

CHIP MEETING MINUTES

DATE: March 3rd 2015 at 12:30 P.M.

LOCATION: Mills-Peninsula Hospital Medical Library

PRESENT:

El Camino Los Gatos Health Library (Mike Liddicoat)
Kaiser Permanente Santa Clara (Beverly McLeod)
Milton J. Chatton Medical Library (Hella Bluhm-Stieber)
Milton J. Chatton Medical Library (Connie Kwan, retired)
Planetree Health Library (Aleta Kerrick)
Samuel Merritt University (Barbara Ryken)
Sutter Health, Central Valley Region Library (Jean Lei)
Sutter Health, Medical Center Sacramento (Theresa Johnson)
Sutter Health, Mills-Peninsula Health Services (Debbie Martin)
Sutter Health, Palo Alto Medical Foundation (Geri Bodeker)

ONLINE:

CCS & Associates (Kristin Yiotis)
Kaiser Permanente San Rafael (Carrie Walsh)
Sutter Health Roseville Medical Center (Heidi Mortensen-Torres)

GUESTS:

Palo Alto Medical Foundation, Health Education (Nancy Brown)
SCELC, (Anne Harris)

1) CHIP Members introduced themselves.

2) Approval of Minutes from the June 2014 & November 2014 meetings. After reviewing the minutes, members indicated several needed revisions. The June minutes were revised to indicate that Planetree moved twice and Ms. Candace Ford had multiple bosses. The Kaiser Santa Clara contact information to be changed in the November minutes. With these changes minutes were approved.

3) Guest Speaker:

Ms. Anne Harris (Library Relations Manager) from SCELC (Statewide California Electronic Consortium) introduced members to services available from this organization. This company was started at U.C. in the 1980's and has grown to over 300 library members today. Private libraries, academic institutions, hospital libraries, and research facilities are part of the SCELC Consortium. Members are located in California, Texas, Maine, and Canada.

SCELC's role is to assist libraries by negotiating with vendors to obtain discounted pricing on electronic books, journals, and tools such as calculators. SCELC cannot recommend products. Libraries may join as members for \$750.00 per year or as affiliates. Affiliates do not pay the \$750 yearly fee but do enjoy most of the benefits of membership. NN/LM Members can join with the regional library to participate in SCELC Offers (See http://nlnm.gov/psr/services/e_license/program.html).

Ms. Harris demonstrated features of the SCELC Website. You must create an account to view hidden content on the pages. The Products Tab lists currently active deals chosen by members. Pricing is often not displayed on these deals as many factors are used by vendors to determine the cost of products to a specific institution. These include FTE, number of beds, Carnegie status, etc.

The Offers Tab describes vendor offers currently negotiated and available for purchase. The Offers Tab also includes a list of deals under consideration. Vendors may restrict access to SCELC offers, if a library already directly subscribes to that product through the vendor.

Some vendor products may not be placed directly into a purchasers' catalogue. Some products are not designed to be imported and some vendors may prefer that users go directly to their website to access products. In this case, purchasers can place a link on their website connecting patrons to needed content.

Problems with eBooks were discussed. These include the difficulty of removing old editions from the catalogue when a new edition is published. Hella is seeking a discovery tool that will have the publishers weed out old editions when a new edition is released. Repairing broken links is also a huge issue for library staff.

SCELC is always looking for products that would be of interest to librarians. The company actively solicits input and will contact vendors on the behalf of members and affiliate members. Quotes may be obtained by using the Contact Us Tab. This goes directly to Anne Harris and she will research the issue and get back to you. Alternatively, quotes may be obtained by emailing: Quotes@SCELC.org .

CHIP Members suggested that SCELC include APPS and Socio-metric Devices in their potential product list. Ms. Harris said they would look into the suggestion.

SCELC has a strong presence in the publishing industry. The company has a booth at the Internet Librarian Conference and they host an annual event at Loyola Marymount University. This three day conference and vendor fair attracts a large number of publishers. The Charleston Conference (Cataloguing Conference) and The Timberline Conference (Acquisitions Conference) were briefly mentioned. A brief Q & A session concluded Ms. Harris's presentation.

4) Member Discussion:

El Camino Los Gatos Health Library:

Mr. Liddicoat discussed the LG Health Library's funding status. Since the library now applies for a yearly El Camino Community Benefit Grant, statistics must be presented showing public usage. The library is seeking ways to involve the public and to accurately document all of the efforts made to provide services. Visits, phone calls, emails, library cards issued, contacts made at outreach events, ILL Borrows & Loans, items catalogued, and research requests are all counted on an Excel spreadsheet.

Members were reminded to renew their NCNMLG Memberships in June in order that they may receive discounts on registration and CE Classes at the upcoming NCNMLG Joint Meeting to be held in Jan 2016 at Stanford University.

Members asked about a current proposal to merge NCNMLG with MLGSCA. The leadership of NCNMLG initiated this proposal and these two organizations are discussing the issue. The thought is that merging the chapters would increase the opportunity for collaboration, help distribute committee work over a larger group of individuals increasing participatory involvement in the organization, and increase the size of the organization. These changes will have to be approved by both boards before being presented to NCNMLG & MLGSCA membership for consideration. Members will then vote to decide if the chapter amalgamation should proceed. Discussing this issue with individuals from both chapters at the Joint Meeting was thought to be an excellent idea. Mr. Liddicoat will pass this suggestion on to the Joint Meeting Planning Committee.

Kaiser Permanente Santa Clara:

Beverly McLeod discussed issues with Rittenhouse R2 eBook Database. With this system, after a book is opened three times it becomes unavailable to patrons and is placed on a purchase list. If the item is not purchased it is no longer available. It is difficult to know whether to promote this product and whether three views of a book really indicate sufficient interest in a book to make a decision to purchase the text. Promoting this product to her patrons becomes a difficult decision.

Milton J. Chatton Medical Library:

Connie Kwan has retired and is now an emeritus member of CHIP. She is finishing a few projects at VMC and helping to sort and organize projects she has managed. CHIP Members thanked her for her efforts to organize the Access Medicine acquisition for our consortium.

Hella Bluhm-Stieber indicated that Connie's position has been advertised but not filled as yet. They are seeking an individual who can work well with their team.

Since Swets declared bankruptcy Hella has been looking for a company that could provide a federated search engine meeting the needs of her patrons. She selected the Wolper Information Services' TDNet Discover platform. This product employs a customized single text box that can search books, journals, and databases at the same time. They are currently configuring the product. This will take a while as the data has to be imported from various spreadsheets. A citation matcher is also included with the product. Hella will email screen shots to CHIP Members.

Hella recently completed a NLM Consumer Health Information Course. A great deal of useful information was covered in this four week course. The instructor was Ms. Kelly Ham. As a final project, Hella is using the display cases outside the library to present health information in the three most commonly used languages at her hospital.

CHIP Members inquired about an upcoming NLM Webcast. We will check with Mr. Christopher Stave at Stanford to see if that institution might consider hosting this educational event.

Planetree Health Library:

Aleta Kerrick discussed changes that have occurred at PlaneTree Health Library. Candace Ford, who was PlaneTrees' Director, retired and moved to Oregon. The library is now housed at the Cupertino Public Library. Information Services are provided by Santa Clara County Library Personnel.

Public health and medical reference services are no longer provided by PlaneTree Health Library. Instead, responsibility for that service has been assumed by PHL's partner, the Santa Clara County Library District, and is housed in PlaneTree Health Information Center at the Cupertino Library, which is one of the District's member libraries.

The following facets of the PlaneTree service will still be solely controlled by PlaneTree personnel.

- 1) The PlaneTree Newsletter
- 2) PlaneTree Website <http://www.planetree-sccl.org/>
- 3) PlaneTree FaceBook Page

PlaneTree is currently in the process of expanding their Board of Directors. They have received some funds that were willed to the organization. They also have funds in an endowment. They are in the process of potential new avenues of service they might provide to the community. They are planning a Community Needs Assessment to help clarify possible goals for the organization. They would greatly appreciate receiving any prior Community Assessments that CHIP Members could provide. These could be used as models to help in the development of a Community Assessment Tool appropriate to PlaneTree's needs. PlaneTree would appreciate submission of prior Assessment Tools used by CHIP Members. The tools and results from these surveys can be emailed to Ms. Aleta Kerrick at: aleta@planetree-sccl.org

Planetree Health Library

- has administrative offices in the Mission Oaks campus of Good Samaritan Hospital.
- has no public health information services
- provides health information to the public via our newsletter, Facebook page and website at www.planetree-sccl.org

Planetree health Information Center at the Cupertino Library

- provides free, public health information programming (e.g. lectures)
- provides health information via their website at <http://sccl.org/Services/PlanTree/About-PlaneTree>

Please use the Contact Us Form to send information on health related events occurring in the south bay to Ms. Kerrick.

Mills-Peninsula Medical Library:

Mills-Peninsula has had issues with their IP Address. They have had a shared IP Address but the publishers could raise their rates if journals purchased by Mills – Peninsula were also electronically delivered to another address. To prevent this, IT changed the IP Address for Mills-Peninsula. When patrons could no longer access the library after this IP Address change, usage decreased. Debbie Martin has been working to familiarize patrons with this situation and help them reestablish their connection to the library. She has had to re-publicize the library to re-establish patron usage.

Sutter Medical Center Sacramento & Sutter Health, Central Valley Region Library:

Theresa Johnson discussed Sutter Healthcare's merger of operational divisions. The Sutter Health regions are moving from five divisions to two. She has set funds aside that would have been spent on book purchases until the outcome of management changes becomes apparent. With the merger, a number of IP Issues have developed.

Jean Lei and Theresa Johnson indicate that the Sutter Sacramento Area Libraries are in the process of combining into a smaller organizational structure. They do not know what effect this will have on their libraries. They have transitioned from Windows 7 to Windows 10. They are noticing compatibility problems when using Windows 10. They also have issues with IT blocking websites used by the library.

Palo Alto Medical Foundation Physician Library:

Geri Bodeker reviewed CHIP History. This organization has been in existence for at least 45 years as a venue for continuing education, resource sharing, and mutual assistance. The revised CHIP Website is located at: chipmedlibgroup.weebly.com & the password is medlib45.

Geri discussed and demonstrated the new PAMF landing page. An open house was held one month ago to announce the new webpage. She has worked to group topics categorically and organize the page to efficiently serve the needs of her patrons.

Wolters-Kluwer/Ovid Technologies hosts the page and is responsible for page maintenance. This is both a benefit in that page maintenance & customer support are

| provided but the downside is that Wolters-Kluwer does not include other vendors content on their page.

Highlights of the new landing page include: The opportunity to Ask Your PAMF Librarian for assistance, enables patrons to use the contact forms to request articles and books, literatures searches, etc. Images from journals owned can be imported into papers and PowerPoint presentations. ACP Smart Medicine is extremely useful in guideline development, and CME Credit is available. Ovid MD has been very popular. Users can search both Ovid MD and UpToDate at the same time.

| Geri did receive a discount because of the content PAMF owns through Wolters-Kluwer: Link Solver, A-Z List, UpToDate, Ovid SP, Ovid MD, ACP, eBooks & eJournals.

Kaiser Permanente Santa Clara:

Beverly McLeod discussed using Spring Share (<http://springshare.com/libanswers/>) to track reference statistics and reply to user inquiries. This system can track patron requests, provide email responses, connect users to librarians via real time chat, and develop reports for library management. Because Kaiser is merging its libraries into regional divisions, this product allows one librarian to cover for another librarian when that individual is not available. Kaiser now has more libraries than librarians. Kaiser librarians now are employed not by the medical center but rather by their regional organization. This has produced a more efficient utilization of professional resources.

CHIP Members discussed their policies in regards to collecting metrics that are used to support library operations. Ms. Bluhm-Stieber reminded members of an excellent article discussing this topic published in the July 2002 90 (3): 276- 284 edition of the Journal of the Medical Library Association. This article entitled “The Contributions of Library and Information Services to Hospitals and Academic Health Sciences Centers: A Preliminary Taxonomy. This article contains an excellent appendix detailing the concepts and organizational goals that are supported by library services. Members discussed the possibility of annually sharing metrics collected by our individual libraries. These metrics would be used for internal library improvement purposes only.

Nancy Brown suggested that CHIP members could share their statistics to have a broader base, to see what others are counting and for comparative reasons.

NEXT MEETING TOPIC: TBD

SPEAKER: TBD

NEXT MEETING DATE: TBD.

NEXT MEETING LOCATION: Palo Alto Medical Foundation