

## Quantitative and Qualitative Analysis of Research Results about the Public Library of Patients and Chaperons of the University General Hospital of Thessaloniki "AHEPA, Greece"

Eleni Semertzidou

In an effort to evaluate the work of the Public Lending Library of Patients and Chaperons of the Thessaloniki General Hospital "AHEPA", Greece, which has been operating from 01-01-2018 at a pilot stage within the Medical Library of the University General Hospital of Thessaloniki "AHEPA, Greece", a quantitative study was performed on a sample of N = 108 participants, who were either defined as "sick", and treated in clinics of AHEPA Hospital, or as "chaperons

Initially, the sample demographics are presented. The answers to the main questions of the structured questionnaire developed for the purpose of the research are then analyzed.

Finally, it is examined whether the demographics of the participants (patients treated at AHEPA Hospital clinics and their chaperons) have a statistically significant effect on the formulation of the average sample responses to their questionnaire responses."

### 1.1 Demographic data

The vast majority of study participants / patients were women (71.3%). The remaining 28.7% consisted of men. The ages of the sample varied and ranged from 18 to 25 years (7.4%), from 26 to 35 (6.5%), from 36 to 45 (27.8%), from 46 to 55 (26.9%). ), from 56 to 64 (19.4%) and over 64 years (12%). Regarding the educational level of the sample, 10.2% had graduated from Elementary school, 7.4% had completed High school, 25% had graduated from Lyceum, 9.3% had completed their education in a Private Educational Institution or in higher education, 35.2% had graduated from a Technical Educational Institution or University, 12.9% had a postgraduate degree, and finally one participant had a doctorate (0.9%). Table 1 presents the frequencies and percentages for the sample demographics.

**Table 1. Demographic data of the sample**

		Frequency	Percentage
Sex	Men	31	28.7
	Women	77	71.3
	Total	108	100.0
Age	18-25	8	7.4
	26-35	7	6.5
	36-45	30	27.8
	46-55	29	26.9
	56-64	21	19.4
	65 and above	13	12.0
	Total	108	100.0
Educational Level	Elementary School	11	10.2
	High School	8	7.4
	Lyceum	27	25.0
	P.E.I / Higher Education	10	9.3
	T.E.I. / University	38	35.2
	Post-graduate degree	13	12.0
	Doctorate	1	.9
	Total	108	100.0

## 1.2 Opinion questions

In the main part of the study, the following were found. In the first question, '1. Do you use the AHEPA Public Library?', the vast majority of chaperons / patients did not use it (81.5%). Only 18.5% of the interviewed chaperons / patients used the Library (Table 2).

**Table 2. Do you use the AHEPA Public Library?**

	Frequency	Percentage
Yes	20	18.5
No	88	81.5
Total	108	100.0

Of those who responded in the negative and did not use the AHEPA Public Library, the main reason for not using the library was that most chaperons or patients were completely unaware of its existence (54.6%). The second most important reason for not using the library was the lack of need to use the library, which still represented a fairly small proportion of the sample (13.9%). Lack of time (10.2%), library schedule (5.6%), and mobility problems that prevented them from accessing the library were reported less often (Table 3).

**Table 3. If you answered no, please indicate the main reason for not using the library**

	Συχνότητα	Ποσοστό
Ignorance of the Library's existence	59	54.6
Lack of need to use the Library	15	13.9
Lack of time	11	10.2
Library schedule	6	5.6
Mobility problems	5	4.6

The overwhelming majority of the sample responded **that they wanted the AHEPA Public Library to become a mobile library (79.4%)**. 20.6% of the sample did not want the library to be mobile (Table 4). Eleven participants did not respond to this question.

**Table 4. Would you like the AHEPA Public Library to turn into a mobile library?**

		Frequency	Percentage	Valid Percentage
Valid answers	Yes	77	71.3	79.4
	No	20	18.5	20.6
	Total	97	89.8	100.0
Unanswered questions		11	10.2	
Total		108	100.0	

Of the chaperons and patients who wished for the AHEPA Public Library to become mobile, the hours indicated that they would prefer the mobile library to reach them varied and are listed in alphabetical order (5). A total of 62 replies were given. The various schedules proposed generally covered the hours from 8am to 10pm, even on weekends. In more detail, N = 21 participants asked for the hours from 10am to 12pm, N = 11 participants would like the library to be open from 1pm to 8pm, and N = 19 participants asked for a schedule starting at 7am and reaching noon and afternoon. In addition, eight participants indicated that they would prefer the AHEPA Public Library to pass in the afternoon, three preferred in the morning, three responded "at any time" and finally weekends, visiting hours and opening hours of all other libraries (each N = 1) were reported.

**Table 5. If you answered yes, select the hours you would like the mobile AHEPA Public Library to pass by.**

	Frequency	Percentage
10:30 am-11:30 am	1	.9
10:30 am-12 pm	1	.9
10 am	5	4.6
10 am-11 am	1	.9
10 am-12pm	3	2.8
11:30 am	1	.9
11 am	5	4.6
11 am-1 pm	1	.9
11 am-5 pm	1	.9
12:30 pm	1	.9
12 pm	1	.9
1 pm-7 pm	1	.9
2:30 pm-3:30 pm	1	.9
2 pm-3 pm	2	1.9
2 pm-5 pm	1	.9
5 pm	1	.9
5 pm-7 pm	1	.9
5 pm-8 pm	1	.9
6 pm-8 pm	2	1.9
6 pm	1	.9
7am-3 pm	4	3.7
8 am-10 pm	1	.9
8 am-10 am	1	.9
8 am-12pm, 3 pm-10 pm	1	.9
8 am-1pm	1	.9
8 am-2 pm	2	1.9
8 am-8 pm	2	1.9
8 am-9 am	1	.9
9 am-11am, 5 pm-8 pm	1	.9
9 am-1pm	1	.9
9 am-2 pm	1	.9
9 pm-9pm	1	.9
Afternoon hours	8	7.4
Any hour	3	2.8
Mornings until 10 am	1	.9
Weekends	1	.9
Morning hours	3	2.8
Like all the other Libraries	1	.9
Visiting hours	1	.9
Total	62	100.0

In addition, participants who wanted the AHEPA Public Library to become a mobile library were asked about the clinics they would like the Library to go through. Table (6) presents the total of 75 responses given by N = 56 participants / patients. The most reported clinics were the Neurological Clinic with a 24.3% of total answers, followed by the Pathological Clinic with an 11.2%, the Surgical Clinic with a 6.5%, all the clinics or the most possible clinics with a 6.5%, and the Psychiatric Clinic with a 3.8% of total answers. These results and the remaining answers are presented in the following table.

**Table 6. If you answered “yes” in the previous question, choose the clinics from which you would like the AHEPA mobile library to go through**

	Frequency	Percentage
Department of Neurology	26	24.3
Department of Pathology	12	11.2
Department of Surgery	7	6.5
All Departments	7	6.5
Department of Psychiatry	4	3.8
Department of Propaedeutic Internal Medicine	3	2.8
Department of Pediatric	3	2.8
Department of Otolaryngology	3	2.8
Radiotherapy	2	1.9
Aseptic hospitalization Unit	2	1.9
Department of Cardiology	1	.9
1 <sup>st</sup> Pathological Department	1	.9
Propaedeutic Department of Surgery	1	.9
Coronary Unit	1	.9
Emergency Clinic	1	.9

In the next question (Question 4), the attendants / patients were asked whether they consider that the Public Library for Patients and Chaperons helped them psychologically. The results, presented in Table (7), showed that of the N = 79 participants who responded, 50.6% were very psychologically assisted and 15.2% were quite psychologically helped. 17.7% were moderately assisted, 3.8% received little help, and 12.7% was not helped at all. To this question, which was answered on a Likert-type scale, on average the sample was assisted quite a bit by the People's Library for patients and followers (medium rate = 3.52).

**Table 7. To what extent do you think the Public Library helped you psychologically?**

		Frequency	Percentage	Valid percentage
Valid answers	Not at all	10	9.3	12.7
	Minimally	3	2.8	3.8
	Modestly	14	13.0	17.7
	Quite	40	37.0	50.6
	Very much	12	11.1	15.2
	Total	79	73.1	100.0
Unanswered questions		29	26.9	
Total		108	100.0	

Subsequently, the members of the sample group were asked whether they believe the AHEPA Public Library provides the books they read. 45.2% reported that the library provides 'enough' books to read and 4.1% reported that the library provides 'a great variety' of books to read. 37% reported that the library provides 'a moderate amount' of books they read, and 13.7% reported that the library provides 'a minimum' of books to read. Table 8 presents these results. To this question, which was also answered on a Likert-type scale, on average, the AHEPA Public Library provided a modest variety of readings for chaperons and patients (average = 2.40).

**Table 8. To what extent do you think the AHEPA Public Library provides the books you are reading?**

		Frequency	Percentage	Valid Percentage
Valid Answers	Minimal	10	9.3	13.7
	Moderately	27	25.0	37.0
	Adequately	33	30.6	45.2
	Great	3	2.8	4.1
	Total	73	67.6	100.0
Unanswered Questions		35	32.4	
Total		108	100.0	

The kind of books that the chaperons and patients usually read is summarized in Table (9). Specifically, one in every two participants reads novels (50%) and almost one in two reads literature (49.1%). In addition, 36.1% read social books and 30.6% read mystery books. 28.7% read adventure books, 19.4% read religious books, 13.9% read philosophical books, 12% read children's books and 6.5% read poetry. 8.3% of the sample also reported reading "other" books, including history books (N = 2), cookbooks (N = 2), science books (N = 1) and finance books (N = 2).

**Table 9. What kind of books do you usually read?**

	Frequency	Percentage
Novels	54	50.0
Literature	53	49.1
Social	39	36.1
Mystery	33	30.6
Adventure	31	28.7
Religious	21	19.4
Philosophy	15	13.9
Children's books	13	12.0
Poetry	7	6.5
Other	9	8.3

In the next question (Question 7), participants of the study were asked to indicate if they would agree for religious books and books written in another language to be included in the AHEPA Public Library's collection. 62.5% of the sample agreed, while 37.5% disagreed with this question. Four participants did not provide an answer (Table 10).

**Table 10. Do you wish to have religious books and books written in another language included in the collection of the AHEPA Public Library?**

		Frequency	Percentage	Valid Percentage
Valid answers	Yes	65	60.2	62.5
	No	39	36.1	37.5
	Total	104	96.3	100.0
Unanswered Questions		4	3.7	
Total		108	100.0	

Those who responded favorably were initially asked to refer to the type of religious books they would choose to read. In total, N = 66 responses were received. Of these, 80.3% of the individuals would choose to read Christian books, and 10.6% would choose to read religious books from all religions or from different religious traditions ("all religions", "general religious content" "a little bit of everything ", " Christian, Islamic, Buddhist "). Two participants replied "other", two more replied that they would not choose religious books, one participant would choose Islamic books, and one participant would choose Buddhist books (Table 11).

**Table 11. If you answered “yes” in the previous question, what kind of religious books would you choose to read?**

	Συχνότητα	Ποσοστό
Christian	53	80.3
From all religions	7	10.6
Other	2	3.0
I wouldn't choose to read religious books	2	3.0
Islamic	1	1.5
Buddhist	1	1.5
Total	66	100.0

Furthermore, the attendants / patients who would like to have books written in another language in the collection of the AHEPA lending library indicated their preferred languages. In total, N = 70 responses were received. Nine (N = 9) participants gave more than one answer, while a total of thirty-eight participants (N = 38) did not answer this question. As shown in Table 12, English was the foreign language of choice for 44.4% of the sample. Beyond that, 9.3% responded that they did not want any foreign language ("Greek"), while French was chosen by 5.6%, German by 4.6%, Spanish was chosen by 3.7% and Russian by 3.7%. Other languages reported were Chinese, Turkish, Albanian, and Arabic (each N = 1). Finally, one participant responded that the choice of the language depends on the type of book, while another responded "other".

**Table 12. If you answered “yes” in previous question, in which language would you like to read books?**

	Frequency	Percentage
English	48	44.4
Greek	10	9.3
French	6	5.6
German	5	4.6
Spanish	4	3.7
Russian	4	3.7
Chinese	1	.9
Turkish	1	.9
Albanian	1	.9
Arabic	1	.9
Other	1	.9
Depends on the type of the book	1	.9

In the ninth question, the chaperons and patients were asked about the usefulness of the existence of the AHEPA Public Library as well as of the AHEPA Hospital Library. The results, shown in Table 13, showed that 39.2% found libraries to be very useful, and 44.1% found them quite useful. 13.7% found these libraries to be moderately useful. Two participants found the libraries to be of little use, and one participant responded that they were of no use. To this question, answered using a Likert-type scale, on average the sample found the AHEPA Hospital Library as well as the Public Library for patients and chaperons to be "quite" useful, (Avg = 4.19). Six participants did not respond to the question.

**Table 13. How useful do you find the existence of both the Public Library for Patients and the AHEPA Hospital Library?**

		Frequency	Percentage	Valid Percentage
Valid answers	Not at all	1	.9	1.0
	Slightly	2	1.9	2.0
	Moderately	14	13.0	13.7
	Adequately	45	41.7	44.1
	Very much	40	37.0	39.2
	Total	102	94.4	100.0
Unanswered questions		6	5.6	
\Total		108	100.0	

Finally, interviewed chaperons and patients were asked to make suggestions for the library and its operation. A total of 33 proposals were submitted by N = 25 participants. Eleven of the twenty-five patient companions suggested **that the existence of the library should be made known** (N = 11). Specifically, the reports were as follows: "Disclosure of the Library's existence", "Better Information on the Library's existence", "Inform the Clinics of the Library's existence", "Disclosure of existence", "Disclosure of existence in order for book donations to occur", "The Library should become widely known in the clinics", "The Library should become more publicly known", "Make people aware of the Library faster in some way", "More information about the library", "It needs to become more known to the public", and finally "Provide information on a room-to-room basis that there is a library".

Six chaperons / patients suggested **the increase and renewal of the available library titles** (N = 6), with one participant recommending the voluntary donation of books. Specifically, they mentioned: "Distribution of books on diseases and remedies", "Voluntary donation of books to the Public Library", "Continuous upgrade of titles", "Inclusion of as many books as possible", "More fairytales for the Pediatrics clinic", and "Addition of a new collection of more modern books."

Four participants suggested the **extension of the library working hours** (N = 4). Specifically, they mentioned: "Change of schedule so the Library can be open in the evenings", "Having an open library in the afternoon", "Extension of working hours. Certainly if the working hours were more extended, more people would have access to it and the Library would gain a greater number of visitors", and "Staying open during the whole day in order to provide patients with peace of mind". Three patient chaperons suggested **improved access to the library and books** (N = 3), indicating the following: "Easy access", "Better access to Library grounds", and "Extension of the Library to more clinics". Also, two participating chaperons suggested **the sharing of the list of available books** (N = 2), recommending: "Announcement of printed material in the multiple clinics and hospital sections for existing books", and "Creation of a list of books included in the Public Library. The list would be posted throughout the clinics so the public can be properly informed". An interesting suggestion, given by one participant, concerned **readouts of fairy tales in the pediatric clinic** ("There could be live readouts of fairy tales in the pediatric clinic"). At one time, **the possibility of ordering books from the library** was also suggested ("We could order books from the Library"), **the creation of an online library** ("Internet access and an electronic library"), **the renovation of the Public library** ("The Public library here is in shambles"), **courtesy of staff** ("The staff should be helpful"), **staff literacy** ("The Library staff should possess a knowledge of literature"). Finally, one participant mentioned **the general usefulness of books** ("Books are something good and therefore needed").

### 1.3 Correlation of demographic data with study questions

In order to examine whether gender, age, and educational level demographics influence statistically significant median responses to questions 1, 2, 4, 5, 7 and 9 of the questionnaire, a series of  $\chi^2$  statistical tests as well as independent samples t-tests and an ANOVA analysis of variance were performed. Specifically,  $\chi^2$  tests were used for queries 1, 2 and 7, since these three are nominal dependent variables. Questions 4, 5 and 9 used t-tests for gender, since they contain nominal and dichotomous independent variables, as well as ANOVAs for age and educational level, since these two independent variables are nominal with more than two response categories.

The results showed that the demographics did not have a statistically significant effect on the use or not of the public library (question 1, "Do you use the AHEPA Public Library?"). Table 14 presents the results of the relevant  $\chi^2$  controls.

**Table 14.** Demographic Impact Checks on Question 1

	N	$\chi^2$	df	p
Sex	108	.909	1	.340
Age	108	6.183	5	.289
Educational level	108	4.354	6	.629

Gender, age, and educational level did not have a statistically significant effect on the responses concerning the desire or not to convert the public library into a mobile library (question 2, "Would you like the AHEPA Public Library to turn into a mobile library?"). Table 15 presents these non-statistically significant results.

Table 15. Demographic Impact Checks on Question 2

	N	$\chi^2$	df	p
Sex	97	.059	1	.808
Age	97	2.798	5	.731
Educational level	97	3.476	6	.747

Age had a statistically significant effect on the extent to which chaperons were psychologically assisted through the use of the public library (Question 4, "To what extent do you think the People's Library assisted patients and their chaperons psychologically?", ( $F = 3.18$ ,  $df = 5$ ,  $p = 0.012$ ) Gender and educational level did not have a statistically significant effect on the answers.

Table 16. Demographic Impact Checks on Question 4

	t/F	df	p
Sex	1.571	35.977	.125
Age	3.175	5	.012
Educational level	1.923	6	.089

Specifically, multiple LSD comparisons performed, displayed that chaperons and patients ranging from ages 26 to 55 reported that they were psychologically assisted by the public library more than chaperons over 56 years of age (Table 17).

Table 17. Multiple LSD comparisons for the individual effects of age limits

Dependent variable	(I) Age	(J) Age	Medium difference (I-J)	p
4. To what extent do you think the Public Library for Patients and Chaperons has helped you psychologically?	Public56-64	26-35	-1.310*	.018
		36-45	-.863*	.023
		46-55	-1.090*	.007
	Over 65	26-35	-1.542*	.012
		36-45	-1.095*	.018
		46-55	-1.322*	.006

Gender, age, and educational level did not have a statistically significant effect on the mean responses to question 5, "To what extent do you think the AHEPA Public Library provides the books you read?" (Table 18).

Table 18. Demographic Impact Checks on Question 5

	t/F	df	p
Sex	-.327	36.377	.746
Age	.429	5	.827
Educational level	.355	6	.905

The demographics of the sample also did not have a statistically significant effect on the answers to Question 7, "Do you wish to have religious books and books written in another language in the collection of the AHEPA Public Library?" (Table 19).

Table 19. Demographic Impact Checks on Question 7

	N	$\chi^2$	df	p
Sex	104	1.303	1	.254
Age	104	2.977	5	.704
Educational level	104	8.447	6	.207

Finally, gender, age, and educational demographics did not have a statistically significant effect on the responses to Question 9, "How useful do you find the existence of both the Public Library for Patients and the AHEPA Hospital Library?"

**Table 20. Demographic Impact Checks on Question 9**

	t/F	df	p
Sex	-1.109	45.302	.273
Age	1.277	5	.280
Educational level	.638	6	.700