

Truman Medical Center Lakewood Library
Demonstrating the Value of the Hospital Library
July 30, 2004

Appendix B : Cover Sheet

Name of Principal Investigator: Erin Palazzolo, Clinical Medical Librarian

Name of Institution: Truman Medical Center – Lakewood
Medical Dental Library

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Date: 7-30-04

Abstract:

Truman Medical Center – Lakewood specializes in family medicine and community health. It is a primary teaching hospital for the University of Missouri – Kansas City Medical School. The Medical Dental Library serves 36 Residents, 3 Geriatric Fellows, 45 Physician Faculty members, rotating medical students, and other health care professionals every year. The Medical Dental Library has been in transition the last five years, and is lacking in technology, resources, and services. The library requires a Needs Assessment to determine the unmet needs of its clientele. An award of \$3,193.78 will allow the Clinical Medical Librarian to purchase a laptop and digital camera to compare and collaborate with other local Medical Librarians, and survey and interview library clientele to determine what resources they require to continue providing excellent healthcare services.

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Statement of Work

Introduction to Truman Medical Center Lakewood

Mission: Truman Medical Centers are academic health centers providing accessible, state of the art, quality health care to our community regardless of the ability to pay

Truman Medical Center (TMC) is a non-profit, tax-exempt corporation that functions as the public hospital system for residents of Jackson County and Kansas City, Missouri. We operate two campuses and two dozen outreach services. Our hospitals and clinics are the primary teaching sites for the University of Missouri – Kansas City Schools of Medicine, Nursing, Dentistry, and Pharmacy. Our doctors are faculty members at the UMKC School of Medicine.

Size: TMC's campuses are:

- *Hospital Hill.* This 237-bed facility is centrally located at 2301 Holmes near downtown Kansas City, Missouri. It offers a full range of inpatient services and outpatient clinics focused on adults. It also includes an outpatient community mental health center for adults, children, and adolescents.
- *Lakewood.* This campus has 102 hospital beds, with another 212 long-term, skilled nursing beds in a separate wing. Located at 7900 Lee's Summit Road in the suburbs of Eastern Jackson County, this hospital focuses on family practice and community medicine.

TMC also operates two dozen outreach services for mother/baby nutrition, public health, primary care, home health, counseling, prisoners incarcerated in jails, and specialized services for behavioral health.

Specialties: Truman Medical Center – Lakewood specializes in family medicine and community health. With 36 Family Practice Residents, 3 Geriatric Fellows, and 45 Physician Faculty members, more than 35,000 people are able to receive their primary care at TMC Lakewood each year and the numbers are growing. Lakewood is located in eastern Jackson County near Lee's Summit, one of the fastest growing areas in metro Kansas City. Additional specialty services offered at TMC Lakewood include, Diabetes, Rehabilitation Services, Geriatrics, Obstetrics and Women's Health.

Health Information Resources Currently Available: The Medical Dental Library of Truman Medical Center – Lakewood provides its residents, faculty, and staff health information resources. The Library currently subscribes to 108 journals and houses a small collection of monographs on a wide range of health topics including, diabetes, nursing, cancer, aging, pediatrics, dentistry, and health social work. The Library provides access to four public

computers with access to the Internet. Reputable online resources such as PubMed and MedlinePlus are emphasized to users.

Health Information Services Currently Available: The Medical Dental Library has one full-time Clinical Medical Librarian. The Librarian is available Monday-Friday from 7:30 am to 4:00 pm and by appointment. The Librarian provides medical reference and research, including database searching, bibliography construction, and article retrieval. The librarian also provides instruction on the use of information sources, including training on the use and reliability of databases, print materials, audiovisual materials, and online resources. The Library offers Interlibrary Loan services for materials not available in-house.

The Medical Dental Library is dedicated to providing the most accurate up-to date information to the medical staff at Truman Medical Center – Lakewood. With the best medical information, the medical staff is able to provide the finest medical care to the community.

The Question: WHAT ARE THE CURRENT AND FUTURE NEEDS OF THE MEDICAL DENTAL LIBRARY’S CLIENTS?

Why are the needs of the Medical Dental Library Clients unknown?

The needs of health care professionals are changing constantly, just as the research and access possibilities are increasing every day. The Clinical Medical Librarian acts as the gateway to medical information at Truman Medical Center – Lakewood. Unfortunately, the Clinical Medical Position was empty for a year before the current Librarian started in September of 2003. Prior to the current Librarian, the position was subject to several staff changes; the two previous librarians stayed for less than two years each. Because of the staff changes and empty periods, there has not been a current Needs Assessment conducted.

How the Librarian determined that a Needs Assessment should be conducted.

The Clinical Medical Librarian determined that a Needs Assessment should be conducted for the library because of the large portion of reference questions that cannot be answered with materials available in-house. The library is also behind technologically. There is often a wait to use the public computers, and physicians are often looking for PDA resources that are unavailable in the library. The Needs Assessment will focus the desires of the residents and faculty and will offer hospital administration evidence of the physician’s information needs.

How will conducting a Needs Assessment will help achieve the library’s long-range goals?

The Medical Dental Library is dedicated to providing the best health resources and services to its clients. By conducting a Needs Assessment, the Library will be able to determine and create long range goals to provide the services and resources that its clients want. The Needs Assessment will also be an excellent tool to present to hospital administration when requesting financial support to implement new services. The Needs Assessment will also allow the Librarian to focus on specific needs and apply for more appropriate grants.

Target Population (4 points)

Who is the target population?

The target population is the clientele of the Medical Dental Library. It includes the 36 Family Practice residents, 3 Geriatric Fellows, 45 Physician Faculty members, and the staff of Truman Medical Center – Lakewood.

What difference will this project make for the target population?

Completing a Needs Assessment will positively impact the clients of the Medical Dental Library in several ways. It will allow the library to focus on the materials and services that the clients want most. This will enable the clients to find better information, more quickly. The Librarian will be able to initiate new services based on the responses of the Needs Assessment.

Goals/Objectives/Methodology (20 points)

What are the goals of the project?

The goal of the Needs Assessment and comparison with other local medical libraries will be to identify the unmet needs of the Medical Dental Library's clients. This will allow the library to focus its time and financial resources on the prioritized resources and services.

What are the specific objectives for achieving the goals; what are the expected outcomes?

Specific Objectives	Expected Outcomes
<ul style="list-style-type: none">• Create and Perform a Needs Assessment for the Medical Dental Library.	<ul style="list-style-type: none">• To create the Needs Assessment, the Clinical Medical Librarian will use the digital camera and laptop to collect data and collaborate with other local medical libraries and compare their current resources and services. After the Needs Assessment is complete, there will be a better understanding of what services and resources Library clients are using and what they would like to have available.
<ul style="list-style-type: none">• Enhance Medical Dental Library Services and Resources.	<ul style="list-style-type: none">• The Clinical Medical Librarian will be in a better position to lobby hospital administration for financial resources after presenting the results from the Needs Assessment and the photographic evidence from the digital camera.
<ul style="list-style-type: none">• Enhance the services and resources of other local medical libraries.	<ul style="list-style-type: none">• The Clinical Medical Librarian will share the information learned from the needs assessment, allowing other librarians to perform Needs Assessments in their own facilities and will offer information about what other services and resources similar libraries are providing in the area.
<ul style="list-style-type: none">• Apply for future grants to enhance the Medical Dental Library's services and resources.	<ul style="list-style-type: none">• The Clinical Medical Librarian will use the information learned from the Needs Assessment to apply for future grants.

How were the objectives determined?

The objectives were determined with discussion between medical librarians, and librarians who have already completed a Needs Assessment and used the results to pursue other grants. The objectives were refined with discussion with hospital administration, and library clientele.

How are the objectives to be accomplished (methodology) and what is the timeline?

- **By December 31, 2004**
The Clinical Medical Librarian will meet with five local Medical Libraries to discuss what services and resources they are currently offering their clients.
- **By February 28, 2005**
The Clinical Medical Librarian will create the Survey to be distributed to the Family Practice residents and Faculty at Truman Medical Center – Lakewood.
- **By March 31, 2005**
The Surveys will be distributed to all Family Practice residents and Faculty at Truman Medical Center – Lakewood, and there will be a return rate of 75%.
- **By June 30, 2005**
The Clinical Medical Librarian will conduct open interviews with 10 clients (residents and faculty) about current and future library resources and services.
- **By August 31, 2005**
The information from the surveys and interviews will be compiled.
- **By September 30, 2005**
The information learned from the Needs Assessment will be shared with hospital administration.
- **By December 31, 2005**
The information learned from the Needs Assessment will be shared with all interested local Medical Libraries in a formal meeting.
- **By April 1, 2006**
The Clinical Medical Librarian will apply for two grants that address the results of the Needs Assessment.

What data will be collected?

The Needs Assessment will be created after collaborating with other local medical libraries to discuss their services and resources. The Needs Assessment will focus on the current resources and services available at the Medical Dental Library and possible services and resources that clients would like to see in the future.

How will data be collected, stored, evaluated?

The data will be collected with surveys and through interviews. A laptop computer (see Appendix D, page 11) will expedite information acquisition at other medical libraries, and during the interview phase of the Needs Assessment by allowing the Clinical Medical Librarian to visit the offices and practices of library users. The Clinical Medical Librarian is a solo librarian, who serves a large population of health care professionals, so the laptop and digital camera will allow the librarian to fulfill her many other roles. The digital computer (see Appendix D, page 11) will allow the Clinical Medical Librarian to take photographs at other local medical libraries to allow hospital administration and library users to see comparable facilities in the area.

The data will be stored on the laptop computer, and will be evaluated by the Clinical Medical Librarian, other local medical librarians, hospital administration, and library patrons.

How will the submitter know if the goals/objectives have been accomplished?

The submitter will know that the goals and objectives have been accomplished by following the timeline and methodology outlined in Appendix C : The Project Table (page 9). The resources and services available at the library will also reflect the results of the Needs Assessment.

When will the project be completed?

The project will be complete by April 1, 2006.

How will ongoing needs be met after project completion?

The ongoing financial needs of the Library clientele will be better met by hospital administration after the results of the Needs Assessment are presented. In addition, the Clinical Medical Librarian will apply for grants to support resources and services that support the results of the Needs Assessment.

In addition, please see the attached Appendix C : Project Table (page 9).

Outcomes (14 points)

What are the expected outcomes? What tools will be used to gather outcome data?

- Results of the Needs Assessment (survey and interviews) will be used for future budget, and decision making for the Medical Dental Library.
- Results of the Needs Assessment (survey and interviews) can be used by local Medical Libraries to 1) Create their own Needs Assessment, and 2) Use to enhance their library services and resources.
- Results of the Needs Assessment (survey and interviews) will allow the Clinical Medical Librarian to apply for appropriate grants to enhance the services and resources of the Medical Dental Library.

Who will be interested in the results of the project?

- The Clinical Medical Librarian of the Medical Dental Library will be interested in the results, so that library resources can be targeted to increase services to clients in areas they specify as important.
- The hospital administration of Truman Medical Center – Lakewood will be interested in the results, to better focus resources for Family Practice residents and faculty.
- Local Medical Libraries will be interested in the results, so they can conduct their own Needs Assessment and enhance their library services and resources.

Who will be the source of the data to be collected?

All Family Practice residents and faculty at Truman Medical Center – Lakewood will be given a survey and encouraged to participate. All faculty and residents will be offered the opportunity to participate in an interview.

How will the project be monitored during the implementation?

The Clinical Medical Librarian will monitor the project and follow the methodology and timeline presented in Appendix C : Project Table (see page 9).

How will hospital administration learn of this project and the results?

The hospital administration in control of the Medical Dental Library will be presented with the results by September 30, 2005.

Is this project worthy of being duplicated?

This project is worthy of being duplicated. Every library should conduct a Needs Assessment of its patrons to better understand what resources are being used, and what resources would be used if available. By meeting with other local medical libraries the Clinical Medical Librarian will be able to present services that currently not available in the Medical Dental Library, but are available elsewhere and learn how they would be received if implemented. A Needs Assessment is an ongoing project. Resources and Services are constantly changing as are the needs of wants of library clientele, this makes ongoing Needs Assessment very important.

Discuss how you will know whether your project is a success.

The project will be a success when the goal and objectives have been met. The objectives will be met by following the timeline and completing all tasks in the Methodology/Action Plan (see Appendix C : The Project Table, on page 9). The Methodology/Action Plan outlines presenting the results to hospital administration and other local medical libraries.

Project Personnel (18 points)

Who will oversee/carry out the project?

Erin Palazzolo, Clinical Medical Librarian, will oversee the project. (Please see Appendix E : Resume of Professional Personnel, page 13.)

What is the expertise of the project personnel?

Erin Palazzolo has been a reference librarian working with a diverse clientele for five years. While earning her degree in Library and Information Science from the University of Texas at Austin, she had the opportunity to work at the Texas Rehabilitation Commission (TRC) and Early Childhood Intervention (ECI) Library. The TRC/ECI Library provided the opportunity to assist students and faculty, State of Texas Social Workers, healthcare professionals, TRC and ECI clients and their families. Following graduation, she joined the faculty at Stephen F. Austin State University Steen Library as the Life Sciences Reference Librarian. With her strong background in the Life Sciences, she was able to provide reference services in all subject areas, specializing in biology, psychology, medicine, nursing, and nutrition, to the University's students and faculty.

Her experience at Steen Library afforded her the opportunity to provide instruction to the University's faculty and students in both a classroom environment and on an individual basis. She was able to teach her clients how to use the library's many services, including a wide variety of databases and online resources.

In her current position as Clinical Medical Librarian at the Medical Dental Library at Truman Medical Center – Lakewood, she has the opportunity as a solo librarian to fulfill all responsibilities of library manager and reference librarian.

During her tenure at the TRC/ECI Library, Steen Library, and the Medical Dental Library she has represented both library and hospital interests through various committee appointments

How much time will be committed to the project?

The Clinical Medical Librarian will commit five hours per week to the project.

Budget (4 points)

What funds are being requested?

A total of \$3193.78 is being requested. \$2,960.78 includes the cost for the laptop computer and support supplies. The digital camera cost is \$233.00. (Please see Appendix D : The Budget Table and Narrative on page 11 for more details.)

How does the expenditure of these funds contribute to the achievement of the project goals?

The purchase of the laptop computer and support equipment will allow the Clinical Medical Librarian to collect and store data while collaborating with other Medical Librarians in the area. The laptop will also be used during individual interviews with residents and faculty to collect and store data. The meetings will need to take place outside of the library for ease of the participants and their busy schedules. The Clinical Medical Librarian is a solo librarian with the many responsibilities of serving the large number of health care professional clients. The laptop will help save time and make this project possible.

The purchase of the digital camera will allow the Clinical Medical Librarian to collect photographic evidence to show the hospital administration the physical space and resources available at other similar libraries in the area. The photographs will be a valuable tool when asking for money and space. The Medical Dental Library is essentially a long hallway that makes it difficult to accommodate more than four clients at time, and makes it almost impossible for a group to meet together.

Appendix C : Project Table

Organization: Truman Medical Center Lakewood Medical Dental Library

Question/Problem	Objective	Methodology/Action Plan	Outcome
What services and resources do the library's clients currently use, and what services and resources would the library's client's like to see in the future?	Conduct a Needs Assessment of the Family Practice residents and faculty to learn what services and resources they are currently using and would like to see in the future.	Use laptop and digital camera to collect data at local Medical Libraries to learn what services and resources they are currently offering their clients. Visit 5 local Medical Libraries by December 31, 2004.	
		Create Survey, including current services and resources the library offers, and incorporate feedback from other local Medical Libraries about what services clients would like to see in the future. Finish Survey by February 28, 2005.	
		Distribute Survey to Family Practice Residents and Faculty. Distribute Surveys to all Family Practice Residents and Faculty at Truman Medical Center – Lakewood and have a return rate of 75% by March 31, 2005.	
		Use laptop to conduct open interview with 10 residents and faculty about library services and resources that are presently available and that would be wanted for the future. Completed by June 30, 2005.	
		Compile information by August 31, 2005.	

	Enhance the Medical Dental Library's services and resources. Share information with hospital administration.	Use laptop and digital camera evidence to share information learned for the Needs assessment with hospital administration. Complete by September 30, 2005.	Results of the Needs Assessment will be used for future budget, and decision making for Medical Dental Library.
	Share information with local Medical Libraries.	Hold meeting to discuss the findings of the survey and interviews with local Medical Libraries, incorporate photographic evidence provided by digital camera. Complete by December 31, 2005.	Results of the Needs Assessment can be used by local Medical Libraries to 1) create their own Needs Assessment, and 2) use to enhance their library services.
	Use information learned from Needs Assessment to apply for future grants to enhance the Medical Dental Library's services and resources.	Apply for appropriate grants. Apply for two grants by April 1, 2006.	Enhance Medical Dental Library's services and resources.

Appendix D : Budget Table and Narrative

Organization: Truman Medical Center – Lakewood, Medical Dental Library

Date Submitted: 7-30-2004

Period Covered: September 1, 2004 – April 30, 2006

EXPENDITURE CATEGORY	AMOUNT
PROFESSIONAL PERSONNEL	N/A
SUPPORT PERSONNEL	N/A
FRINGE BENEFITS	N/A
EQUIPMENT	
1. Hewlett Packard NC6000 laptop with extra memory and carrying case	\$2,960.78
2. Kodak EasyShare CX7430 (Manufacture = Kodak)	\$233.00
SUPPLIES	N/A
TRAVEL	N/A
COMMUNICATIONS	N/A
REPRODUCTION	N/A
CONSULTANTS	N/A
OTHER COSTS (SPECIFY)	N/A
TOTAL DIRECT COST	\$3,193.78
[MODIFIED TOTAL DIRECT COST]	\$0
IDC/OVERHEAD (____% * Modified Total Direct Cost)	\$0
TOTAL	\$3,193.78

Budget

What funds are being requested: supplies, travel, equipment, training, communication infrastructure, telephone?

Funds for equipment are being requested to support this project.

How does the expenditure of these funds contribute to the achievement of the project goal(s)?

The purchase of the laptop computer and support equipment will allow the Clinical Medical Librarian to collect and store data while collaborating with other Medical Librarians in the area. The laptop will also be used during individual interviews with residents and faculty to collect and store data. The meetings will need to take place outside of the library for ease of the participants and their busy schedules. The Clinical Medical Librarian is a solo librarian with the many responsibilities of serving the large number of health care professional clients. The laptop will help save time and make this project possible.

The purchase of the digital camera will allow the Clinical Medical Librarian to collect photographic evidence to show the hospital administration the physical space and resources available at other like libraries in the area. The photographs will be a valuable tool when asking for monetary resources.

Appendix E : Resume of Professional Personnel

ERIN WILDER PALAZZOLO

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SUMMARY OF SKILLS

I have been a reference librarian for five years. I currently serve as the Clinical Medical Librarian at Truman Medical Center – Lakewood. As a solo librarian, I have gained experience providing information literacy services, reference services, performing administrative duties, and fulfilling a supervisory role. I have developed an appreciation for and an ability to serve the many functions of a Clinical Medical Librarian.

EDUCATION

MLIS University of Texas at Austin Graduate School of Library & Information Science, 12/99

B.S. University of Kansas, Organismal Biology, 5/98

LIBRARY RELATED EXPERIENCE

Truman Medical Center – Lakewood; Kansas City, MO

Clinical Medical Librarian: 9/2003 – present

Administrative duties, including budget and supervision of volunteers; attend rounds and provide materials related to current health issues; database training; collection development; reference services for hospital staff; Interlibrary Loan (DOCLINE); serve on hospital committees; participation in local Medical Librarian organizations

Stephen F. Austin State University; Nacogdoches, TX

Life Sciences Reference Librarian: 1/2000 – 7/2001

Bibliographic instruction, including database training, in both classroom settings and on an individual basis to students and faculty; information literacy; faculty and client consultation; workshop creation; collection development; reference services for faculty, students, and community members; served on library-wide and departmental committees; use of many online resources and databases including the FIRSTSEARCH interface; experience with Windows and Microsoft Office software

Texas Rehabilitation Commission (TRC) and Early Childhood Intervention (ECI) Library;
Austin, TX

Reference/Circulation Librarian: 1/1999 – 12/1999

Select and recommend materials based on experience in circulation and reference; provide reference services to professionals, students, clients and their families throughout the state of Texas; library instruction to patrons; planning and development of ECI Print catalog; represent library at ECI conferences

Acting Head Librarian: 9/1998 – 12/1998

Above mentioned duties as well as supervising clerical staff in absence of a full-time head librarian

The University of Texas at Austin; Austin, TX

Teaching Assistant: 6/1998 - 8/1998

Worked with the Director of Career Services and Continuing Education to keep current and former students abreast of employment opportunities; data entry of job opportunities

Anschutz Science Library, University of Kansas; Lawrence, KS

Library Assistant: 10/1996 – 5/1998

Interlibrary loan services; catalog maintenance; serials inventory

Southwest Junior High; Lawrence, KS

Tutor: 8/1995 – 5/1996

Tutored students in Algebra, Life Sciences, and Earth Sciences

The Center on Aging, University of Kansas Medical Center; Kansas City, KS

Research Assistant: 6/1995 – 8/1995

Survey, collection, and organization of data for research project

The University of Kansas; Lawrence, KS

Research Assistant: 3/1995, 5/1995 – 6/1995

Field research and data collection pertaining to the life cycle of the yellow-bellied marmots in Capitol Reef National Park, UT

VOLUNTEER WORK

Raguet Elementary School Library; Nacogdoches, TX

Volunteer: Current

Student instruction; reference services; catalog maintenance

Girl Scout Troop 9052; Nacogdoches, TX

Co-leader: 1/2000 – 7/2001

Served as a co-leader for a kindergarten Daisy and then a first and second grade Brownie Troop; planned and executed meetings and field trips

HONORS AND MEMBERSHIPS

American Library Association (ALA) - Member (Current)

Health Science Library Network of Kansas City (HSLNKC) – Member (Current)

Midcontinental Chapter of the Medical Library Association – Member (Current)

Golden Key National Honor Society – Vice President of Community Service (8/1997 – 5/1998)

PUBLICATIONS

Palazzolo, Erin. The Power of Information. *Lee's Summit Journal*. April 7, 2004.

Palazzolo, Erin. For Your Health Information, Choose Your Sources Wisely. *Lee's Summit Journal*. April 14, 2004.

Palazzolo, Erin. Helpful Links for Health Information. *Lee's Summit Journal*. April 21, 2004.

Palazzolo, Erin. Helpful Links for Health Information by Specialty. *Lee's Summit Journal*. April 28, 2004.