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## Value of Hospital Libraries Study

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# Value of Hospital Libraries Study, New England Region

H. Mark Goldstein, MSLIS, AHIP & Elaine R. Martin, DA

## RESEARCH QUESTIONS

- ❖ What are predominant views of hospital administrators on library services provided in their institutions?
- ❖ How do administrators view role of the hospital librarian?
- ❖ How do administrators make decisions about what services to provide and how to fund them?
- ❖ What are predominant views of hospital librarians on value placed on their libraries?

## METHODS

- Survey Questions (8)
- Administrator Interviews (22)
- Focus Groups (2)
- Focus Group Questions (9)
- Transcriptions (2)
- Analysis & Report (1)

## INTRODUCTION

Study conducted in 2008 to determine value of hospital libraries in New England region. Twenty-one (21) hospital librarians participated; equal representation found both in location (by state) and institution size (by licensed beds).

Fall/Winter  
2007  
MAR conducts  
value study

Spring  
2008  
Calls to repeat study

Summer/Fall  
2008  
NER conducts  
value study



## RESULTS

Both sets of focus group participants saw value in study, but tone of each group was very different:

**Focus Group 1** – positive; upbeat; quick paced; most knew interviewees (possible bias)

**Focus Group 2** – disappointed; not very positive; most did not know interviewees.

## COMBINED THEMES

- ❖ What people say about the library influences administrator's funding decisions & perceptions.
- ❖ Statistics matter.
- ❖ Administrators have difficulty measuring library value beyond the numbers.
- ❖ Administrators see value of librarians serving on committees, as well as in education, but not in helping with decision making.
- ❖ Administrators cite lack of specific examples (except MAGNET status) of librarian's direct role in education and patient care.

## CONCLUSIONS

- ❖ Severe economic climate since 2008 (i.e., hospital library closings) may have affected study results.
- ❖ More studies need to be conducted.
- ❖ Hospital librarians need to find ways to "know" the business they're in, by expanding services beyond traditional offering (e.g., CME, patient education & health literacy, research grants, EHR & Health IT, EPP & Risk Analysis, Quality Assurance, etc.)