Minutes from Health Information Services Planning Team subcommittee on library services
October 19, 2009
Present: Linda Smith (GSLIS), Mary Beth Allen (AHS), Wendy Gregory (AHS), Annie Paprocki (ESS), Beth Sandore (AUL for IT), Mary Shultz (HS), Greg Youngen (VM)

Linda reviewed the portion of the charge that is to be the focus of work by the subcommittee:

2. Assess overlap and gaps: Assess the growing overlap and gaps in services that are complementary to health information that exists with library programs in the life, medical and social sciences, and identify the most promising ways in which the Library can build support for both core and emergent programs.

3. Identify exemplars and models: Identify how and where (related to other service areas in the University Library) to provide the most effective Library services and access to information resources to all disciplines and communities that focus on health-related research, learning, and practice in the Illinois campus and outreach communities. Make recommendations for the kinds of staffing, physical footprint, and service programs that would enable the University Library to achieve this vision.

5. Recommend a plan for ongoing assessment of the effectiveness of the new service profile.

There was discussion of how best to develop a more complete picture of health information related services already being provided by the libraries on campus, so as to provide a basis for assessing overlap and gaps. Three strategies were identified:

1. Prepare a series of questions for distribution via LIBNEWS, to which anyone in the library could respond. This should allow us to identify services being provided by units such as the Undergraduate Library and Reference in addition to subject-specialized libraries.
2. Use these questions as a basis for discussion in upcoming meetings of Life Sciences/Physical Sciences librarians (Greg to take the lead) and Social Sciences librarians (Annie to take the lead)
3. Analyze selected departmental library web pages to identify those providing services and/or promoting resources related to health information (Wendy to take the lead).

Existing sources of both quantitative and qualitative data on library use were identified:

1. LibQUAL+
2. Faculty and staff survey
3. Undergraduate student survey
4. Graduate student survey
5. Gate/directional/reference/digital reference/instruction counts
6. Circulation/reserve statistics
7. Visualizations of interdisciplinary library usage
8. Printer usage
9. Database usage
10. E-journal title usage
11. Web site usage
12. LibGuide use (?)
Beth will determine what analysis JoAnn Jacoby and her GA are already planning to complete; the subcommittee needs to decide what additional analyses will help us understand patterns and trends of health information related usage of resources and services.

The collaborative development of the Health Information Portal (http://www.library.illinois.edu/health/) was discussed. A group led by Mary Beth completed the work. Strategies to enhance its visibility on the Library’s web site were suggested, such as adding “find health information” under the How Do I list. The need for resources for ongoing maintenance of the portal was identified; it currently depends on the participating librarians finding time to keep sections to which they contributed updated. The subject guides listed on the portal can guide the subcommittee in thinking about the range of health information of potential interest on this campus. We also need to be aware of other portals maintained by UIUC units, such as Extension.

The range of health-related databases includes some that are UIUC-only licenses; some that are UIC-only licenses; and others that are joint licenses. Beth pointed out that any recommendations for new resources may need to be accompanied by suggestions as to what could be cut. In the current budget climate, it is unlikely that new funds will be available.

It may be helpful to look at approaches that other campuses make to provision of health information, especially campuses where there is no medical school (e.g., Purdue). Mary Beth also mentioned that ACRL has increased focus on health information.

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Following the meeting, Linda drafted some questions for consideration by the subcommittee:

Following input and making revisions suggested by subcommittee members, distribute the following via LIBNEWS.

As we work to carry out our charge (http://www.library.illinois.edu/nsm/health/healthcharge.html), the Health Information Services Planning Team seeks to develop a broad understanding of demands for health information across all library units and the resources and services in place to provide it. As a reminder of the scope of health information, please review the list of topics covered by the Health Information Portal (http://www.library.illinois.edu/health/). We would appreciate your responses to those questions relevant to resources and services in your unit. Please e-mail responses to Linda Smith (lcsmith@illinois.edu) by November 2. In responding to these questions, it may be helpful to focus on recent requests that you have received from students, faculty, staff, and/or the general public.

Library unit _________________

I. My unit anticipates an increasing interest in health-related information due to the following (provide specific examples):
   1. Trends in research
   2. New developments in degree programs
   3. New initiatives in outreach
II. My unit regularly receives reference requests for health-related information in the following subject areas:
   From students:
   From faculty/staff:
   From the general public:

III. My unit provides health-related instruction and instructional materials (e.g., LibGuides) in the following subject areas (indicate extent of demand):

IV. My unit provides other services to respond to health information needs on campus. Specific examples include:

V. My unit faces the following challenges in responding to requests for health-related information.