



**Chapter Council Presents
Sharing Roundtables
MLA Annual Meeting
San Antonio, TX
Monday, May 16, 2005**

Table 27: Technology Issues for Hospital Librarians/Libraries

Facilitator: Dixie Jones

Recorder: Nancy Goodwin

Additional Participants: Keydi Boss, Patricia Hines, Lisa Jacob, Catherine Murch, Cynthia Phyllaier

Discussion:

Hospital IS Departments - Relations between the library and our hospital “Systems” or “Information Services” department are a problem at most of our hospitals. One librarian had the IP range changed without being told. We questioned whether we are being given accurate information by our IS departments. One librarian has very good rapport with her IS department. She is on the web committee and involved with the Intranet. Her recommendations for better relations were:

- Communicate by speaking their language
- Assume the role of being the one to talk to users even if the IS department has purchased the online product
- Show them that you’re competent to do some of the tasks they usually assume and that you will not make more work for them
- Try to understand their side of the issue and make their lives easier

New technologies - Some hospitals in our group provide wireless access to patients and staff. At one hospital there is a fee for patients to access the Internet. One hospital uses a bedside information system where nurses can logon with their badges to access patient information and the patient can access the Internet. There was an exchange of information about blocking software on library computers. The software Fortress and Deep Freeze were recommended. Deep Freeze returns the computer to the defaults when it’s rebooted and takes off anything patrons may have downloaded. It’s a reasonable price for libraries.

Upgrading Equipment - Some of our hospitals automatically upgrade the computers. At other hospitals the library must upgrade staff computers, but the public computers will be upgraded by the IS department. There was a consensus that this should be an ongoing process at our libraries.

PDA Support - PDA support is not provided by most of the group. Security was cited as an issue. Most librarians make information available about products for patrons who want to purchase a PDA or software. One librarian has PDA information available on her library's Intranet page.

Members of the Public - We next discussed public access to password-protected library electronic resources. Most of us provide access to patrons who come into our libraries. One hospital discourages use of the library by consumers. We discussed the security issues of public access to the hospital's Intranet site. One librarian's hospital uses push technology so the homepage cannot be changed. At one hospital there are a few terminals in the library for consumer use only. We shared our experiences with patient information being printed off on library printers and our responsibility under HIPAA. A few libraries have a secure shredder for this reason. We discovered that none of us charge for printing, with the one exception of non-healthcare printing by members of the public.

Website Design - Several of us complained of having to use the software chosen by the IS department for web design. These programs are usually very basic and restrict functionality. We discussed keeping statistics on usage of the library's website and agreed that this is important to have.

Electronic Document Delivery - We shared what type of equipment we use for electronic document delivery and discussed the pros and cons of Ariel versus scanning to PDF. We also discussed the possibility of making a scanner/FAX/printer available to members of the public.