

# Tusla/Barnardos Partnership: Registered Users' Feedback Survey

## Findings Report

23 April 2019

The Tusla/Barnardos library partnership is in its second year and the amount of registered Tusla members has surpassed 400. It was decided that a member feedback survey should be issued to registered members to ascertain overall satisfaction with the service. Colin O Keeffe completed a draft and sought feedback from the Tusla National Research Office. After provided feedback and suggestions were incorporated into the survey, it was sent to all registered users on the 21<sup>st</sup> February, via the email content below:

Dear Tusla library member,

We are in our second year of the Tusla/Barnardos partnership and as this partnership was established for Tusla members like yourself, user feedback is important. Feedback allows us to modify and improve the service. If you could take ten minutes when you get the chance to complete the feedback survey I would really appreciate it. Even if you have not used the service since you signed up there are questions that you could answer. You can access the survey via the link below and most questions are closed so it should take approx. ten minutes to complete.

The survey invite went to all registered members of the service on 21<sup>st</sup> February. This totalled 393 on that date. A reminder went out to users via the members updates in both February and March. The survey was closed a week after the second reminder via the members' update in March. In total the amount of responses was **37** giving a somewhat low response rate of **9.41%**. The average time to complete the survey was 6:48. Below are the findings of the survey.

Q1: What is your role in Tusla?

Row Labels	Count of What is your role in Tusla?
Social Work	10
Admin grade III – VII	2
Educational Welfare	1
Family Support	3
Management VIII+	2
Psychology and Counselling	2
Social Care	9
Other	8
<b>Grand Total</b>	<b>37</b>

8 Respondents answered ‘Other’, of these

- 2 were Training Officers
- 3 were Early Years Inspectors
- 1 was a Researcher
- 1 was a Project Officer
- 1 answered QA (Quality Assurance)

Q2: Please select the service/function that applies to you?

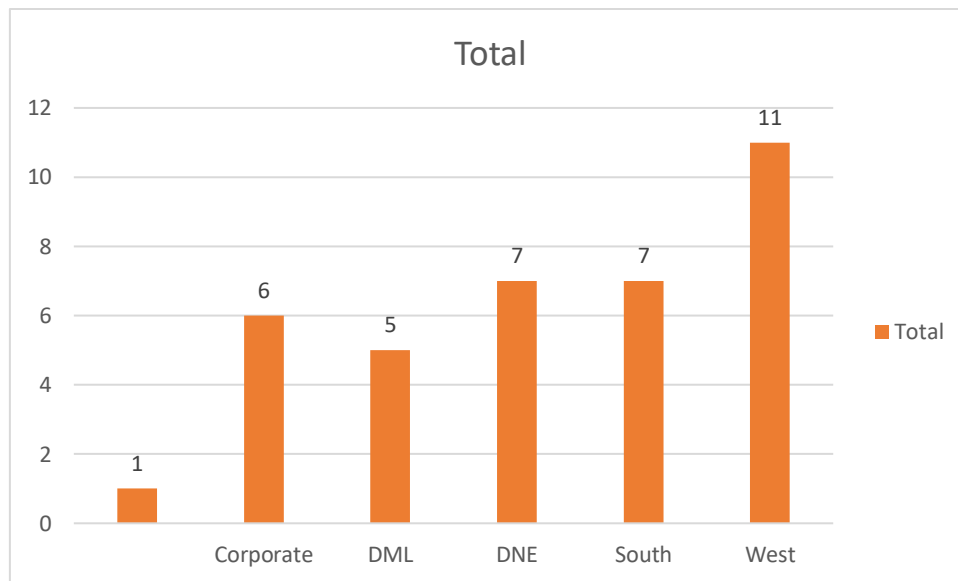
All 37 respondents answered this question, with a variety of options selected. The service with the highest number selected was “Child Protection and Welfare Teams”

Options	Count of Respondents
Adoption Services	1
After Care Services	2
Child Protection and Welfare Teams	5
Children’s Residential Services	2
Early Years Service	4
Educational Welfare Services	1
Fostering / Young People in Care Teams	4
Office of Chief Executive Officer	1
PPFS	4
Quality Assurance	3
Therapeutic Services	4
Transformation and Policy	1
Other	5
<b>Grand Total</b>	<b>37</b>

5 Respondents answered 'Other'

1. Staff Training
2. Training Officer
3. Cross service remit
4. Service improvement through application of evidence relating to categories B, G, I, J, K, L, M, P, Q and S
5. Statistics & Project Work

Q3: What region do you work in?



1 person mentioned National

Q4: Why are you using the library service?

This question sought to ascertain the reason that respondents signed up to the service, several options were presented with multiple selection allowed. All 37 respondents answered this question with the primary reason for using the service being “Continuing Education/Professional Development” with 25 responses, this was followed by “To keep up to date in my field”. The reason “Preparing articles for publication/conferences” received the least amount of responses with 3.

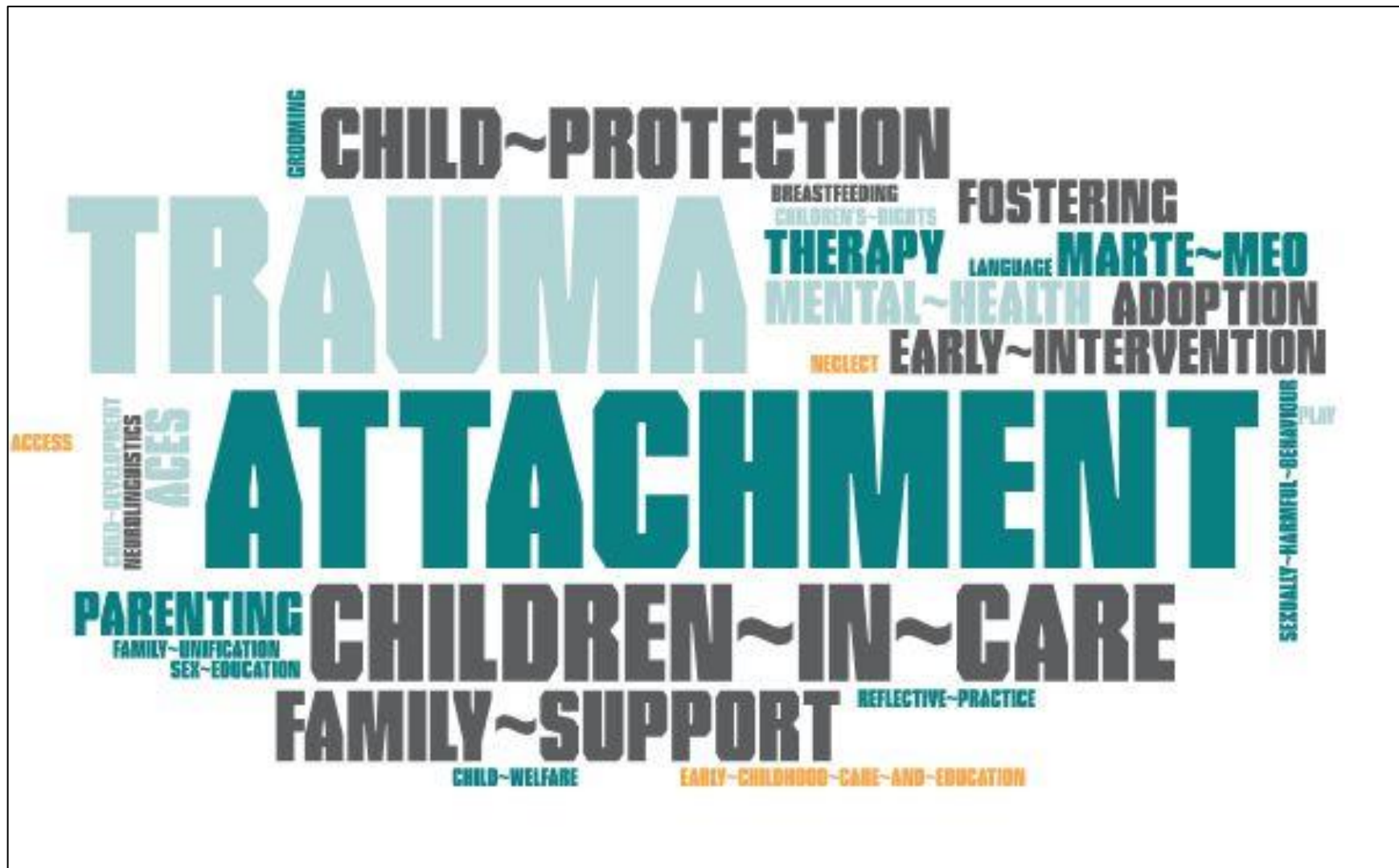


Q5: What areas/subjects of your profession are you currently most interested in?  
 All 37 respondents answered this question. The results are outlined in the table below:

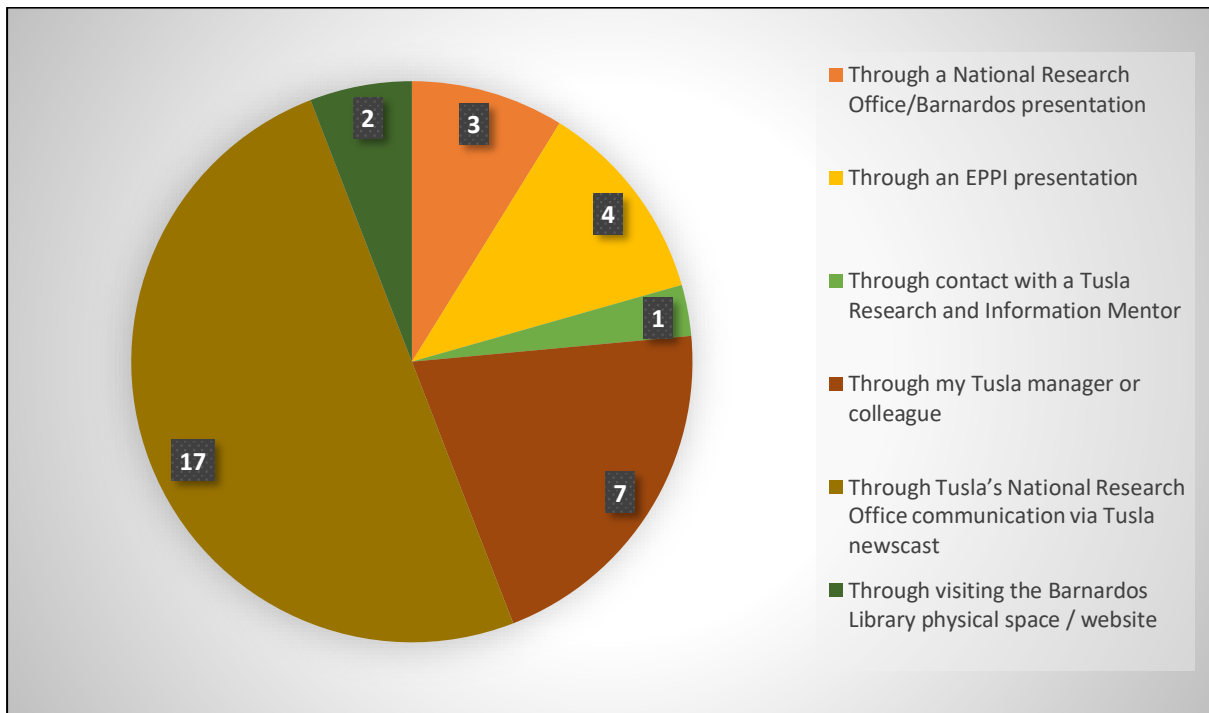
<b>Respondent</b>	<b>Area/Subject of Interest</b>
1	Family support, early intervention and prevention work, neurolinguistics as an approach to my work
2	Adolescent who have exhibited sexually harmful behaviour
3	Permanency planning, international adoption, domestic adoption, evidence based assessments, information and tracing for adopted people and birth families.
4	Attachment
5	Bullying Parenting skills Resilience
6	Child protection, resilience, trauma, attachment, life story
7	Crisis Intervention
8	Early childhood trauma.
9	A range of research issues for the Agency
10	Infant mental health and attachment with 0-6 yr old children.
11	Participation in monitoring processes
12	Attachment/Early Intervention/Marte Meo
13	Attachment, trauma, creative arts therapies
14	Fostering assessment outcomes
15	Child protection and welfare
16	Child's rights
17	Breastfeeding, Marte Meo, English as an additional language, outdoor play, unstructured play, toddlers under 3 but also birth to 18 year olds
18	All areas of Child health and development.
19	New research
20	Reunification, re-traumatization, alternative therapies
21	Service user engagement/ empowerment, staff support
22	Disruption in foster care
23	Social Work, children in care and children in the community
24	Mental health needs of young people in care and leaving care
25	Attachment, parenting, trauma, ACES, family support
26	Role duality
27	Reflective Practice
28	Sexual education needs of children and young people in care, Systemic Practice,
29	Adoption, ethnicity, life story work
30	Early childhood care and education
31	Performance and Information Reporting

<b>Respondent</b>	<b>Area/Subject of Interest</b>
32	Attachment, trauma, direct work with kids, resistant clients
33	Child welfare, ACES, Trauma
34	Neglect, CSA, grooming of adults
35	Attachment and trauma
36	Children in care
37	Therapy services, access and child participation in reviews for Children in Care; Access

A word cloud was devised to ascertain what were the most common areas of interest of the survey respondents. The word cloud is displayed on the next page of this report (page 7).



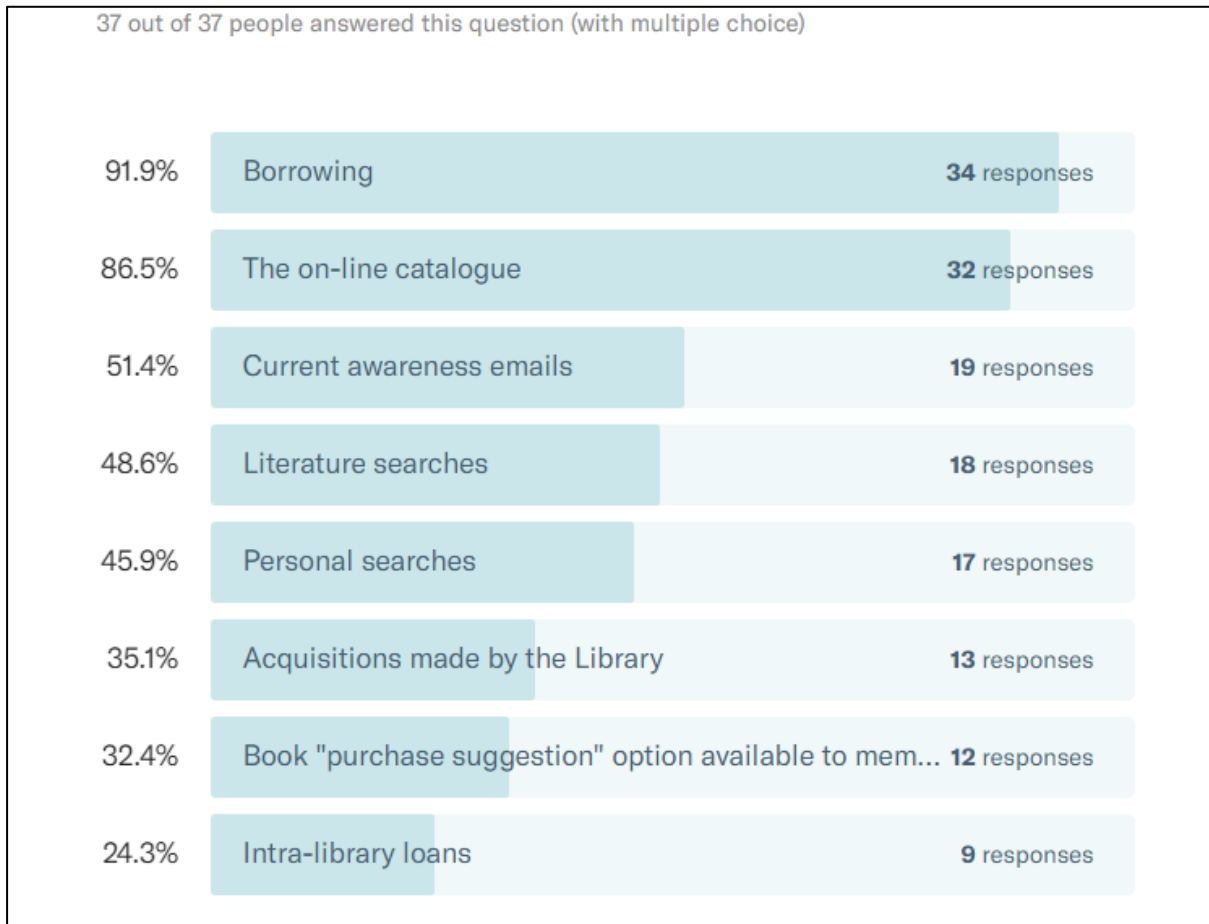
Q6: How did you hear about the Tusla/Barnardos library partnership?



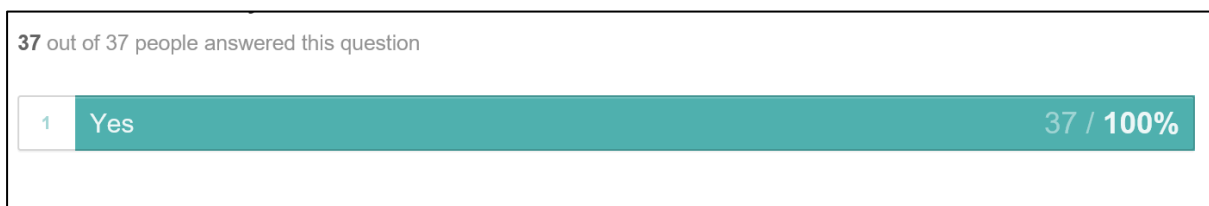
One person selected 'other' and inserted one of the options from the survey, namely the Tusla newscast. This brings the amount respondents who heard of the partnership via the Tusla newscast to 18 (17 above and 1 "other"). This makes the Tusla newscast the primary channel through which respondents heard of the partnership.

Q7: Please tick the services that you are aware of:

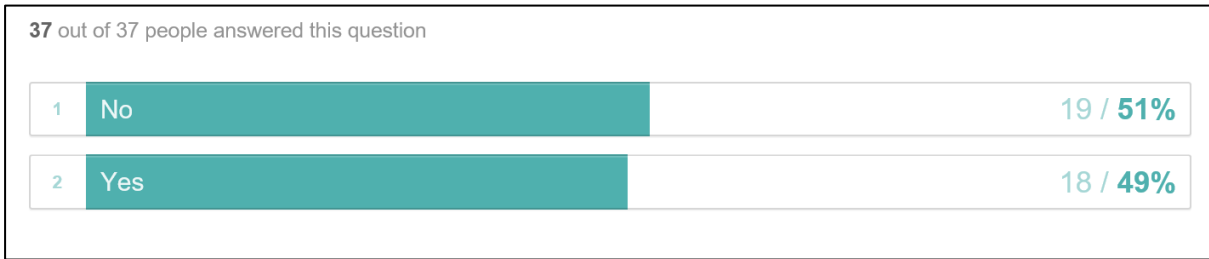
All 37 respondents answered this question. "Borrowing" unsurprisingly was the service most aware of with 34 respondents being aware of this service. This was followed by the associated "on-line catalogue". The service that was least known was the intra-library loan service. On reflection it would have been better to use "article request" as this is more indicative of the service.



Q8: At registration you received a welcome email, did the email provide you with enough information to fully use the service?

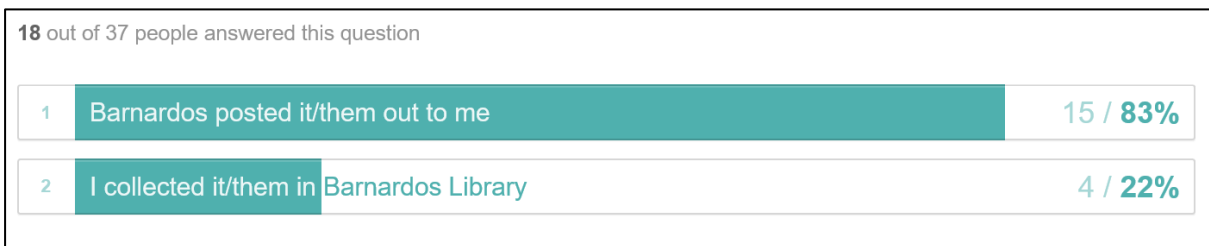


Q9: Have you used the book lending service since you registered?



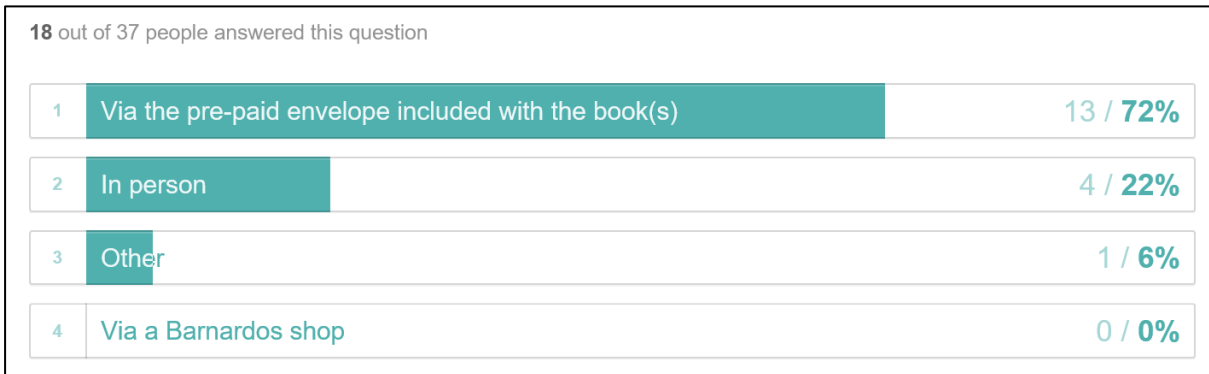
Q10: How did you get the book(s)?

This question was aimed at those (18 people) who answered 'yes' to Q9.



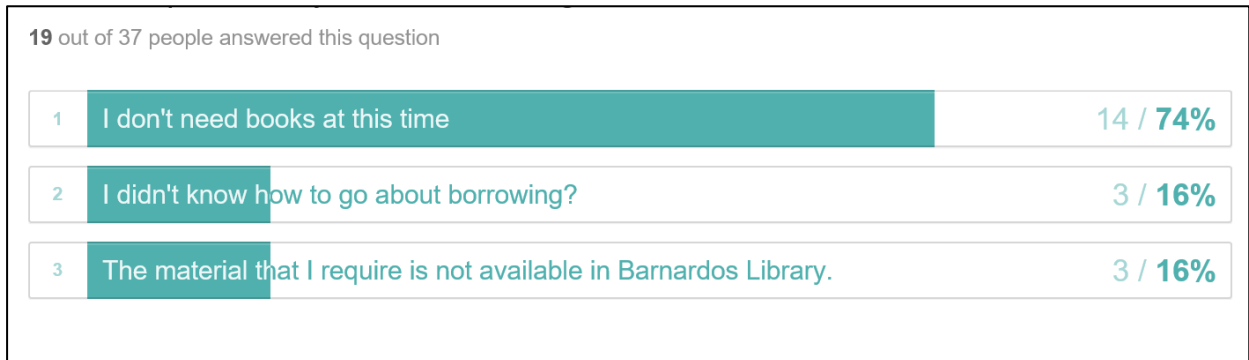
Q11: How did you return the book(s)?

This question was aimed at those (18 people) who answered 'yes' to Q9. Respondents could select multiple responses from the options presented.



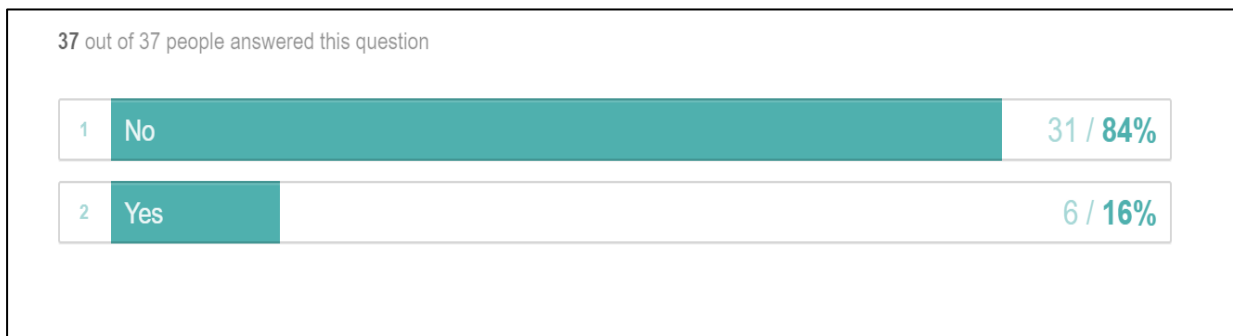
Q12: What has prevented you from borrowing books?

This question was aimed at those (19 people) who answered 'no' to Q9. Respondents could select multiple responses from the options presented.



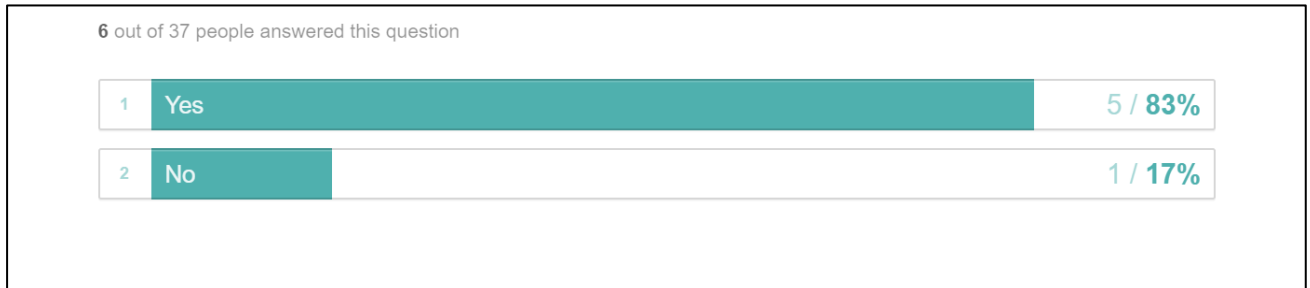
Q13: Have you used the article request service?

This questions was to ascertain the amount of respondents who has availed of the article request service offered via the Tusla/Barnardos partnership. All 37 respondents answered the question. A total of 6 had availed of the service.



Q14: Did you receive the article(s) in 2-3 working days?

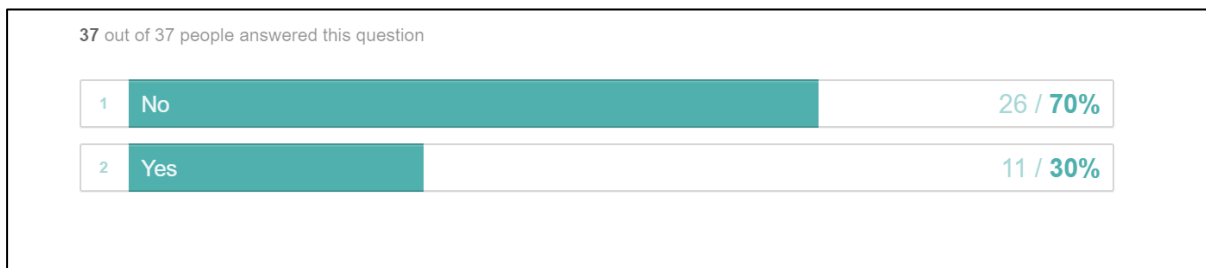
This question was aimed at the people who had availed of the article request service (6) and queried if these people had received their articles within the estimated delivery timeframe (2-3 working days). 5 of the 6 had received the article within this timeframe.



1 one person who did not receive the article in 2-3 working days indicated that it took 1-2 weeks to receive the article. On examination it was determined that this delay must have occurred at the postage stage of the delivery.

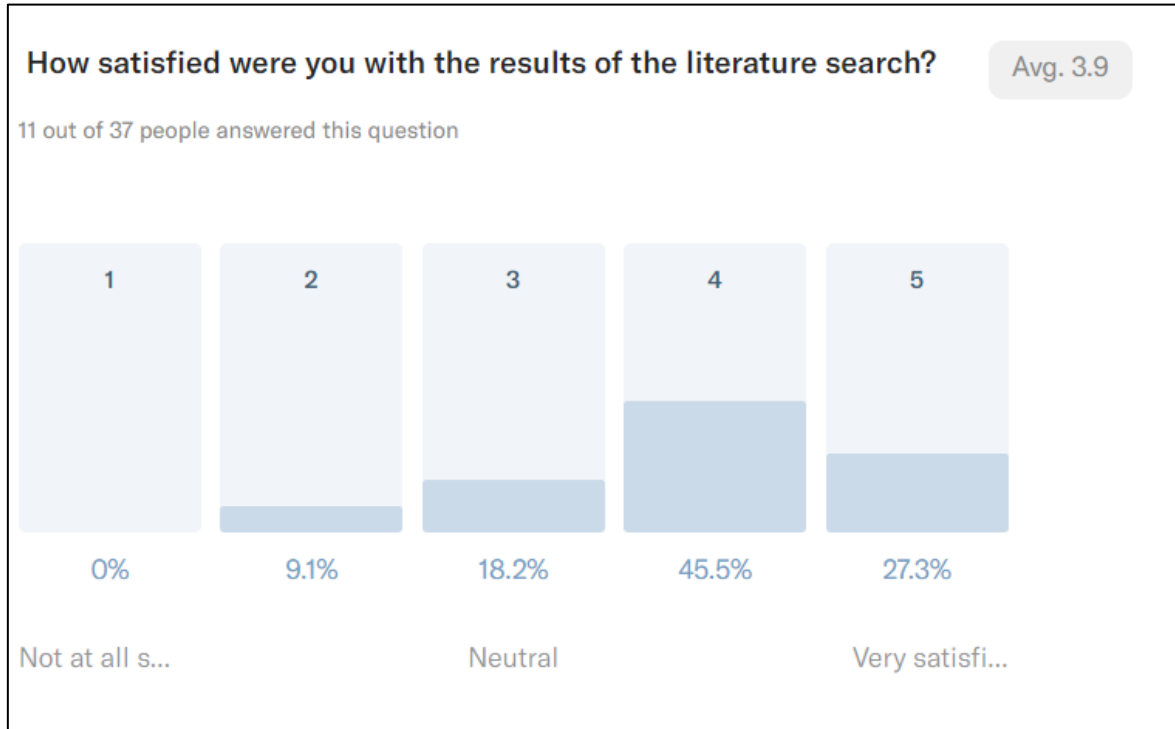
Q15: Have you used the literature search service?

This questions was to ascertain the amount of respondents who has availed of the literature search service offered via the Tusla/Barnardos partnership. All 37 respondents answered the question. A total of 11 had availed of the service.



Q16: How satisfied were you with the results of the literature search?

This question was aimed at the people who had availed of the article request service (11) to ascertain the level of satisfaction with service. Respondents could rate satisfaction level from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). Overall there was an average rating of 3.91.



Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	2
Number of respondents who selected 4	5
Number of respondents who selected 5	3

Those who selected 2 or lower were asked to outline the reason for their dissatisfaction. Of the 1 person who fell into this category the following feedback was provided:

*“very little choice, need access to much more journals particularly social work journals”*

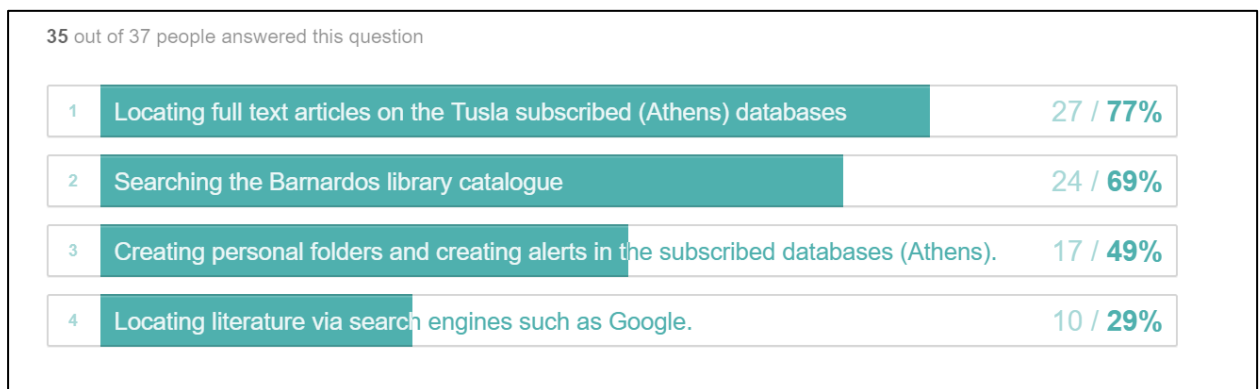
This response seems to be aimed at the amount of journal titles available to the respondent, online journal titles are provided by the Tusla Research Centre.

Q17: Please select from the list below the skills that are best taught by a video tutorial:

In this question respondents were asked to identify the tasks that are best taught via a video tutorial. Respondents were presented 4 tasks and allowed to select multiple options:

1. Locating full text articles on the Tusla subscribed (Athens) databases
2. Searching the Barnardos library catalogue
3. Creating personal folders and creating alerts in the subscribed databases (Athens)
4. Locating literature via search engines such as Google

35 of the 37 respondents answered the question with “Locating full text articles on the Tusla subscribed (Athens) databases” being the task best taught via video tutorial (27 respondents) and “Locating literature via search engines such as Google” being the task least appropriately taught via video tutorial (10 respondents).

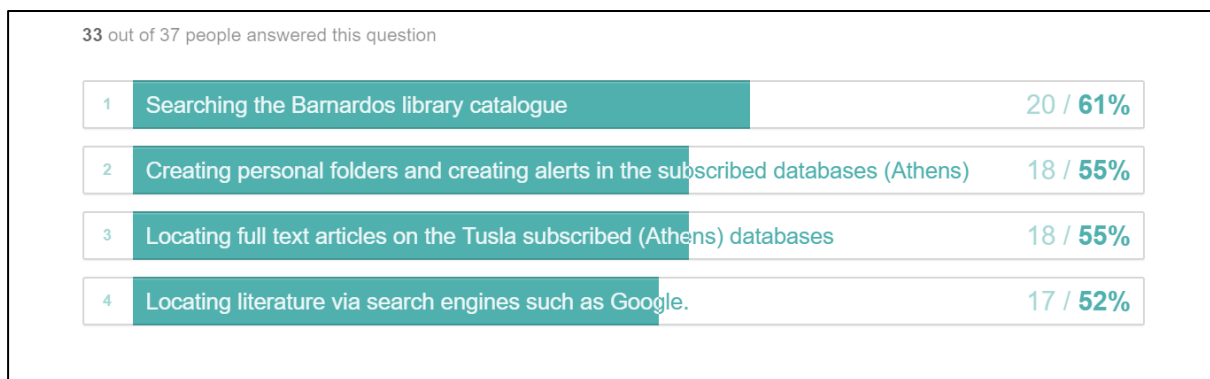


Q18: Please select from the list below the skills that are best taught by a printable handout:

In this question respondents were asked to identify the tasks that are best taught via a printable handout. Respondents were presented 4 tasks and allowed to select multiple options:

1. Locating full text articles on the Tusla subscribed (Athens) databases
2. Searching the Barnardos library catalogue
3. Creating personal folders and creating alerts in the subscribed databases (Athens)
4. Locating literature via search engines such as Google

33 of the 37 respondents answered the question with “Searching the Barnardos library catalogue” being the task best taught by a printable handout (20 respondents) and “Locating literature via search engines such as Google” being the task least appropriately taught by a printable handout (17 respondents).

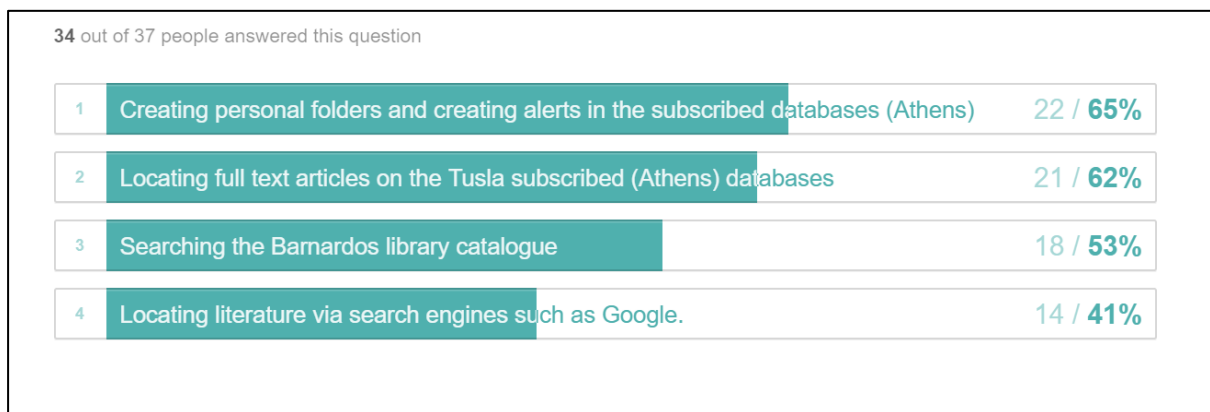


Q19: Please select from the list below the skills that are best taught by a live presentation:

In this question respondents were asked to identify the tasks that are best taught via a live presentation. Respondents were presented 4 tasks and allowed to select multiple options:

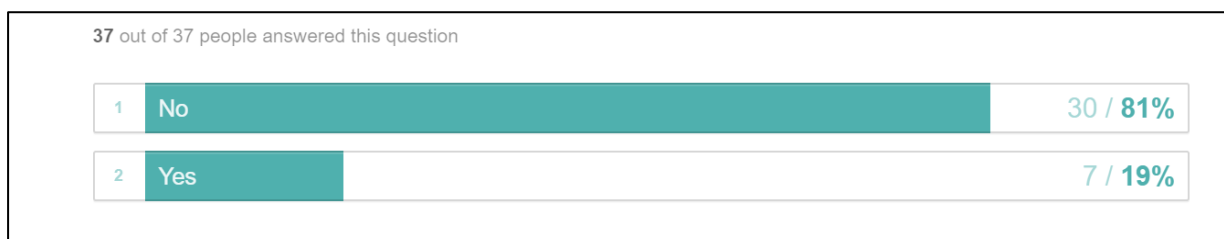
1. Locating full text articles on the Tusla subscribed (Athens) databases
2. Searching the Barnardos library catalogue
3. Creating personal folders and creating alerts in the subscribed databases (Athens)
4. Locating literature via search engines such as Google

37 of the 37 respondents answered the question with “Creating personal folders and creating alerts in the subscribed databases (Athens)” being the task best taught by a live presentation (22 respondents) and “Locating literature via search engines such as Google” being the task least appropriately taught by a live presentation (14 respondents).



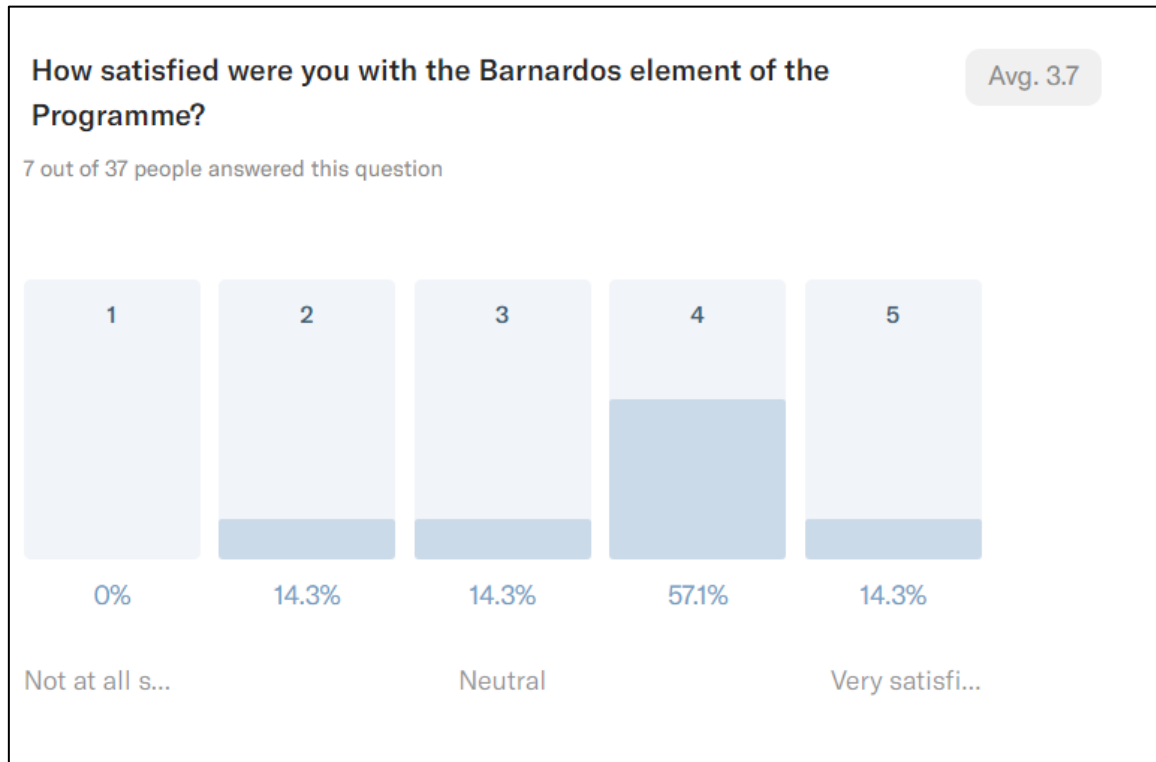
Q20: Have you participated in or are participating in the Tusla EPPI (Empowering Practitioners and Practice Initiative) Programme?

As Barnardos participates in this programme (module 2) respondents were asked if they had completed this programme. All 37 respondents answered the question with 7 having completed the programme.



Q21: How satisfied were you with the Barnardos element of the Programme?

This question was aimed at the people who had participated in the EPPI (7) to ascertain the level of satisfaction with Barnardos element of the programme. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). Overall there was an average rating of 3.7.



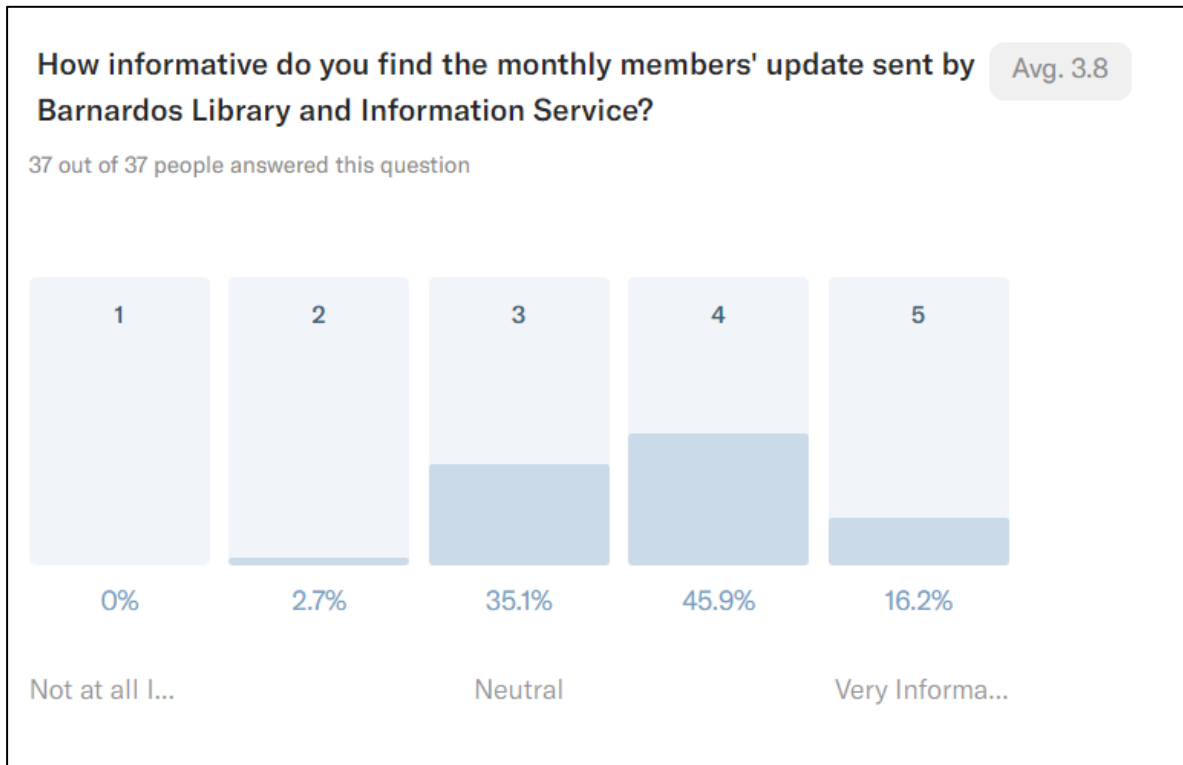
Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	1
Number of respondents who selected 4	4
Number of respondents who selected 5	1

Those who selected 2 or lower were asked to outline the reason for their dissatisfaction. Of the 1 person who fell into this category the following feedback was provided:

*“more information access to more journals etc”*

Q22: How informative do you find the monthly members' update sent by Barnardos Library and Information Service?

All members receive a monthly members' update, this question asked how informative they found the update. Respondents could rate from 1 (not at all informative) 3 (neutral) to 5 (very informative). All respondents answered the question and overall there was an average rating of 3.8.



Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	13
Number of respondents who selected 4	17
Number of respondents who selected 5	6

Those who selected 2 or lower were asked to highlight how the update could be improved. Of the 1 person who fell into this category no feedback was provided.

Q23: How satisfied are you with the lending service from the library?

This question attempted to ascertain the level of satisfaction with the library’s lending service. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). All 37 respondents answered this question and overall there was an average rating of 4.1.

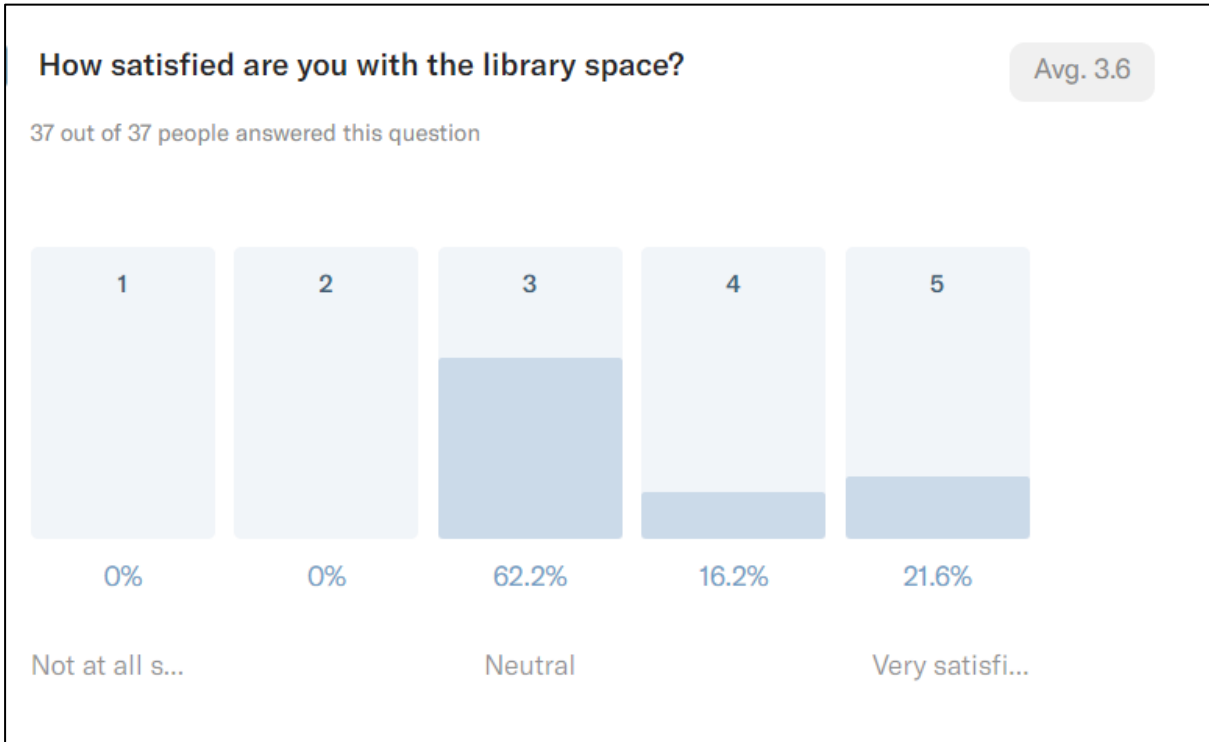


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	11
Number of respondents who selected 4	7
Number of respondents who selected 5	18

Not all of those who have signed up as members of the service have used the lending service yet. Those who answered 3 above could fall into this category.

Q24: How satisfied are you with the library space?

This question attempted to ascertain the level of satisfaction with the library’s physical space. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). All 37 respondents answered this question and overall there was an average rating of 3.6.

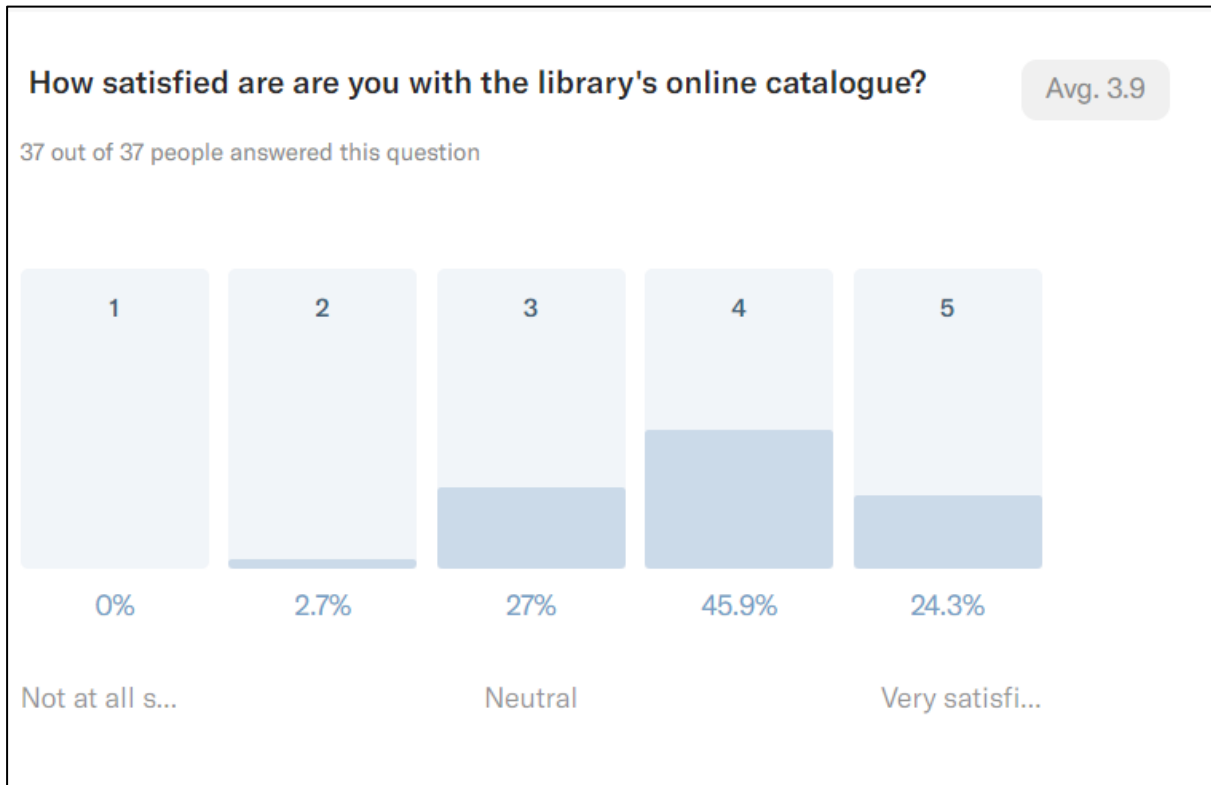


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	0
Number of respondents who selected 3	23
Number of respondents who selected 4	6
Number of respondents who selected 5	8

The library service is primarily a distance service and therefore the majority who have availed of the service may not have visited the physical library. Those who answered 3 above (23 people) could fall into this category.

Q25: How satisfied are you with the library's online catalogue?

This question attempted to ascertain the level of satisfaction with the library's online catalogue. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). All 37 respondents answered this question and overall there was an average rating of 3.9.

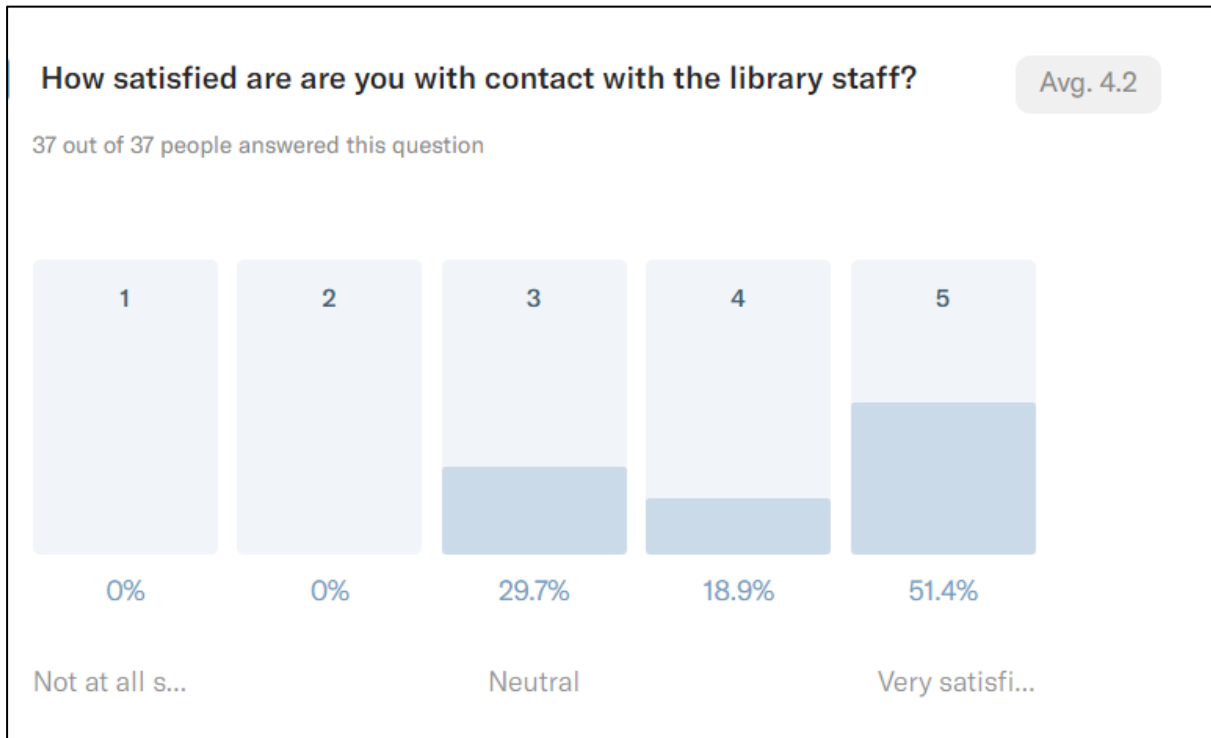


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	10
Number of respondents who selected 4	17
Number of respondents who selected 5	9

Not all of those who have signed up as members of the service have used the library catalogue yet. Those who answered 3 above could fall into this category.

Q26: How satisfied are you with contact with the library staff?

This question attempted to ascertain the level of satisfaction with contact with the library staff. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). All 37 respondents answered this question and overall there was an average rating of 4.2.

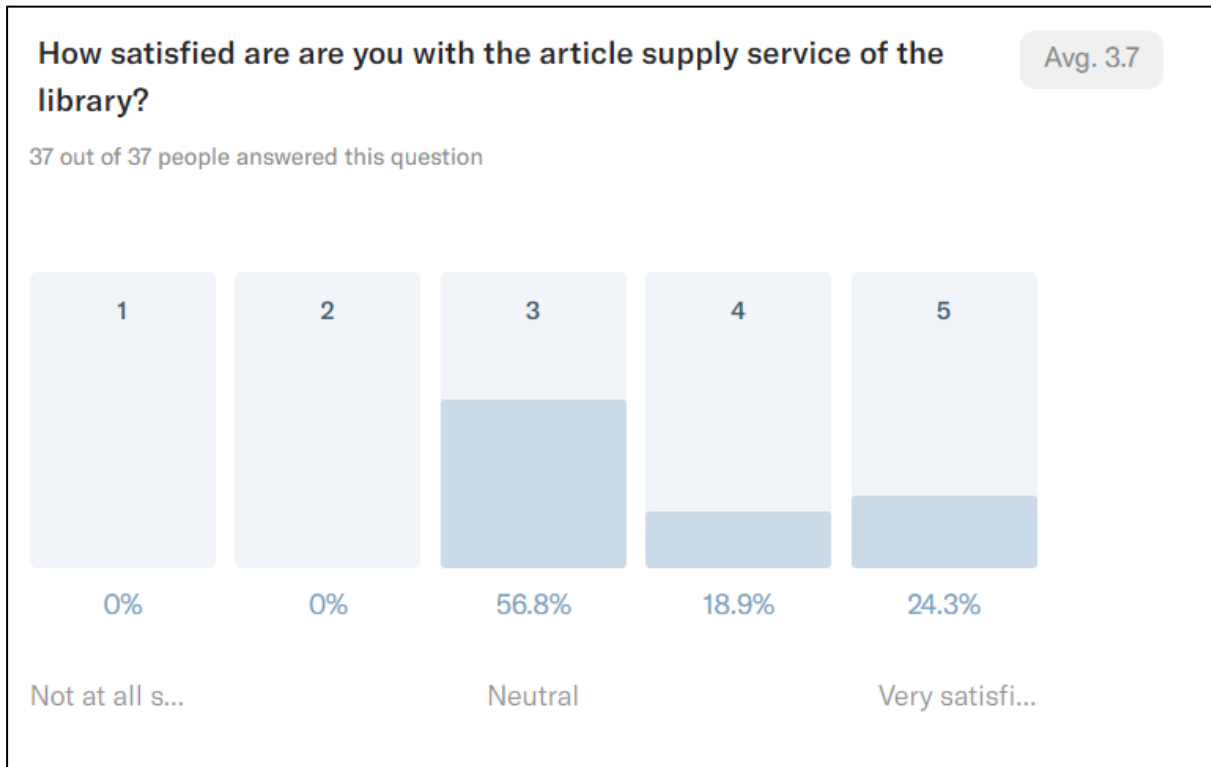


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	0
Number of respondents who selected 3	11
Number of respondents who selected 4	7
Number of respondents who selected 5	19

Not all of those who have signed up as members of the service have used the service yet, this includes contact with the library staff. Those who answered 3 above could fall into this category.

Q27: How satisfied are you with the article supply service of the library?

This question attempted to ascertain the level of satisfaction with the library’s article supply service. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). All 37 respondents answered this question and overall there was an average rating of 3.7.

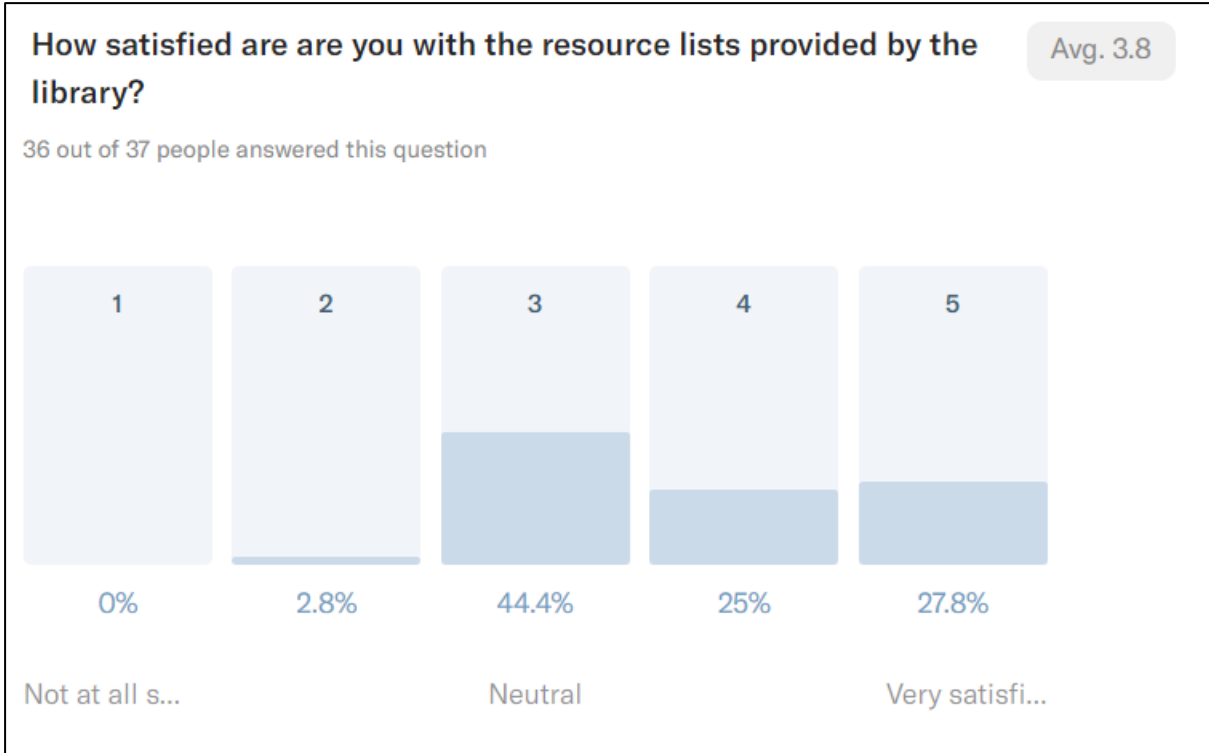


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	0
Number of respondents who selected 3	21
Number of respondents who selected 4	7
Number of respondents who selected 5	9

As outlined earlier the majority of respondents have not availed of the article supply service. Those who answered 3 above could fall into this category.

Q28: How satisfied are you with the resource lists provided by the library?

This question attempted to ascertain the level of satisfaction with the resource lists supplied by the library. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). 36 respondents answered this question and overall there was an average rating of 3.8.

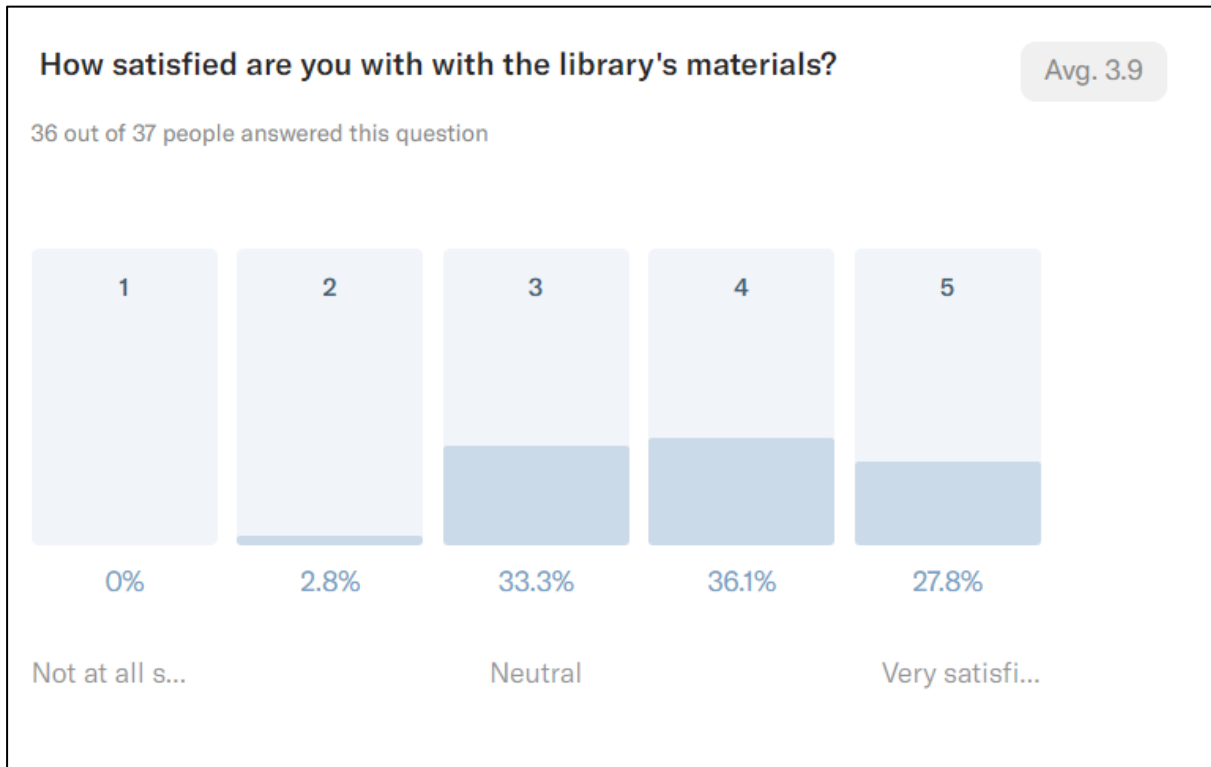


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	16
Number of respondents who selected 4	9
Number of respondents who selected 5	10

Not all of those who have signed up as members of the service have used the service yet, this includes the library's resource lists. Those who answered 3 above could fall into this category.

Q29: How satisfied are you with the library's materials?

This question attempted to ascertain the level of satisfaction with the materials supplied by the library. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). 36 respondents answered this question and overall there was an average rating of 3.9.

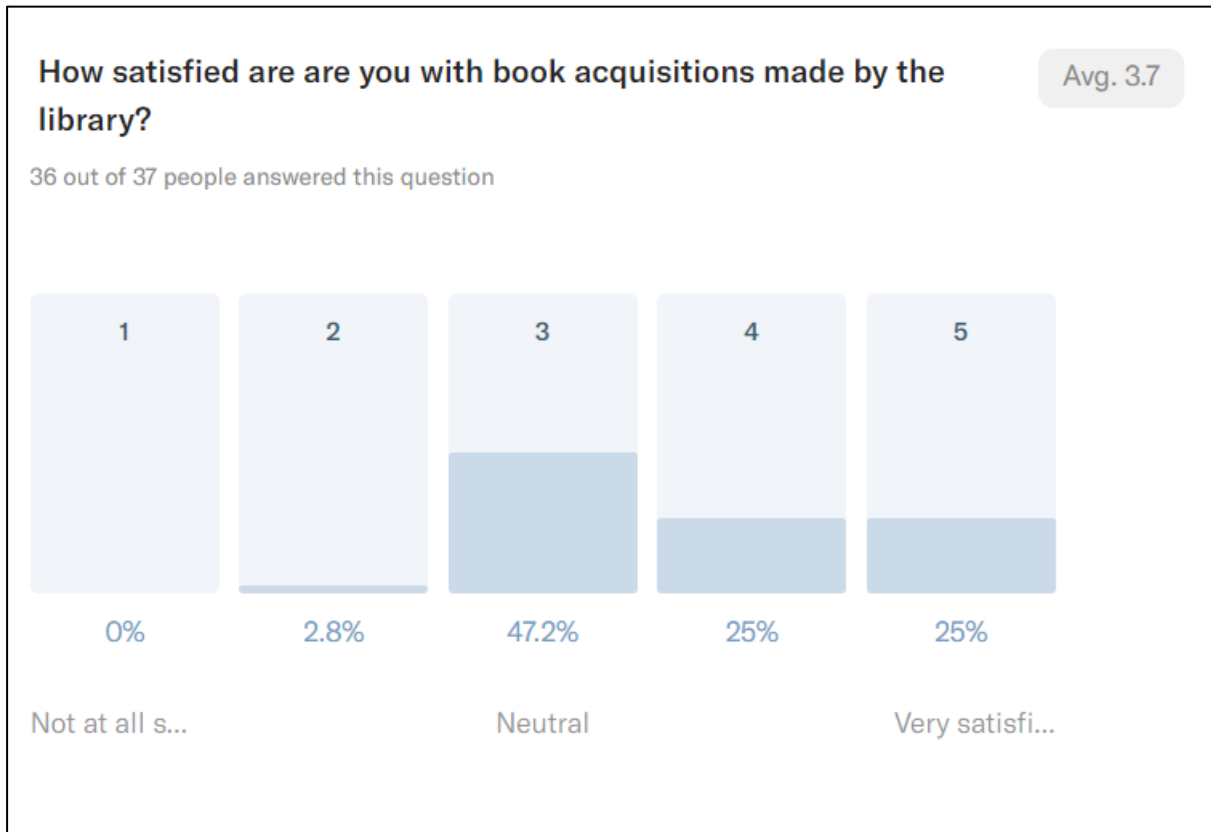


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	12
Number of respondents who selected 4	13
Number of respondents who selected 5	10

Not all of those who have signed up as members of the service have used the service yet, including accessing the library's materials. Those who answered 3 above could fall into this category.

Q30: How satisfied are you with book acquisitions made by the library?

This question attempted to ascertain the level of satisfaction with the acquisitions made by the library. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). 36 respondents answered this question and overall there was an average rating of 3.7.

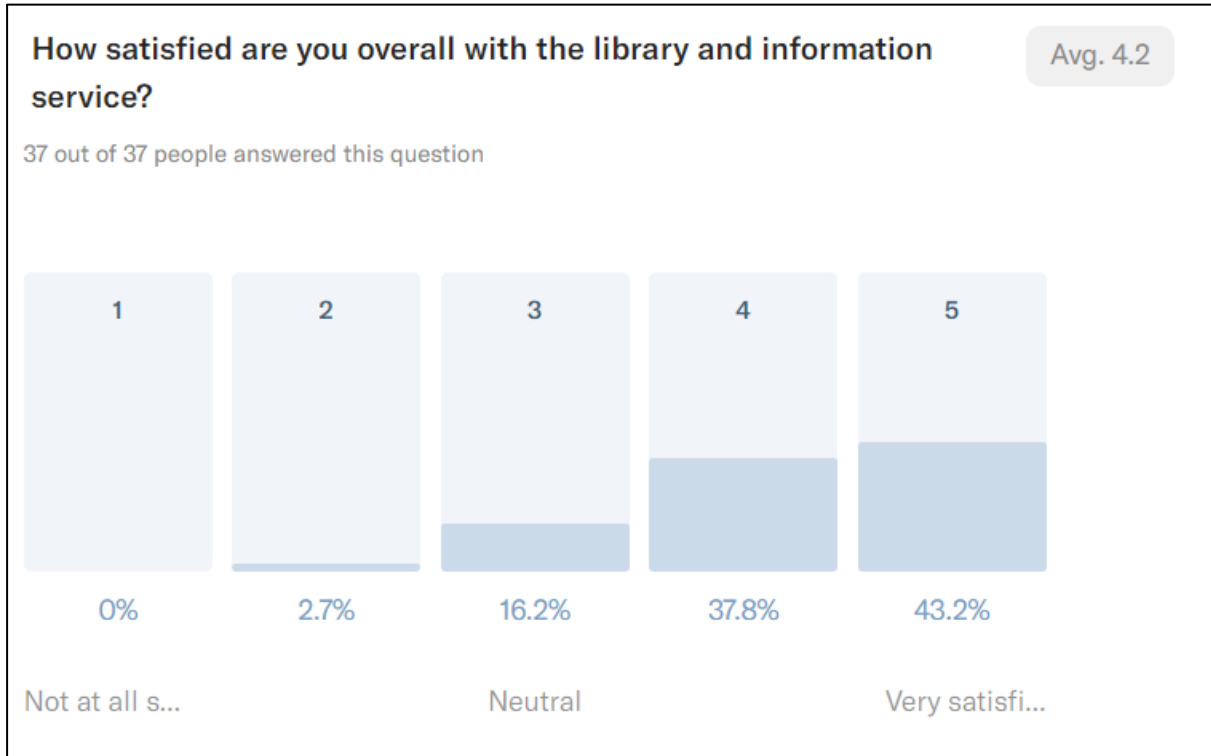


Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	17
Number of respondents who selected 4	9
Number of respondents who selected 5	9

Not all of those who have signed up as members of the service have used the service yet, this includes viewing new acquisitions. Those who answered 3 above could fall into this category.

Q31: How satisfied are you overall with the library and information service?

This question attempted to ascertain the general level of satisfaction with the library service overall. Respondents could rate satisfaction levels from 1 (not at all satisfied) 3 (neutral) to 5 (very satisfied). All 37 respondents answered this question and overall there was an average satisfaction level of 4.2.



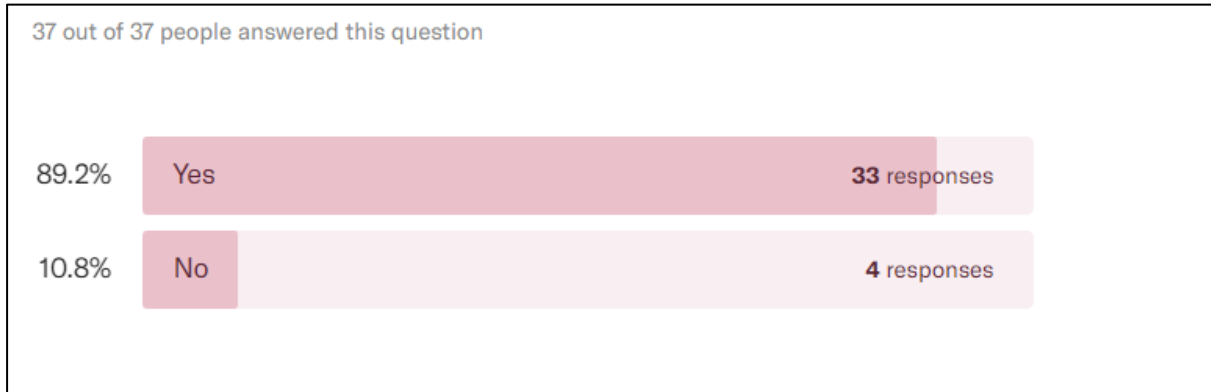
Breakdown of Results	
Number of respondents who selected 1	0
Number of respondents who selected 2	1
Number of respondents who selected 3	6
Number of respondents who selected 4	14
Number of respondents who selected 5	16

Those who selected 2 or lower were asked to outline the reason for their dissatisfaction. Of the 1 person who fell into this category the following feedback was provided:

*“Not really sure how to use it”*

Q32: Overall does the information and resources available through the Library and Information Service meet your information needs?

This question attempted to ascertain if there were any gaps or weaknesses in the service provided to meet users' information needs. All 37 respondents answered this question and the vast majority felt that the service addressed their information needs.



Those who felt it did not (4 people) were asked to identify what is additionally required. 3 suggestions were provided:

*“Reminder on how to use it”*

*“I don't feel it in any way replaces the HSE library service. I had access to Barnardos Resource Service already through a county childcare committee so it wasn't new to me. In my previous role I borrowed a lot but haven't gotten in in the past year”*

*“needs more resources”*

Q32: Have you any comments, feedback or suggestions in relation to the Library and Information Service provided to Tusla members?

The last question of the survey was an open question to allow respondents to provide opinions about the service. 17 respondents provided feedback. Below is the feedback provided:

*"Very pleased with the service thus far. Suggestions for new books has been followed up on. The Athens bit I don't use as for some reason it never seems to work for me"*

*"Excellent staff and very supportive and knowledgeable"*

*"I personally have been very, very satisfied with the service. As Mentor in Tusla I have just begun to introduce social workers to the service, and they have found it to be excellent too. Interesting that they did not seem to know about the services before...this is most likely because I think people react better to being told/shown rather than just e mails. Most people too busy to go "exploring" when they get an e mail to say what is available to them. As part of the mentor job I sat with each sw (more to come) and filled in the application form and encouraged them there and then to apply for some books so that they got started...this was my experience, not everyone's I suspect but what works here."*

*"Thank you. It's a great service"*

*"The onsite support I received from the library staff when trying find research articles on line and books was excellent I wouldn't have managed it without them!"*

*"Colm is super helpful and knowledgeable and always assists when you need help"*

*"Really very happy with the service. I will be using more of it as of next week. Am doing some project work. The staff have always been very supportive if I ever need the support."*

*"I had thought that Athens was not available to Tusla staff so by completing this survey I have learnt that I could get a lot more benefit from the Resource Centre."*

*"I would just like to say I answered neutral for the last questions on this questionnaire solely as I have not used those services yet. I also go to the library in Trinity as part of my current course. I am looking forward to using the Barnardos library and services."*

*"It is great to have this and Athens service."*

*"Very helpful staff and timely responses. Book requests by mail processed quickly. A very valuable resource for staff"*

*“Staff are great, Colm has greeted me and knows by name, its personal and I am not just a number. I like browsing the Library in person and have found many books that interested me, that I didn't even I was looking for. It's great.”*

*“I feel it's a great service that you don't know you need until you need it. I have seen how useful it is for me and also for others who used in with EPPI. IT WOULD BENEFIT FROM more publicity and integration into induction, management training and importantly, staff supervision and CPD. All (new) staff should be required to register and take a day to visit the library and receive training on its use. Then research could be more easily be embedded in practice.”*

*“Extremely helpful and efficient service”*

*“I would suggest that consideration be given to extending this library resource to Tulsa funded agencies such as Community Based Family Support front line workers.”*

*“Very specific research orientated role has required broader range of resources than I have been able to locate from Barnardos alone, however I would not consider myself the target cohort - the information needs of front line practitioners should be paramount.”*

*“I think it might be interesting to make a short video using a particular research topic (e.g. access for Children-in-Care) to give an actual practice example of how the different elements of the library can combine to address this research request”*

Summary table of survey findings

<b>Q</b>	<b>Question</b>	<b>Answer</b>
Q1	Most common role in Tusla	Social worker
Q2	Most common service/function of respondents	Child Protection and Welfare Teams
Q3	Most common region respondent works in	West
Q4	Primary reason to use the library service	Continuing Education/Professional Development
Q5	Most common area of interest	Attachment
Q6	Most common method of hearing about Tusla/Barnardos Partnership	Tusla Newscast
Q7	Library service respondents were most aware of	Borrowing
Q8	Percentage of users happy with welcome email	100%
Q9	Percentage of users that have borrowed book since registration	49%
Q10	Most common method of receiving books	Barnardos posted out (83%)
Q11	Most common method of returning books	Using the provided pre-paid envelope (72%)
Q12	Most cited reason for not borrowing to date	Don't need book at the current time (74%)
Q13	Percentage that have used article request service	16%
Q14	Percentage that received article with 2-3 days	83%
Q15	Percentage that have used literature search service	30%
Q16	On an overall scale of 1-5, satisfaction with literature search	3.9
Q17	Skill best taught by video tutorial	Locating full text articles on the Tusla subscribed (Athens) databases
Q18	Skill best taught by printable handout	Searching the Barnardos library catalogue
Q19	Skill best taught by printable handout	Creating personal folders and creating alerts in the subscribed databases (Athens)
Q20	Percentage that have participated in EPPI Programme	19%
Q21	On an overall scale of 1-5, satisfaction with Barnardos element of EPPI Programme	3.7
Q22	On an overall scale of 1-5, satisfaction with members' update	3.8

Q23	On an overall scale of 1-5, satisfaction with lending service	4.1
Q24	On an overall scale of 1-5, satisfaction with library space	3.6
Q25	On an overall scale of 1-5, satisfaction with online catalogue	3.9
Q26	On an overall scale of 1-5, satisfaction with contact with library staff	4.2
Q27	On an overall scale of 1-5, satisfaction with article supply service	3.7
Q28	On an overall scale of 1-5, satisfaction with resource lists provided by library	3.8
Q29	On an overall scale of 1-5, satisfaction with library's materials	3.9
Q30	On an overall scale of 1-5, satisfaction with library's book acquisitions	3.7
Q31	On an overall scale of 1-5, overall satisfaction with the library	4.2
Q32	Percentage that agree that library meets their information needs	89.2%