

Value of the Health Sciences Library - Planning for a Research Proposal: A Middle Atlantic Region Project

Presentation by Julie
Sollenberger, University of
Rochester, at RAC meeting
February 21, 2008

Goal:

To develop a research plan and proposal to measure the value of the health sciences library, library services, and librarian

Planning Committee

- Karen Brewer – NYU and NN/LM
- Susan Cavanaugh – UMDNJ Camden, Cooper Hospital
- Kathel Dunn – NN/LM
- Sharon Easterby-Gannett – Christiana Care, Newark, DE
- Mary Lou Klem – U. Pitt.
- Lynn Kasner Morgan – Mt. Sinai
- Julia Sollenberger – U. Rochester - Chair
- *Joanne Marshall – U. NC – Consultant*

Focus Groups

- Two focus groups – Philadelphia (5 attendees) & Rochester (6 attendees), both in fall 2007
- Asked participants to conduct interviews of hospital administrators
- Investigated views of both hospital administrators and health science librarians
- Facilitator was Elaine Martin, U. Mass.

Focus Group Common Themes

- Administrators listen to medical staff, nurses and patients, and value that feedback when assessing value
- Administrators valued library for its
 - resources
 - role in supporting patient care, education, administrative decision-making
 - physical space
- Administrators still, by and large, measure value by quantitative measures (like use).

Focus Group Common Themes (cont.)

- Administrators thought library could/should show value by:
 - providing a link to resources from the Electronic Medical Record
 - directly linking evidence to bedside care
 - demonstrating return on investment (though they couldn't suggest how this could be done)

Planning Committee

- Met February 4-5.
- Discussed:
 - Goals, desired outputs
 - Range of librarian roles
 - What should be measured
 - How it should be measured – study designs
 - Potential funding

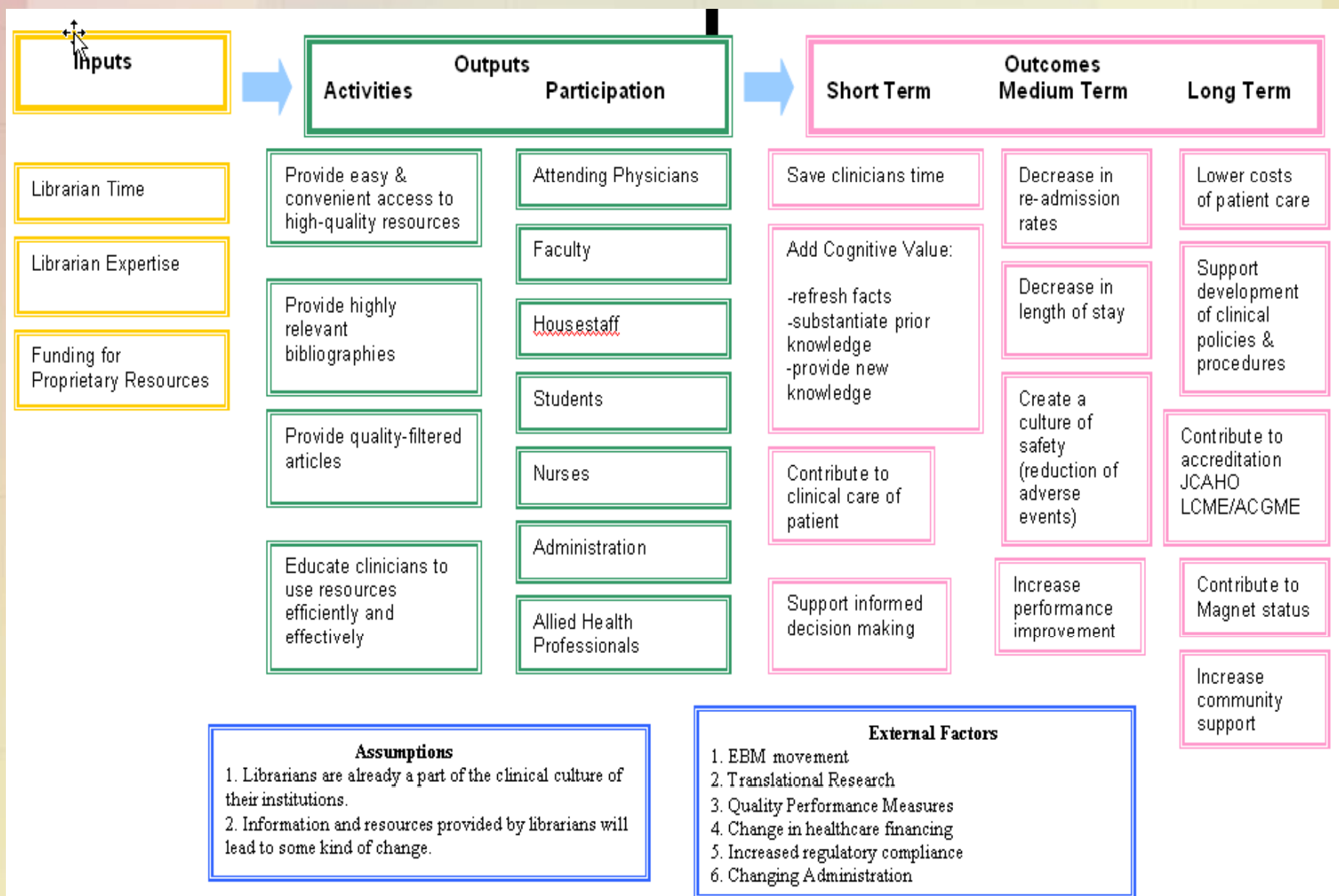
Committee Plans

- Update Rochester Study to reflect current times
- Focus on patient care outcomes
- Expand library/librarian role from direct, in-person information provider, to include:
 - Provider of access to resources, and
 - Educator
- Include a range of clinicians, not just physicians

Committee Plans (cont.)

- Include participants who may have used a source of information OTHER than library
 - Sometimes difficult to identify what is provided by the library and what isn't
- Set study within a context which frames future studies, using a Logic Model

Logic Model of *THE VALUE OF LIBRARIES*



More Committee Thoughts

- Make study practical and doable
- Use survey to measure mostly short-term and a few medium-term outcomes
- Using question branching so we can probe about certain things, based on answers
- Use a “critical incident” technique, with clinicians looking retrospectively at a recent incident where they needed information for patient care

Other Issues Discussed

- May conduct follow-up interviews of a portion of the respondents (based on answers to some of the questions). Not sure about this yet.
- Reduce bias that results from self-reported outcomes
- Will need statistical consult to determine sampling, size, etc.
- Participants not yet determined

Next Steps

- Refine Logic Model even more
- Contact potential collaborators (Joanne will do this)
- Develop draft questionnaire
- Meet again in April

Questions, Ideas

- Thoughts on how to determine that resources come **from library**, or not...
- Others?