

**NCNMLG-MLGSCA-PNC/MLA
JOINT MEETING SACRAMENTO 2004**

Roundtables Luncheon

TECHNOLOGY ISSUES IN HOSPITAL LIBRARIES (2 roundtables)

Thursday, January 29, 2004 – 11:15 a.m.-1:00 p.m.

Questions for discussion:

1. Public Access Computers
 - What are the main problem areas you face?
 - How do you deal with them?
 - Do you restrict access? Or charge for access/printing?
 - What about security issues? HIPAA? Filters?
2. Relationships (or not) with your Information Systems Departments
 - What works?
 - What doesn't?
3. Software and Hardware Issues
 - Selection
 - Trials/Approval
 - Maintenance
4. Library Web Sites
 - Design in-house or contract out?
 - Content/Special Features
 - Usability Standards/Testing

Resources:

National Network, the newsletter of the MLA Hospital Library Section, has a regular column on technology issues at: <http://www.hls.mlanet.org/NatNet>

The Library Technology Guides web site identifies resources and content related to library automation at:

<http://www.librarytechnology.org>

It includes a bibliography of articles on a variety of related topics, a list of library web sites, and a directory of library automation vendors. Topics range from filters to online catalogs to e-resource managers, and more.

Stone ME. "Ask a Librarian": the experience of four hospital libraries. MED REF SERV Q 2003; 22(2): 93-105.

Technology Issues for Hospital Librarians – NOTES, TABLE #1

Roundtable – Joint Meeting Sacramento - January 29, 2004

Moderator: Carolyn Fishel

Recorder: Candace Walker

Participants: Eve Melton, Catherine Poppino, Susan Barnes, Peggy Baldwin,
Barbara Nicholson, Judy Gehman, Gloria Arredondo

Discussion/issues identified:

Personal Digital Assistants

Lack of standardization – e.g., Palms vs. PocketPC; hospital-owned vs. personal; syncing

Lack of support from IT

Some hospitals discourage use due to security/privacy concerns

Programs don't always work – especially ones in development (e.g., PubMed on Tap)

Need to upgrade operating systems on PDA's too

Security concerns if people lose PDA's with patient data

Wireless

Security concerns

Various industry standards – which to go with?

Firewalls/IP

Dynamic IP – makes access to some resources difficult

Remote access to intranet and/or proprietary databases (technology & licensing issues)

Facilities that share IP addresses may have a problem with electronic resource licensing

Network Access

Computer networks more locked down

Requiring individual user names and passwords for access instead of generic

Many libraries have one or more dial-up computers so people can access personal email

Computer Operating Systems

Multiple versions of Windows, IE, etc. throughout hospitals creates problems

Can't afford to upgrade all computers at once

Staff Turnover/Education

Librarians leave – systems without good documentation

New staff that have to be trained about technology

Technology changes faster than we can learn it

Interaction with IT Departments

IT staff may not be located on-site so may not have personal relationship with them

IT has different priorities

IT departments charging for any special programming that has to be done

IT departments charging for web site development/modification

IT (or institution) requiring branding/standard look and feel for all web pages

Further resources:

There is an NN/LM task force (Hospital Internet Access Task Force) that is looking at barriers hospital librarians face in working with IT departments. They are gathering success stories and interviewing librarians. There may be a presentation on the progress of this task force at MLA 2004.

A Veterans Administration librarian (Terrie Wheeler) created a web-based online tutorial for VA librarians to help them understand problems with IP authentication within VA. The course offers alternative authentication schemes that have been found to work. [Per Terrie this is behind their firewall so not accessible to those outside the VA.]

Technology Issues for Hospital Librarians – NOTES, TABLE #2

Roundtable – Joint Meeting Sacramento - January 29, 2004

Moderator: Janie Grossman

Recorder: Gloria Won

Participants: KD Proffitt, Michelle Bureau, Judy Snow, Marcia Arsenault, Gloria Arredondo

Topics for discussion:

- Public access computers
 - Encounter non-staff monopolizing PCs – Impose time limit; designate specific PCs for staff & faculty
 - Printing – charge fee
 - Pornography – increase staff visibility; contact Security; post institutional policy
 - HIPPA – use privacy screen cover (Fellowes) that renders monitor 'fuzzy' when not viewed directly from front; physicians leaving PCs with patient record on screen

- Relationships with IT Departments
 - Emphasize collaborative effort; show appreciation

- Software and hardware issues
 - Some IT Departments insist on specific vendor purchases

- Other topics:
 - Computer kiosk – place in public areas to provide access to institutional and health information for consumers, ie, web-based videos.
 - Library newsletter in the form of a news video