

CHIP MEETING MINUTES

DATE: FEBRUARY 26th, 2013 at 9:30 A.M.

LOCATION: Stanford Health Library Hoover Pavilion

PRESENT:

El Camino Los Gatos Health Library (Mike Liddicoat)
Mills-Peninsula Health Services (Debbie Martin)
Milton J. Chatton Medical Library (Hella Bluhm-Stieber)
Milton J. Chatton Medical Library (Rory Dougan, Intern)
Seton Medical Center (Jeanie Fraser)
Stanford Health Library East Palo Alto Branch (Edgar Lopez)
Stanford Health Library Hospital Branch (Carmen Huddleston)
Stanford Health Library Main Branch (Nancy Dickenson)
Stanford Health Library Main Branch (Jean Johnson)
Palo Alto Medical Foundation Physician Library (Geri Bodeker)
Planetree Health Information Center (Chezire Aclimandos)
Valley Care Health Library (Margaret Hsieh)

1) CHIP Members introduced themselves.

2) Approval of Minutes from November 2012 meeting: After reviewing the minutes, members voted to approve them without any changes.

3) Patron-Driven Librarianship (Geri Bodeker and Debbie Martin)

Debbie and Geri work in partnership within the Peninsula Coastal Region of Sutter Health.

“We need to change and that’s difficult”. For one year Debbie’s goal was to do “something different in the library”. In order for her to stop procrastinating she chose to do something different every time her boss went on vacation. This led to conversations with the head of nursing education which led to projects. She found out from the head of nursing education that there were not enough places for nursing students to do their mandatory trainings. She offered the library and is now partnering with nursing education on other projects as well. She also started working on the Magnet nursing project.

The Mills-Peninsula Health Services Library is in a building that is both Mills-Peninsula and PAMF. The doctors are PAMF and Mills-Peninsula because the building is connected directly to the hospital and all doctors with access must be Mills-Peninsula doctors.

Geri is in an ambulatory care setting. Her main clientele are physicians. Geri started at PAMF in 2010. She focused on service, quality, and access. She created a digital library because PAMF is very geographically dispersed. Debbie and Geri have a union catalog – Library World. This improved access.

What do patrons value? Speed! To provide value-added service, Geri provides quick delivery of crisp copy quality articles and in some cases will retrieve more current, relevant articles based on the topic of the article request(s). For literature searches, she reads the articles before she delivers them and highlights relevant results in the articles. In some cases, she will offer her interpretation of the results and the search strategy she used. To counter negative comments about the library, she uses a ready-to-go elevator speech, e.g. “Did you know...?”

She works on increasing visibility:

- EPIC has an Intranet link to the library webpage.
- 1:1 tutoring (in person or via Join.Me seminar)
- Ask a librarian (on OVIDSP) and request an article link
- Build relationships with key stakeholders
- Strategic marketing plan
- Provide 10 minute talks during department meetings
- Writes a column in the physician newsletter – The Synapse
- Needs assessment online survey (gave option to include name and contact info, if they had a question) This option facilitated answering reference questions and addressing specific information needs.
- Teaches EBP at Samuel Merritt University (SMU), School of Nursing.
- Teaches a session on “communicating with hearing-impaired patients” at SMU
- Distributed library fliers via email.
- Utilization dashboard, documents kudos, etc., who uses her most.
- Focus on value-added content, service, access, and quality.

References:

1. “Personal branding for librarians”, *American Libraries*, 43 (11/12): 34-37, 2012
2. “The value of library and information services in patient care: results of a multisite study” *JMLA*, 101: 38-46, 2013
3. “Rethinking your involvement: a survey on Hospital Library Committee participation” *Journal of Hospital Librarianship*, 13: 47-58, 2013
4. “Exploring factors in non-use of hospital library resources by healthcare personnel” *Library Management*, 34: 105-127, 2013

4) Round Table:

Nancy reported the San Diego Sharp has an Ambassador program, where they visit patients and ask them what they need. After visiting Sharp Hospital, Stanford is planning to develop a similar program. They will use MedlinePlus as a patient education tool. (Carmen).

Jeanie is doing brown-bag lunches talks for physicians. She is on the Nursing Safety Committee and is active in SLA.

Margaret is partnering with the Cancer Center to give out wigs, hats, etc. to cancer patients.

Mike is starting to get involved with the Magnet Program in Los Gatos. He is involved with the Lunch & Learn Lectures at the hospital and the Saratoga Senior Center Health Talks.

Edgar works at the Stanford Clinic in East Palo Alto and offers resume and job search assistance in English and Spanish.

Members felt a discussion regarding library closures should be initiated on the NCNMLG blog.

Hella and Connie have been getting involved in more committees after responding to requests from administration for quality improvement and savings suggestions. They also finally succeeded to give short presentations at the new employee orientation. This has already increased the public awareness about the library.

5) Other issues:

EPIC quick links are on front page. Ask to put the library webpage on there.

EasyProxy, Geri and Nancy are considering it because of VPN problems. It is \$500 from OCLC.

LinkSolver @ Ovid is reasonably priced for Wolters-Kluwer customers.

MD Consult will no longer be supported in 2014, but Clinical Key is too expensive. What could be alternatives? Geri's looking at several options including: nothing; OvidMD; EBSCO Discovery Service; Swets Medical Searcher; DynaMed w/MEDLINE full text.

NEXT MEETING TOPIC:

SPEAKERS: TBA

NEXT MEETING DATE: 2nd Part of June 2013

NEXT MEETING LOCATION:

