

PROPOSAL FOR Hospital Library Awards: Demonstrating the Value of the Hospital Library

PRINCIPAL INVESTIGATOR

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Abstract

The project we want to implement is to purchase and implement software and hardware to create an online catalog on our website and make our collection of consumer health materials more visible to people living in our region as well as our local public and school library staff members. We would like to make our materials available to as many consumers in our region as possible.

This would help fulfill our mission of providing information services for members of the communities we serve to help them make informed decisions about their health and quality of life. We want to increase the visibility of our collection and help people in our community be more aware of the value of our consumer health library.

Statement of Work

A. The Hospital

Community Hospital is a full-service hospital, licensed for 78 beds, which specializes in being guest-focused. We embrace many of the Planetree concepts of care, which include involving our patients guests and their family and friends in their healthcare, with a focus on guest education.

We currently have a consumer health library in our hospital that has been open to the public since 1989. Community Hospital's library currently has 1900 cardholders from our community.

The mission of the Community Hospital Library is to provide information service for members of our staff and the communities we serve to help them make informed decisions to help improve their health and quality of life. Our hospital's mission is to improve the health and quality of life of the individuals and communities we serve.

B. Question

Our collection of consumer health texts and videos has over 1000 items, (including periodicals and videos, 20% of which are dated 2000 and newer). Our catalog is currently limited to people who walk into the library or call on the telephone to ask if we own a particular item.

We would like to make our materials available to as many consumers in our region as possible. This project would help fulfill our mission. The purpose of this proposal is to obtain funding for making our collection of consumer health materials more visible and more available to the general public. We want to expand the level of health information services we currently provide by reaching out to groups of patrons who use the public libraries in our region, and make our consumer health resources available to them through Interlibrary Loan, helping our library be a more visible resource to public libraries throughout our region.

Our collection would then be available to all libraries in Colorado and would be Z3950 compliant. Community Hospital's library currently has 1600 cardholders from our community. By cooperating with our regional libraries, we plan to improve library relations, network with other small public libraries, making our resources more visible to them so they can concentrate on other areas of genre, while making our consumer health materials available for use by their patrons.

The project we want to implement is to Cybertools for Libraries. It would allow us to download records already existing in our state library service system's database, (a very small portion of about 25% of our collection) which will be accessible until December of this year.

The software provides an integrated database for including modules for OPAC, Cataloging with Authority Control, Circulation, and Serials Management and makes them available through a catalog on the web.

Our area of the state is limited in access to consumer health information, and the (3) local hospital libraries are the primary providers of this information. Our library has had a consumer health section which is has been open to the public since 1989. Access to our collection through this database will improve the public's access to consumer health information by increasing awareness of our resources. The public libraries in our region are connected to the Internet and would have access to our resources for their patrons through this database.

Objectives

We hope to increase our circulation by 40% in the first year after completion, increase our interlibrary loans, and increase patron and other library staffs' awareness of our resources for all income levels in our service area.

By cooperating with our regional public and school libraries, we hope to improve library relations, network with other small libraries, make our resources available to them so they can concentrate on other areas of genre. If our consumer health materials are more visible their personnel would more easily view what is available to them and their patrons in our collection.

Our intent is to enter our holdings into the system to making them more easily viewed by our current library users and available to other libraries via Interlibrary Loan.

Target Population

The total population of Mesa County is approximately 116,000, of which 10% are Hispanic or Latino. Lying on the western border of Colorado, Mesa County encompasses 3,309 square miles. The city of Grand Junction is the largest city in Mesa County and also the largest in western Colorado. Grand Junction is the medical hub between Denver and Salt Lake City, Utah.

Our surrounding community libraries serve approximately 300,000 people. Our state recently lost funding for its regional library system, which served publicly funded libraries in seven Western Colorado counties:

Delta, Gunnison, Hinsdale, Mesa, Montrose, Ouray, and San Miguel.

We hope to make our materials available to those consumers through the use of this system. By making our collection available for Interlibrary Loan and an online catalog, we plan to increase awareness of the many resources our library provides and reach the maximum number of consumers in our region. We hope to reach groups of consumers in our region who are not normally aware of our services and who would not otherwise have access to our services, i.e. they do not normally come into our hospital. If they were aware of resources which includes Spanish-language materials that they could borrow through their local branch of the public library, it would make our materials & resources available to a much larger socioeconomic group.

- a) **Partnerships** - This will strengthen the partnership between our medical/consumer health library and the public libraries in our region. We currently provide backup reference service to our public library's reference staff by giving them bookmarks with our library information, and they refer patrons with in-depth medical questions to our library. We hope to increase usage of our materials and knowledge of our resources through this project. We have a good working relationship with the library staff of both of the other local hospitals, and currently spend a great deal of time telephoning the other libraries to find out if an item is available in their collection. By having our catalog available on the internet, we hope to provide continuous access (not just during our library hours) to what we have available, and save time and effort of the other libraries' staff members.
- b) **Training** – We will provide individual/group instruction to access this catalog of our resources to consumers, current patrons, and public library staff members once the system is running and records have been entered into the system.

- c) **Enhanced access** – we provide packets of information to patrons unable to visit our library in person by mailing packets of information to them, and could include information about books and other materials available in our collection which they could borrow through Interlibrary Loan.
- d) **Publicity and Promotion** – we will make presentations of this project to our local public library staff when the system is running, hosting their reference staff for a tour of our library. An article for the Colorado Council of Medical Librarian's newsletter, Council Quotes, will be submitted, and we will invite Mesa County school district library staff members to visit our library and view the catalog. We will send a regional library list-serv a message promoting this program and the National Library of Medicine's funding. We will include information about the catalog and the National Library of Medicine's funding in our hospital's weekly full-page ad in the local newspapers.
- In publicizing our libraries and this project, we hope to contact many population groups with information on how to access our catalog. This information will also be presented to the staff at the Marillac Clinic and Women's Resource Center locally who provide healthcare services to low income residents of our area. Our resources are **free** of charge and open to the public, and we will help visitors research illnesses/surgical procedures, and health-related topics. We provide this service as an outreach already, and hope to increase awareness so that low-income people will be able to access our resources through the local public library branches in their areas, making our collection available to them as well.

METHODOLOGY/ACTION PLAN

Purchase software, hardware.

Import data from Southwest System of existing records from Pathfinder system, which is no longer funded by the state, and will host records until December 2004.

Timeline – September 2004 – Purchase software and hardware

October 2004 – begin importing data from Southwest system

November 2004 – begin data entry of records not in Southwest system

May 2005 – Evaluate progress of records data entry

July 2005 – Completion of data entry, begin publicity

PERSONNEL

Community Hospital Library staff partners.

Janet Nelson - Community Hospital Library – Project coordinator. 14 years in current position, 2 ½ years public library and regional library service system experience, inputting data into OCLC for small libraries in service system. Library and Information Sciences course work, Front Range Community College. As a parent volunteer, helped a middle school library transfer records from a card catalog to an automated system on MARMOT. 10% of time will be spent on the project.

Richard Ferstenou, Community Hospital webmaster, library technician, will be utilized for data entry. He has a long history of technology projects, including creation and maintenance of Community Hospital's website and Intranet projects. Also has several years public library technician experience at Mesa County Public Library in Grand Junction. 20% of weekly time will be spent on this project.

Mike Kansgen, Community Hospital Director of Information Technology – Resource person for hardware installation, advisory capacity for technological questions with software company. BS, Mathematical Computer Science. Time spent will be on an as-needed basis.

EVALUATION METHODS

Evaluation will include – number of records entered into the system, amount of time used for training/input, and periodic checking with other libraries who are currently using the system, items not considered in original proposal which might be a possible asset to others considering a similar project.

OUTCOME

Outcome will be determined on whether timeline was accurate. Objectives will be achieved when all records are inputted into the database, outreach activities to other library personnel have been completed. A short survey will be presented to those library personnel at the time of the library visit, and 3 months after the visit to determine their views of the project and their opinion of whether knowledge about our materials made them more likely to utilize our services for their patrons.

Project updates will be presented to the Vice President of Operations on a quarterly basis and at completion of the initial data entry phase of the project.

CONTINUATION OF ACTIVITIES AFTER PROJECT COMPLETION

Our institution will continue to support the database access fee after original grant funding provided by NLM is completed.

Community Hospital started our consumer health collection with a grant from the Colorado State Library in 1989 and in-kind services from Mesa County Public Library and the Pathfinder Library Service System. Our hospital has continued funding this resource yearly since that time and has participated in cooperative activities with other libraries as well as in DOCLINE and Interlibrary Loan for many years. We have received a grant from a local foundation for purchase of a public access computer and database access for one year. Our hospital has continued to fund this since 1995. We have also received grants for materials from a local service organization and a local grocery store chain, which we have made available to our entire local community.

Appendix C Project Table

Organization:

Question/Problem	Objective	Methodology/Action Plan	Outcome
The library catalog is not available Outside our library and limits knowledge of materials our library has to persons who come into the library	Purchase software to make catalog available through the hospital's website	Work with IT department to evaluate different products available on a limited budget	
		Purchase Cybertools for Libraries software	
		Purchase hardware	
		Install software	
	Begin transfer of existing records from Southwest System which will host existing Pathfinder system records until December 2004		
	Begin inputing data of newly purchased materials that were not on the Pathfinder system		
	Promote new service to public and school libraries, hospital's medical staff, and area residents	Invite local reference staff from branch libraries to tour the library and view catalog	
		Include information about the catalog in Physician newsletter and in hospital's ads in local newspapers	
		Invite school librarians to tour library and view catalog	
		Write article for Colorado Council of Medical Librarians' newsletter, Council Quotes	
	Circulation and Interlibrary Loan provided increase	Keep statistics on increased usage	

		Offer to make presentation about project implementation at Colorado Library Association meeting in October, 2005	
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ATTACHMENT 2

Budget

Submitted by: Janet Nelson

Date Submitted: 07-29-2004

EXPENDITURE CATEGORY

		AMOUNT
Personnel	(cost for personnel will be paid by the hospital in existing budget)	
Equipment	2 news PC's have recently been purchased for the library and are awaiting installation by our IT department	
	1 barcode reader (Quickscan 6000)	400.00
	Cybertools software	1800.00
	Date Due Receipt printer	500.00
Supplies	barcode labels	180.00
Other Costs	Onetime setup fee	<u>200.00</u>
	TOTAL	\$3080.00

Budget Narrative

PERSONNEL

Hours will be used in existing library budget to implement this project.

We have a person currently on staff who has the capability of implementing this project. He is our hospital webmaster and has been a long-time library employee partner. He will be inputting data into the system for the project. Current library budget allows 8 hours/week for this project, with the approval of our administrative vice president.

EQUIPMENT

(1) Barcode reader	400.00
(1) Date Due Receipt printer	500.00
Barcode labels	180.00

In order to make our circulation automated, we would purchase barcoding equipment and materials and utilize the pc's already in use in the library. New PC's have been installed in the library in the last month which have the capability of handling this process.

COMMUNICATIONS

Fees and costs for Internet access are already provided by our institution.

REPRODUCTION

Fees and costs for promotions and publicity of project-related materials will be provided by our institution.

OTHER COSTS

Software	1800.00
Onetime software setup fee -	200.00

TOTAL REQUESTED \$3080.00