

CONSORTIUM OF HEALTH INFORMATION PROFESSIONALS (CHIP)

CHIP Meeting Minutes 2022_01_14

Present:

Kaiser Permanente, San Jose/Redwood City, Sian Aynsley

Salinas Memorial Hospital, Cynthia Johnson

Planetree Health Library, Lisa Dyckman

Samuel Merritt University, Fresno, Joy Rodriguez

Samuel Merritt University, Oakland, Sarah Naumann (CHIP President)

Samuel Merritt University, Oakland, Leia Casey

Santa Clara Valley Medical Center, San Jose, Hella Buhm-Stieber

Santa Clara Valley Medical Center, San Jose, Judith Weiner-Mills

Sofia University, Palo Alto, Lisa Sammon

Stanford University Medical Center, Palo Alto, Hillary Farkas

Stanford Health Library, Stanford Health Care, Palo Alto, James Liu (CHIP Secretary/Treasurer)

Sutter Health/Samuel Merritt University/College of San Mateo, Geri Bodeker

Sutter Health, Ja'nice Hoobler

Guest Speaker: Michelle Kraft, Cleveland Clinic Library and KraftyLibrarian.com

Welcome

Sarah Naumann welcomed everybody to the Zoom meeting.

Approve Minutes from the Last Meeting

Sarah made a motion to approve the minutes. Geri seconded. Minutes were approved.

Invited Speaker: Michelle Kraft

Michelle Kraft is the Director of Library Services at the Cleveland Clinic, and author of the Krafty Librarian Blog (<https://kraftylibrarian.com/>)

Michelle spoke about lessons learned and continue to be learned from the pandemic. She offered tips and tricks to do more with less with a focus on being more efficient without sacrificing our expertise. For example, at her Cleveland Clinic Library:

- Laptops became a sought-after commodity
- eBooks usage went up
- Document delivery demand went up (since NLM was missing-in-action and her library had to step in to help out)
- Live chat usage also went up to 3,000+/month (now back down to 1,200-1,500/month)
- Staff had to learn to focus on online access for patrons
- Staff had to learn to troubleshoot Zoom, screensharing, etc. for themselves and patrons

- Some staff were re-deployed to other departments (e.g. Guest Services)
- More staff took retirement than expected
- Had to deal with cost repercussions and budget cuts

Some implications and questions for the future to think about:

- Get creative about space sharing, staff sharing, and online services
- Multi-year contracts with vendors are even more important than before
- More disaster planning (e.g. staff shortage when lots of staff get sick)
- “Lego Libraries” – make services, staffing, and resources interchangeable
- Think hybrid
- Think how you can help staff do their jobs remotely and their pain points
- Develop a new elevator speech
- Find new champions

Michele's LinkedIn can be found here: <https://www.linkedin.com/in/michellekraft>

Thank you, Michelle, for speaking to us and sharing best practices on how we can better serve and meet our clients’ needs!

Roundrobin

Cynthia Johnson retired from Natividad Hospital in Salinas, but she joined Salinas Memorial Hospital as a contractor to help it achieve Magnet status.

Judith Mills of Santa Clara County Medical Center San Jose asked about Carmen Huddleston. James Liu responded that his colleague Carmen has recently retired from Stanford Health Library.

Joy Rodriguez at Samuel Merritt University Fresno is working on a Live Chat project.

Lisa Sammon of Sofia University Palo Alto is on site 1 day a week.

Geri Bodeker divides her time remotely between Sutter Health, Samuel Merritt University, and College of San Mateo.

Sian Aynsley of Kaiser San Jose/Redwood City is also working remotely. The local physical collection of books is being transferred up to Kaiser Sacramento.

James Liu of Stanford Health Care is still hoping to go to MeriWest Bank with Mike Liddicoat in the near future to do the paperwork to regain access to our CHIP bank account. James and Mike will be the two authorized signers for the MeriWest account.

Leia Casey is departing from Samuel Merritt Oakland to take on the Education and Research Librarian role at UCSF as well as being the liaison to the School of Nursing at UCSF.

Sarah Naumann reported Samuel Merritt Oakland offers a curbside pickup service. She is working on site about 2 day per week. Her library will be closed for the day on January 28th.

Next CHIP Meeting

The next meeting is preliminary scheduled for May or June, 2022. Sarah Naumann asked CHIP members to email her to suggest ideas and speakers for future meetings.

Submitted by James Liu, Stanford, CA