CHAPTER 400: VETERANS HEALTH ADMINISTRATION: LIBRARY SERVICE

1   PURPOSE AND SCOPE

This document outlines Space Planning Criteria for Chapter 400: Library Service. It applies to all medical facilities at the Department of Veterans Affairs (VA). The Library Service includes total space for Health Science and Patient Education Resource Center (PERC) / Patients' Libraries.

The Library Service includes total space for Health Science and Patient Libraries.

1. The Health Science Library is used primarily by physicians, dentists, dietitians, nurses, residents, interns, and clinical support staff, students, trainees and administrative support staff.

2. The Patient Library facilities are provided as a service to patients and may also be used by facility staff.

3. The Media Conference Room is provided primarily for staff and student training and continuing education programs.

2   DEFINITIONS

A. Affiliated: An arrangement whereby a school of medicine agrees to staff a VA facility with faculty physicians, residents and interns / externs. In return, the VA provides the medical school with a venue to train new physicians. In this arrangement, the VA retains responsibility for the care of its patients while the school of medicine retains responsibility for all graduate level education and training.

B. Concept of Operations: A user-developed guide to the functional operation of the VA healthcare facility. It defines the function of the facility and the scope of medical or optometric services to be provided in the new or remodeled space.

C. Full-Time Equivalent (FTE): A staffing parameter equal to the amount of time assigned to one full time employee. It may be composed of several part-time employees whose total time commitment equals that of a full-time employee. One FTE equals a 40 hours per week.

D. Health Care Delivery / Support (HCD/S) Staff: Total number of FTE positions authorized for the facility in the following categories:

1. Number of FTE (Full-Time Equivalent) Title 38 Employees.

2. Number of House Staff Based on MTOT (Maximum number of house staff typically on duty at any one time.) includes all residents, interns and fellows.

3. Number of FTE Clinic Support Staff - includes all technicians, social workers, psychologists, vocational/rehabilitation counselors, LPN/LVN/nursing assistants, audiologists/ speech pathologists, PhDs, pharmacists, rehabilitation therapists and assistants. Also included are secretarial/clerical personnel assigned to those services/ activities which provide direct patient care.

4. Number of Students and Trainees Based on MTOT (Maximum of Students / Trainees Typically on Duty at Any One Time).

5. Number of FTE Administrative Support Staff - includes service chiefs, assistant chiefs, administrative assistants, management analysts, secretaries, and clerks assigned to services which do not provide direct patient care.

    See Table 1: Health Care Delivery / Support staff levels (HCD/S staff levels) in Section 3 for calculation methodology.

E. Health Science Library: A space used primarily by physicians, dentists, dietitians, nurses, residents, and interns, and to a lesser degree by clinical support staff, students, trainees and administrative support staff to access authoritative information with which to make clinical and administrative decisions.

F. Input Data Statement: A set of questions designed to elicit information about the healthcare project in order to create a Program for Design (PFD) based on the criteria parameters set forth in this document. Input Data Statements could be Mission related, based in the project's Concept of Operations; and Workload or Staffing related, based on projections and data provided by the VHA or the VISN about the estimated model of operation. This information is processed through mathematical and logical operations in SEPS.

G. MTOT: **M**aximum of Staff/Students / Trainees **T**ypically on Duty at Any **O**ne **T**ime.

H. Patient Education Resource Center (PERC). A space used by patients, their families, and health care facility staff to access consumer health information. If the PERC is managed by Services other than Library, there should be a strong liaison/coordination between the PERC and Library Service.

I. Patient Library: A facility that provides therapeutic recreational and educational materials to patients and their families and may also be used by facility staff for personal growth and development.

J. Program for Design (PFD): A space program based on criteria set forth in this document and specific information about Concept of Operations, workload projections and staffing levels authorized.

K. Basic Shelving: Basic (reference) shelving is double-faced stack section for current and bound, microfilm, monographs, reference collections, and audio/visual software collections are stored and displayed. periodicals

L. SEPS (VA-SEPS): Acronym for Space and Equipment Planning System, a digital tool developed by the Department of Defense (DoD) and the Department of Veterans Affairs to generate a Program for Design (PFD) and an Equipment List for a VA healthcare project based on specific information entered in response to Input Data Questions. VA-SEPS incorporates the propositions set forth in all VA space planning criteria chapters. VA-SEPS has been designed to aid healthcare planners in creating a space plan based on a standardized set of criteria parameters.

M. Workload: Workload is the anticipated number of procedures or suite stops that is processed through a department/service area. The total workload applied to

departmental operational assumptions will determine overall room requirements by modality.

3   OPERATING RATIONALE AND BASIS OF CRITERIA

A. Workload Projections or planned services / modalities for a specific VA medical center, hospital or satellite outpatient clinic project are provided by the VA Central Office (VACO) / VISN CARES Capacity Projection Model. The workload projections are generated by methodology based upon the expected veteran population in the respective market / service area. Healthcare planners working on VA medical center, hospital or satellite outpatient clinic projects will utilize and apply the workload based criteria set forth herein for identified services and modalities to determine room requirements for each facility.

B. Space planning criteria have been developed on the basis of an understanding of the activities involved in the functional areas of the Library Service and its relationship with other services of a medical facility. These criteria are predicated on established and/or anticipated best practice standards, as adapted to provide environments supporting the highest quality heath care for Veterans.

C. Health Care Delivery / Support (HCD/S) Staff calculation:

Total Health Care Delivery / Support Staff = (Number of Title 38 positions FTE positions) + (Number of MTOT House Staff FTE positions) + (Number of Clinic Support Staff FTE positions) + (Number of MTOT Student / Trainees FTE positions) + (Number of Administrative Support Staff FTE positions)

TABLE 1: HEALTH CARE DELIVERY / SUPPORT (HCD/S) FTE STAFF LEVELS

LEVEL	TOTAL NUMBER OF HCD/S FTE STAFF
A	Up to 350
B	351 TO 750
C	751 - 1000
D	1001 or greater

D. Seating calculation Health Sciences Library :

To calculate the number of seats, multiply the number of FTE positions by its appropriate factor per Table 2. Add results deduct the Number of Electronic Carrels.

TABLE 2: SEATING CALCULATION

NUMBER OF HCD/S FTE POSITIONS	FACTOR
Title 38 Employee	0.04
MTOT House Staff	0.05
Clinic Support Staff	0.02
MTOT Student / Trainees	0.02
Administrative Support Staff	0.01

E. Double-Faced Shelving Section calculation Health Sciences Library:

To calculate the number of double-faced shelving sections per type, multiply the HCD/S staff positions by the appropriate factor per Table 3.

TABLE 3: DOUBLE-FACED SHELVING SECTION CALCULATION

TYPE	FACTOR
Current Periodicals	0.0968
Bound Periodicals	0.2583
Microfilm	0.0107
Monograph Collection	0.2045
Basic Reference Collection	0.0215

F. Seating calculation Patient Education Resource Center (PERC) :

To calculate the number of seats, multiply the planning parameter by its appropriate factor per Table 4. Add results.

TABLE 4: PERC SEATING CALCULATION

PROJECTED NUMBER OF PATIENT BEDS / OUTPATIENT VISITS	FACTOR
Mental Health Clinic	0.05
Patient beds (including Nursing Home / Residential Care Facilities and Domiciliary)	0.05
Outpatient visits	0.0002

G. Double-Faced Shelving Section calculation Patient Education Resource Center (PERC):

To calculate the number of double-faced sections per type, multiply the each parameter by the appropriate factor per Table 5.

TABLE 5: PERC DOUBLE-FACED SECTION CALCULATION

NUMBER OF PATIENT BEDS / OUTPATIENT VISITS PROJECTED	FACTOR
Patient Beds (including Nursing Home / Residential Care Facilities and Domiciliary)	0.021
Outpatient Visits	0.0001

H. Patient Education Resource Center (PERC) Electronic Carrels (computers and printers) calculation:

To calculate the number of Electronic Carrels, multiply each parameter by the appropriate factor per Table 5.

TABLE 6: PERC ELECTRONIC CARREL CALCULATION

NUMBER OF PATIENT BEDS / OUTPATIENT VISITS PROJECTED	FACTOR
Mental Health Clinic	0.01
Patient beds (including Nursing Home / Residential Care Facilities and Domiciliary)	0.02
Outpatient visits	0.0001

4 PROGRAM DATA REQUIRED (Input Data Questions)

A. Mission Input Data Statements
  1. Is Health Care Delivery / Support (HCD/S) Staff Level A authorized? (M)
  2. Is Health Care Delivery / Support (HCD/S) Staff Level B authorized? (M)
  3. Is Health Care Delivery / Support (HCD/S) Staff Level C authorized? (M)
  4. Is Health Care Delivery / Support (HCD/S) Staff Level D authorized? (M)
  5. Is a Health Sciences Library authorized? (M)
  6. Is a Patient Education Resource Center (PERC) authorized? (M)

B. Workload Input Data Statements
  1. How many Mental Health and Behavioral Patient Care Unit Patient Beds are projected? (W)
  2. How many Patient Beds (including Nursing Home / Residential Care Facilities and Domiciliary, excluding Mental Health) are projected? (W)
  3. How many Outpatient visits are projected? (W)

C. Staffing Input Data Statements
  1. How many Title 38 Employee FTE positions are authorized? (S)
  2. How many MTOT House Staff FTE positions are authorized? (S)
  3. How many Clinic Support Staff FTE positions are authorized? (S)
  4. How many MTOT Student / Trainees FTE positions are authorized? (S)
  5. How many Administrative Support Staff FTE positions are authorized? (S)
  6. How many Library Clerical FTE positions are authorized? (S)
  7. How many Library Technician FTE positions are authorized? (S)
  8. How many Librarian FTE positions are authorized? (S)

D. Miscellaneous Input Data Statements
  1. How many FTEs will work on peak shift? (Misc)
  2. How many FTE positions are not authorized to have office or cubicle space? (Misc)

5 SPACE CRITERIA

A. Health Sciences Library Circulation Areas:

  1. **Circulation Desk Area (LIBD1)..165 NSF (15.4 NSM)**
  Provide one per Health Sciences Library.

  The Circulation Desk area provides space for charging and discharging materials to and from the library. Many libraries use an online public access catalog (OPAC) for this function, requiring a computer and printer. User questions are answered and directional information is provided.

2. **Electronic Carrels / Computer Printers Area (XXYYC) ......180 NSF (16.8 NSM)**
Minimum NSF if Health Care Delivery / Support FTE Staff Level A or B are authorized; provide an additional 180 NSF if Health Care Delivery / Support FTE Staff Level C is authorized; provide an additional 360 NSF if Health Care Delivery / Support FTE Staff Level D is authorized.

Based upon 45 NSF per electronic carrel, Clinical and administrative staff access electronic books, journals, and databases and mandatory and Continuing Medical Education (CME) web-based training and Digital Video Discs (DVDs).

3. **Card Catalog (LIBD1) ....50 NSF (4.7 NSM)**
Provide one per Health Sciences Library.

This card catalog is a bibliographic index of the resources of the library. It contains a record of the books, journals, and audiovisual materials that are included in the collection.

4. **Audiovisual Room (LIBV1) ....250 NSF (23.3 NSM)**
Minimum NSF if Health Care Delivery / Support FTE Staff Level A is authorized; provide an additional 75 NSF if Health Care Delivery / Support FTE Staff Level B is authorized; provide an additional 150 NSF if Health Care Delivery / Support FTE Staff Level C or D is authorized.

The audiovisual area provides space to shelve and use a wide variety of media material. The user selects appropriate software from the audiovisual stacks and then proceeds to the electronic carrels provided. Shelving for Veterans Integrated Service Network (VISN) locations will be added to this area. Additional space for these software locations can be added to the NSF (NSM) provided for this room, based on a project by project justification.

5. **Computer Training Lab (CLR03) ....480 NSF (44.6 NSM)**
Provide one per Health Sciences Library.

Area allocated Includes eight electronic workstations at 50 NSF each and an 80 NSF area for the trainer. It provides space to train library users on the efficient utilization of the latest electronic books, journals, and databases used to make clinical and administrative decisions and on web-based systems which provide mandatory training and Continuing Medical Education (CME).

6. **Media Conference Room (CRA03) ....120 NSF (11.2 NSM)**
Minimum NSF or multiply the total number of Health Care Delivery / Support FTE Staff by 3.692, whichever is greater; maximum 420 NSF.

Area provides space for groups to interact as they collaborate and plan joint projects.

7. **Photocopy / Microfilm Reader-Printer area (RPR01) ....75 NSF (7.0 NSM)**
Minimum NSF if Health Care Delivery / Support FTE Staff level A or B is authorized; provide an additional 10 NSF if Health Care Delivery / Support FTE Staff level C or D is authorized.

The photocopy area provides a bond copier to accommodate the needs of those library users who must have photocopies of library materials. An onsite photocopier also relieves the pressure of removing materials from the library. This area may also house the microfilm / reader printer at 35 NSF. A book truck, occupying approximately 8 NSF, will be located in this area for placement of books and journals that will be re-shelved after photocopying.

8. **Seating Area (LIBS1) .... 200 NSF (18.6 NSM)**
Minimum NSF; provide an additional 15 NSF per calculated seat greater than ten. (Refer to Table 2 for calculation).

B. Health Sciences Library Shelving Areas:

Basic shelving consists of double or single-faced stack section on which current periodicals, bound periodicals (hard bound volumes and microfilm), monograph collection, and the reference collections are stored and displayed.

1. **Current Periodicals (LIBP1) .... 15 NSF (1.4 NSM)**
Provide one per Double-Faced Shelving Section.

2. **Bound Periodicals (LIBP1) .... 15 NSF (1.4 NSM)**
Provide one per Double-Faced Shelving Section.

3. **Microfilm (LIBP1) .... 15 NSF (1.4 NSM)**
Provide one per Double-Faced Shelving Section.

4. **Monograph Collection (LIBP1) .... 15 NSF (1.4 NSM)**
Provide one per Double-Faced Shelving Section.

5. **Basic Reference Collection (LIBP1) .... 15 NSF (1.4 NSM)**
Provide one per Double-Faced Shelving Section.

C. Patient Education Resource Center (PERC):

1. **Circulation Desk Area (LIBD1) .... 165 NSF (15.4 NSM)**
Provide one per Patient Education Resource Center.

The Circulation Desk area provides space for changing and discharging materials to and from the library, dictionary stand, magazine racks, book carts, newspaper rack, etc. User questions are answered and directional information is provided. This area should not be needed if the PERC / Patient Library is adjacent to the Health Sciences Library.

2. **Shelving (LIBP1) .... 150 NSF (14.0 NSM)**
Minimum NSF; provide an additional 150 NSF for each increment of ten Double-Faced Shelving Sections greater than ten. (Refer to Table 5 for calculation)

Basic shelving consists of double-faced stack section on which nonfiction and fiction, general literature, history volumes, and consumer health education books and audiovisuals are stored and displayed.

3. **Reference (LIBP1) .... 100 NSF (9.3 NSM)**
Provide one per Patient Education Resource Center.

Allocated space for Atlas stand, display case, handouts, newspaper rack, and paperback book racks.

4. **Seating Area (LIBS1)..125 NSF (11.7 NSM)**
Minimum NSF if total number of calculated PERC seats is between two and five; provide an additional 15 NSF per calculated PERC seat greater than five. (Refer to Table 4 for calculation)

5. **Electronic Carrels with Computer / printers (LIBS1) ....120 NSF (11.9 NSM)**
Minimum NSF; provide an additional 40 NSF per Electronic Carrel greater than three. (Refer to Table 6 for calculation)

6. **Storage (SRS01)...100 NSF (9.3 NSM)**
Provide one per Patient Education Resource Center.

D. Staff and Administrative Areas:

1. **Office, Chief of Service (OFM02)..150 NSF (14.0 NSM)**
Provide one per Health Sciences Library.

2. **Cubicle, Clerical / Technician / Librarian (OFA03)................64 NSF (5.9 NSM)**
Provide one per each Clerical, Technician, and Librarian FTE position authorized.

3. **Cubicle, Computer / Printers (OFA03) ....40 NSF (3.8 NSM)**
Provide one per Health Sciences Library.

E. Staff Lounge and Toilets:

The spaces below provide programming of Lounge, Lockers, and Toilets at department / service / chapter level. Alternatively, sum all departments/services data for Lockers, Lounges and Toilets, and program space in Chapter 410-EMS Lockers, Lounges, Toilets and Showers. Either/or – do not duplicate space. Provide locker space only for those FTEs without office or cubicle space.

1. **Lounge, Staff (SL001) ....80 NSF (7.5 NSM)**
Minimum NSF; provide an additional 15 NSF per each projected FTE on peak shift greater than five; maximum 210 NSF.

For less than five FTE combine Lounge facilities with adjacent department or sum in chapter 410.

2. **Toilet, Staff (TLTU1) .... 50 NSF (4.7 NSM)**
Minimum one; provide an additional staff toilet for each increment of five projected FTEs on peak shift greater than thirteen.

F. Support Areas:

1. **Storage, Audiovisual Equipment (SRS01)..........................200 NSF (18.6 NSM)**
Provide one per Health Sciences Library.

2. **Workroom (WRCH1)** .... **240 NSF (22.3 NSM)**
Minimum NSF if Health Care Delivery / Support FTE Staff level A is authorized; provide an additional 40 NSF if Health Care Delivery / Support FTE Staff level B is authorized; provide an additional 200 NSF if Health Care Delivery / Support FTE Staff level C or D is authorized.

Space allocated is for processing books and interlibrary loans, storage cabinets, scanner with computer, fax machine, sink, and shelf list.

6 PLANNING AND DESIGN CONSIDERATIONS

A. Department net-to-gross factor (**DNTG**) for **Library Service** is **1.20**. This number when multiplied by the programmed net square foot (NSF) area determines the departmental gross square feet.

B. The PERC/Patient Library should be adjacent to the Health Science Library. This permits staff access to both through a common circulation area.

C. In order to achieve maximum control over the resources of the library, there should be one single point of entry and exit from each library. The Circulation Desk Area should be located at the entrance / exit, in order to provide visual as well as mechanical / electronic control. Where feasible, consideration should be given to one entrance to both libraries with a common circulation desk.

D. The card catalog or electronic access to Card Catalogue should be seen directly upon entering the library and in proximity to the Circulation Desk.

E. Current periodicals are in high demand and should be housed relatively close to the entrance of the library and be easily identifiable. The current periodicals should be contiguous to the bound periodical collection.

F. Most material to be copied will come from the current or bound periodical collections, so the Photocopy Area should be close or contiguous to both. The Photocopy Area should be a three-sided space with heavy sound attenuation. This area also needs to include space or a cabinet to hold copier paper and a work area for tools such as staplers.

G. Light levels in the Microform Area should be rheostatically controlled. Windows should be eliminated from this area.

H. Library seating should be arranged in a manner that offers seating options close to each of the collection areas.

I. The Audiovisual Room should be in visual contact with the circulation desk and adjacent to the Media Conference Room.

J. The Media Conference Room and Computer Training Room will require special acoustical treatment to isolate noise from other areas of the library.

K. The Workroom / Technical Services Area location should provide access to the librarian who supervises the technical processing activities. It should also be located between the two libraries for easy access by the library staff.

L. The ideal location for the Chief, Library Service's Office is contiguous to the Circulation Desk and the Workroom / Technical Services Area.

M. The Clerical Space should be immediately adjacent to the Chief, Library Service's Office and close to the Circulation Desk.

N. Computers and printers will require special wiring needs and telecommunication ports.

O. Shelving should be at least 18 inches below the ceiling to meet fire code standards. Consideration should be given to the impact which compact shelving has upon the floor's weight bearing tolerance.

P. Aisles, carrels and doorways should meet Americans with Disabilities Act requirements.

7   FUNCTIONAL RELATIONSHIPS

Relationship of Library Service to services listed below:

TABLE 1: FUNCTIONAL RELATIONSHIP MATRIX

SERVICES	RELATIONSHIP	REASON
Dietetic Svc. - Admin. Office	3	G,H,I
Fiscal Service	3	G,H,I
Hospital Director's Suite	3	G,H,I
Main Lobby & Information	3	G,H,I
Nursing Service - Admin.	3	G,H,I

Legend

Relationship:

1. Adjacent
2. Close / Same Floor
3. Close / Different Floor Acceptable
4. Limited Traffic
X. Separation Desirable

Reasons:

A. Common use of resources
B. Accessibility of supplies
C. Urgency of contact
D. Noise or vibration
E. Presence of odors or fumes
F. Contamination hazard
G. Sequence of work
H. Patient's convenience
I. Frequent contact
J. Need for security
K. Others (specify)
L. Closeness inappropriate

8   FUNCTIONAL DIAGRAM

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┌──────────────────────┐  ┌──────────────┐  ┌──────────────────────┐
│  STAFF & ADMINISTRATIVE│  │   SUPPORT    │  │ STAFF & ADMINISTRATIVE│
│        AREAS          │  │    AREAS     │  │        AREAS          │
└──────────────────────┘  └──────────────┘  └──────────────────────┘
◄─────────────────────── STAFF CIRCULATION ───────────────────────►

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│  HEALTH SCIENCES     │  │  HEALTH SCIENCES     │  │  PATIENT EDUCATION   │
│    LIBRARY           │  │    LIBRARY           │  │  RESOURCE CENTER     │
│ CIRCULATION AREAS    │  │  SHELVING AREAS      │  │                      │
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