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A Strategic Plan for Transitioning to a Healthcare Knowledge Services Center in New England (poster)

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A Strategic Plan for Transitioning to a Healthcare Knowledge Services Center in New England
Mark Goldstein, MSLIS, AHIP & Margo Coletti, AMLS, AHIP

**Phase One Work Products**
- HKSC Template
- KM Webinars
- KM Day Event
- KM Pilot Guidebook (under development)

**Comments from KM Day attendees:**

“Most helpful is that all this information has given me hope that it is possible for us to transform, and that we can take an active part rather than passively sit by watching the world change around us.”

“Practical ideas [were shared] on how we can negotiate our part in the future of libraries. This is the first time I have felt hopeful about this.”

5-year, 3-phase project:
- Phase 1: Development
- Phase 2: Implementation
- Phase 3: Evaluation

**Introduction**
In 2004, as part of its Regional Advisory Council (RAC), the National Network of Libraries of Medicine, New England Region (NN/LMNER) formed the Hospital Library Subcommittee, with the charge to promote the value of hospital libraries throughout the region. Over its 7-year tenure, the Subcommittee has tracked a gradual decline in support for hospital libraries, evidenced by budget cuts and library closures. The status quo had ultimately become untenable.

In 2009, the Subcommittee began to shift focus from library advocacy towards a new strategy: a 5-year plan to assist hospital libraries with the transition to healthcare knowledge services centers (HKSCs) within their institutions.

**The Knowledge Pyramid**
- Best Practice (Clinicians)
- Knowledge (Knowledge Managers)
- Information (HIM, Publishers, Aggregators, Webmasters)
- Data (Information Systems, IT)

**Hospital Library Subcommittee**

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<thead>
<tr>
<th>Name</th>
<th>Institution</th>
<th>City, St</th>
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<tbody>
<tr>
<td>Deb Clark</td>
<td>Stephens Memorial Hospital</td>
<td>Norwich, CT</td>
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<tr>
<td>Margo Coletti</td>
<td>Beth Israel Deaconess Medical Center</td>
<td>Boston, MA</td>
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<td>Denise Corless</td>
<td>Norwood Hospital</td>
<td>Norwood, MA</td>
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<td>Barb Davis</td>
<td>Newport Hospital</td>
<td>Newport, RI</td>
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<tr>
<td>Anne Fladger</td>
<td>Brigham &amp; Women’s Hospital</td>
<td>Boston, MA</td>
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<td>Mark Goldstein</td>
<td>NNLM ER</td>
<td>Shrewsbury, MA</td>
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<td>Mimi Guessford</td>
<td>Parkland Medical Center</td>
<td>Denver, CO</td>
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<td>Sheila Hayes</td>
<td>Portsmouth Regional Center</td>
<td>Portsmouth, NH</td>
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<td>Betsy Merrill</td>
<td>Northeastern VT Regional Hospital</td>
<td>St. Johns, VT</td>
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