

**CHIP Meeting at Samuel Merritt University, SFP Campus, San Mateo
March 14, 2016, 11:30 am-2:30 pm**

Present:

Sarah Naumann, Samuel Merritt University (Sutter Health)
Hai-Thom Sota, Samuel Merritt University (Sutter Health)
Beverly McLeod, Kaiser Permanente, Santa Clara
Mike Liddicoat, El Camino Hospital, Mountain View and Los Gatos
Debbie Martin, Mills Peninsula Health Services (Sutter Health)
Geri Bodeker, Palo Alto Medical Foundation, Samuel Merritt University (Sutter Health)
Aleta Kerrick, PlaneTree Health Library
Mira Geffner, Bay Area Cancer Connections
Lisa Huang, Veterans Affairs Palo Alto Health Care System
Stephanie Powell, RN, Palo Alto Medical Foundation, CHRC (Sutter Health)
Judith Weiner Mills, Santa Clara Valley Medical Center
Hella Bluhm-Stieber, Santa Clara Valley Medical Center
Jennifer Scolari, Samuel Merritt University (Sutter Health), (call-in)
Barbara Ryken, Samuel Merritt University (Sutter Health), (ebooks, call-in)
Jean Lei, Central Valley (Sutter Health), (call-in)
Theresa Johnson, Sacramento (Sutter Health), (call-in)
Roseann Erwin, Palmer College of Chiropractic (call-in)

Welcome and Introductions

Geri welcomed everybody, especially our new members (Lisa Huang, Mira Geffner, Stephanie Powell, Roseann Erwin, and Sarah Naumann), and observed that our membership is growing. Introductions.

Thank you

Geri thanked Mike Liddicoat for many years of dedicated work to CHIP, for his service as our past Secretary/Treasurer and President, and for being the curator of the ABOG articles wiki.

Discovery Search Tools (Judith)

Judith and Hella want input for a good tool. Discussions on best features.

Beverly used a kind of federated search before Kaiser implemented a discovery tool. It was a list of databases to try, when people got stuck with a search. It was called 360 Search. It was a consecutive search and was not used much.

She was not involved searching for a discovery search tool and in selecting Ebsco discovery/EDS. Kaiser customized EDS and calls it "One Search". It is very popular. Interface is everything. EDS looks like Google.

It can be customized. Kaiser added other resources in carousel, added logo, named it. Results bar on right can be customized.

Many ways to limit results, publication type, year... Users need instructions how to limit. Easy to save results.

Librarians search databases mainly directly.

Sarah is looking at upgrading Proquest discovery search or going with Ebsco. They currently have Summon, that needs to be upgraded later this year.

Discovery Tool needs to be/have:

One stop shop

User friendly, easy to use,

Save time

Minimal instructions

Circle back to librarian, ask a librarian, order from Library

Comprehensive.

Good natural language search.

Geri mentioned a preprint JMLA article [Comparison of three web-scale discovery services for health sciences research](#)

How are you promoting library services and resources within your organization?

Library integration and collaboration successes (e.g. new roles, skills, projects, systems, practice, and marketing)

Share hard or soft copies of your annual reports, needs assessment survey, usage statistics, and/or outcome data

Geri, PAMF, showed her **annual report**. She used the Piktochart tool. One can make an info graphic or a brochure. She highlighted Enki and non-clinical outreach, partnerships, etc.

Her flier highlights different materials.

Planned projects: **BeeLine Reader**, started a trial. This plug-in helps people to read better. makes reading online easier, uses color gradients. Geri showed us a brief introduction video of the product. The company tested it on skilled and early readers, struggling readers, and people with different medical conditions like dyslexia. It is a line skipping help. It won the tech award, works in 60 languages, works in Chrome Firefox, Kindle, ebook readers, iPad, mobile... The plug-in costs 99 ct up for phone. There is a time-out feature for library computers. Manual activation mode works only with the main article on the webpage. Free to any library for 2 years through Califa.

Geri did a **needs assessment survey** and used World Apps Online Request Forms.

Lisa started working at the VA in January. Her library is all digital. She is updating their website. Vets can contact library through the EMR system in the future. She is working on a depository for lean management @ Palo Alto VA.

Thom reported that they were involved in the school alumni, student, and employee satisfaction survey. They are collaborating with the school of nursing, and nursing success program. They did outreach to students with Refworks. They started an annual "read a book" program. This year they are all reading "Fresh Fruit Broken Bodies" by Seth Holmes. The author will be on campus on March 30. Other books they read were: The Immortal Life of Henrietta Lacks / Rebecca Slook, and Five Days at Memorial /

Sheri Fink. The Office of Diversity's webpage for resources and events related:

https://www.samuelmerritt.edu/community_reads

They are currently creating a video orientation for new students by all librarians across all campuses. This will be on library home page and hopefully embedded in the LMS in the future.

Mike reported the El Camino's libraries are now on public benefit funding. The libraries were mainly used by physicians, but now are focusing more on patients because of funding. Physicians are still main users, mainly print.

Aleta said that all her users are online. The main service is their newsletter. 1/3 of users click on a link within newsletter. They are redoing their website. They want to promote the newsletter and website in public libraries. We can send her announcements for public events.

Mira works at Bay Area Cancer Connections which is a consumer health library. They specialize in ovarian and breast cancer. They give emotional support, free exercise classes, free wigs, etc. to cancer patients.

All the staff is backup for the Bay Area Cancer Support Line, everybody volunteers. She is working closely with program staff. An outreach team goes to community events. They have several Spanish speaking staff.

Stephanie, RN, works with Geri on the Enki and BeeLine project. The CHRC staff organizes different lectures and recruits physicians for these talks.

Judith talked about marketing efforts at SCVMC. Hella and Judith are participating in many committees, e.g. nursing web committee, website committee, cultural competency committee, customer service committee... Judith became a trainer on Ci Care, customer service.

They do library orientation, get 1 nursing CE. They participate in the new employee orientation twice a month for 5 min.. We did several trainings for CINAHL with an Ebsco rep. They sponsored an AHRQ event. They began lunch and learn seminars, one from Gilroy Clinic on yoga and healing backache, one on end of life options, and the third one a panel by OB/GYNs on zika virus. These lunch seminars are video taped, so that people who cannot attend can view them afterwards.

After the county-wide employee survey, Judith was invited to meet a supervisor. She met with the CEO of the Health and Hospital System for lunch. She told him that we want to bring library services to clinics. He got excited and wants to go on tour with us.

Beverly, Kaiser, is chair of marketing at Kaiser. She is doing poster for MLA "Marketing : the ideal and the real". There is very little literature on marketing in hospitals. She will send all of us a survey.

There are 30 Kaiser libraries in CA, OR, or WA. They work more cooperatively, all Northern CA libraries are under quality, SoCal under physicians. They use springshare, ask the librarian, chat. Springshare can collect stats. They have a link to basic survey at the end of each answer they send to their users. They use libguides to design website.

They developed little business size info cards, for one search and some other services. They publish a quarterly newsletter and do 20-minute long lunchtime learning seminars on intranet webex. On single topics and record them. They have many different public affairs people, on each site.

They try to communicate to specific targets audience. They look at monthly health observances, e.g. national nutrition month and patient safety week. They develop flier, send it to the PR team, “we have resources”. They also send email message with similar message to targeted groups, e.g. Nutritionists. They created a flier template. They created many libguides/ subject guides.

They use different surveys, e.g. after chat, lot, after longer searches, and in-depth follow-up survey. Outcome data,.

Question: If a library uses a discovery tool, will we get fewer requests?

Joint meeting report, posters papers on website

Hella, Judith and Geri talked about the Joint Meeting at Stanford that was very successful. There were very good plenary speakers. **Dr. Richard Kelly from the University of California in Irvine** talked about “The Patient Protection and Affordable Care Act: Who’s Left Behind”, how the US healthcare system compares internationally; **Dr. Patrick O. Brown**, Stanford University, talked about peer-review, open access and his newest project “Impossible Foods”, where he is developing meatless alternatives to the traditional burgers that are better for the environment than animal farming.

Most papers and posters can be read on the website:

<http://ncnmlg.mlanet.org/joint2016/details/papers-and-posters/>

Pubmed for trainer class

Hella and Judith participated in this NLM class. It was a 4-week class, 3 weeks were online, the last session was in person, all day at UC Davis. It was an excellent class. The teachers came from the National Training Center in Texas and from the University of Utah. Hella recommends this class to everybody. She learned many things about the background of PubMed and many tips and tricks.

Retracted (WITHDRAWN) journal articles

Debbie has a physician who is very concerned about the quality of peer reviewed articles and about pushing articles through.

<http://retractionwatch.com/2013/02/25/is-an-article-in-press-published-a-word-about-elseviers-withdrawal-policy>

<http://ori.hhs.gov/> - this is the office of research integrity and lists names of people caught doing nefarious things.

<http://guides.library.umass.edu/scientificpublication> - UMass Amhurst Libraries that have a guide on retracted articles and this lists a blog – retraction watch -

<http://retractionwatch.com/>

PubMed has a section on retracted articles at:

[http://www.ncbi.nlm.nih.gov/pubmed?term=retracted+publication+\[pt\]](http://www.ncbi.nlm.nih.gov/pubmed?term=retracted+publication+[pt])

Perhaps what is needed is education on how to evaluate good and bad info. Suggestion to check ACRL, MLA, ALA...

Specialist board review articles (Urgent Care)

Debbie had staff ask for review articles for urgent care. This is an ER reading list that gets published once a year. [https://www.abem.org/public/abem-maintenance-of-certification-\(moc\)/moc-lifelong-learning-and-self-assessment-\(lls\)/llsa-reading-lists](https://www.abem.org/public/abem-maintenance-of-certification-(moc)/moc-lifelong-learning-and-self-assessment-(lls)/llsa-reading-lists) and this is the LLSA reading list for urgent care.

CHIP website <http://chipmedlibgroup.weebly.com/>

It features links to many professional organizations, disaster health information, career resources, etc. The private membership area needs a login. Please contact Geri. It contains the Chip membership roster, meeting minutes, blog, etc. Blog postings encouraged.

Hella asked if we could discontinue Yahoogroups. We might have to transfer some documents from Yahoogroups to the other website before discontinuing it.

CHIP President/Treasurer-Secretary: new appointments; volunteers?

Geri is termed out as president, Mike termed out as secretary/treasurer. Please volunteer for one of these positions. It would be good to rotate the president position.

Next meeting at Santa Clara Valley Medical Center

Jane Fisher from SJSU asked for **alumni spotlight**. This is a great opportunity to feature medical librarianship.

Tour of the Nursing School and Library

Submitted by

Hella Bluhm-Stieber

San Jose, CA, March 24, 2016