

**Continuity of Health Information Award
Hospital Library Advocacy Grant
Quarterly Report**

Reporting Institution:

St. Luke's Hospital of Kansas City
Health Sciences Library
4141 Mill Street
Kansas City, MO 64111

Name of person submitting report:

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Publicity:

The project was announced in the St. Luke's weekly e-newsletter, E-Rounds which goes out to everyone at the St. Luke's Hospital midtown campus.

Other Accomplishments:

Dr. Perley and I, along with research assistant Lori Franklin, have been concentrating on meeting with key library users to better understand their information needs and find out how they are meeting them. One June 1 we met with four clinical nurse educators, three pharmacists and the Director of Communication Disorders at the midtown campus. The following day we traveled to St. Luke's East in Lee's Summit to meet with the nurse educators there. From there we traveled to Hospice and Home Health and talked with their nurse educator. Last we went to St. Luke's South and had a meeting with their nurse educators. The following week, Lori Franklin observed as I taught a class at the College of Nursing.

Target Audience:

All of the people we have interviewed so far are already heavy library users who are generally meeting their information needs through the library. We have learned that many of them consider themselves to be "information conduits" for their respective departments which partly explains why the library does not get requests from a broad range of people in those departments. We have learned that the library is meeting the information needs of people who never call because the nurse educators are making the requests for them.

Goals, Outcomes, Objectives:

The goal of these meetings was to find out something about our core users so that we can write the best questions for the survey. We were also given several names of people who could help us send out the survey. We hope that we can get the survey out to non-users as well as users so that we can better learn what the competing sources of information are. We already know that Google is a big competitor but we also heard about frustration in trying to get full text articles through Google. These problems could be easily solved by teaching people to use the library website. I intend to follow up with these groups.

Cathy Perley, Lori Franklin, and Kathy Fatkin are devising test questions for the survey which will be the next phase of the project.

Evaluation:

We have not reached the stage where we have activities to evaluate.

Impacts and Observations:

We have learned that the people who are already using the library think highly of our services but there are many potential users who do not know what we can do for them. Going around and talking to people is helpful because it puts a face with a name. Many of the people we interviewed were known to me only by email. We also learned that our webpage is not as user-friendly as I thought. We also identified that we need to find new ways to project audio-visual materials. We used to check these out through the library but now that we have a system that covers 100 square miles, we need to find a way to put them all online. Several people voiced frustration with the check-out system which is only available at the midtown campus. I am pushing e-books as a solution to this problem.

Lori ran a little test at the beginning of the college class I taught. She asked the students to find the library webpage without first being told. They did this more quickly than I expected. One student found it in ten seconds and the slowest needed only about three minutes. The results did not correlate to the student's ages. One of the fastest students was 49 years old; the slowest was only thirty-one.

Planned Activities:

We have three more campuses we would like to visit before we finish writing the survey. Once the survey is written and validated, I will be submitting it to the St. Luke's IRB. Once we have their approval we will send out the survey on SurveyMonkey as well as in written form.