

**Report on the Network Member Needs Assessment, April 2007**

**National Network of Libraries of Medicine (NN/LM)  
Middle Atlantic Region (MAR)  
(Delaware, New Jersey, New York, and Pennsylvania)**

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## **Introduction:**

The purpose of the National Network of Libraries of Medicine (NN/LM), Middle Atlantic Region (MAR) network member needs assessment was to collect information from full and affiliate members about their library's needs to sustain and improve library services and to learn about their current activities or future plans for outreach. The MAR Needs Assessment Task Force will use the assessment results in consultation with the Regional Advisory Committee (RAC) to develop a strategic plan for Delaware, New Jersey, New York, and Pennsylvania. This strategic plan will set priorities to support the work of network members in the region for the remainder of the contract. This is a baseline assessment and a follow up assessment will likely be conducted further into the contract. The MAR is committed to formally assessing network member needs and evaluating the NN/LM program.

The needs assessment was a multi-pronged approach to obtain feedback from members. There was input from the four core MAR committees (Library Improvement, Resource Sharing, Technology, and Outreach), the RAC, and the network members through an online questionnaire. In particular the MAR committees provided practical input on issues relevant to our network members that helped to shape the questionnaire. At the preliminary RAC meeting time was spent on both library improvement planning and then outreach planning which provided important themes and issues for the needs assessment. The Needs Assessment Task Force was also instrumental in helping to shape the questionnaire tool.

The needs assessment questionnaire, conducted via an online tool, was administered during the first year (2006-2007) of the NN/LM MAR five year contract. The questionnaire was sent out to members on March 5, 2007 and closed on April 6, 2007. The questionnaire was substantial with fifty-eight questions asking network members about a range of their library needs (with respect to e-resources, funding, interlibrary loan), concerns specific to technology, interests in training for professional development, and outreach activities (see the Appendix for the questionnaire tool).

This report provides an overview of the needs assessment questionnaire and a summary of the results.

## **Methodology:**

The survey software SurveyMonkey was used to create the online questionnaire, manage the responses, and compile the results. The software was programmed to allow only one response per library. The questionnaire was accessible by network members for four and a half weeks, March 5-April 6, 2007. Prior to this a pilot test of the questionnaire tool was completed: the draft questionnaire went to 11 testers made up of academic, hospital, and public librarians from outside of the region. Of the 11, 9 responses were received back from testers.

In order to reach a proportional representation from each state, library type, and membership type within the region, a stratified random sample of the MAR's 770 full and affiliate network members was determined. The NN/LM's Outreach Evaluation Resource Center (OERC) was consulted to determine the stratified random sample since they have expertise in this field in Evaluation Specialist, Cindy Olney, PhD. An online sample calculator was utilized to acquire the sample size (Creative Research System's Sample Size Calculator, <http://www.surveysystem.com/sscalc.htm>). The NN/LM Member Directory was used as the source of NN/LM MAR's complete member listing from which the sample was taken.

The questionnaire went to 448 libraries, 262 (58%) were full members and 186 (42%) were affiliate members. These sample percentages are comparable to the total network membership breakdown of 59% full members and 41% affiliate members. Table 1 shows that the sample also is representative of the membership in terms of location (i.e., state) and institution type. When a library joins the NN/LM they select one of the four institution types listed in the table to register the library. Examples of "other" institution type include state, corporate, and private libraries.

**Table 1. MAR Stratified Random Sample for the Needs Assessment**

	State Totals				Total N=448	Sample %	Membership %
	Academic N=42	Hospital N=222	Other N=44	Public N=140			
Delaware	0	8	1	2	11	2.45%	1.17%
New Jersey	1	34	6	29	70	15.59%	17.53%
New York	22	103	26	61	212	47.22%	46.23%
Pennsylvania	19	78	11	48	156	34.74%	35.06%
Total N	42	222	44	140	448 <sup>1</sup>	100.00%	100.00%
Sample %	9.35%	49.67%	9.80%	31.18%	1		
Membership % (n=770)	10.13%	50.39%	10.65%	28.83%	100.00%		

Endeavoring to achieve a high response rate (60-70%) to the questionnaire, the Tailored Design Method (TDM) as established by Don A. Dillman<sup>2</sup> was utilized. TDM outlines a four-step method for multiple contacts with respondents to encourage them to answer the questionnaire. The four steps are, Step 1: preliminary email to sample population, Step 2: questionnaire sent with cover letter (3 days after step 1), Step 3: reminder email with link to questionnaire sent (one week after step 2), Step 4: call all remaining non-respondents (two weeks after step 3). The response rate to the MAR questionnaire was 65%. (Table 2)

<sup>1</sup> The questionnaire was sent to 448 member libraries. Due to inaccurate information in the member database it was discovered some libraries were closed, no longer staffed, or were no longer members, and some members were listed twice. Of the 448, 415 of the sample member libraries were valid.

<sup>2</sup> Dillman, D.A. 2007. *Mail and Internet Surveys: The Tailored Design Method* (2nd ed.). Hoboken, N.J.: Wiley.

**Table 2. MAR Network Member Needs Assessment Response**

	Total				All Libraries by State (n=271)
	Academic	Hospital	Other	Public	
Delaware		6	1	1	8
New Jersey	1	27	4	13	45
New York	21	66	17	23	127
Pennsylvania	18	46	4	23	91
Total Libraries by Type	40	145	26	60	271

**Needs Assessment Findings:**

The needs assessment questionnaire was structured into these six sections: library improvement, interlibrary loan, technology, professional development, genomics and evidence-based medicine, and outreach. The following tables are taken exactly from the compiled results in SurveyMonkey. Since some respondents did not answer all questions the number of respondents for each question in the following tables will vary.

**Library Improvement:**

The library improvement section of the questionnaire asked specific questions about the library's provision of e-resources, methods of purchasing e-resources, the library's use of external contractors, and funding needs for specific purposes. The results show 75% of respondents purchase e-resources through a consortium or multi-library purchasing plan. A complete list of consortia agreements in the region was compiled and added to the MAR website, <http://nnlm.gov/mar/rsdd/consortia.html> . When asked from a list of library services if the library used external contractors for any services, such as a circuit rider librarian, document delivery, cataloging and processing, 54% said "no" to using external contractors for any service. When asked if there are health specific e-resources you do not have that are important for your library/institution to provide access to, 36% of respondents said "yes". Ninety-three respondents (34%) listed those desired e-resources including these popular titles, Up-to-Date, Science Direct, CINAHL, OVID, and access to more electronic journals. A majority of respondents (61%) have site licenses to provide access to the library's e-resources (Table 3). From a list of funding needs, 59% selected *additional e-resources* as their most important funding need (Table 4). Respondents noted other important funding needs such as computers, printers and other equipment, wireless access, and promotion of library services and resources.

**Table 3. Access to Core E-resources**

<b>Question #11: Check the statements that <i>best</i> describe access to your library's core e-resources (those used most often):</b>	<b>Response Percent</b>	<b>Response Count</b>
Limited to one computer	2.9%	7
Limited to one location within the institution (such as the library, nursing floor, medical staff)	11.3%	27
Site license (limited to library, hospital, or institution)	61.3%	146
Remote access	55.0%	131
Other (please specify)	5.9%	14
<i>answered question</i>		238
<i>skipped question</i>		33

**Table 4. Funding Needs**

<b>Question #15: How important is your need for the following:</b>	<b>Important</b>	<b>Somewhat important</b>	<b>Not important</b>	<b>N/A</b>
Funding/access for <i>additional</i> e-resources	59.3%	29.7%	7.3%	3.7%
Funding/access for <i>additional</i> materials (print or audiovisual resources)	45.8%	38.8%	11.7%	3.8%
Funding/access for library staffing	43.8%	29.8%	15.7%	10.6%
Funding/access to contract for <i>additional</i> library services	17.1%	35.1%	34.6%	13.2%
Funding/access to consultants/experts	9.0%	29.6%	47.5%	13.9%
Funding for additional/improved library space	40.7%	23.2%	26.1%	10.0%
<i>answered question</i>				250
<i>skipped question</i>				21

### **Interlibrary Loan:**

The interlibrary loan (ILL) section focused on electronic interlibrary loan, Loansome Doc service, and needs for the future development of the library's interlibrary loan services. License restrictions were acknowledged as a barrier to the library's offering electronic ILL



while other concerns such as a firewall and problems with attachments were not considered barriers as shown in Table 5. Respondents noted that some additional barriers to the library offering electronic ILL are inadequate staffing, holdings are proprietary, and lack of equipment. In the question which asked about the library providing Loansome Doc service, 64% of respondents selected “not applicable”. Fifty-two percent (52%) of respondents said “yes” to the library offering ILL from electronic holdings as allowed by license agreements. From a list of future developments in document delivery only a low-cost consortium was considered important by 44.5% of respondents (Table 6).

**Table 5. Barriers to Electronic ILL**

<b>Question #18: Are any of the following barriers to your library's offering electronic ILL?</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Firewall</b>	20.4%	53.9%	25.7%
<b>Software compatibility</b>	9.9%	56.5%	33.6%
<b>Attachments do not go through</b>	10.0%	63.8%	26.2%
<b>Misdirected requests</b>	4.2%	61.9%	34.0%
<b>License restrictions</b>	40.3%	32.9%	26.8%
<i>answered question</i>			240
<i>skipped question</i>			31

**Table 6. Future Development in Document Delivery**

<b>Question #22 : How important are the following for future development in document delivery at your institution?</b>	<b>Important</b>	<b>Somewhat important</b>	<b>Not important</b>	<b>N/A</b>
<b>Access to a hosted central server to deposit and retrieve electronic documents</b>	28.4%	26.3%	31.4%	14.0%
<b>Access to a commercial, pay-as-you-go service</b>	8.3%	21.7%	52.2%	17.8%
<b>A low-cost consortium</b>	44.5%	28.4%	13.6%	13.6%
<i>answered question</i>				243
<i>skipped question</i>				28

## Technology:

This section asked questions about specific technology issues and applications such as technology support issues (either from an IT perspective or equipment perspective), awareness and use of new technologies (Tables 7 and 8), and technology’s impact on the library’s physical space. Many respondents (57%) answered “yes” to the question, *Has the prevalence and use of technology had an impact on the library’s physical space?* Almost as many respondents (51%) took the time to describe the impact technology has had on the library’s physical space. Some common comments include print collections are being removed to accommodate more computer access to e-resources, reconfiguring space to allow for more computers, more power outlets are required to accommodate more technology, and many libraries need more space while others need less space due to the elimination of print journal collections. The technology issues of concern, but not critical to the library, were a lack of a robust network, lack of in-house technical support, and difficulty with security/firewall (Table 9). A majority of respondents answered “no” (as in no, these were not an issue for the library) to specific technical support issues in the library such as security for web access, remote access, and library technology needs compatibility with the information technology department’s standard rules (Table 10). Respondents also related the biggest trends in technology related to their library such as RSS feeds, wikis, blogs, wireless access, and remote access to e-resources.

**Table 7. Test Server for New Technology Applications**

<b>Question #24: Would a test server environment, hosted by a neutral body, where you could experience new technology applications such as wikis, blogs, RSS feeds, etc. be useful to you?</b>	
<b>Yes</b>	37.4%
<b>No</b>	18.9%
<b>Not sure</b>	43.6%
<i>answered question</i>	243
<i>skipped question</i>	28

**Note:** 54% answered “no” when asked if they would be willing to pay for this type of service.

**Table 8. Recommended Technology Applications**

<b>Question #26: If a list of recommended technology applications for use in libraries was developed, would any of the following be useful to your library?</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Online catalog for small to medium-size libraries</b>	57.2%	34.7%	8.1%
<b>Wireless networks</b>	52.8%	34.5%	12.8%
<b>Video teleconferencing</b>	35.0%	44.7%	20.3%
<b>Content management system</b>	40.1%	23.7%	36.2%
<b>Federated searching</b>	40.2%	25.6%	34.2%
<i>answered question</i>			240
<i>skipped question</i>			31

**Table 9. Technology Issues of Concern**

<b>Question #23: Please rank the following technology issues of concern to your library:</b>	<b>Critical</b>	<b>Somewhat critical</b>	<b>Not critical</b>	<b>N/A</b>
<b>Lack of equipment</b>	16.0%	32.9%	42.6%	8.4%
<b>Lack of in-house technical support</b>	13.1%	30.0%	48.1%	8.9%
<b>Challenges managing e-resources</b>	22.5%	38.1%	32.6%	6.8%
<b>Lack of a robust network</b>	9.0%	23.9%	53.8%	13.2%
<b>Difficulty with security/firewall</b>	9.4%	31.6%	47.4%	11.5%
<b>Development of wikis/blogs/RSS</b>	5.2%	24.9%	42.9%	27.0%
<i>answered question</i>				241
<i>skipped question</i>				30

**Table 10. Technical Support Issues**

<b>Question #29: Do you have technical support issues in your library involving:</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
<b>Security for web access</b>	33.5%	57.3%	9.2%
<b>Remote access via VPN, proxy servers, portals</b>	36.3%	43.9%	19.8%
<b>Uniqueness of library applications and service goals and their compatibility with IT's standard rules</b>	39.1%	40.3%	20.6%
<i>answered question</i>			239
<i>skipped question</i>			32

**Professional Development:**

In this section respondents were asked to rank their training interest and needs. Additional questions were specific to the method of training preferred and the level of institutional support for professional development. In-person delivery for continuing education classes was the resounding choice by 67% of the respondents followed by online tutorials at a 46% response (Table 11). A majority of respondents have institutional funding for professional development (81%) and travel (65%). Ninety-six percent (96%) of respondents receive release time from their institution to attend workshops, training sessions, and/or conferences. When asked if MLA CE credit is important to you/your staff the response was split evenly between “yes” and “no”. Of the training options listed in Table 12, most respondents indicated a moderate need when ranking the training topics.

**Table 11. Method of Delivery for Training**

<b>Question #32: What method of delivery for continuing education classes is best for you/your staff?</b>	
<b>In-person</b>	66.8%
<b>Online tutorial</b>	46.4%
<b>Live, interactive webcast</b>	31.5%
<b>Other (please specify):</b> (Responses included self study packets/papers, hands on presentation, web-casts, online tutorial, teleconference)	4.7%
<i>answered question</i>	
235	
<i>skipped question</i>	
36	

**Table 12. Training Need**

<b>Question #36: Please indicate the level of training need for you/your staff on these topics:</b>	<b>Strong need</b>	<b>Moderate need</b>	<b>No need</b>
<b>Negotiating electronic resource licenses</b>	21.0%	46.3%	32.8%
<b>Copyright compliance regarding interlibrary loan</b>	20.1%	48.0%	31.9%
<b>Routing table for DOCLINE</b>	11.1%	26.1%	62.8%
<b>Marketing and/or advocacy support</b>	33.5%	43.6%	22.9%
<b>Budgeting and other financial competencies</b>	15.7%	44.1%	40.2%
<b>Strategic and/or business planning competencies</b>	19.6%	47.4%	33.0%
<b>Grant writing and/or fund raising competencies</b>	27.7%	42.9%	29.4%
<b>Management and/or or supervision competencies</b>	13.2%	44.5%	42.3%
<b>Evidence based medicine and/or evidence based nursing practice competencies</b>	29.6%	36.5%	33.9%
<b>Developing a consumer health service</b>	17.9%	34.1%	48.0%
<b>Special projects training (e.g., library remodeling, collection development, OPAC software selection, etc.)</b>	20.9%	48.3%	30.9%
<b>Mentoring needs (e.g., someone to take a broad look at my library career and help with professional development)</b>	7.4%	33.9%	58.7%
<b>NLM products (PubMed, MedlinePlus, etc.)</b>	22.0%	50.0%	28.0%
<i>answered question</i>			236
<i>skipped question</i>			35

## **Genomics and Evidence-Based Medicine (EBM):**

Increasingly, medical librarians are responding to the need for EBM. Many librarians are proactive in approaching clinical staff about EBM (such as attending rounds and providing training), while others are learning about EBM and its application by attending professional development workshops. EBM is defined in the PubMed MeSH database as,

*The process of systematically finding, appraising, and using contemporaneous research findings as the basis for clinical decisions. Evidence-based medicine asks questions, finds and appraises the relevant data, and harnesses that information for everyday clinical practice. Evidence-based medicine follows four steps: formulate a*

*clear clinical question from a patient's problem; search the literature for relevant clinical articles; evaluate (critically appraise) the evidence for its validity and usefulness; implement useful findings in clinical practice.*

Similarly, the field of genomics, the study of all of a person's genes including interactions of those genes with each other and the person's environment,<sup>3</sup> is an informational area medical librarians are alert to due to the increasing scientific research and publication in this field. Questions regarding genomics and EBM were included in this needs assessment in order to gauge where librarians in the MAR are in terms of interest, awareness, and application (Tables 13 and 14). When asked for a description for the level of participation of librarians in their institution in evidence based efforts (e.g., evidence based medicine/nursing practice/dentistry) respondents reported a high level of involvement including journal clubs, EBM training sessions, EBM literature reviews, and many reported specifically working with nursing staff on EBM/N.

**Table 13. Involvement in Genomics**

<b>Question #38: Is your institution involved in genomics through research, education, or in-patient care?</b>	
<b>Yes</b>	14.5%
<b>No</b>	52.8%
<b>Don't know</b>	23.4%
<b>Not applicable</b>	9.4%
<i>answered question</i>	235
<i>skipped question</i>	36

<sup>3</sup> National Institutes of Health. National Human Genome Research Institute. <http://genome.gov/19016904>

**Table 14. Genomics Information Service**

<b>Question #39: Do you perceive genomics information services to be:</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N/A</b>
<b>important to your library/institution now?</b>	13.8%	36.4%	32.4%	17.3%
<b>important to your library/institution in 2 years?</b>	13.2%	23.3%	46.1%	17.4%
<b>important to your library/institution in 5 years?</b>	13.5%	18.1%	50.2%	18.1%
<i>answered question</i>				229
<i>skipped question</i>				42

**Outreach:**

This section of the questionnaire asked about network members' current and potential future activities for outreach (defined as the effort to raise awareness of health information resources among consumers and health professionals). More than half of the respondents (57%) acknowledged participating in outreach activities. Some of these outreach activities reported in the needs assessment are described as creating consumer health information brochures, community health education programs, representing library services at community health fairs, and training for medical staff on e-resources. Time, staff, and money were selected as the major barriers to forming outreach partnerships (Table 15). Respondents were asked to select from a list of choices which community based organizations would make a possible partner for outreach (Table 16) and which major health issues exist in their geographic area (Table 17). Sixty-one percent (61%) of respondents recognized senior citizens as an underserved population as a possible target audience for outreach. The two major *non-disease* health issues selected by the respondents were no health insurance (72%) and low health literacy (57%). The group of unaffiliated health professionals selected by most respondents (46%) as a possible target audience for outreach activities was nursing care organizations, e.g.: home health agencies, nursing homes, as shown in Table 18.

**Table 15. Barriers to Forming Outreach Partnerships**

<b>Question #43: What are the barriers for your library to forming outreach partnerships? Please only select three:</b>	
Time	69.0%
Money	55.9%
Sustainability	24.5%
Language	3.1%
Culture/attitudes	5.7%
Staff	58.5%
Librarian knowledge of community needs	13.1%
No institutional mandate to do outreach	31.9%
<b>Other (please specify):</b> (Responses included no institutional mandate for outreach, space for planned programs, other departments do outreach)	10.5%
	<i>answered question</i> 229
	<i>skipped question</i> 42

**Table 16. Community Based Organizations as Partners for Outreach**

<b>Question #44: What Community Based Organizations would make a possible partner for outreach activities in your geographic area? Please select up to three:</b>	
Faith-Based Organizations	34.3%
Non-Profit Health Agencies (e.g. American Red Cross, Urban League, NAACP, Arthritis Foundation, YMCA/YWCA)	56.0%
Senior Centers	54.6%
Schools	43.1%
Community Businesses (e.g. Beauty Salon, Diner)	16.7%
None are applicable	23.1%
<b>Other (please specify):</b> (Responses included public library, hospital, local health providers)	11.1%
	<i>answered question</i> 216
	<i>skipped question</i> 55

**Table 17. Major Health Issues**

<b>Question #46: What are the three major health issues in your geographic area:</b>	
Diabetes	85.2%
Sexually Transmitted Diseases (HIV/AIDS)	19.4%
Heart Disease	76.4%
Infant Mortality	1.9%
Obesity	68.1%
Asthma	23.6%
<b>Other (please specify):</b> (Responses included cancer, mental health, substance abuse)	18.1%
	<i>answered question</i> 216
	<i>skipped question</i> 55



**Table 18. Unaffiliated Health Professionals for Outreach**

<b>Question #48: Which of the following <i>unaffiliated health professionals</i> would be a possible target audience for outreach activities? Please select up to three :</b>	
<b>Public Health Workers</b>	35.8%
<b>Dentist</b>	10.8%
<b>Nurse Practitioner</b>	26.9%
<b>Pharmacist</b>	18.4%
<b>Nursing Care Organizations (e.g.: home health agencies, nursing homes)</b>	46.2%
<b>Rehabilitation (e.g.: Physical or Occupational Therapist)</b>	24.5%
<b>Private Practice Physician</b>	29.7%
<b>Complementary/Alternative Medicine Providers (e.g.: Chiropractor, Homeopath)</b>	24.1%
<b>None are applicable</b>	18.9%
<b>Other (please specify):</b> (Responses included school nurses, EMS, veterinarian)	8.0%
	<i>answered question</i> 212
	<i>skipped question</i> 59

**General:**

The remaining section of the questionnaire asked respondents about MAR member benefits and asked respondents to identify, from a list of published reports, a report that may have had a positive effect on the library’s role within the institution. The selection by 65% of respondents was that none of the listed reports have had an impact as shown in Table 19. However, 49% of respondents went on to select *A report on the value of libraries/information services to cost of care* as a report that would positively affect the library’s role within the institution (Table 20). When asked about the perceived benefits of membership in the NN/LM MAR from a list of current programs and services, DOCLINE was selected as the top benefit followed by training in NLM products (Table 21). Given the opportunity to comment on the NN/LM MAR programs and services, several respondents stated their appreciation for being asked what the NN/LM could do for them and for MAR’s openness to member suggestions.

**Table 19. Report/Article That Had a Positively Affect**

<b>Question #51: A report or article that positively affected my library's role at my institution was (check all that apply):</b>	
<b>To Err is Human: Building a Safer Health System (Institute of Medicine)</b>	17.1%
<b>Building on Success: Charting the Future of Knowledge Management within the Academic Health Center (AAHSL)</b>	2.9%
<b>Charting a Course for the 21st Century: NLM's Long Range Plan</b>	4.3%
<b>The Impact of the Hospital Library on Clinical Decision Making: The Rochester Study (JG Marshall)</b>	18.6%
<b>None have had an impact</b>	64.8%
<b>Other (please list):</b>	5.2%
<i>answered question</i>	210
<i>skipped question</i>	61

**Table 20. Report/Article Topic That Would Have a Positive Affect**

<b>Question #52: If there was another report or article that would positively affect my library's role at my institution it would be:</b>	
<b>A report on the value of libraries (in general)</b>	41.8%
<b>A report on the value of libraries/information services to cost of care</b>	48.8%
<b>Reports have no effect</b>	13.6%
<b>Not applicable</b>	12.7%
<b>Report on another topic (please list):</b> (Responses included value of libraries to quality of care, value of consumer health information for public libraries and health literacy, value of librarian)	6.6%
<i>answered question</i>	213
<i>skipped question</i>	58

**Table 21. Benefits of NN/LM MAR Membership**

<b>Question #54: What are the benefits of membership in the NN/LM MAR ? (Check all that apply):</b>	
<b>DOCLINE</b>	79.1%
<b>Training in NLM products</b>	75.7%
<b>Free promotional materials (brochures, pens, etc)</b>	44.2%
<b>Funding awards</b>	42.2%
<b>Other (please specify):</b>	10.2%
<i>answered question</i>	206
<i>skipped question</i>	65

**Conclusion:**

The data from this needs assessment will be used to develop a strategic plan for the region that will result in a coordinated approach to library improvement and outreach programs. The Strategic Plan will in fact be a set of goals and objectives with a clear set of priorities based on agreement of target or special populations, unaffiliated health professionals and specific program areas.

In an ongoing effort to evaluate NN/LM MAR's programs and services, member input will continue to be sought. Later in the contract a follow up network member needs assessment will be conducted.

## **Appendix:**

### **NN/LM MAR Needs Assessment Questionnaire Tool:**

1. The type of library I work in is:
  - a. academic
  - b. academic health sciences
  - c. consortia/library association
  - d. consumer health
  - e. hospital
  - f. private
  - g. public
  - h. special
  - i. state
  - j. other (please specify)
2. The hospital library I work in is:
  - a. in a teaching hospital
  - b. in a non-teaching hospital
  - c. a hospital affiliated with an academic institution
  - d. other (please specify)
3. Is the library included in any internal collaborative initiatives within your institution? (e.g., evidence based nursing practice, clinical rounds).
4. Is the library represented on any institutional committees? (Specifically committees of a clinical or management nature rather than social groups).
5. My consumer health library is in:
  - a. in or associated with an academic medical center
  - b. in a public library
  - c. is freestanding/independent
  - d. other (please specify)
6. My library is in the state of:
  - a. Delaware
  - b. New Jersey
  - c. New York
  - d. Pennsylvania
7. Does your library provide access to e-resources? (i.e., databases, e-journals, e-books, online point-of-care resources)
8. Are some of the library's e-resources purchased through a consortium or some multi-library purchasing plan?
9. Please list the consortium or multi-library purchasing plan(s):
10. How are the library's e-resource subscriptions funded? (Check all that apply):
  - a. Purchased partially or fully from library budget or library-dedicated fund directly with the *vendor*
  - b. Purchase partially or fully from library budget or library-dedicated fund via a *consortia* (local, state, regional or national consortia)

- c. Available partially or fully subsidized via *other sources* (i.e., multi-type library networks: NY 3 R's Council, NJ Regional Library Cooperatives; academic affiliations: SUNY Connect; state library: NY NOVEL, Access Pennsylvania, Jersey Clicks)
  - d. Other (please specify):
11. Check the statements that *best* describe access to your library's core e-resources (those used most often):
- a. Limited to one computer
  - b. Limited to one location within the institution (such as the library, nursing floor, medical staff)
  - c. Site license (limited to library, hospital, or institution)
  - d. Remote access
  - e. Other (please specify)
12. Are there health specific e-resources you do not have that are important for your library/institution to provide access to?
13. If yes, please list those e-resources:
14. What, if any, library services does your institution use external contractors for (i.e., fee for service)? (Check all that apply):
- a. Circuit rider librarian
  - b. Training instruction for staff and/or users
  - c. Reference and research services
  - d. Database searching
  - e. Document delivery
  - f. Cataloging and processing
  - g. Interlibrary loan including Loansome Doc
  - h. My institution does not use external contractors for library services
  - i. Not sure
  - j. Other (please specify):
15. How important is your need for the following:
- a. Funding/access for *additional* e-resources
  - b. Funding/access for *additional* materials (print or audiovisual resources)
  - c. Funding/access for library staffing
  - d. Funding/access to contract for *additional* library services
  - e. Funding/access to consultants/experts
  - f. Funding for additional/improved library space
16. Other important funding needs? Please specify:
17. Does your library offer ILL from your electronic holdings as allowed by license agreements?
18. Are any of the following barriers to your library's offering electronic ILL?
- a. Firewall
  - b. Software compatibility
  - c. Attachments do not go through
  - d. Misdirected requests
  - e. License restrictions
19. Are there any other barriers? Please describe:

20. Does your library provide Loansome Doc services to any of the following?
  - a. General public
  - b. Unaffiliated health professionals
  - c. Don't know
  - d. Not applicable
  - e. Other (please specify)
21. If applicable, please list the unaffiliated health professionals receiving Loansome Doc service through your library (e.g., pharmacists, physicians, etc.):
22. How important are the following for future development in document delivery at your institution?
  - a. Access to a hosted central server to deposit and retrieve electronic documents
  - b. Access to a commercial, pay-as-you-go service
  - c. A low-cost consortium
23. Please rank the following technology issues of concern to your library:
  - a. Lack of equipment
  - b. Lack of in-house technical support
  - c. Challenges managing e-resources
  - d. Lack of a robust network
  - e. Difficulty with security/firewall
  - f. Development of wikis/blogs/RSS
24. Would a test server environment, hosted by a neutral body, where you could experience new technology applications such as wikis, blogs, RSS feeds, etc. be useful to you?
25. Would you be willing to pay for such a service?
26. If a list of recommended technology applications for use in libraries was developed, would any of the following be useful to your library?
  - a. Online catalog for small to medium-size libraries
  - b. Wireless networks
  - c. Video teleconferencing
  - d. Content management system
  - e. Federated searching
27. Has the prevalence and use of technology had an impact on the library's physical space?
28. Please explain:
29. Do you have technical support issues in your library involving:
  - a. Security for web access
  - b. Remote access via VPN, proxy servers, portals
  - c. Uniqueness of library applications and service goals and their compatibility with IT's standard rules
30. Are there other issues with technical support?
31. What are the biggest trends in technology related to your library?
32. What method of delivery for continuing education classes is best for you/your staff?
  - a. In-person
  - b. Online tutorial

- c. Live, interactive webcast
  - d. Other (please specify)
33. Is Medical Library Association Continuing Education credit important to you/your staff?
34. Do you and/or your staff have access to funding from your institution or other sources for the following?
- a. Professional development
  - b. Travel
35. Does your institution provide release time from work to attend workshops, training sessions, or conferences?
36. Please indicate the level of training need for you/your staff on these topics:
- a. Negotiating electronic resource licenses
  - b. Copyright compliance regarding interlibrary loan
  - c. Routing table for DOCLINE
  - d. Marketing and/or advocacy support
  - e. Budgeting and other financial competencies
  - f. Strategic and/or business planning competencies
  - g. Grant writing and/or fund raising competencies
  - h. Management and/or or supervision competencies
  - i. Evidence based medicine and/or evidence based nursing practice competencies
  - j. Developing a consumer health service
  - k. Special projects training (e.g., library remodeling, collection development, OPAC software selection, etc.)
  - l. Mentoring needs (e.g., someone to take a broad look at my library career and help with professional development)
  - m. NLM products (PubMed, MedlinePlus, etc.)
37. Please list any other topics for training:
38. Is your institution involved in genomics through research, education, or in-patient care?
39. Do you perceive genomics information services to be:
- a. important to your library/institution now?
  - b. important to your library/institution in 2 years?
  - c. important to your library/institution in 5 years?
40. If applicable, describe the level of participation of librarians at your institution in evidence based efforts (e.g., evidence based medicine/nursing practice/dentistry):
41. Does your institution/library support the activity of outreach (the effort to raise awareness of health information resources among consumers & health professionals)?
42. Please describe these activities:
43. What are the barriers for your library to forming outreach partnerships? *Please only select three:*
- a. Time
  - b. Money
  - c. Sustainability

- d. Language
  - e. Culture/attitudes
  - f. Staff
  - g. Librarian knowledge of community needs
  - h. No institutional mandate to do outreach
  - i. Other (please specify):
44. What Community Based Organizations would make a possible partner for outreach activities in your geographic area? *Please select up to three:*
- a. Faith-Based Organizations
  - b. Non-Profit Health Agencies (e.g. American Red Cross, Urban League, NAACP, Arthritis Foundation, YMCA/YWCA)
  - c. Senior Centers
  - d. Schools
  - e. Community Businesses (e.g. Beauty Salon, Diner)
  - f. None are applicable
  - g. Other (please specify)
45. For *underserved populations* in your geographic area, which would be a possible target audience for outreach activities? *Please select up to three:*
- a. Senior Citizen
  - b. Hispanic
  - c. Low Literacy
  - d. African American
  - e. Low Income
  - f. Immigrant
  - g. None are applicable
  - h. Other (please specify):
46. What are the *three* major health issues in your geographic area:
- a. Diabetes
  - b. Sexually Transmitted Diseases (HIV/AIDS)
  - c. Heart Disease
  - d. Infant Mortality
  - e. Obesity
  - f. Asthma
  - g. Other (please specify):
47. What are the *two* major non-disease health issues in your geographic area:
- a. No Health Insurance
  - b. No Accessible, Authoritative, Easy-to-read, Bilingual Health Information
  - c. Low Health Literacy (lack of material for low literacy groups, lack of access to understandable health information)
  - d. Poor Health Communication (between healthcare provider and patient)
  - e. Other (please specify):
48. Which of the following *unaffiliated health professionals* would be a possible target audience for outreach activities? *Please select up to three:*
- a. Public Health Workers
  - b. Dentist



- c. Nurse Practitioner
  - d. Pharmacist
  - e. Nursing Care Organizations (e.g.: home health agencies, nursing homes)
  - f. Rehabilitation (e.g.: Physical or Occupational Therapist)
  - g. Private Practice Physician
  - h. Complementary/Alternative Medicine Providers (e.g.: Chiropractor, Homeopath)
  - i. None are applicable
  - j. Other (please specify):
49. Please provide the name of your institution/library:
50. Who are the *primary patrons* your library serves?
51. A report or article that positively affected my library's role at my institution was (check all that apply):
- a. To Err is Human: Building a Safer Health System (Institute of Medicine)
  - b. Building on Success: Charting the Future of Knowledge Management within the Academic Health Center (AAHSL)
  - c. Charting a Course for the 21st Century: NLM's Long Range Plan
  - d. The Impact of the Hospital Library on Clinical Decision Making: The Rochester Study (JG Marshall)
  - e. None have had an impact
  - f. Other (please list)

52. If there was another report or article that would positively affect my library's role at my institution it would be:
- A report on the value of libraries (in general)
  - A report on the value of libraries/information services to cost of care
  - Reports have no effect
  - Not applicable
  - Report on another topic (please list):
53. What makes a successful NN/LM? Please explain:
54. What are the benefits of membership in the NN/LM MAR ? (Check all that apply):
- DOCLINE
  - Training in NLM products
  - Free promotional materials (brochures, pens, etc)
  - Funding awards
  - Other (please specify)
55. Are there other benefits or services you would like to receive from NN/LM MAR?  
Please explain:
56. Please provide your name and address for follow-up purposes. *Note:* This information will remain confidential. When the data from responses is compiled in a report names and email address will be excluded.
57. What is your position title?
58. Please provide any additional comments about the NN/LM programs and services, or any other topics presented in this questionnaire: