. While the librarian questionnaires of 14 hospital libraries were returned with the response rate of 100%. The main findings were:

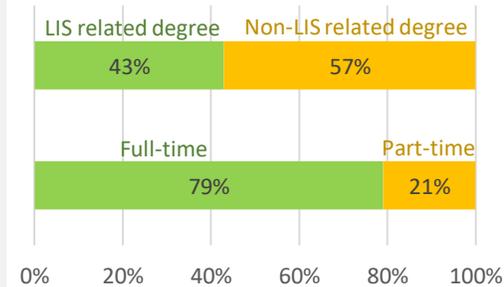
- 1) 41% users are nursing staff and 31% users are physician.
- 2) there are 11 full-time hospital librarians (79%), but only 6 (43%) of them have library science related degree;
- 3) more than 80% users use interlibrary document delivery services frequently;
- 4) 29% users have participated the instruction classes, and 64% hospital librarians have participated and organized the instruction classes.

Overall, 96.5% (222) users are satisfied with the services of the TMU DiLib.

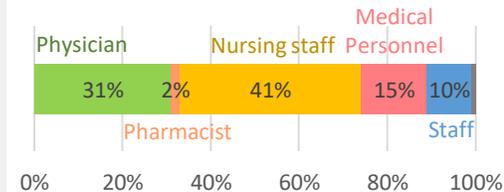
Conclusions

In conclusion, the librarians and users of the member hospitals of the TMU DiLib consortium are considered that our services are very good and meet their information needs. As to the suggestion, in addition to the platform interface, document delivery services, book lending services and promotion and instruction activities, users in member hospitals hope the TMUL can increase consultation service for bibliographic management software or plagiarism comparison services in the future.

About librarians



About users



Satisfaction

