

# PROPOSAL FOR THE DSAMH MEDICAL LIBRARY TO BECOME THE DHSS MEDICAL LIBRARY

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# Proposal for the DSAMH Medical Library to Become the DHSS Medical Library

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## **HISTORY**

In 2007, the Delaware Division of Libraries and the Delaware Academy of Medicine joined forces to develop a strategic plan that documented the need and provided suggested approaches for improved medical and clinical information, public health information, and consumer health information in Delaware<sup>1</sup>.

The strategic plan presented an effort to move toward a model integrated health and medical information system in Delaware that addresses needs in:

- Clinical information delivery to healthcare providers
- Consumer health information delivery to the public
- Public health information delivery to policymakers, lawmakers, courts and various state agencies
- Virtual resources provided to the public, healthcare providers, public health information services and federally qualified health centers

In January 2014, the DSAMH Medical Library was in crisis. The DHSS Secretary granted approval to reopen the library and to conduct a needs assessment of DHSS.

In October and November 2015 the DSAMH Medical Library and DE Division of Libraries surveyed the eleven DHSS division directors and their employees on their information needs.

1. A Prescription for the Future: Medical and Health Information Services for all Delawareans: A Strategic Plan (2008-2012). <http://libraries.delaware.gov/planning.shtml>

## **RISKS/BENEFITS**

Through the needs assessment we found that the State is at risk because staff do not have access to the information they need to do their jobs.

- Example – Professional standards for regulations
- Example – Nursing protocols

Staff waste time looking for information and quality of care is jeopardized due to lack of time and access to appropriate resources.

**DHSS staff require information that is not readily available on the internet. They require access to reliable, authoritative resources to fulfill their job responsibilities and provide quality care to Delaware residents.**

*Examples of questions staff encounter as reported in the needs assessment:*

- What are the infection control practices recommended by the Association of Perioperative Nurses Standards?
- Why did residents become unstable after changes in oral DM medications? (DM is believed to be Diabetes Mellitus)
- What assessment tools are the most widely used for infants and toddlers in the area of social emotional development?
- What are the injection mixing instructions and site recommendations?
- What is the most current 3-Day Voiding Diary Evidence Nursing Practice?
- What medications or products could put a person at risk due to allergies?
- How is marijuana used to treat Autism and Alzheimer's?
- What are the latest recommendations for post-operative care on immediate denture patients?
- How many criminal cases last year did Delaware have where the victim was a person with a disability and what was the rate of successful prosecution?
- Was the agency following professional standards for charting?
- What are some evidence based practices used to support families in crisis?
- Does the Code of Federal Regulations require a certain type of report in a long-term care facility?
- What are the pharmaceutical regulations from other states?
- What are hospital safety practices?

## **DHSS INFORMATION NEEDS**

During the needs assessment interviews, all eleven division directors offered their support of a DHSS Library. Many offered to participate in cost sharing purchases of resources.

### ***Division directors' desired outcomes:***

- Evidence based interventions, supported by standards of care
- Consistent, current, quality information
- Well-trained workforce, professional growth
- Information literate workforce, creating a habit of seeking out information, understanding trends
- Interagency collaboration (amongst DHSS and community partners - e.g. DDL)

### ***Survey***

- 797 respondents out of approximately 4,300 DHSS employees. DSS, DSAMH, and DPH provided the most responses.
- About half of the respondents were Social Worker/Case Managers, Managers/Administrators, or Administrative/Clerical staff.
- Respondents indicated they need information about a large variety of topics. The most common topics selected were Behavioral Health, Policy & Regulation, Mental Health, Case Management, Social Work, Education & Training, Public Health, and Management.
- Survey participants showed a high interest in the following library services and resources: desktop access to library resources, access to computers, training videos, eBooks, evidence based clinical decision making tools, electronic peer-reviewed articles, electronic resource guides and virtual reference assistance.

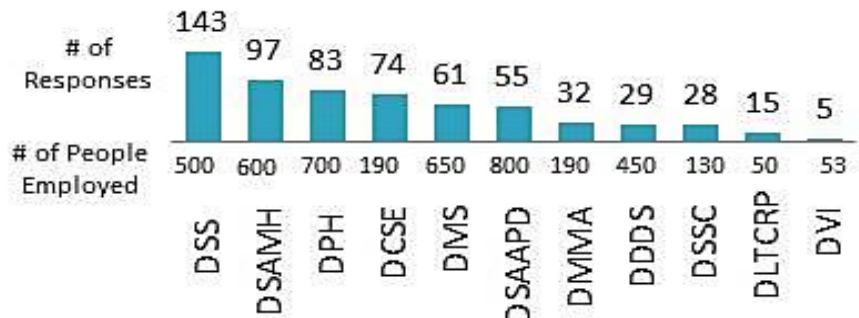
***Specific library resources and services requested by respondents:***

<p><b>Electronic/Mobile access from work, field, home</b></p> <ul style="list-style-type: none"> <li>• Library icon on desktop</li> <li>• Access on home computer, portable devices</li> </ul>	<p><b>Technology</b></p> <ul style="list-style-type: none"> <li>• Citation resources (Refworks)</li> <li>• Free Wi-Fi</li> <li>• Virtual how-to videos</li> <li>• Access videos from .org, .edu, and .gov sites that are blocked by IT</li> <li>• Data management software</li> </ul>
<p><b>Reference/Research assistance</b></p> <ul style="list-style-type: none"> <li>• Face-to-face communication with librarian</li> <li>• Virtual reference - online, phone, video conferencing</li> <li>• Social media presence</li> <li>• Newsletter updates of library resources</li> <li>• FAQs that link to helpful sites, resource guides</li> </ul>	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Electronic Training/CEU's/Webinars</li> <li>• "Web based videos and clinical trials that help me understand signs/symptoms of various illnesses and disabilities that effect the people I support"</li> <li>• YouTube videos for – computer training, management, supervision, data use, client skills</li> </ul>
<p><b>Physical location</b></p> <ul style="list-style-type: none"> <li>• Conference room</li> <li>• Quiet space to do research</li> <li>• Physical collection</li> <li>• Check out/in library books</li> <li>• Comfortable seating area for relaxing, reading during leisure time</li> <li>• Extended hours</li> </ul>	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Full membership to the National Network of Libraries of Medicine holdings (through library to all divisions)</li> <li>• Information for patients/clients – medical, financial, technical education</li> <li>• Videos</li> <li>• Evidence based practice</li> <li>• Recognized Standards of Practice</li> <li>• Guidance/guidelines in medical field, public health</li> <li>• Peer-reviewed journals</li> <li>• eBooks, books</li> <li>• Databases</li> <li>• Electronic resource guides</li> </ul>
<p><b>Inter-agency Collaboration</b></p> <ul style="list-style-type: none"> <li>• Resources/information shared across agency lines</li> <li>• Resource bank</li> <li>• Connect patrons with similar interests (everyone who checked out the same book)</li> <li>• Link to Public Health's central registry of data, info available beyond Public Health</li> </ul>	

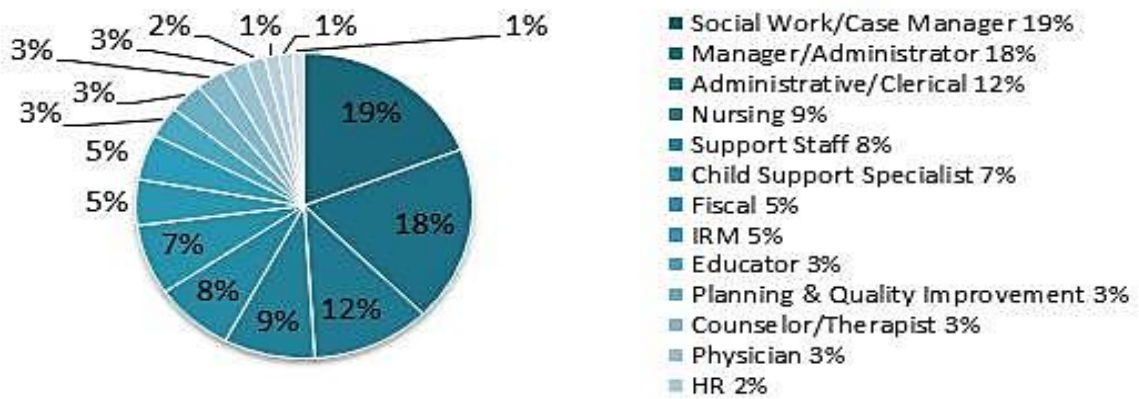
# DHSS Needs Assessment

In November 2015 the **DSAMH Medical Library** and **DE Division of Libraries** surveyed the approximately **4,300** DHSS employees on their information needs.

**797**  
Survey Responses

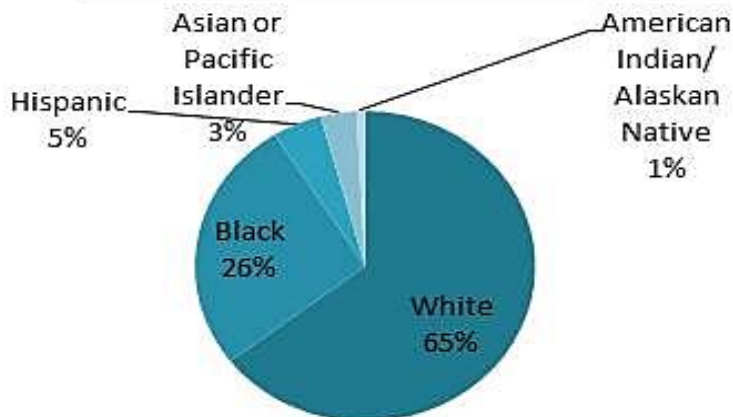
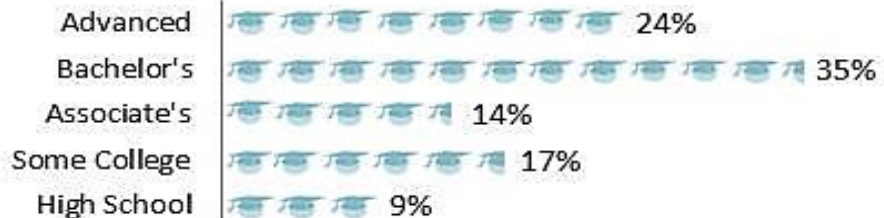


The top survey respondents are **Social Workers and Managers**

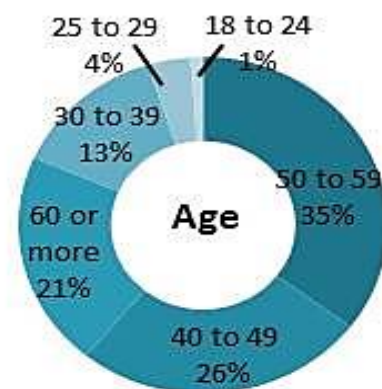


**80%** of respondents are female

## Education Level



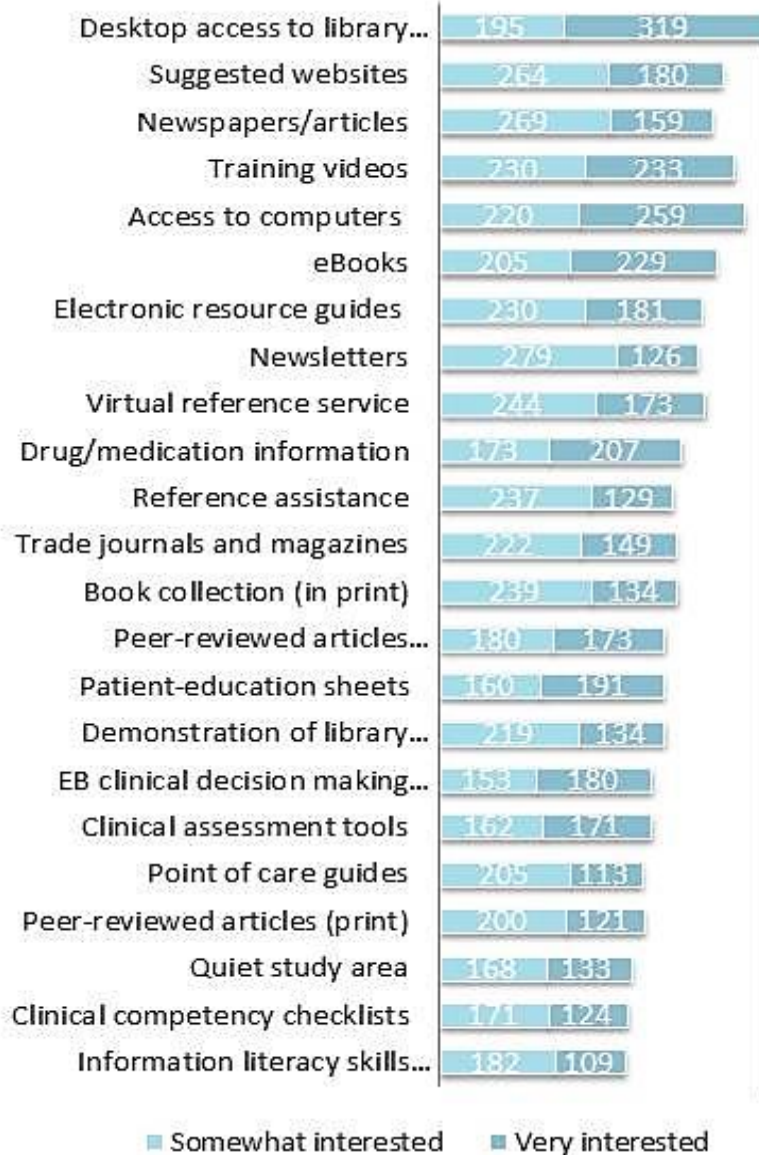
## Ethnicity/Race



## Age

# DHSS Needs Assessment

## Interest in Services / Resources



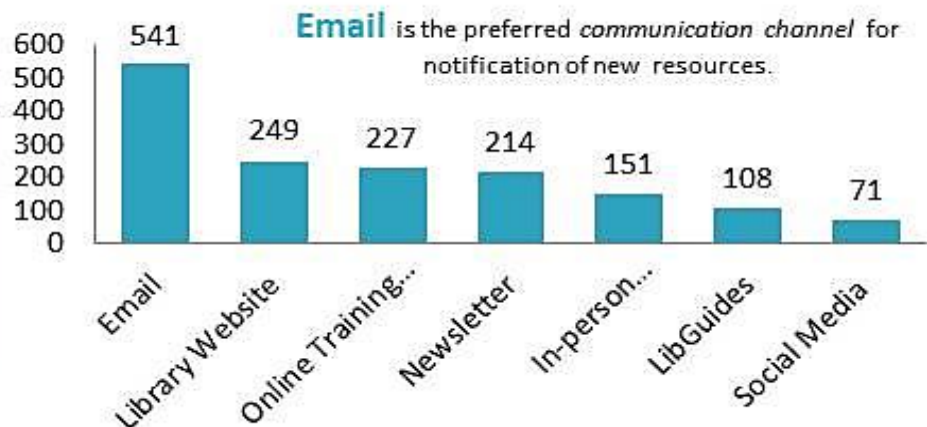
### Quotes from survey participants

*"Access to the proper resources would allow us to do the best possible job for citizens of Delaware."*

*"Either one has to pay for the information or the state computer fire wall deems it unacceptable for viewing! Humbug."*

*"If this is a possibility, I'm excited!"*

Respondents expressed wanting to access **SOCIAL MEDIA** for professional purposes but are prevented from doing so due to firewall





## **DHSS LIBRARY PROPOSAL**

1. Access to quality information resources for all staff is important to support staff efforts toward competency, increased skill levels, new knowledge, and additional degrees, licenses and certifications that our DHSS employees are working toward.
2. There are 11 Divisions in DHSS and each of them have ‘closet libraries’ or ‘individual office libraries’ that benefit a very limited number of DHSS employees. DSAMH has the infrastructure capacity to operationalize a DHSS library to begin to meet the needs of all employees of DHSS. Obviously, additional resources for specific topic-related electronic journals and additional hard copy materials will be needed and planned as additions to the collection over time.
3. The current library is a member of the statewide Delaware Library Catalog, a consortium of more than 50 libraries including all of the public libraries; academic libraries including DTCC, Wesley College, and Wilmington University; and several special and charter school libraries. This statewide partnership supports the sharing of over 2.5 million physical and electronic items, enabling all Delaware residents to use the entire collection from the library of their choice. The Delaware Division of Libraries funds the participation of the DSAMH Medical Library in the consortium (catalog, delivery, virtual reference, and electronic resource guides costs). The Delaware Division of Libraries has been a consistent and supportive partner to the DSAMH Library. They have invested significantly in the current library and have a vested interest in it remaining a viable Delaware Library. They are supportive of the concept to increase an enhanced collection to all of DHSS and Delaware residents.
4. Delaware Libraries can partner with DHSS divisions on their public education and awareness, etc., with the Administrative Librarian as the liaison. The other libraries in the Consortium benefit from the expertise and historic content of the DSAMH Library.
5. A simple strategy that we had started to use to increase the collection of the library is to include library acquisitions including DVDs, bound books, journals, and so forth in the sustainability aspect of grants (e.g., Co-Sig, Gambling, Prevention, & Trauma). Funders seem to like the concept and the practice provides on-going availability of specific content materials to all Delawareans as opposed to a few books that remain on a desk during the grant period and are typically no longer available when the grant is closed out. There is every reason for us to expand this successful process to all 11 DHSS Divisions. Additionally, subscriptions in all 11 Divisions to journals, book purchases, etc. could be consolidated to obtain economy of scale savings immediately. Rather, these same purchases can be made collectively in the name of the library and, again, be available to all Delawareans.

## **BUDGET PROPOSAL**

### ***Staffing***

- A minimum of 3 staff is needed to provide minimal coverage.
- Primary tasks of library staff:
  - Administration – budget, statistics, standards/practices, committee membership, supervision of interns/volunteers
  - Public Services – reference (professional and consumer health), circulation
  - Technical Services – cataloging, serials
  - Liaison – consultant, training, outreach, marketing, partnerships
- A total of 6 Librarians (requires Masters in Library Science) is needed to meet the Medical Library Association standard of a 700:1 staff to librarian ratio.<sup>2</sup>

### ***Electronic and Print Resources***

- Databases – DynaMed Plus (EBSCO) is a comprehensive database that includes evidence based clinical decision support tools that save staff significant time, provides quality information, is accessible on mobile devices, and offers opportunities to earn CEs.
- Journals – collections and titles were selected based on past usage statistics, interest collected in the needs assessment, and guidance from recommended core collections.
- Books/eBooks – EBSCO provides a clinical eBook collection. Print books can be purchased from vendors that provide discounts to libraries. Ovid provides an annual core collection of medical books. Book purchases will continue to be supplemented through division grants.

### ***Equipment and Physical Space***

- DHSS staff expressed a desire for the library to provide free Wi-Fi access. This would provide improved access to electronic resources while patrons are in the library.
- A climate control unit is critical to ensuring the library remains at a consistent temperature and humidity level to preserve the condition of the collection.
- The window blinds are in need of replacing to again support the preservation of the collection and create a welcoming and aesthetic environment.
- Additional space across the hallway from the library may be available for expansion. That would enable the library to serve as a repository for artifacts and archives.

2. Standards for hospital libraries 2007: Hospital Libraries Section Standards Committee. (2008). *Journal of the Medical Library Association* : *JMLA*, 96(2), 162–169. <http://doi.org/10.3163/1536-5050.96.2.162>

<b>DHSS Library Budget 2 Year Proposal</b>		
<b>Category</b>	<b>Annual Cost</b>	<b>Notes</b>
<b>Staffing</b>		
FTE Administrative Librarian PG 15	\$ 44,594	plus benefits, currently employed
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FTE Administrative Librarian PG 15	\$ 44,094	plus benefits
<b>Staffing Total</b>	<b>\$ 132,782</b>	Alternative: hire 2 contractors while reclassifying merit positions
<b>Online Catalog</b>		
databases for library cataloging - Sirsi, OCLC	\$ 5,000	
<b>Catalog Total</b>	<b>\$ 5,000</b>	
<b>Electronic Resources (databases, eBooks, journal subscriptions) To be vetted through DHSS Library Committee</b>		
EBSCO – DynaMed Plus	\$ 13,210	evidence based clinical decision making tool
EBSCO - CINAHL Complete, Medline Complete , Psychology & Behavioral Sciences Collection, Health Business Elite	\$ 21,800	comprehensive clinical package
EBSCO – eBook Clinical Collection	\$ 1,967	requested by multiple divisions
New England Journal of Medicine (NEJM)	\$ 4,139	requested by multiple divisions
British Medical Journal (BMJ)	\$ 1,722	requested by multiple divisions
Journal of the American Medical Association (JAMA)	\$ 1,200	requested by multiple divisions
Psychiatry Online	\$ 5,253	requested by DSAMH
Health Affairs	\$ 542	requested by DMMA
Annual Review-Clinical Psychology, Law and Social Science, Medicine, Nutrition, Pharmacology/Toxicology, Psychology, Public Health, Statistics, Vision Science	\$ 3,003	Online and Print
Obstetrics & Gynecology	\$ 1,043	from ACOG - requested by DPH
International Journal of Epidemiology	\$ 788	top public health journal
Young Exceptional Children (SAGE)	\$ 157	requested by Birth to Three - DMS
Field Methods (SAGE)	\$ 1,147	requested by DPH
American Journal of Evaluation (SAGE)	\$ 835	requested by DPH
Sociological Methods & Research (SAGE)	\$ 1,143	requested by DPH
New Directions for Program Evaluation (Wiley)	\$ 380	requested by DPH
Ovid – Lippincott/Springhouse Nursing Collection	\$ 988	requested by DLTCRP, one-time purchase
SAGE- Nursing/Public Health Collection	\$ 2,877	requested by DPH

SAGE – Medico/Legal Collection	\$ 850	requested by DLTCRP
American Academy of Pediatrics	\$ 4,066	requested by DPH
Association of Perioperative Nurses (AORN) Standards	\$ 1,425	requested by DPH (10 concurrent users)
Association for the Advancement of Medical Instrumentation (AAMI) Standards	\$ 5550	requested by DPH (10 concurrent users)
Disability and Health Journal (Elsevier)	\$ 710	requested by DPH - Access for 5 users, 4 years of archives
Journal of the American Medical Directors Association (Elsevier)	\$ 572	requested by DMMA- Access for 5 users, 4 years of archives
TD Net (journal portal)	\$ 7,013	*This is an essential purchase if adding electronic journals.
RefWorks (Proquest)	\$ 10,151	citation management software, requested by DPH (67 users)
Additional titles based on first two year requests	\$ 7,687	to be determined through DHSS Library Committee
<b>Electronic Resources Total</b>	<b>\$ 100,218</b>	
<b>Book Purchases and Print Journals (to be vetted through DHSS Library Committee)</b>		
Rittenhouse, Amazon, or other book jobbers such as Baker & Taylor which provide discounts to libraries	\$ 17,000	additional titles to be added based on first two year requests
American Psychiatric Publishing	\$ 1,500	requested by DSAMH
Ovid- Doody's 2015 Essential Book Collection	\$ 6,500	one-time purchase
<b>Book and Print Journals Total</b>	<b>\$ 25,000</b>	
<b>Equipment</b>		
Maintenance agreements		
Copier Lease		
Barcode scanner for circulation/cataloging - replacement		
Library operation supplies, daily and promotional		
Window blinds - replacement		
Fax machine		
DEMCO supplies		
Wi-Fi	\$ 1,000	
Climate Control Unit		
<b>Equipment Total (estimate)</b>	<b>\$ 12,000</b>	approximate until library can establish replacement schedule
<b>ESTIMATED LIBRARY BUDGET GRAND TOTAL</b>		<b>\$ 275,000</b>



Health Happens  
In Libraries



# LIBRARY HEROES MAKE HEALTH HAPPEN

*Just as libraries are about more than books,* health is about more than healthcare. Public libraries are powerful contributors to the health and vitality of the communities they serve. You and your library can champion health for all.

## THE OPPORTUNITY FOR LIBRARIES



**40%** of health outcomes are influenced by socioeconomic factors



EDUCATION



EMPLOYMENT



INCOME



FAMILY &  
SOCIAL SUPPORT



COMMUNITY  
SAFETY

Libraries are in a unique position to bring together the *people, programs, and partners* necessary to make health information and services accessible to everyone.

## PEOPLE



of those who have gone online at a library using its computers, internet connections or Wi-Fi have done so for health-related searches.



Almost **3 In 4** say libraries help people find the health information they need

When community members don't have access to health information, services, and technology, they

- ▶ USE FEWER PREVENTATIVE SERVICES
- ▶ KNOW LESS ABOUT CHRONIC DISEASE MANAGEMENT
- ▶ ARE HOSPITALIZED MORE OFTEN
- ▶ REPORT POORER HEALTH STATUSES

## PROGRAMS

Libraries advance **equal access** to health information and services in many ways.



support patrons in **identifying** health insurance resources



support patrons in **locating and evaluating** free health information online



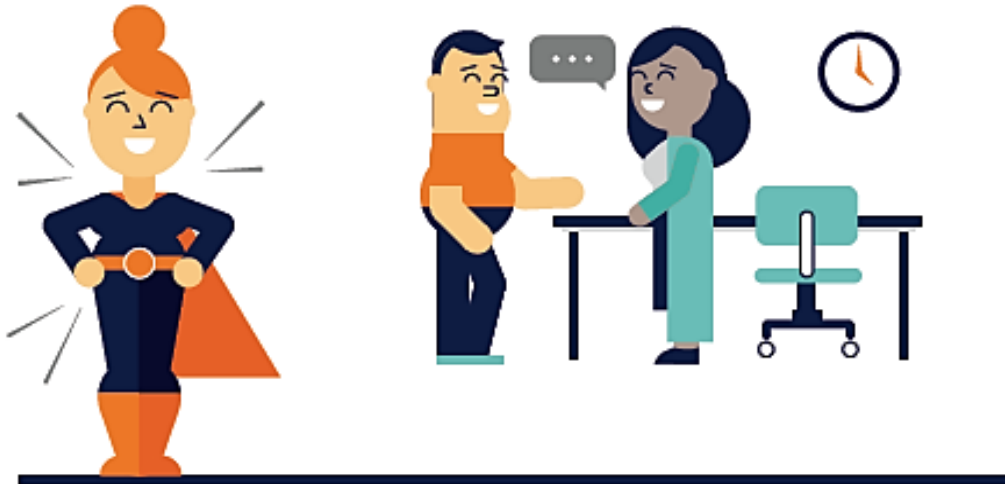
support patrons in **understanding** specific health or wellness topics



support patrons by **offering** fitness classes

## PARTNERS

Working together, libraries and local partners create a **strong network** to address the well-being of all community members.



**18%** of libraries bring in healthcare providers to offer limited healthcare screening services

**35%** of those screenings include referrals to appropriate health and social service agencies

***You and your library can champion health for all. Reach out to your public health agency or other potential partners to let them know what the library has to offer, and invite them to share their resources and expertise with your patrons. All public organizations have a role to play in building a healthy community.***

**Visit <http://oc.lc/ehealth> and learn how you can make your library the health hero your community needs.**

This project is made possible by the Institute of Museum and Library Services.

### SOURCES

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