

**SENYLRC Hospital Library Services Program
Advisory Committee
Meeting of February 12, 2009**

Present: Frank Appell, Patricia Carroll-Mathes, Sue Ben-Dor, Kathy Fiola, Maria Kwon, Valeria Roberts, Mary Jo Russell, Twila Snead
Guests: John Shaloiko, Tessa Killian, Kathy Horodyski

Call to Order – Frank at 9:39 AM

Approval of Minutes of the meeting of October 31, 2008:
MOTION to approve the minutes of the meeting without correction made by Twila,
SECONDED by Kathy Fiola. MOTION PASSED.

HLSP Budget Discussion:

For our current program year, \$119,000 was received (2% reduction). MISP was received with a 1.88% reduction. All supplemental disbursements also had a 1.88% reduction. HLSP budgeted for \$115,000 for the current program year, so the additional \$4,000 is being held to cover the next program year's budget. It is anticipated that for the next program year, 2009-2010, the HLSP budget will be between \$100,000 to \$120,000. However, there will be an anticipated 13% reduction in disbursement for next year = \$104,000.

- 2008-2009: \$115,000 + \$11,000 unexpended funds = \$126,000
- 2009-2010: \$1,115 (unexpended funds left) + \$4,551 (amount received above budget) + \$104,000 anticipated = about \$16,000 less for next year compared to this year
- \$30,600 expended this year from the HLSP budget + \$10,000 from MISP for subsidized databases and e-resources

Notes:

1. State proposal is for two years, so this will be the budget for 2009-2011.
2. SENYLRC Executive Committee is looking to soften the blow with reserve funds.
3. MISP funding: \$9,000 + \$2,800 expended for database subsidies currently.
4. SENYLRC is coming out in the black for general operating budget this year, but expecting a drop of \$16,000 in operating funds for next year.

Web Gateway Concerns:

Patricia reported that the web gateway pages and maintenance issues have grown substantially, requiring ever more time and suggests the need to set realistic expectations. Additional resources require a significant investment of time and maintenance, especially in the initial adding a new resource as well as in the maintenance of proprietary resources. We have a basic model for all HLSP libraries, with some libraries making additional demands for access to proprietary or hospital-only content and populating additional pages.

Questions, Answers, recommendations:

- 1) Question about impact on staff time and how often this happens? Tessa – this is sporadic, but when it does happen it is significant.
- 2) Patricia – What is the expectation that is realistic? For example, updating LinkOut, adding e-books purchased by individual libraries, working with Serials Solutions.
- 3) Maria – Closely reviewing e-book usage, closely looking at other library web pages to see what's available and then setting expectations according to what has already been

- done; desire to stay with the Gateway rather than hire an outside webmaster; from this point forward we should have an update charge.
- 4) John's response – a year of experience has shown how much time and effort is required; we want to encourage web page updating, so if we begin to charge we are looking at \$275 per day.
 - 5) Twila – why is there not a basic charge across the board for hosting and maintenance?
 - 6) Frank – If there is a fee, what is the expectation? Will demand then increase? Primary issue is staff time.
 - 7) Patricia – Looking at the overall program, is it fair to expend excessive staff time on additional work for only one or two hospital members?
 - 8) Frank – top priority is e-resources, but not to the exclusion of other aspects of the program; false expectation that work can be done beyond the core program.
 - 9) John – development of the Gateway pages is a basic service; the additional resource demands goes beyond basic. In the future, there could be new technology we will be able to take advantage of to improve resource access, particularly for online catalogs and databases. Academic libraries are looking at the technology to discover if this new technology is applicable. It goes beyond a federated search tool to allow searching across all types of e-resources. University of Rochester is taking the lead.
 - 10) Patricia – Looking at open source catalog to replace Mandarin
 - 11) John – Zack is looking specifically at KoaZoom to work with our Gateway pages
 - 12) Tessa – We should get pricing for Serials Solution products that could be used for specific libraries when proprietary content begins to exceed the basic content supported by HLSP. It would link off the Gateway pages and be managed by the local library.
 - 13) John – proposal to the Board for a pricing structure for additional content hosting and management for add-ons beyond the core resources.
 - 14) Sue – basic program already established, including Gateway pages and resources, cannot be compromised and must be supported by HLSP.
 - 15) Maria – core resources clearly delineated, so that additional resource/content can be pro-rated and easy to explain to our bosses.
 - 16) John – creation of infrastructure and subsidized databases are already established are not in question; we need to establish a fee structure that is clearly black and white.
 - 17) Frank – additional dues or sliding fee structure important, but we can only sustain so much. We're at a fiscal crisis point.
 - 18) John – in subsequent meetings, we will need to focus on our core database resources and what to keep, add, or delete (anything partially subsidized by HLSP/MISP funds).

MISP Activity and EFTS:

Concerns about amount of money available and account balances; MSIP promotion has resulted in an increase of use. Monthly account balances are being monitored. Money is added as needed or can be added by request. Average monthly balances are tracked by Kathy in a spreadsheet, and expenses are handled appropriately. Applause from members for Kathy's efforts in this regard. ☺

Promotion to academic libraries with health care programs has resulted in a 700% increase in the use of Loansome Doc/DOCLINE and MISP (very little usage before, and more consistent usage now). But don't worry, the money is not disappearing and will in no way impact our ability to fund our EFTS accounts.

OVID/LWW Update:

100 Title List is ready; 50 Title list is being prepared; complete journal title list with coverage also available. Coverage list can be used to update LinkOut. If a current link is not there, then the content has not yet come across from the vendor. Aggregators take more time to come across. LINKOUT tab shows whether content from vendor/publisher is available.

Serials Solution is not always accurate; better to go directly to LWW or CINAHL*Plus* databases and not rely totally on LinkOut or Serials Solution.

Some of our free New York State content is going away – Nursing Reference Center Academic and Nursing & Allied Health; some content will be available through Health & Wellness Resource Center but harder to get to and no PDFs. MasterFileSelect is also being dropped, including *Science*.

Need to look at options to continue access to HRCA and NAH, with the options available before April so that we can maintain access seamlessly if possible – assigned to PCM/TK.

Rehabilitation Reference Center:

Report by Kathy. Focus of product is summaries and suggested treatments; some content in RRC overlapped with books already in STAT! Ref; reimbursement information is sketchy; too much orthopaedic information and not enough neurologic information and too basic – best for students; Price was \$15,000, even with a discount for duplicate e-books.

Improvement and expansion would need to occur, and too much clicking to get to the information needed.

Sue's suggestion: Share password-accessible trials with each other (colleague-to-colleague) so we can have access.

Kathy's suggestion: Take advantage of webinars.

Columbia Memorial Hospital, Hudson.

Patricia will be making a site visit there next week. Suggestion to discuss minimum criteria at next meeting to determine if it is still relevant in today's climate.

Transformational Change (CE) at Penn State – April 2, 2009 – application online with scholarship possible; space, roles and resources panel discussions. \$35.00 registration fee.

Situation with Catskill Regional:

Unexpected situation when a librarian is temporarily unavailable or a library experiences a disaster – need for back-up and communication with staff at the hospital. Hospital administrator called Patricia because library itself was not being maintained – journal check-in, mail sorting. This goes beyond the basic coverage for each other in case of information needs because of extenuating circumstances (librarian out for weeks instead of just a vacation). Bottom line – we provide professional services support but not clerical. This particular situation is not a disaster, so it should be handled internally.

True Emergencies:

Disaster definition: Anything natural or manmade that totally disrupts normal services.

Sue's suggestion: Have plastic sheeting installed and/or available to toss over bookcases and desks to protect books, journals and equipment. Inexpensive and easy.

Frank's suggestion: Draft a simple policy regarding coverage and service support.

Actions:

1. SENYLRC (with Frank and MaryJo) to draft a pricing structure for “above and beyond” resource posting and maintenance.
2. Committee charged to look at e-resources very closely for the new program year for the next several meetings.
3. Look at options for retaining access to Nursing and Allied Health and Health Reference Academic in time for April – post to blog.
4. Shared access to proprietary resources and/or trials – discussion item for next meeting’s agenda.
5. Discussion of minimum criteria – item for next meeting’s agenda.

Blog Discussion and Demonstration:

Tessa demonstrated how to register for our HLSP blog, how to post items to the blog, and how to navigate the blog. Hands-on demo.

Meeting adjourned at 1:09 PM. MOTION made by Sue Ben-Dor, SECONDED by Maria Kwon. MEETING ADJOURNED.