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Supplementary file to: Dunne, M., Nelson, M., Dillon, L. and Galvin, B. (2013) Library value and impact: Taking the step from knowing it to showing it, *Library and Information Research*, **37**(116), 41-61.

## **Impact of NDC services and resources**

### **Interviews**

#### **External stakeholder topic guide**

July 2012

#### **Interview aim**

The overall aim of this interview is to explore what (if any) impact the NDC's services and resources have had on the work, study and research of external stakeholders who have accessed them. The evidence will be used to inform:

- the development of a survey tool to capture evidence of this impact among other service users;
- and the future development of the NDC and its services.

#### **Interview preparation**

In advance of the interview the researcher will review the participant's responses to the survey and use to probe for views on accessed elements of NDC services/resources. This should facilitate recall where respondents have not accessed the NDC site since completing the online survey.

#### **1. Introduction (5 minutes)**

**Note:** The aim of this section is to ensure participation is based on informed consent and shared understanding.

- Introduce researcher and organisation (NDC/HRB).
- Explain purpose of study, how data will be handled, and what output will be produced.
- Explain parameters of confidentiality
- Clarify time required/available for interview and agree end time if necessary
- Emphasise that there are no right or wrong answers, we are interested in their views and experiences (including negative ones!) so that the NDC can learn from them and improve their offer.
- Confirm consent for recording (if given).

Start recording

## 2. **Background** (5 minutes)

**Note:** The aim of this section is to get an overview of the nature of the respondent's role and their use of and familiarity with information services and their systems in general.

### Work/Occupation

- Position/job title
- Time in current position
- Nature of current role

Probe: a clear overview of the nature of their involvement in different activities that may require access to information services, such as research/policy development/reporting/service delivery etc.

### Use of non-NDC information services

- Information services other than NDC used- nature and frequency of use
- Familiarity with databases, peer reviewed journals etc from other sources (computer literacy)

## 3. **Use of NDC services/resources and impact** (20-30 minutes depending on level of use)

**Note:** This section will explore which elements of the NDC's services and resources the respondent has accessed, what they thought of them and what difference (impact) they made to them/their work. Explain that while the survey they completed focussed mainly on the website, for this interview we are interested in their use of any of the NDC's services/resources.

NB: Where impact identified, ask for specific illustrations of the difference made.

### 3.1 Introduction

- Finding out about NDC and making initial contact
  - Source of information
  - Reason for initial contact
  - Why accessed NDC over other information services
- Overview of resources accessed:

Probe for elements of website, physical library, information query on phone/face-to-face

### 3.2 Services/resources accessed and impact

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#### Website

- Reason/motivation for accessing site
- Content accessed
- Brief overview of experience of using the site- accessibility, standard and quality of content
- What used content for and the difference it made (to their work and other areas)- impact
- Extent to which it met needs
- Barriers/facilitators to having an impact
- Decision to become a registered user/not

#### Physical library

- Reason/motivation for going to library
- Content accessed
- Brief overview of experience of using physical library- staffing, environment, and standard/quality and accessibility of content
- What used content for and the difference it made (to their work and other areas)- impact
- Extent to which it met needs
- Barriers/facilitators to having an impact

Probe: books, reports, conference proceedings; drug-related periodicals and other peer-reviewed journals; grey literature; hardcopies of what's in electronic library; online resources-electronic copies of drug-related periodicals; bibliographic databases- Medline etc.; newspaper cuttings.

#### Information service- queries direct to NDC staff

- Nature of query
- Nature and quality of response to query
- What used content for and the difference it made (to their work and other areas)- impact
- Extent to which it met needs
- Barriers/facilitators to having an impact

#### Any other NDC services/resources accessed

### 3.3 Overview of impact/lack of impact

#### Perceived impact of having used NDC services:

- Their work/research/study
- Their EBP-related skills e.g. understanding of EBP, good quality research.
- Their information related skills e.g. using publication databases.
- Direct/indirect impact on colleagues/service providers/organisation
- Other

If they feel their contact with NDC had no impact/any negative impact explore why:

- Required resources unavailable through NDC
- Unable to access through site/databases etc./lack of necessary skills
- Other

**4. Overall reflections on the NDC and its services/resources (5 mins)**

Note: Establish what they think overall of the NDC – both in terms of the positives and negatives. Use to probe on earlier sections if necessary.

- Elements most/least valued and why

Probe: Relevance to their work

- Comparison of NDC with other information services used
- Any information needs unmet by NDC- whether/how NDC could meet needs.
- Any further suggestions for developing/improving NDC services/resources.

Thank the respondent for taking part in the interview and ensure they have the interviewer's contact details in case they have any queries after the interview. Explain that while the interview will not be published as such, the findings will be used to inform the development of the NDC's services.

Interview Ends

## NDC users survey

### Welcome

Dear User,  
Here at the National Documentation Centre on Drug Use (NDC) we work to develop our services to meet the changing needs of our users.

Only you can tell us if our Library meets your standards, which is why we are asking for your opinion. We would appreciate it very much if you would take a few minutes to complete our anonymous questionnaire.

### Section 1. Use and satisfaction

**\*Question 1. The following sources of information are available on the NDC website.**

**How useful are they for your work/study?**

	Not useful	Somewhat useful	Useful	Very useful	No opinion
Daily news service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upcoming events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current research and evaluation database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dail debates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug data (treatment tables)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evidence-based resource	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NDC electronic newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online database of publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online directory of training courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section 1. Use and satisfaction

**\*Question 2. The following publications can be accessed directly from our home page.**

**How useful are they for your work/study?**

	Not useful	Somewhat useful	Useful	Very useful	No opinion
Annual National reports on the drug situation in Ireland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drugnet Ireland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EMCDDA publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Factsheets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HRB drug publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Advisory Committee on Drugs publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National substance misuse strategy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NDC users survey****Section 1. Use and satisfaction****\*Question 3. Please indicate if you agree or disagree with the statements below.**

	Strongly disagree	Disagree	Agree	Strongly agree	No opinion
This website is visually appealing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall organisation of this website is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual pages are well designed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, this website is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*Question 4. Have you used the advanced search facility within the last month?**

- Yes
- No

**Section 1. Use and satisfaction****Question 5. Please indicate if you agree or disagree with the statements below.**

	Strongly disagree	Disagree	Agree	Strongly agree	No opinion
Terminology used in the advanced search is clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General layout of the page is clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text from help (?) buttons is clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the advanced search is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any comments you would like to add?

**Section 1. Use and satisfaction****\*Question 6. Have you ever contacted the NDC staff with a query?**

- Yes
- No

**Section 1. Use and satisfaction**

## NDC users survey

**How satisfied were you with the response you received?**

- Very dissatisfied       Dissatisfied       Satisfied       Very Satisfied

Any comments you would like to add?

  

### Section 1. Use and satisfaction

**\*Question 8. Why do you use the NDC website? Click all that apply**

- Work  
 Study  
 Research  
 Personal interest  
 Other (please specify)

  

**\*Question 9. Are you a registered user of the NDC?**

- Yes  
 No

### Section 1. Use and satisfaction

**\*Question 10. How often do you visit the NDC website?**

- Daily  
 Weekly  
 Monthly  
 A few times a year  
 Less than once a year  
 Just visited one time

## NDC users survey

**Question 11. If there any further comments you would like to make about the NDC please use the box below.**

## Section 2. Your profile

**\*Question 12. Where are you currently residing?**

- Ireland (Republic)
- Northern Ireland
- Great Britain
- Rest of Europe
- Rest of World



### NDC users survey

**\*Question 13. Which of the following most accurately describes the type of work you do?**

- Administrator or manager
- Civil/ Public servant
- Community/project worker
- Counsellor/ therapist
- Doctor
- Drugs education/ prevention worker
- Drugs worker
- Health care practitioner (health promotion worker, paramedic etc)
- Information or communications officer / librarian
- Journalist
- Law enforcement/ garda/ probation officer/ customs/ prison officer
- Legal professional
- Nurse
- Psychologist
- Public representative
- Researcher
- Social care worker
- Social worker
- Student
- Teacher/ Lecturer
- Unemployed/ job seeker
- Other (please specify)

### NDC users survey

**Question 14. If you are currently studying what qualification do you hope to achieve?**

- Certificate
- Diploma
- Undergraduate degree
- Postgraduate diploma
- Postgraduate degree
- Doctorate
- No qualification
- Other (please specify)

### Thank you

**Thank you for taking part in our survey. The information you have provided will inform the future development of our services and resources.**

**As we want to continually improve our services we would like to invite some participants to take part in a follow up study later in the year.**

**If you are interested in taking part in this follow up qualitative study please enter your email address below.**