

Needs Assessment of Library and Information Services for Affiliated Hospital Staff at a Medical University in Taiwan

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OBJECTIVE

Taipei Medical University Library System is a large, well-known medical library in Taiwan with three physical libraries and 18 professional librarians serving over 7,000 faculty, staff and students across two campuses, plus physicians and medical staff at three affiliated teaching hospitals. Because hospital staff (nearly 8,000) exceed the university population, the university president directed the library to assess affiliated hospital staff needs for library services and resources, particularly for clinical and research support. This study reports the needs assessment results and subsequent improvement plans to serve as references for other hospital libraries.

METHODS

We developed an online questionnaire in Microsoft Forms (20 items in four sections): respondent demographics; familiarity with and perceived usefulness of 11 existing services; needs for library services/resources; and expectations for new services. Existing services included: book lending, intra-library loans, electronic resources, EndNote/Turnitin support, reference services, systematic review (SR) search consultation, database training workshops, OA journal submission support, predatory-journal screening, document delivery, and research data management. The survey was emailed to all staff at the three affiliated hospitals from 2025/03/14-2025/04/06 with four reminders. We received 676 valid responses (Affiliated Hospital A 170; Hospital B 190; Hospital C 316). Respondent roles: physicians 79 (11.7%), allied health professionals 423 (62.6%), administrative staff 170 (25.1%), others 4 (0.6%). (Table 1)

Table 1. Respondent roles (n = 676)

Hospital	Physician	Healthcare Professional	Administrative Staff	Other	Subtotal
A	40	97	33	0	170
B	19	117	52	2	190
C	20	209	85	2	316
Total	79	423	170	4	676

RESULTS

Key findings include:

- Most respondents used library services/resources 1-3 times per week (Affiliated Hospital A: 58.2%; B: 52.1%; C: 48.1%). (Table 2)

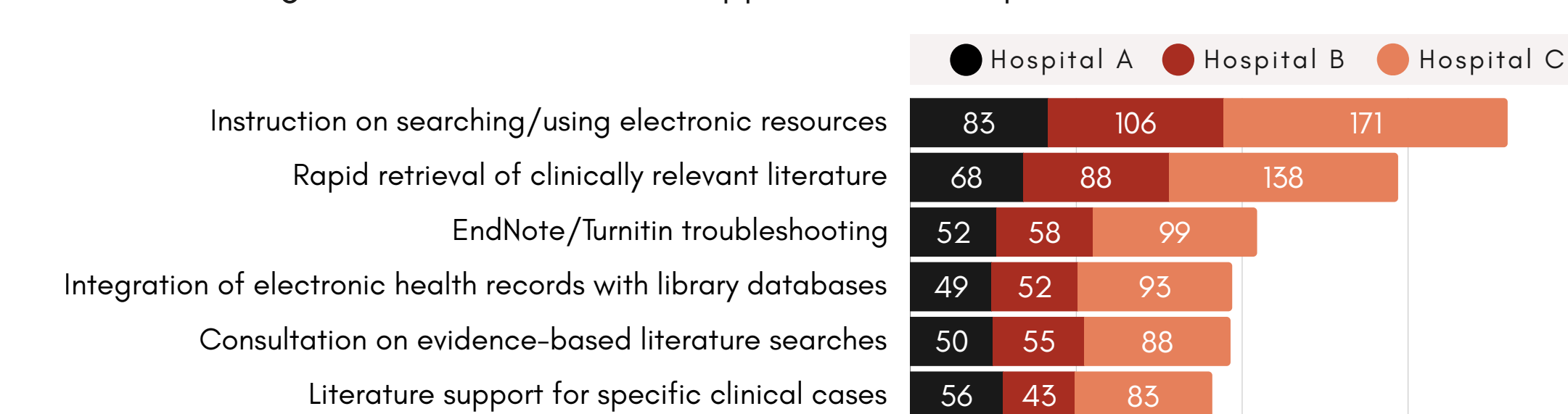
Table 2. Weekly Use of Library Services & Resources

Hospital	0 time	1-3 times	4-6 times	over 6 times	Subtotal
A	48 (28.24%)	99 (58.24%)	9 (5.29%)	14 (8.24%)	170
B	76 (40%)	99 (52.11%)	7 (3.68%)	8 (4.21%)	190
C	139 (43.99%)	152 (48.10%)	15 (4.75%)	10 (3.16%)	316
Total	263 (38.91%)	350 (51.78%)	31 (4.59%)	32 (4.73%)	676

- Familiarity and perceived usefulness of the 11 services were highest for electronic resources, book lending, and interlibrary loans (same ranking for both familiarity and usefulness).

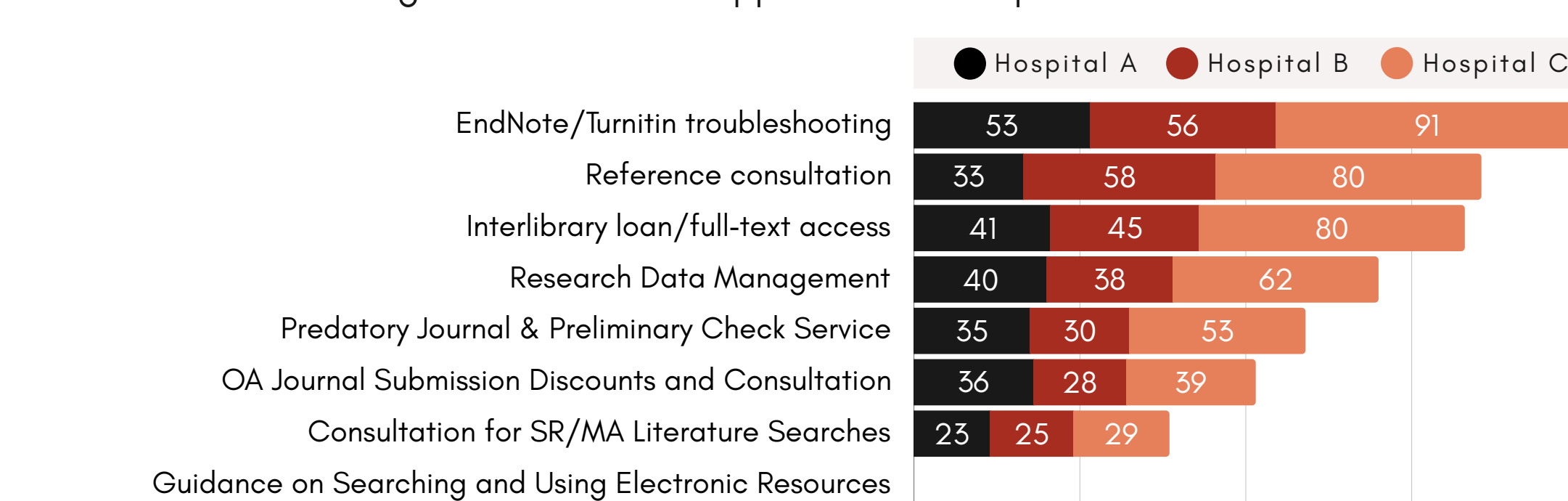
- For clinical support, top priorities to strengthen were: instruction on searching/using electronic resources, rapid retrieval of clinically relevant literature, and EndNote/Turnitin troubleshooting. (Figure 1)

Figure 1. Clinical Practice Support: Service Improvements



- For research support, top priorities were: EndNote/Turnitin troubleshooting, reference consultation, and interlibrary loan/full-text access. (Figure 2)

Figure 2. Research Support: Service Improvements



- The two most desired new services concerned AI (procurement/implementation of AI tools; AI training and literacy), whereas demand was lowest for mediated evidence-resource screening. (Table 3)

Table 3. Most Desired New Services

Service	Hospital A	Hospital B	Hospital C	Average
AI training and literacy	4.41	4.23	4.27	4.3
procurement/implementation of AI tools	4.35	4.21	4.23	4.26
Enhanced database training sessions	4.14	4.14	4.06	4.11
Research data storage and sharing platform	4.08	4.06	3.98	4.04
Assistance with generating plagiarism reports	4.06	4.01	3.92	4
EBM literature search assistance	4.02	3.97	3.9	3.96

- Among respondents with evidence-based research needs, 8.1% felt library support was insufficient; desired improvements included more asynchronous courses on hospital LMS, greater accessibility of SR search assistance, mediated search services, easier full-text access, subscription to related e-resources, and acquisition of AI search tools.

CONCLUSIONS

Presentation of results to the library administration revealed that many requested services already exist but are under-publicized or not clearly documented. Planned improvements focus on promotion channels, personalized reference services, training content, and AI service rollout to better support clinical care and research for hospital staff.