Baptist Health South Florida

POLICY NO.: BHSF-1300.04

☑ Administrative
☐ Departmental

SUBMITTED BY:	Devica Samsundar, MLIS, AHIP	**APPROVED BY:**	Susan Golembeski, PhD; RN, CHRC
Title:	Corporate Director, Library Services	**Title:**	Assistant Vice President, Center for Research & Grants
		Responsible Department	Medical Library Center for Research & Grants
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Creation Date: 9/19/12
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POLICY TITLE:
Access to Library Services

SUMMARY & PURPOSE:
This policy is intended to create open access for all "knowledge based information", print and electronic, as stated by the Joint Commission. All hospital staff (medical, administrative, nursing and allied health) are permitted to access the library. Any staff member may use the Baptist Health library services for the improvement of the quality of care of patients. Its services support patient care, evidence based practice, continuing education, research and publications, and management. All staff have access to the physical libraries at Baptist, South Miami, Doctors and Homestead Hospitals.

Services include: computerized literature searches on MEDLINE, CINAHL and other evidence-based health and business databases; document delivery to users electronically by e-mail, fax, photocopy or mail (i.e. articles from our journals or other libraries in hospitals and medical schools in the United States, including the National Library of Medicine); access to core reference and journal collection; circulation and interlibrary loan of books and DVDS for ongoing learning; electronic access to OVID MEDLINE and other databases and e-textbooks and e-journals (from offices and home, after library hours, using the ATHENS portal); and educating library users regarding effective searching for evidence based resources, relative to the provision of excellent health care to patients.

Patients, families and their visitors may use the medical libraries or the free standing Family Resource Centers (at Doctors Hospital & West Kendall Hospital) to access reliable supplemental patient education information. Signs are posted with library's contact information if patrons need

immediate assistance. Library staff will assist in identifying and providing information, but they are not practicing health professionals and will not interpret information or give advice.

POLICY:
Any staff member may use the Baptist Health library services for the improvement of the quality of care of patients. The primary clientele of the library is the total hospital staff: medical, administrative, nursing and allied health professionals. Its services support patient care, continuing education, research and publications, and management. Collections are current and authoritative, relevant to the needs of its users and the programs of the institution.

Patients, families and their visitors may also use the libraries and the Family Resource Centers to access reliable patient education materials. Library staff will assist in identifying and providing information, but they are not practicing health professionals and will not interpret information or give advice.

SCOPE/APPLICABILITY:
The entire organization

PROCEDURES TO ENSURE COMPLIANCE:

1. Locations and hours of operation:
   All Baptist Health libraries may be contacted by e-mail: library@baptisthealth.net.

   Baptist Hospital
   Jaffee Medical Library
   Location: 3rd Floor, South Building
   Hours: Mon – Fri, 8:30 a.m. - 5:00 p.m.
   Ph: (786) 596-6506; fax: (786) 596-5910

   South Miami Hospital
   Marmot Library
   Victor E. Clarke Education Building
   Hours: Mon – Fri, 8:30 a.m. - 5:00 p.m.
   Ph: (786) 662-8219; fax: (786) 662-5124

   Medical Library
   Doctors Hospital
   Location: 3rd Floor, near the 'A' elevators
   Hours: Mon – Fri, 8:30 a.m. - 5:00 p.m.
   Phone: (786) 308-3344

   Medical Library
   Homestead Hospital
   Location: 2nd Floor
   Hours: Mon – Fri, 8:30 a.m. - 5:00 p.m.
   Ph: (786) 243-8282; fax: (786) 533-9304

   Electronic Medical Library (EML)
   Location: Intranet or Internet
   The Baptist Health Electronic Library is open 24/7 and is available on the Baptist Health intranet and Internet website. Remote is available to hospital staff after they register for remote access (Athens).

   Free standing Family Resource Centers are located on the West Kendall and Doctors hospital campuses. Library staff will conduct hourly rounding, 8:30 AM – 5:00 PM, Mon-Fri, to assist patients, families and their visitors. Signs are posted with library's contact information if patrons need immediate assistance.

2. Computerized literature searches on MEDLINE and other health-related databases are available upon request. These services, as well as electronic textbooks and electronic journals, can be accessed remotely by the hospital staff, during and after library hours on the Internet and the intranet. Instruction and classes are available from the library staff. Search Request forms are available in the library or online.

3. All Baptist Health Staff members may request reprints of journal articles can be requested from the library or via interlibrary loan with other hospital and medical school libraries throughout the United States. Reprint request forms are available in the library or online.

4. Library team creates and supports "virtual" journal clubs throughout Baptist Health. Within the "virtual" space members can read and post comments on articles that are of interest to your team. The format is similar to posting to a social media site, blog or online school discussion board. Library staff verifies the articles are current, relevant and in compliance with the Copyright Law. Virtual journal club worksheets are available in the library or online.

5. Collections are current and authoritative, relevant to the needs of its users and the programs of the institution. Hospital staff my borrow books and journals for two weeks; Loans can be extended, pending their need by other library users. These resources are reviewed for currency and appropriateness, including accuracy of the electronic links, by the library staff. Recommendations for resources from medical, hospital staff and committees are welcome.

6. Most services are provided free to employees, if it is work-related. Charges imposed by other libraries may be passed back to the individual requestor or department, if it is excessive, or a personal or school project. Internet access is available in the library for staff.

7. The library is staffed daily by at least one person. Library services are under the direction of an experienced medical librarian, with a master's degree in library science and specialty training in medical librarianship. Skills include: organization, administration and networking of library services, including acquisitions, cataloging, online-computerized services (MEDLINE, Internet, etc), serials and monograph collection management in all types of formats. Clerical /technical staffs are trained in support of these functions: for example, using DOCLINE to obtain interlibrary loans from other libraries and scanning technology for document delivery, system-wide. Continuing education courses are attended by the professional medical librarian and support staff; courses are given locally and nationally through medical library organizations and institutions.

SUPPORTING/REFERENCE DOCUMENTATION:

- *Comprehensive Accreditation Manual for Hospitals (2012)* Knowledge-Based Information (IM.03.01.01)
- *Standards for Hospital Libraries. (Current edition, 2002 Medical Library Association).*
- *Journal of the Medical Library Association and the Journal of Hospital Librarianship.*

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

The following forms can be found in the libraries or on the intranet/internet site:

- Literature search request
- Article or book loan
- Access Request Form (Remote via Athens)
- Request for Alerts or RSS (Really Simple Syndication) Feeds
- Virtual Journal Club Request
- Publications and Presentations

ENFORCEMENT & SANCTIONS:
Violations of this policy may be referred to the appropriate HR management level. See HR policies 5250 and 5300 for applicable sanctions.

Violations of this policy may lead to revocation of system privileges and/or disciplinary action including termination. Anyone willfully violating this policy will be subject to disciplinary action up to and including termination.