

Appendix A: 2011 Survey

1. My office/primary work location is in:
 - South Zone
 - Calgary Zone
 - Central Zone
 - Edmonton Zone
 - North Zone
2. The type of facility I work in is a:
 - Metropolitan Hospital (Rockyview, Royal Alexandra, Peter Lougheed, Glenrose)
 - Tertiary Hospitals (UAH/MAHI/Stollery, Foothills, Alberta Children's Hospital)
 - Regional Hospital
 - Rural Hospital
 - Cancer Hospital (Tom Baker, Cross)
 - Mental Health Hospital (Ponoka, Alberta Hospital Edmonton)
 - Community based health centres or clinics (addictions, community mental health, public health, etc.)
 - Administrative/office building
 - Continuing/long term care facility
 - Urgent care facility
 - Other, please specify
3. My primary role or job title is:
 - Executive Director, Director
 - Senior Executive (VP, EVP, SVP)
 - Researcher
 - Strategy support (QI, evaluation, accreditation etc.)
 - Physician
 - Clinician (nurse, physical therapist, educator, psychologist, social worker etc.)
 - Manager, Supervisor
 - Administrative support
 - Clinical support services (pharmacy, DI, lab, nutrition, environmental, linen, protective etc.)
 - Other, please enter job title
4. Do you have a dedicated AHS Library space or Health Information Network Knowledge Centre at your site?
 - Yes
 - No
 - I don't know
5. Have you used AHS libraries (physical, telephone, email or virtual) in the last 18 months?
 - Yes
 - No

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6. You have not used AHS Libraries or Health Information Network Knowledge Centres. Please tell us why.

- Not aware of resources and services
- Access resources elsewhere
- Resources not relevant
- Services not relevant
- Too difficult to access online information on website
- Limited or no computer access
- Not enough time
- Other, please specify

7. Approximately how often do you access an AHS Library or Health Information Network Knowledge Centre for resources or services?

- Once a week or more
- Once a month or more, but less than once a week
- Once every 3 months or more, but less than once a month
- Once a year or more, but less than once every 3 months
- Less than once a year

8. Currently, how do you most frequently access library resources and services?

- In person in the library
- By Telephone
- By E-mail
- AHS Library (InSite), Education Resource Centre or Health Information Network web page

9. How FREQUENTLY do you access these resources, with 1 as LEAST frequent and 5 as MOST frequent:

- Print books
- Print journals
- DVDs, videos, kits and other multimedia sources
- Online full text e-books
- Online full text e-journals
- Databases (PubMed,
- CINAHL, MDConsult,
- Business Source
- Complete, Cochrane, etc.)
- Patient education resources
- Databases (PubMed,CINAHL, MDConsult, Business Source Complete, Cochrane, etc.)
- Patient education resources

10. My use of library resources and services helped me:

- Prevent an adverse event
- Improve patient care decisions
- Change or improve diagnostic tests
- Support one or more AHS projects

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- Stay current in my field of practice
- Make an evidence informed decision
- Meet my learning needs
- Save time
- Reduce a cost
- Provide patient education
- Provide staff education
- Not at all
- Other, please specify

11. Rate the IMPORTANCE of the following AHS libraries resources to your work, with 1 as LEAST important and 5 as MOST important:

- Print books
- Print journals
- DVDs, videos, kits and other multimedia sources
- Online full text e-books
- Online full text e-journals
- Databases (PubMed, CINAHL, MDConsult, Business Source Complete, Cochrane, etc.)
- Patient education resources

12. Which AHS libraries do you use for access to resources or services?

- AHS libraries in North Zone
- AHS libraries in Edmonton Zone
- AHS libraries in Central Zone
- AHS libraries in South Zone
- Education Resource Centre
- Health Information Network Knowledge Centres
- AHS Libraries web page on InSite
- Education Resource Centre website
- Health Information Network website

13. Where else do you go to access information?

- Internet
- Colleagues
- Associations/memberships
- Personal Collections
- Other libraries
- Universities
- Continuing Care desktop
- Other, please specify

14. Why do you use the sources of information you identified in Question 13?

- More current
- More convenient location
- Easier to use/access
- Need more general information (less specialized)

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- Need grey literature (non-peer reviewed, corporate, unpublished, etc.)
- Item not available through AHS libraries
- Databases not available through AHS libraries
- **15.** How would you prefer to access library resources and services?
- In person in the library
- Telephone
- E-mail
- AHS Library (InSite), Education Resource Centre or Health Information Network webpage

16. Thinking about the following AHS library SERVICES (including Health Information Network Knowledge Centres), please tell us what IMPACT each service has had, or could in future have, on your work. Rate "1" as LEAST impact, up to "5" as MOST impact.

- Help me to find publishers and to order books
- Help me find information for patients and their families
- Health literacy training
- Help to find relevant articles in databases (literature search)
- In-services/training on how to use online databases and resources.
- Locating and delivering material from other libraries (document delivery/ interlibrary loan)
- Library staff on a project team
- On line library assistance (ie. chat, social media)
- Help to manage and archive research materials
- Assist with copyright/author rights issues
- Provide table of contents/subject alert services
- Evidence literacy training

17. Thinking about the following AHS library RESOURCES, please tell us what IMPACT each resource has had, or could in future have, on your work. Rate "1" as LEAST impact, up to "5" as MOST impact.

- Adding Point of care/decision making tools (eg. Dynamed, Uptodate, Nursing Reference Center etc)
- Adding research databases in areas such as policy, management
- Adding specialized subject databases
- More online full text journals
- More online full text books
- More print journals
- More print books
- More resources for mobile devices (tablets, smartphones).
- Integrating library resources into department web sites
- Developing subject specific toolkits
- Discovery search platforms to simplify the search process to find information from multiple sources
- Access to dedicated library space
- Access to multimedia resources (DVDs, videos, kits etc.)

18. If you had to make a difficult choice, which FIVE options would be the MOST IMPORTANT to you and your work?

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- Table of contents/subject alert services
- Help me to find publishers and to order books
- Help me find information for patients and their families
- Health literacy training
- Help to find relevant articles in databases (literature search)
- In-services/training on how to use online databases and resources
- Locating and delivering material from other libraries (document delivery/ interlibrary loan)
- Library staff on a project team
- Assist with copyright/author rights issues
- Help to manage and archive research materials
- On line library assistance (ie. chat, social media)
- Evidence literacy training
- Point of care/decision making tools (eg. Dynamed, Uptodate, Nursing Reference Center etc)
- Research databases in areas such as policy, management
- Specialized subject databases
- More online full text journals
- More online full text books
- More print journals
- More print books
- Resources for mobile devices (tablets, smartphones)
- Integrating library resources into department web sites
- Developing subject specific toolkits
- Discovery search platforms to simplify the search process to find information from multiple sources
- Access to dedicated library space
- Access to multimedia resources
- Discovery search platforms to simplify the search process to find information from multiple sources
- Access to dedicated library space
- Access to multimedia resources (DVDs, videos, kits, etc.)
- Other, please specify

Appendix B: 2014 Survey

Knowledge Resource Service (formerly Library Services) provides access to:

- Resources (such as electronic journals and books) and
- Services (such as literature searching and article requests).

1. Have you used Knowledge Resource Service (including online resources) in the past 12 months?

- ☐ Yes → ***Skip to question 2.***
- ☐ No → ***Proceed to question 1a.***
- ☐ Not sure/Do not recall → ***Proceed to question 1a.***

1a. (If No) What are the barriers that have prevented you from using Knowledge Resource Service (KRS)?

Check all that apply.

- ☐ I am not aware of KRS services and resources
- ☐ KRS services are not relevant
- ☐ KRS resources are not relevant
- ☐ Resources I need are not available
- ☐ I access library services elsewhere
- ☐ I have limited or no computer access
- ☐ It is too difficult to access online information on the KRS website
- ☐ I do not have enough time available
- ☐ I am not comfortable using KRS services and/or resources
- ☐ I do not need KRS services or resources
- ☐ Other, please specify below:

Skip to end demographic questions→

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Turn page to continue to question 2.

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2. In the past 12 months, how frequently have you accessed the following Knowledge Resource Service resources?

	Every yday	At least once a week	At least once a month	At least once during the year	Have not used	Not aware of resource
Online databases (e.g. PubMed, Ovid MEDLINE, CINAHL, Business Source Complete, Cochrane, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paper journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online catalogue (to search for available books or multimedia)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KRS website (e.g. subject guides, education guides, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DVDs, videos, kits or other multimedia sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient information resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KRS templates of resources (e.g. Facilitation Guides, Environmental Scan Handbook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2a. If you have used other services, please specify them below:

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3. Do the following Knowledge Resource Service resources meet your current needs for information?

Please rate your level of satisfaction.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Do not use	Not aware of resource
Online databases (e.g. PubMed, Ovid MEDLINE, CINAHL, Business Source Complete, Cochrane, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paper journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online catalogue (to search for available books or multimedia)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KRS website (e.g. subject guides, education guides, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DVDs, videos, kits or other multimedia sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient information resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KRS templates of resources (e.g. Facilitation Guides, Environmental Scan Handbook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3a. If you answered dissatisfied or very dissatisfied to any of the questions above, please indicate why.

Check ALL that apply.

- ☐ Resources I need are not available
- ☐ Information is not current
- ☐ I am not aware of available resources
- ☐ It is too difficult to find resources
- ☐ Other, please specify below:

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4. In the past 12 months, how frequently have you accessed the following Knowledge Resource Service (KRS) services?

	Everyday	At least once a week	At least once a month	At least once during the year	Have not used	Not aware of this service
Literature searches (performed by KRS staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultation (e.g. formulate a question, identify key terms, publication support, complete a literature review or environmental scan, discuss copyright issues)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document (book or article) request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set up a subject or table of contents alert (email or real simple syndication [RSS])	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help to manage citations (e.g. citation format changes, software setup)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instruction session (online or in person)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental scan, rapid review, or literature review support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4a. If you have used other services, please specify them below:

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5. Please rate your level of satisfaction with the following Knowledge Resource Service (KRS) services:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Do not use	Not aware of this service
Literature searches (performed by KRS staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultation (e.g. formulate a question, identify key terms, publication support, complete a literature review or environmental scan, discuss copyright issues)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document (book or article) request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set up a subject or table of contents alert (email or real simple syndication [RSS])	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help to manage citations (e.g. citation format changes, software setup)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instruction session (online or in person)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental scan, rapid review, or literature review support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5a. If you answered dissatisfied or very dissatisfied to any of the questions above, please indicate why:

- ☐ I am not aware of available services
☐ It is too difficult to access services
☐ Other, please describe below:

6. Knowledge Resource Service (KRS) has a number of formal and informal training and education opportunities available to AHS staff. Please select the response that BEST describes your awareness and use of KRS educational opportunities.

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	I have participated in or made use of this opportunity	I am aware of the opportunity but have not participated	I was not aware of this opportunity
In-person one-on-one instruction (i.e. learner and instructor in the same room)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online one-on-one instruction (i.e. learner and instructor, interacting through a computer interface)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-person group instruction (i.e. group of learners and one or more instructor(s), in the same room)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online group instruction (i.e. group of learners and one or more instructor(s), interacting through a computer interface)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6a. If you indicated “I am aware of the opportunity but have not participated” to any of the above, please tell us why:

7. You can access resources (such as electronic journals and books), as well as services (such as literature searching and article requests) through the Knowledge Resource Service (KRS) website at work or at home.

Are you satisfied with how easy it is to access to KRS online resources from the following locations?

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	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Do not use/Not applicable	Not aware of this option
Your AHS workstation or shared desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your home/non-AHS office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
While travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your mobile device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7a. If you indicated dissatisfied or very dissatisfied to any of the questions above, please tell us why:

8. If you have a physical KRS site (library) at your primary work location, do you make use of it?

- ☐ Yes
☐ No
☐ I don't know if I have a physical KRS site at my primary work location
☐ There is no physical site at my primary location

9. Recalling your use of Knowledge Resource Service (KRS) in the past 12 months, please indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable
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						le/Do not know
The information was received in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information was relevant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information was accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information was current	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information refreshed memory of details or facts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information substantiated my prior belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided new knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having the information saved me time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. The following questions ask about the value of information in clinical decision-making. Again, recalling your use of Knowledge Resource Service (KRS) resources and/or services in the past 12 months, please indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable/D o not know
The information was of clinical value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information helped to prevent an adverse event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information resulted in a better-informed clinical decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information contributed to higher quality care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. The following questions ask about the value of information in policy or program development. Again, recalling your use of Knowledge Resource Service (KRS) resources and/or services in the past 12 months, please indicate your level of agreement with each of the following statements:

	Strongl y Agree	Agree	Neutr al	Disagre e	Strongly Disagree	Not applicable/
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						Do not know
The information supported policy development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information supported program development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information supported strategic planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information supported organizational priorities/projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. The following questions ask about the value of information for education or research. Again, recalling your use of Knowledge Resource Service (KRS) resources and/or services in the past 12 months, please indicate your level of agreement with each of the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not applicable/ Do not know
The information was used for patient or family education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information was used for staff training or education sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information contributed to a research project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information was shared with colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information contributed to my continuing professional education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12a. Please comment if the information was used for other purposes:

13. Overall, how would you rank the resources and services provided by Knowledge Resource Service?

Not Valuable	Somewhat Valuable	Neutral Value	Valuable	Very Valuable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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13a. Please provide any additional comments or suggestions regarding Knowledge Resource Service.

***Please complete the following
demographic questions→***

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14. What healthcare zone do you practice in?

- ☐ Calgary Zone
- ☐ Central Zone
- ☐ Edmonton Zone
- ☐ North Zone
- ☐ South Zone
- ☐ Provincial/Multi-Zone Scope
- ☐ Covenant Health

15. How would you classify your current position?

- ☐ Administrative support (e.g. Clerical, HIM, Analyst, Education, Communications/ECO, Accountant, Human Resources)
- ☐ Clinical Support (e.g. Quality Consultant, Surgical Processor, Lab, Pharmacy)
- ☐ Direct Care to Clients (e.g. EMT, Nursing, Allied Health)
- ☐ Facility Support (e.g. Maintenance, Security, Trades, Food Services)
- ☐ Leadership for the Organization (e.g. Executive, Director, Manager)
- ☐ Other, please specify _____

16. How long have you practiced in your current position?

- ☐ Less than 1 year
- ☐ 1-3 years
- ☐ 4-6 years
- ☐ 7-9 years
- ☐ 10 or more years

17. What is your current work status?

- ☐ Full time
- ☐ Part time
- ☐ Casual
- ☐ Other, please specify _____