CHIP Meeting, Thursday, January 11, 2018 – 10 am – 1 pm.

Attendees: Jean Johnson (President), Carmen Huddleston, Cynthia Johnson, Hella Bluhm-Steiber, Debbie Martin, Leia Casey, Geri Bodeker (Secretary/Treasurer), Hai-Thom Sota, Barbara Ryken (Emeritus), Beverly McLeod, Mira Geffner, Mike Liddicoat

Location:

Samuel Merritt University School of Nursing, San Francisco Peninsula Campus (San Mateo)
1720 S. Amphlett Blvd, 3rd Floor

Agenda:

Coffee and refreshments

Welcome and introductions

Approved minutes from September 20, 2017 meeting

CHIP Bylaws, officers, website

The group will re-visit updating the bylaws in 2019. Also, the officers are terming out soon and we are looking for volunteers to fill the positions of President and Secretary/Treasurer. Geri will look into the access issues on the CHIP website.

New medical library user orientation

Cynthia Johnson led a lengthy discussion regarding best practices for Medical Library orientations. Mike L. provides a 15 minute new MD orientation including a handout and coffee mug with the library's phone number, business card, and candy inside. Geri B. also provides a 15 minute new MD orientation in-person followed by an email welcome letter and the offer of a Skype 1:1 or small group instructional session. Cynthia liked the Skype orientation idea to meet the doctor at their convenience. Mira uses a check list (attached) for staff training purposes and takes them on a tour. Mira's collection is consumer health focused. Cynthia brought up being interested in providing health information for the public in Spanish*. Jean suggested contacting Edgar Lopez at the East Palo Alto Stanford Health Library. The Stanford site also has online information available. Beverly indicated that Kaiser has 30 libraries across four different regions. They use short library videos for orientation on different topics which include an overview of their library services. The Ask the Librarian chat service includes "canned" reference response messages for routine requests. The librarians offer their "library card" to staff that includes the website URL, phone number and email address. She also does a 15 minute presentation for the medical residents. Hella provides a new employee orientation and relies on word-of-mouth marketing. Cynthia uses cartoon YouTube videos to show during orientation sessions. Thom indicated that new SMU students click a link to an online orientation module that includes all services and resources.

Miscellaneous – Geri or Jean will update the CHIP member roster list with new contact information for Mira, Thom, Sarah, and Leia. Also, the two new members contact information will be added.

Back-up libraries in case of a major disaster

Hella talked about the NN/LM Disaster Preparedness certification program. Mike is certified. The goal is to back up libraries with support and information in the event of a disaster. This is something to consider to adding when the bylaws are updated next year. In case of an emergency, libraries need access to knowledge-based information. Thom indicated there might be a policy that was drafted at SMU which covers what to do in the event of water damage occurring in the library. Tips for "Finding a Buddy Library" attached.

NN/LM Emergency Preparedness & Response tool kit – http://nnlm.gov/ep

*Mira provided the following resources for multilingual consumer health info:

https://sis.nlm.nih.gov/outreach.html

breastcancer.org (some information in Spanish)

Resource list (below) from the BCC annual conference (Spanish language, p. 6-8):

http://bcconnections.org/wp-content/uploads/2017/11/BCCs-14th-Annual-Cancer-Conference-Resource-List.pdf

Mira's new work email is mgeffner@sunnyvale.ca.gov - Sunnyvale Public Library

She will be selecting 610-619 (health and medical), and large print, among other books. She will also eventually be working in outreach and homebound delivery, and will be doing the library's PAMF programs.

Lunch catered by Panera

Next CHIP meeting will be held at Mills-Peninsula Medical Center (Debbie Martin); TBA (July?)