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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?

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).

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

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.)

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