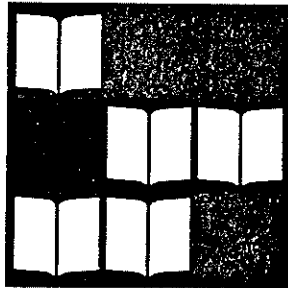


1987
Survey of Michigan MHSLA Hospital Libraries
Report



Prepared by the
Ad Hoc Survey Committee of the
Michigan Health Sciences Libraries Association
October, 1987

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Appendix: MHSLA Survey of Michigan Hospital Libraries,
1987. Complete Tabulation.

INTRODUCTION AND PURPOSE

Hospital libraries in Michigan share many common characteristics. They also have a variety of policies, procedures, services, staffing levels and other resources. In October 1986, the Executive Board of the Michigan Health Sciences Libraries Association (MHSLA), appointed a committee to complete a large and important task. It was decided to survey hospital libraries in Michigan to gather information and statistics to assist hospital library managers in decision-making, planning and comparative analysis. Similar questions are always asked when budgeting, planning, managing and designing library services and programs. "How many journal titles do hospitals of similar size own?" "What is the average salary paid to Library Technical Assistants employed in Michigan hospital libraries?" "How many interlibrary loans are processed by a library staff of 2.5 F.T.E. each year; how do they accomplish that level of efficiency?"

The MHSLA Ad Hoc Survey Committee has spent many hours of dedicated work to discover the answers to a large variety of questions about the size, operations and services offered in hospital libraries. The data contained in the following report will be of tremendous value in the years ahead; as a practical source of information for library management, and as a base-line data for comparison with future surveys.

METHODOLOGY

The Committee decided that a survey covering areas listed below would be the best method to collect data:

1. Description of the institution.
2. Description of employees and staff of the institution.
3. Library users.
4. Library staffing.
5. Collection size and management.
6. Library services.
7. Budget of library / Charges for services.
8. Audiovisual equipment, programs, production.
9. Computer equipment and software.
10. Telefacsimile equipment and access.

The survey was divided into two parts. Part I contained the largest part of the questions and the return procedure was designed to keep results of Part I confidential. Part II contained questions on equipment, software, and expertise on the application of technology. In Part II, the respondents name and address was requested so that directories could be compiled of the results. Of 218 original questionnaires sent out, the returns were as follows:

Part I: 93 returns
87 usable

Part II: 79 returns
79 usable

The survey population was initially considered 218 hospitals in Michigan, assuming that all would have some type of library service and be able to complete at least some of the survey. After the survey returns started to come in, it was apparent from discussions with potential respondents and other librarians in the field that this assumption was not realistic. Many of the hospitals had no library service, and did not employ consultants as had been expected. From the original survey population, a more realistic list was compiled by discussion with knowledgeable librarians in locations around the state. The smaller survey population of 173 libraries also had the advantage of making the 87 usable returns statistically significant, since they constitute 50% of those surveyed.

The questionnaire itself was developed by the Committee in several meetings; first by deciding on areas to be covered and then by evaluating existing questionnaires for ideas. A draft survey was set out for comments of the Executive Board, all MHSLA Committee Chairs, and a group of representative test libraries around the state. Comments were incorporated into the final draft, which was sent out on May 25, 1987, with a requested return on June 12, 1987. Questionnaires were accepted until the tabulation was complete and data analysis began in mid-July.

The method of tabulation was to divide up the returned questionnaires among the Committee. Each completed a subtotal, and the Committee Chairman completed the grand totals. This was a very time-consuming task, which will be computerized for the next survey. All tabulations were completed with special care and accuracy. Data analysis (the comparison of two questions in a graphic format) was completed on several key concepts which are detailed in the results section of this report.

HIGHLIGHTS OF SURVEY RESULTS

The complete tabulation of the survey data is in the Appendix of this report, and makes for fascinating reading. The Committee selected several questions which follow. The highlighted results are divided into two sections: Individual Questions and Data Analysis.

Individual Questions

Highest Degree Earned

(Refer to Question 7, Page 6 of Survey Tabulation)

All 87 respondents reported in highest degree earned by the person responsible for managing the library. The results for this question are summarized in Table 1. Over half of those responding (51) had Master's in Library Science. An additional (3) had earned a Master's in Library Science plus another Master's Degree. Two (2) of the respondents had earned a Specialist in Library Science and two had Doctorates. A total of 60 respondents, or 69% of the 87 reporting individuals had a Master's in Library Science or a higher degree.

Table 1
Highest Degree Earned By Person
Responsible For Managing Library
Question 7, Page 6

<u>Highest Degree</u>	<u>Number</u>
Doctorate	2
Specialist in Library Science	2
Master's in Library Science Plus Other Master's	3
Master's in Library Science	51
Other Master's	2
Bachelor's Degree	11
Associate's Degree	8
High School	8

MLA Certification

Also on page 6, question #8 asked whether the person managing the library was certified by the Medical Library Association (MLA). Although certification has been an issue in health sciences librarianship since it was established, the debate has heated up considerably since the examination has been required. Of the 85 respondents to this question, 34 persons or 40% were certified and 51 or 60% were not. In actual practice, certification is not currently held by the majority of hospital library managers.

Head Librarian's Title, Department Head Status, and Salary Information.

(Refer to Questions 3, 4, & 6, Page 3 of Survey Tabulation and Question 4 on Page 17).

Of the 87 total responses, 37 were assigned the title of Librarian, 27 were Directors, 7 were Managers, and the remainder were in the Other category. Regardless of the title assigned, nearly half (42 of 87) had department head status. Of the 44 who were not department heads, 28 were still responsible for library administrative duties. In addition to library services and administrative duties, 51 respondents (59% of those responding) are also responsible in some way for departmental libraries.

The salaries for Head Librarian or Director vary greatly among the respondents. Of the 55 libraries responding to this question, the average salary ranges from \$25,496 to \$32,059. The lowest reported salary within a range was \$10,920. The highest reported salary within a range was \$70,000. It is unfortunate that so few of our colleagues chose to report this information. Many comments indicated that salary information could not be shared outside the institution, even though the survey data was confidential and could not be linked to an individual hospital. Hopefully more librarians will take a different view of the situation in time for the next MHSLA survey.

F.T.E. Averages / Average Staffing Expenditures

(Refer to Questions 3 & 4, Page 6 and Questions 4 & 5 on Page 17)

The average responding library had 1.5 professionals and 1.71 support staff, an almost 50/50 split. Although the library literature recommends a ratio of one professional for every support person, the data does not reflect this theory. The average library spends \$40,811 on professional staff salaries, and an average of \$33,745 on support staff.

Memberships

(Refer to Question 15, Page 5)

Of 87 libraries responding, only 4 had no institutional or staff memberships in library professional associations or networks.

- 84 Belonged to a regional or local health sciences group.
- 73 Michigan Health Sciences Libraries Association.
- 64 Medical Library Association.
- 56 Region of Cooperation.
- 48 Michigan Library Consortium.
- 39 Midwest Chapter / MLA.
- 35 Health Instructional Resources Associated, or Other A-V Groups.
- 29 Special Libraries Association.
- 17 American Libraries Association.

Other groups with between 2-5 memberships were: MIDEUG, Libraries Using Computers, ASIS, Council of State Agency Libraries, Michigan Library Association, and the Canadian Health Sciences Libraries Association.

Classification Systems & Subject Headings

(Refer to Questions 1 & 2, Page 7)

The survey results revealed that Library of Congress and the National Library of Medicine were the two most utilized classification systems.

Table II Classification Systems

<u>Classification System</u>	<u>Libraries</u>
LC	48
NLM	43
DEWEY	2
CUNNINGHAM	1
OWN SYSTEM	1
NONE	1
SUDDOCS	1
	<u>97</u>

Interestingly enough, a total of 97 responses were recorded for this question, indicating that of the 87 respondents, some use more than one classification system.

Regarding subject headings, NLM subject headings were identified as the predominant preference among the 87 responding libraries with 67 libraries reporting the use of NLM. 20 libraries reported using LC subject headings, two (2) reported using Sears, one (1) using their 'own' subject headings and one (1) using no subject headings.

Table III Subject Headings

<u>Subject Headings</u>	<u>Libraries</u>
NLM	67
LC	20
SEARS	2
OWN SYSTEM	1
NONE	1
	<u>91</u>

Journal Ordering and Maintenance

(Refer to Question 6 & 7, Page 8)

Most libraries acquired journals by several methods. Included were vendors (58), direct order (76) and gift subscriptions (42). Faxon was the most-used journal vendor, with a total of 24. The remaining libraries used Fennel (16), Ebsco (15) and Readmore (10), and Others (9).

Policies regarding maintenance of journal volumes revealed a preference for bound volumes instead of microformats.

Table IV Journal Maintenance

<u>Method</u>	<u>Number</u>
Bound Volumes	68
Unbound Issues	40
Microfiche	23
Microfilm	6
	137

The data also demonstrates that many libraries use more than one method of journal collection maintenance; there were 87 respondents and 137 responses to this question. A popular response was to combine the use of microfiche and unbound journal issues, eliminating the cost of binding.

Book Vendors

(Refer to Question 3, Page 7)

Almost all libraries made use of book vendors for acquisition (81 of 87). Login Brothers were most frequently cited by 52, closely followed by Rittenhouse with 40. Saunders was mentioned by 9, Baker and Taylor by 8, Matthews by 5, and nine other vendors (Ballen, CBS, Bookhouse, Moseby, Emery, Laco-Wayne, Majors, STAT, Pratt) were used by 1 to 5 libraries. 44 libraries had made use of blanket ordering or other automated programs offered by their vendors - 14 had not.

Literature Searching

(Refer to Question 15, Page 11)

Of the 87 responding libraries, 70 access online database systems for the purpose of literature searching. There were 15 libraries that did not use databases and 2 that did not respond to the question. Of the 70 libraries which responded yes, the following systems were used:

Table V
Database Systems Used

<u>Database</u>	<u>Libraries</u>	<u>Database</u>	<u>Libraries</u>
NLM	67	LOCKHEED	2
DIALOG	45	SDC	2
BRS	38	LEXIS	2
WILSONLINE	17	N.Y. TIMES	2
OCLC	17	NEXIS	1
ADANET	9	OTHER (Misc.)	13
VU-TEXT	9		

Drawing data from all 87 respondents, the following topics were requested for both on-line and manual literature searches:

Table VI
Literature Search Topics Requested

<u>Subject</u>	<u>Libraries</u>
Patient Care	71
Administration/Management	68
Education/Teaching	68
Writing Papers	66
Research	54
Legal	9

Public Relations Activities / Library Services

(Refer to Questions 18-24, Page 12)

Michigan hospital libraries use a variety of public relations strategies to increase use and to provide information about their libraries. Publications, current awareness services, and library orientations are among the most popular activities.

Sixty (60) libraries report that they publish acquisition lists. Thirty-eight (38) libraries write articles or announcements for existing publications, and 20 libraries produce their own newsletter. Twenty-eight (28) libraries have put together a library brochure. Other publications mentioned by one or two libraries include serials holdings lists, annual reports, and satellite listings. Almost one-fourth of all responding libraries (22 out of 87) report that they do not produce publications of any type.

Current awareness services provided by these hospital libraries include Selective Dissemination of Information (24 libraries), Table of Contents (43 libraries), and Journal Routing (37 libraries). Other services described by one or two libraries include alerting specific users to items of interest, and use of bulletin boards. Only 2 libraries do not provide some sort of current awareness services.

A large number of libraries (73 out of 87 respondents) agree on the importance of library orientations, whether formal or informal.

Suprisingly, 22 libraries provide training for end user searching. With so many libraries historically discontinuing this service due to lack of interest, the answers to an additional question would then be interesting: at what volume, or how much is this training used?

Fifteen (15) libraries provide a LATCH (literature attached to charts) service, while only eight offer clinical librarian services. And while some libraries offer software and/or hardware assistance to their users (20 respondents), an emphatic 64 libraries have not extended their services to include computer assistance.

Library Hours and After Hours Access

(Refer to Questions 1-6, Page 9)

Library hours varied all the way from 8-hours a week to 94-hours a week. Of the 87 libraries responding, 28 libraries were open 40-hours a week, five libraries were open 45-hours a week. Eight libraries were open 24-hours daily (never locked the library). Hours per week the library was staffed also varied from no hours for two libraries, up to 85.5 hours for one library. And again most libraries were staffed 40-hours per week (32 of the 87 libraries reporting). The average amount of hours most libraries were staffed was about 44.

Of the 87 reporting libraries, 81 reported accessibility to the library after closing, five libraries had no accessibility (one library did not respond). The method of gaining entry into the library after hours was mainly either by use of a key or the Security Department - 28 libraries reported using a key system, 39 libraries reported using Security. Other methods included a combination lock and electronic card.

Table VII
After Hours Entry: Access Methods

<u>Method</u>	<u>Number of Libraries</u>
Security	39
Key Only	28
Combination of Key / Security	2
Not Locked	8
Electronic Card	3
Combination Lock	1
	<u>81</u>

Sixteen of the 87 libraries have staffed hours on Saturday and Sunday, the average amount of hours open being about six per week. Twenty-six (26) libraries reported having the library staffed after 5:00 p.m. - the average number of hours per week was about twelve.

Only 10 of the 84 libraries reporting library hours actually had the same hours - Monday through Friday 8:00 a.m. to 4:30 p.m. There were 57 different sets of library hours reported. Many libraries reported opening the library between 7:00 and 7:30 a.m., and the remaining opened up between 8:30 through 11:00 a.m. The average hour for closing was 4:30 p.m. Sixteen (16) of the libraries had earlier closing hours on Fridays. For libraries having staffed hours after 5:00 p.m., the average hour of closing was 8:30 p.m.

Table VIII
Summary of Hours Staffed Saturday and Sunday

<u>Hours</u>	<u>Number of Libraries</u>
4	8
8	4
8.5	2
13 / 13.5	2
	<u>16</u>

Table IX
Summary of Hours Staffed After 5:00 p.m. Weekdays

<u>Hours</u>	<u>Number of Libraries</u>
2.5	2
5	3
7.5 / 8	2
10	2
12	3
14	2
15	3
16	2
17 / 17.5	2
20 / 22	2
24 / 25	2
27.5	1
	<u>26</u>

Loan Periods for Circulation of Library Materials

(Refer to Question 8, Page 10)

Most libraries loan monographs for two weeks (55 libraries of 79 reporting loan periods for monographs). On the other hand most

libraries had no loan period for bound journals (46 of 79 libraries). Of those libraries that did not loan bound journals the loan period was one or two weeks. Microforms were almost never loaned (75 of 79 libraries did not loan).

For single journal issues and current journals, policies varied from no loan period to a high of 3 weeks.

The reference collection was not loaned by 59 of the 79 libraries. For those that did loan, one day loan was the norm.

A-V programs were not loaned (27 libraries did not loan), or were loaned for one week (22 libraries) or 2 weeks (16 libraries).

Pamphlet materials were not loaned by 38 libraries and 18 libraries loaned them for 1 week and 16 libraries loaned them for 2 weeks. Most libraries do not loan computer software (74 of 79 libraries did not). A-V hardware was loaned for one day to 12 libraries and 55 libraries did not loan.

Table X
Summary of Loan Periods for Select Materials

MONOGRAPHS

Three Days:	1
One Week:	5
Two Weeks:	54
2 to 3 Weeks:	1
2 to 4 Weeks:	1
Three Weeks:	7
Four Weeks:	4

REFERENCE COLLECTION

Don't Loan:	1
Non Circulating:	1
Special Arrangements:	1
Two Hours:	1
Eight Hours:	1
One Day:	10
One Week:	2
Two Weeks:	4

BOUND JOURNALS

One Day:	3
Three Days:	2
One Weeks:	13
Two Weeks:	11
2 to 3 Weeks:	1
Three Weeks:	2
Four Weeks:	1

CURRENT JOURNALS

Don't Loan:	2
Same Day:	1
One Day:	10
Three Days:	2
One Week:	18
Two Weeks:	10
2 to 3 Weeks:	2

AV PROGRAMS

One Day:	3
Three Days:	8
One Week:	22
Two Weeks:	16
Three Weeks:	2
Four Weeks:	1

AV HARDWARE

Don't Loan:	1
As Needed:	6
For Meetings:	1
1 1/2 Hrs.:	1
One Day:	12
Two Days:	1
Two Weeks:	2

Data Analysis

Although the responses to individual questions and their statistical analysis is interesting, the comparison of responses to two questions reveals another level of information which is useful. This section discusses the correlation between two questions and attempts to explain their effect upon each other.

F.T.E. to C.P.U. Ratio

(Refer to Part II, Question 3, Page 26)

As the questionnaire was being developed, the Technology Committee theorized that there would be a relationship between the number of employees in a library (here defined as Full Time Equivalents or F.T.E.s), and the number of computers in the library (here defined as Central Processing Units, C.P.U.'s or the thinking part of the computer). Although the question asked for both numbers from each respondent, only 37 answered completely. Of the 37 complete answers there were 125.75 F.T.E.s for a total of 73 C.P.U.'s for a ratio of 1.72 F.T.E.s per 1 C.P.U. That libraries have taken advantage of the technological

capabilities of computerization is obvious from this data. What remains to be seen is how future data compares to this baseline, and whether F.T.E.'s will grow faster, or will we add a greater percentage of computers to our workforce.

Institution Budget vs. Library Budget

(Refer to Question 2, Page 17)

In the library literature, a common measure of support for academic libraries is the ratio between total institution budget and the budget of the library. The ratios range from 2% - 6% with many receiving 3%. A more reasonable hypothesis for hospital library support is in the .5% - 2% range, based on the size of hospitals and their mission of healing and education.

The data does not bear out this hypothesis (See Table XI). For 26 respondents, the Total Institution Budget added up to 1.9 billion dollars. The Library Budgets amounted to 3.7 million dollars, or .19% to the Total Institution Budgets. It is difficult to draw any conclusions from this data, because 26 respondents is not a representative sample of all the hospital libraries in Michigan. Two things do stand out however: (1) \$1.9 billion is a great deal of money. (2) \$3.7 million, while considerable, is less than two-tenths of one percent of the total. As we gather more data in subsequent surveys, we need to realize that there is a very large pool of resources available from our institutions, and we have to work more creatively and diligently to receive a greater share of the revenue. Also, it appears that the present standard for support for hospital libraries may be considerably less than for academic libraries.

Table XI
Comparison of Total Institution Budget
vs.
Library Budget

[26 Institutions Reporting]

<u>Institution \$</u>	<u>Library \$</u>
500,000,000	800,000
313,500,000	115,140
201,000,000	450,000
121,000,000	319,180
120,000,000	178,492
68,117,000	98,788
59,703,900	92,301
57,854,446	20,702
55,288,000	204,670
53,891,586	110,893
53,000,000	120,000
47,589,470	114,300
44,248,676	85,398
42,000,000	117,481
42,000,000	99,984
36,500,000	42,000
31,811,654	17,700
30,000,000	55,000
27,850,000	39,470
27,713,976	19,624
24,000,000	126,500
17,992,000	38,000
10,000,000	21,000
6,000,000	5,000
4,300,000	395,395
351,360	80,650
<u>1,995,712,068</u>	<u>3,767,668</u>

Table XII

Comparison of Institution Bed Size and Head Librarian's Salary

(Refer to Question 2, Page 1 and Question 4, Page 17)

The majority of the salaries were in the \$20,000 to \$33,999 range (43), with most hospitals (38) responding in the 100499 bed range. There was a definite correlation between bed size and salary, with larger hospitals, paying slightly higher salaries.

Table XIII

Comparison of Institution Bed Size and Title of Head of Library

(Refer to Question 2, Page 1 and Question 3, Page 3)

Although there was a relationship between bed size and head librarian's salary, the relationship between bed size and title of head of the library is less than clear. Further statistical analysis may reveal a relationship, but the spread among Director, Manager and Librarian seems quite random.

Table XIV

Comparison of Institution Bed Size and Number of Titles

(Refer to Question 2, Page 1 and Question 8, Page 8)

As is evident from Table XIV, there is a definite cluster of activity in the upper left quadrant of the chart. The majority of libraries (55) reported 0-3,999 titles in hospitals of 0-499. The largest grouping (14) was for 0-999 titles and Under 100 Beds, which supported the assumption that a lower number of beds would require a lower number of titles to support the institution's information needs. Of the libraries with 10,000+ titles, 4 had 900+ beds, 3 had 500-699 beds and one had 100-299 beds.

Table XV

Comparison of Institution Bed Size and Number of F.T.E.s Employed in the Library

Interestingly enough, the cluster of activity in this table is also in the upper left quadrant. There is also a definite relationship between F.T.E.s and bed size, with the larger bed size correlating positively to a larger number of F.T.E.s. The hypothesis that more beds = larger institution = more information requests = larger staffing requirement seems to be supported by the data in Tables XIV and XV.

Table XVI

Comparison of Literature Searches Completed and Number of F.T.E.s Employed in the Library

(Refer to Question 1, Page 6 and Question 15, Page 11)

The majority of respondents (37) were in the range of under 1.0 to 3.9 F.T.E.s and 0 to 999 literature searches. There was a direct relationship between the two factors, with larger staffing levels completing more literature searches. There are also some very interesting exceptions to this trend. In three cases, there

were relatively small staffing levels (0-2.9) completing over 1,000 literature searches.

Table XVII

Comparison of Total Interlibrary Loans Lent and Borrowed and
Number of F.T.E.s Employed in the Library

(Refer to Question 1, Page 6 and Question 9, Page 10)

Also demonstrating the trend of greater productivity in libraries with more staff, Table XVII compares number of interlibrary loans processed and number of F.T.E.s employed in the library. Although there is a definite correlation showing larger size equals more interlibrary loans processed, there are some notable exceptions to this rule on both ends of the spectrum. Two libraries with 8.0 F.T.E.s and above only processed 2,000-2,499 and 3,000-3,499 respectively, while two libraries with 2.0-2.9 and 3.0-3.9 F.T.E.s processed 5,000 and above interlibrary loans each.

Productivity data has become an essential part of manpower budget justification in the 80's. As we are being asked to "do more with less" during this period of health care retrenchment, it's interesting to know that some libraries are achieving a very high level of productivity. The next step in our research is to identify the productivity techniques used by these libraries.

Table XII
 Comparison of Institution Bed Size
 And Head Librarian's Average Salary

Head Librarian's Average Salary	Bed Size	Under	100-	300-	500-	700-	900+	No Beds
		100	299	499	699	899		
Under 10,000		2	1					
10,000 - 14,999			1	1				
15,000 - 19,999		1	1					
20,000 - 24,999			6	2	1			1
25,000 - 29,999		1	4	9	3			
30,000 - 34,999			6	6	4		2	
35,000 and Above				1	1		1	2

Table XIII
 Comparison of Institution Bed Size And
 Title of Head of Library

Bed Size	Under 100	100-299	300-499	500-699	700-899	900+	No Beds
Head of Library - Title							
Director	2	7	10	5		4	1
Manager		2	1	3			
Librarian	8	14	12	4			1
Coordinator							
Library Assistant or Technician		2					
Assistant Director for Educational Services			1				
Corporate Director			2				
Consulting Librarian	1						
Coordinator of Medical Staff Services	1						
Associate Librarian							1

Table XIV
 Comparison of Institution Bed Size and
 Number of Titles Held by the Hospital Library

Number of Titles	Bed Size	Under 100	100-299	300-499	500-699	700-899	900+	No Beds
0 - 999		14	4	5				
1,000 - 1,999		2	6	5				2
2,000 - 2,999		2	4	7	2			1
3,000 - 3,999		1	2	3	2			1
4,000 - 4,999				1	2			
5,000 - 5,999			2	1	1			
6,000 - 6,999				1	1			
7,000 - 7,999				1				
8,000 - 8,999				1				
9,000 - 9,999								
10,000 and Above			1		3		4	

Table XV
 Comparison of Institution Bed Size
 And Number of Full Time Equivalents Employed in the Library

Bed Size	Under 100	100-299	300-499	500-699	700-899	900+	No Beds
Number of F.T.E.							
Under 1.0	8	4	2				
1.0 - 1.9	1	13	4	3			2
2.0 - 2.9	2	6	8				2
3.0 - 3.9			3	2			
4.0 - 4.9		2	5	1			
5.0 - 5.9			2	1			
6.0 - 6.9			1	4			
7.0 - 7.9							
8.0 and Above			1	1		4	

Table XVI
 Comparison of Annual Number of Literature Searches
 And Number of Full Time Equivalents

Literature Searches	0-499	500-999	1000-1499	1500-1999	2000-2499	2500 and Above
Total Number of F.T.E.						
Under 1.0	5					
1.0 - 1.9	12	1			1	
2.0 - 2.9	8	6	1	1		
3.0 - 3.9	1	2	1			
4.0 - 4.9	4	3				
5.0 - 5.9		2				
6.0 - 6.9		2	1		1	1
7.0 - 7.9			3			
8.0 and Above			3			1

Table XVII
 Comparison of Total Interlibrary Loans Lent & Borrowed
 And Number of Full Time Equivalents

Interlibrary Loans Processed	0- 499	500- 999	1000- 1499	1500- 1999	2000- 2499	2500- 2999	3000- 3499	3500- 3999	4000- 4499	4500- 4999	5000 & Above
Number of F.T.E.											
Under 1.0	7	6									
1.0 - 1.9	6	4	5	3		1	1				
2.0 - 2.9	2	2	4	3	3	3	3				1
3.0 - 3.9				1	2	1					1
4.0 - 4.9	1		1	1		2		1	1		
5.0 - 5.9				1	1					2	
6.0 - 6.9					2			1	1		1
7.0 - 7.9											
8.0 & Above					1		1				3

CONCLUSION

With the data from the survey so newly tabulated, there is no real conclusion possible, or even desirable at this time. As with any survey, the data has generated additional questions and the need for an in depth analysis. This will be completed in the months ahead and will be published as a research report.

FUTURE GOALS

The Michigan Health Sciences Libraries Association plans to repeat this survey at regular intervals. The date for the next survey will be established early next year. Since the questionnaire has been developed, the majority of the work is complete and refinements will be relatively simple to make. As mentioned earlier in the report, computerized tabulation of future surveys is desirable, and will be incorporated into the next survey procedure.

The Survey Committee will continue to actively seek input for the next survey, so that the data which is collected is relevant and interesting to hospital librarians in Michigan.

Appendix: MHSIA Survey of Michigan Hospital Libraries,
1987. Complete Tabulation.

**MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION
STATEWIDE HOSPITAL LIBRARY SURVEY**

GENERAL INSTRUCTIONS

The survey is designed for easy answering. Whenever possible, we have provided check-off type answers to minimize the amount of writing necessary. Test libraries have answered the questionnaire in one to two hours, so you may want to plan on that amount of time to complete the questions. Some special concerns are detailed below:

1. Multi-hospital systems with centralized library services expressed concern about how to answer the survey. There are two possible ways to handle the situation: (1) You may want to answer the survey as though the libraries at each hospital are really one large library if more appropriate for your institution, or (2) You may want to xerox enough copies of the questionnaire so that one can be filled out for each location.
2. It is very important that you answer every question in some way. This is particularly essential in Part I, where statistical rules may make it necessary to eliminate incomplete questionnaires from the tabulation and data analysis. If the question does not cover your particular situation, please use the "Other, Specify" response and write in an answer.
3. We are looking for as much accuracy in the numerical responses as possible, but please be practical in answering the questions. Use estimates when actual counts are not available.
4. Please feel free to call Dina Nameth at Henry Ford Hospital at (313) 876-2550, or call any member of the MHSLA Ad Hoc Survey Committee if you require assistance in understanding or answering the survey.
5. Part I and Part II responses are to be returned in separate envelopes to insure confidentiality. Part I data is the confidential section which includes information on services, budget, staffing and salaries. Part II will be used to gather directory information on audiovisual, computer and telefacsimile equipment; and as such requests your name and address. Be sure to put Parts I and II into the appropriate envelopes. Each questionnaire has a unique number assigned which can only be used in follow-up for non-respondents. It can not be used to identify your institution in any way for purposes of the survey.

The MHSLA Survey Committee would like to thank you for sharing this important information with your colleagues. All those who complete the questionnaire will receive a free copy of the results and will benefit from improved information for library management.

6. Return the completed Survey by June 12, 1987.

MHSLA Ad Hoc Survey Committee

Dina L. Nameth, Henry Ford Hospital	Beth Heinlen, Lansing General Hospital
Deborah Adams, Boxford General Hospital	Heidi Koch, Chelsea Community Hospital
Leslie Behm, Michigan State University	Nancy Nicholson, Saginaw Cooperative Hospital
Jane Claytor, St. Lawrence Hospital	

MHSLA Statewide Hospital Library Survey

PART I

INSTITUTION DESCRIPTION

- | | | |
|---|--|-------------------------|
| 1. What type of hospital? | | Emergency-Trauma Unit-1 |
| <input type="checkbox"/> General 74 | | Health Care System-1 |
| <input type="checkbox"/> Pediatric 1 | | Health Department-1 |
| <input type="checkbox"/> Mental Health 4 | | HMO-1 |
| <input type="checkbox"/> Substance Abuse 1 | | Mental Health Unit-1 |
| <input type="checkbox"/> Outpatient Clinic | | Psychiatric, Private-1 |
| 10 <input type="checkbox"/> Other, please specify _____ | | Rehabilitation-1 |
| | | Research-1 |
| | | State Agency-1 |
| | | Substance Abuse-1 |
-
- | | |
|--|--|
| 2. How many beds at the institution or hospital? | |
| <input type="checkbox"/> Under 100 15 | |
| <input type="checkbox"/> 100-299 26 | |
| <input type="checkbox"/> 300-499 26 | |
| <input type="checkbox"/> 500-699 16 | |
| <input type="checkbox"/> 700-899 | |
| <input type="checkbox"/> 900 + 4 | |
| <input type="checkbox"/> No beds 4 | |

3. Are there teaching programs at the institution or hospital?

- Yes 69
- No 17

If yes:

	# Responding	Average	Total
397 How many residency programs?	45	8.8	397
212 How many allied health instructional programs?	49	4.3	212
40 How many other instructional programs? Specify.	Administration-2 Anesthetist-1		
	Clinical Engineering-1 Coop. Students-1 Dietetics-2 LPN-5		

4. Is your institution or hospital:

- Private not-for-profit, affiliated with medical school 28
- Private not-for-profit, not affiliated with medical school 34
- Investor-owned, affiliated with medical school 1
- Investor-owned, not affiliated with medical school
- Veteran's Administration Hospital
- City owned and operated hospital 4
- County-owned and operated hospital 5
- Outpatient clinic

Management Development-2 Patient Ed.-2
 Nursing-15
 Pastoral Education-2
 Perfusion-1
 Pharmacy Doctorate Interns-1
 Volunteers-1
 Mental Health-1
 Social Work-1
 Substance Abuse-1
 Rad. Tech-1

7 Other, specify: Corporation-2 State Mental Health Fac. Affiliated with Medical School-1
 Government Owned-1 State Agency-2 State Owned-1

INSTITUTION POPULATION

1. How many employees in your institution? _____

Include actual; number of employees, full & part time.

# Responding	Average	Total
75	1,462	109,662

How many of the following in the institution or hospital?

Please provide the most current annual statistics available.

2. Physicians on the medical staff: _____

3. Administration/Managers/Department Heads in the institution: _____

4. Residents per year: _____

5. Fellows per year: _____

6. Interns per year: _____

7. Medical Students per year: _____

8. Nurses on nursing staff: _____

9. Nursing Students per year: _____

10. Allied Health Employees: _____

11. Allied Health Students in per year: _____

12. Research staff: _____

# Responding	Average	Total
64	290	18,591
76	57	4,362
55	61	3,379
42	5.7	239
40	18	720
56	75	4,203
69	380	26,204
59	115	6,810
56	244	13,651
51	44	2,221
35	9	317

ORGANIZATION

1. Which of the following is the library primarily affiliated with? Check all that apply.

- Hospital 83
- College or University 2
- Commerical Organization 1
- Association or Society
- Government Organization 3
- Out patient clinic 3

4 Other, specify: Health Care System-1 Health Corporation-1 Religious-1 Community-1

2. Is the library a separate, line department in your institution?

- Yes 51
- No 36

If no, in what department is the library included?

- Education Department 13
 Medical Affairs 1
 Medical Records 7
 Administration 6
8 Other, specify. Human Resources-2 Medical Admin.-1 Medical Education-1
MHSLA Survey Patient Care Svcs (Nursing)-1 Personnel-2 Training & Research-1

3. What is the title assigned to the head of the library?

- Director 27 Admin. Asst.-1 Consultant-1
 Manager 7 Asst. Dir. Educational Serv.-1 Dir. Library/A-V Serv.-1
 Librarian 37 Associate Librarian-1 Library Tech. Asst.-2
12 Other, specify. Corporate Director-2 Medical Records Clerk-1
4. Is the head of the library a department head? Coord. Medical Staff Serv.-1
Chairman-1

- Yes 42
 No 44

If no, is the head of the library responsible for library administrative duties?

- Yes 28
 No 2

5. To whom does the head of the library report?

- Administration 39 Peer Review-1 V.P. Professional Serv.-1
 Education Department 10 V.P. Marketing-1 Medical Education-4
 Medical Affairs 5 Med. Staff Resources-1 Human Resources-2
 Medical Records 5 Personnel Dir.-1
13 Other, specify. Professional Staff-1
V.P. Patient Care Serv.-1

6. Is the library responsible in any way for departmental libraries?

- Yes 51
 No 35

If yes, in what ways? Check all that apply.

- Check in journals 17
 Purchase journals 28
 Purchase books 25
 Purchase audiovisuals 9
 Staffing 2
 Catalog materials 19
 Library consultant 21
 Maintain a card catalog and/or union list of books, journals or audiovisuals 19
8 Other, specify. Binding-1 Prepare Budget-1 Purchase Materials-3 Reference-1 Shelflist-1
Keep records of books purchased-1

If yes, how many departmental libraries is the library responsible for?

- 1-3 5
 4-7 13
 8-10 3
 Over 10 20

7. Is the library responsible in any way for branch libraries?

- Yes 6
 No 39

If yes, in what ways? Check all that apply.

- Check in journals 7
- Purchase journals 8
- Purchase books 8
- Purchase audiovisuals 6
- Staffing 6
- Catalog materials 9
- Library consultant 12
- Maintaining a card catalog and/or union list of books, journals or audiovisuals 10
- 3 Other, specify. On-line services-1 ILL-1 Set up libraries in satellites-1

If yes, how many branch libraries is the library responsible for?

- 1-3 11
- 4-7 1
- 8-10
- Over 10

8. Does the library have a written policy and procedure manual?

- Yes 77
- No 9

9. Does the library have a written policy and procedure manual for volunteers?

- Yes 18
- No 67

10. Does the library have written job descriptions for library staff?

- Yes 76
- No 10

11. Does the library have written job descriptions for volunteers?

- Yes 23
- No 63

12. Has the library ever conducted a survey to determine library user's needs?

- Yes 48
- No 42

If yes, who was surveyed?

- | | | |
|--|--------------------------------|-----------------|
| <input type="checkbox"/> Institution as a whole 19 | House officers-2 | Medical Staff-5 |
| <input type="checkbox"/> Current library users 17 | Dept. Heads & Managers-4 | Students-1 |
| | Psychiatric Social Workers-1 | |
| | Professional/Technical Staff-1 | |

14 Other, specify. _____

13. Are written or verbal reports required of the library?

- Yes 65
- No 20

If yes, how frequently are they required? Check all that apply.

- Monthly 37
- Quarterly 20
- Yearly 44

6 Other, specify. Bi-weekly-4 Weekly-2

14. Does the library have a library committee?

- Yes 65
- No 22

If yes, which of the following make up the committee? Check all that apply:

<input type="checkbox"/> Librarian	62	House Staff Training Committee-1
<input type="checkbox"/> Medical Staff	62	Medical Education-1
<input type="checkbox"/> Nursing Staff	44	Research Staff-2
<input type="checkbox"/> Allied Health Staff	34	Resident Representatives-1
<input type="checkbox"/> Administration	40	School of Nursing-1
		Departmental Reps.-1

7 Other _____

How often does the library committee meet?	# Responding	Average	Total
Times per year	52	3.9	203

Does the librarian serve on hospital committees other than a library committee?

Yes 48
 No 24

15. Does the library or library staff hold memberships in library networks or associations?

Yes 80
 No 4

If yes, which of the following is participated in? Check all that apply.

<input type="checkbox"/> Local group (Valley Regional Health Science Libraries, Metropolitan Detroit Medical Library Group, Upper Peninsula Health Science Libraries Consortium, etc.)	84
<input type="checkbox"/> Michigan Health Sciences Libraries Association	73
<input type="checkbox"/> Medical Library Association	64
<input type="checkbox"/> American Libraries Association	17
<input type="checkbox"/> Special Libraries Association	29
<input type="checkbox"/> Region of Cooperation	56
<input type="checkbox"/> Health Instructional Resources Associated (or other audiovisual group)	35
<input type="checkbox"/> Midwest Chapter/Medical Library Association	39
<input type="checkbox"/> Michigan Library Consortium	48

34 Other, specify. _____

ASIS-3

American Management Assoc.-1
 Assn. Mental Health Lib.-1
 CALNET-1
 Canadian Health Lib. Assn.-2
 Council of State Agency Lib-3
 CORD-1
 DALNET-1
 DC3-1
 Lakenet-1
 Libraries Using Computers-5
 Macomb Area Health Library
 Information Consortium-1
 Michigan Library Assoc.-3
 MIDBUG-5
 MLA Hosp. Lib. Section-1
 Ontario Hosp. Lib. Assn.-2
 Windsor AHLA-1
 Woodlands Coop.-1

LIBRARY USERS

1. Check all user groups to which you provide library services:

<input type="checkbox"/> Physicians	85
<input type="checkbox"/> Interns/Residents/Fellows	58
<input type="checkbox"/> Dentists	37
<input type="checkbox"/> Nurses	86
<input type="checkbox"/> Medical Students	61
<input type="checkbox"/> Nursing Students	72
<input type="checkbox"/> Administration/Managers/Deptment Heads	86
<input type="checkbox"/> Allied Health (Pharmacist, Laboratory Technician)	84
<input type="checkbox"/> Allied Health Students	65
<input type="checkbox"/> Support Staff (Housekeeping, Maintenance)	72
<input type="checkbox"/> Drug Representatives	49
<input type="checkbox"/> Patients	41
<input type="checkbox"/> Attorneys	34
<input type="checkbox"/> General Public	34
<input type="checkbox"/> Teaching Faculty	43
<input type="checkbox"/> Research Faculty	29
<input type="checkbox"/> Non-Affiliated Health Professional	33
<input type="checkbox"/> Other Hospitals (Courtesy/Contract)	63
<input type="checkbox"/> Satellite Clinics	21
<input type="checkbox"/> Satellite Health Programs (Substance Abuse; Fitness Center; Womens' Center)	34
<input type="checkbox"/> HMO's or PPO's	17

14 Other, specify. _____

For Profit Subsidiaries-1	Health Departments-2
Local Industry-1	Medical Centers-1
Nursing Homes-3	Non Affiliated Students-3
Paid Members-2	Public Library-1

STAFF - LIBRARY

	<u># Responding</u>	<u>Average</u>	<u>Total</u>
1. What is the number of Full Time Equivalents (F.T.E.) that work in the library? Include library managers, paid full time staff, paid part time staff and volunteers. _____	82	2.9	238.5
2. How many paid FTE library staff in your library? _____	78	2.6	201.3
3. What is the total FTE for support staff that work in the library? _____	64	1.71	109.8
4. What is the total FTE for professional staff that work in the library? _____	69	1.5	103.5
5. What is the total FTE for volunteers that work in the library? _____	52	.4	20.8

6. How many paid FTE library staff with the following education?
Indicate highest level of education, and number at each level.

High School	42	1.3	54.1
Associate's Degree	23	1.9	43.5
Bachelor's Degree	20	1.8	35.9
Master's in Library Science	43	2	85.8
Other Master's Degree	4	1.6	6.5
Specialist in Library Science	1	2	2
Doctorate	1	1	1

7. What is the highest degree earned by the person responsible for managing the library? Check all that apply.

- High School 8
- Associate's Degree 8
- Bachelor's Degree 11
- Master's in Library Science 51
- Other Master's Degree 2
- Specialist in Library Science (Sixth year certificate) 2
- Doctorate 2

Master's in Library Science
Plus Other Master's Degree-3

8. Is the person managing the library certified by the Medical Library Association?

- Yes 34
- No 51

9. How many other library staff are certified by the Medical Library Association? 12

10. The person currently managing the library has had how many years of library management experience? _____

<u># Responding</u>	<u>Average</u>	<u>Total</u>
60	11	663

11. Which of the following does the institution support for the library staff? Check all that apply.

- Travel Allowance 74
- Food Allowance 68
- Hotel Allowance 69
- Continuing Education Fees 72
- Membership Dues 64
- Registration Fees (Conference or Other) 75
- Release Time with Pay 69
- Release Time without Pay 11

COLLECTION

1. Which classification system do you use? Check all that apply.

- NLM 43
- LC 48
- Dewey 2

4 Other, specify. None-1 Cunningham-1 SUDOGS-1 Own System-1

2. What subject headings do you use? Check all that apply.

- NLM 67
- LC 20
- Sears 2

4 Other, specify. None-1 Own System-3

3. Do you use a book vendor (jobber) for acquisitions?

- Yes 81
- No 6

If yes, check all that apply.

- | | | |
|---|--------------|---------|
| <input type="checkbox"/> Login 52 | Saunders-9 | Mosby-1 |
| <input type="checkbox"/> Rittenhouse 40 | CBS-1 | STAT-1 |
| <input type="checkbox"/> Ballen 1 | Pratt-1 | Emory-2 |
| <input type="checkbox"/> Matthews 5 | LACO-Wayne-1 | |
| <input type="checkbox"/> Blackwell NA | Bookhouse-1 | |
| <input type="checkbox"/> Baker & Taylor 8 | Lippincott-2 | |
| | Majors-1 | |

20 Other, specify. _____

If your vendor offers an automated selection plan (blanket order, automatic selection profile, etc.) do you use it?

- Yes 14
- No 55

4. Do you have a collection of audiovisual programs?

- Yes 62
- No 24

If you do, which formats:

- video cassette 57
 - umatic (3/4") 43
 - VHS 50
 - beta 4
- audio cassette 58
- slides 50
- filmstrip 15
- movie 16

6 Other, specify. CDROM-1 Charts-1 Microfiche-1 Overheads-1 Picture File-1
Videodisc-1

	<u># Responding</u>	<u>Average</u>	<u>Total</u>
5. Number of subscriptions paid (journal & audiovisual)	77	244	18,767
Number of subscriptions gift (journal & audiovisual)	53	27	1,451
Total subscriptions	77	266	20,483

6. How are your journals acquired? Check all that apply.

- Direct 56
- Vendor 76
- Gift 42

Other, specify. Purchased by departments & deposited in library-1 Cooperating Institution-1

If you use a vendor, which one:

- Fennell 16 Serials Management System Canada LTD-1 Popular Works Subscription Service-1
- Faxon 24 Aquinas-1 Saunders-2
- EBSCO 15 McAinsh-1 Turner-1
- Readmore 10 McGregor-1

9 Other, specify. Medical Journal Exchange-1

7. How do you maintain your journals?

- Bound Volumes 68
- Not Bound 40
- Microforms 19
 - Fiche 23
 - Film 6

Other, specify. _____

8. Collection size. Please specify number or not applicable (NA).

Titles:	<u># Responding</u>	<u>Average</u>	<u>Total</u>
Books	80	2,575	205,987
Journals	79	380	30,039
Audiovisuals	55	319	17,541
Microforms	18	126	2,275
Computer Software	6	44	263
Other, specify. _____			

Total Titles [Data was incomplete on most questionnaires and not usable]

Volumes:			
Books	57	3,103	176,857
Journals	59	5,000	295,018
Audiovisuals	45	1,236	55,636
Microforms	22	522	11,481
Computer Software	12	6	67
Other, specify. <u>CD-ROM-1</u>			

Total Volumes [Data was incomplete on most questionnaires and not usable]

9. What type of public catalog do you have? Check all that apply.

- Card 78
- Book 3
- Microform 2
- Online 6
- None 2

Other, specify. _____

10. What source do you use for cataloging information? Check all that apply.

- OCLC 18
- MARCIVE 39
- Cataloging in Publication (CIP) 30
- CATline 23
- Original Cataloging 47

- None-2
- LC-2
- Card Cat. Corp.-1
- DC3-3

8 Other, specify. _____

SERVICES

	# Of Libraries Responding	Average # Of Hours	Total # Of Hours
1. How many hours per week is the library open/unlocked?	86	56	4,779
2. How many hours per week is the library staffed?	35	44	3,766

3. Is the library accessible after closing? _____

- Yes 81
 - No 5
- Combination of key/security-2
 Card Entry System-3 Combination Lock-1
 Security-39 Always Open-6
 Key-28 O.D.-1

If yes, how does the user gain entry? _____

	# Of Libraries Responding	Average # Of Hours	Total # Of Hours
4. Is the library staffed on Saturday and/or Sunday?			
<input type="checkbox"/> Yes 16			
<input type="checkbox"/> No 71	16	6.5	104.5

If yes, how many hours? _____

5. Is the library staffed after 5:00 p.m.? _____

- Yes 26
- No 59

If yes, how many hours per week? _____

6. Please list the hours the library is open and staffed:

- Monday _____ to _____
- Tuesday _____ to _____
- Wednesday _____ to _____
- Thursday _____ to _____
- Friday _____ to _____
- Saturday _____ to _____
- Sunday _____ to _____

See Table A

7. Which of the following do you circulate? Check all that apply.

- Books or monographs 83
- Bound journals 36
- Microforms 3
- Single journal issues 60
- Reference collection 19
- AV programs 61
- Current journals 54
- Pamphlets 41
- Computer software 7
- AV hardware 6

5 Other, specify. _____

- Don't Circulate Anything-3
- Hardware to Satellite Libraries-1
- Verticle File-1

Table A
Summary of Library Hours
Question 6, Page 9

Open 7:00 a.m.

Monday through Friday 7:00 a.m. to 3:00/4:00 p.m.: 4 libraries

Monday through Thursday 7:00 a.m. to 4:30 p.m.

Friday 7:00 a.m. to 2:30 p.m.: 1 library

Monday through Friday 7:00 a.m. to 5:00/6:00 p.m.: 4 libraries

Monday through Thursday 7:00 a.m. to 5:00 p.m.

Friday 8:00 a.m. to 5:00 p.m.: 1 library

Monday through Friday 7:00 a.m. to 8:30 p.m.: 1 library

Monday through Thursday 7:00 a.m. to 8:30 p.m.

Friday 7:00 a.m. to 6:00 p.m.: 1 library

Open 7:30 a.m.

Monday through Friday 7:30 a.m. to 3:30/4:00 p.m.: 6 libraries

Monday through Friday 7:30 a.m. to 8:00 p.m.

Saturday 8:30 a.m. to 5:00 p.m.: 1 library

Monday through Thursday 7:30 a.m. to 8:00 p.m.

Friday 7:30 a.m. to 5:00 p.m.

Saturday 9:30 a.m. to 1:30 p.m.: 1 library

Monday through Thursday 7:30 a.m. to 8:30 p.m.

Friday 7:30 a.m. to 4:30 p.m.

Saturday 8:30 a.m. to 5:00 p.m.: 1 library

Monday through Thursday 7:30 a.m. to 10:00 p.m.

Friday 7:30 a.m. to 6:00 p.m.

Saturday 10:00 a.m. to 4:30 p.m.

Sunday 1:00 p.m. to 8:00 p.m.: 1 library

Monday through Friday 7:45 a.m. to 4:15/5:00 p.m.: 2 libraries

Tuesday and Thursday 7:30 a.m. to 4:00 p.m.: 1 library

Open 8:00 a.m.

Monday through Friday 8:00 a.m. to 2:30/4:30 p.m.: 18 libraries

Monday through Thursday 8:00 a.m. to 5:00 p.m.: 7 libraries

Monday through Thursday 8:00 a.m. to 5:00 p.m.

Friday 8:00 a.m. to 4:30 p.m.: 1 library

Monday through Thursday 8:00 a.m. to 4:30 p.m.: 2 libraries

Monday through Thursday 8:00 a.m. to 5:00 p.m.
Friday 8:00 a.m. to 4:30 p.m.: 1 library

Monday through Friday 8:00 a.m. to 5:30/6:30 p.m.: 3 libraries

Monday through Friday 8:00 a.m. to 7:00 p.m.
Saturday 8:00 a.m. to 12:00 noon: 1 library

Monday through Thursday 8:00 a.m. to 8:00 p.m.
Friday 8:00 a.m. to 5:00 p.m.
Saturday 9:00 a.m. to 5:00 p.m.: 1 library

Monday through Thursday 8:00 a.m. to 8:30 p.m.
Friday 8:00 a.m. to 4:30 p.m.
Saturday 10:00 a.m. to 2:00 p.m.: 1 library

Monday, Tuesday & Thursday 8:00 a.m. to 8:30 p.m.
Wednesday 7:30 a.m. to 8:30 p.m.
Friday 8:00 a.m. to 6:00 p.m.
Saturday 8:00 a.m. to 12:00 noon: 1 library

Monday through Friday 8:00 a.m. to 9:00/10:00 p.m.: 2 libraries

Monday through Thursday 8:00 a.m. to 9:00 p.m.
Friday 8:00 a.m. to 5:00 p.m.
Saturday 8:30 to 5:00 p.m.: 1 library

Monday through Thursday 8:00 a.m. to 9:00 p.m.
Friday 8:00 a.m. to 6:00 p.m.
Saturday 9:00 a.m. to 5:00 p.m.: 1 library

Monday through Thursday 8:00 a.m. to 8:00/9:00 p.m.
Friday 8:00 a.m. to 5:00 p.m.
Saturday 8:00 a.m. to 12 noon/1:00 p.m.: 2 libraries

Monday & Wednesday 8:00 a.m. to 10:00 p.m.
Tuesday, Thursday and Friday 8:00 a.m. to 12:00 midnight: 1 library

Monday through Friday 8:00 a.m. to 10:30 p.m.
Saturday 8:00 a.m. to 4:30 p.m.
Sunday 12:00 noon to 5:00 p.m.: 1 library

Monday through Thursday 8:00 a.m. to 10:30 p.m.
Friday 8:00 a.m. to 4:30 p.m.
Saturday 8:00 a.m. to 4:30 p.m.: 1 library

Monday through Friday 8:15 a.m. to 5:00 p.m.: 1 library

Open 8:30 a.m.

Monday, Tuesday, Thursday, Friday 8:30 a.m. to 1:30 p.m.: 1 library

Monday through Friday 8:30 a.m. to 3:30/4:30 p.m.: 2 libraries

Monday through Friday 8:30 a.m. to 5:00 p.m.: 1 library

Monday through Tuesday 8:30 a.m. to 9:00 p.m.
Wednesday through Friday 8:30 a.m. to 5:00 p.m.
Saturday 7:30 a.m. to 12:00 noon: 1 library

Monday, Wednesday and Thursday 8:30 a.m. to 5:00 p.m.
Tuesday and Friday 7:00 a.m. to 5:00 p.m.: 1 library

Open 9:00/11:00 a.m.

Tuesday and Thursday 9:00 a.m. to 1:30 p.m.: 1 library

Monday through Friday 9:00 a.m. to 1:00 p.m.: 1 library

Monday through Friday 9:00 a.m. to 5:00 p.m.: 2 libraries

Monday through Thursday 10:00 a.m. to 12:00 noon: 1 library

Monday through Friday 11:00 a.m. to 3:00 p.m.: 1 library

8. What is the loan period for the materials you indicated above?

See Table B

- _____ Monographs
- _____ Bound journals
- _____ Microforms
- _____ Single journal issues
- _____ Reference collection
- _____ AV programs
- _____ Current journals
- _____ Pamphlets
- _____ Computer software
- _____ AV hardware
- _____ Other, specify. _____

9. How many interlibrary loans were processed in the past year?	# Responding	Average	Total
_____ Borrowed	80	1,035	82,831
_____ Lent	77	892	68,669
_____ None 5			

10. Which current tools are used for interlibrary loan? Check all that apply.

- | | | |
|--|-------------------------------|---------------------------------|
| <input type="checkbox"/> Local Roc 38 | AHEC-1 | MDMLG-1 |
| <input type="checkbox"/> MISHULS 72 | Canadian Locations of | OCULS-1 |
| <input type="checkbox"/> GMRMLN 58 | Journals Indexed in Medline-1 | State Library-1 |
| <input type="checkbox"/> MLC Union List 47 | Capital Area Lib. Network-1 | Taubman-1 |
| <input type="checkbox"/> SEMULG 30 | County Library-1 | Toronto Health Sci. Lib. Assoc. |
| <input type="checkbox"/> SERHOLD 20 | DIALORDER-1 | Union List-1 |
| <input type="checkbox"/> OCLC 27 | Information Broker-4 | Sisters of Mercy Health Care |
| <input type="checkbox"/> DOCLINE 57 | Index Medicus-1 | Corporation-2 |
| | MASH-1 | Union List of Serials in |

21 Other, specify. _____

11. Does the library staff photocopy materials for users?

- Yes 73
- No 15

Canada-1
WAHLA-1
Calls to local hosp. lib.-1

12. Does the library have a self service photocopier?

- Yes 56
- No 31

If yes, check all that apply.

- No cost to hospital personnel 53
- No cost to public 13
- Coin operated use by hospital personnel 3
- Coin operated use by public 6
- Charge back to departments 10
- Charge for personal use 29

7 Other, specify. _____

Charge the public-4
Charge for library staff to do copying-1
Limit copy service to library materials-1
Charge to students-1

If yes, for what purpose are the searches requested? Check all that apply.

- Patient care 60
- Administration/management 58
- Education/teaching 59
- Writing papers 50
- Research 36
- 6 Other, specify. Legal-3 Patient Info.-1 Personal Info.-1 Presentation-1

17. How are reference questions (ready reference) searched?

- Manually 22
- Online 5
- Both 60

18. Does the library staff provide training for end user searching?

- Yes 22
- No 64

19. What types of current awareness services are provided? Check all that apply.

- SDI (Selective Dissemination of Information) 44
- Acquisition lists 60
- Routing journals 37
- Table of Contents 43
- 13 Other, specify. Alert Users to Items of Interest-2 Newsletters-2
Annotated Bibliography-1 Extracts of Articles-1
Current Awareness-2 Satellite Listings-1
Bulletin Board-1 Subject Bib.-1
- 2 None Distribute/Post Lists-2

20. Does the library provide a LATCH (literature attached to charts) service?

- Yes 15
- No 68

21. Does the library offer clinical librarian services?

- Yes 8
- No 77

22. Does the library offer any form of library orientation?

- Yes 73
- No 14

23. Does the library produce any publications? Check all that apply.

- Library brochure 28
- Library newsletter 20
- Articles/announcements in existing publications 38
- Acquisition lists 52
- 5 Other, specify. Annual Report-1
Bulletins-1
Print Indexes-1
Satellite Listings-1
Serials Holdings List-1
- None 22

24. Does the library staff provide assistance with computer setup, operation, or selection? Check all that apply.

- Software assistance 6
- Hardware assistance 1
- Both 13
- Neither 64

25. Does the librarian or library staff participate in the coordination of Continuing Medical Education (C.M.E.) activities?

Yes 26 1-2%-9 4%-1 7%-1 25%-2

No 42 3%-2 5%-5 10%-1 60%-1

If yes, what percentage of the person's time is spent in C.M.E. activities? _____

If yes, check all that apply:

Coordinator of C.M.E. for the institution. 6

Keep records of C.M.E. credits earned by hospital personnel and/or medical staff 6

Develop C.M.E. programs/courses 3

Publicize/market C.M.E. programs/courses 9

Manages registration for C.M.E. programs/courses 7

Provides library resources for C.M.E. programs/courses 26

3 Other, specify. Librarian attends conferences/rounds with list of library resources-1

Other, specify. Maintain monthly sign-in sheet-1 Catalog tapes-1

26. Does the library keep records of CEUs (Continuing Education Units or Credits) earned by the hospital personnel or medical staff?

Yes 7

No 78

27. Does the library participate in a union/list of journals?

Yes 74

No 9

Not Applicable 2

If yes, which list(s): Check all that apply.

MLC (Michigan Library Consortium Union List) 49

MISHULS (Michigan Statewide Health Sciences Union List of Serials) 69

SEMULG (Southeast Michigan Union Listing Group) 34

OCLC (Online Computer Library Center, Inc.) Serial Control Subsystem Union List. 27

DOCLINE (National Library of Medicine Interlibrary Loan Network) 55

Local ROC (Region of Cooperation) 40

28. Does the library generate and distribute lists of the journal collection?

Yes 67

No 16

Not Applicable 3

If yes, to whom are the lists provided? Check all that apply.

Individuals in the institution 52

Departmental libraries 14

Branch libraries 6

Other hospital libraries 24

Academic/Public Libraries-4

All Hospital Departments-2

Department Heads-1

Medical Education Committee-1

Patients-1

ROC Headquarters-1

Upon Request-2

12 Other, specify. _____

29. Does the hospital have a consumer health/patient education collection?

Yes 35

No 51

If yes, who is responsible for the consumer health collection?

Library 18

Health Education 10

Nursing 10

Volunteers 1

9 Other, specify. _____

Departments-1

Develop. & Community Services-1

Director of Education-1

Instructional Resources-1

Patient Education-2

Wellness Program-1

Medical Social Worker-1

Public Relations Director-1

(If not the library, please try to answer questions 27-32).

30. What does your consumer collection consist of?

- Books 23
- Journals 20
- Pamphlets 32
- AV 23

Computer Assisted Instruction-1
 Weekly Programs-1
 Models/Mannikins-1

3 Other, specify. _____

31. Where is the consumer collection housed?

- Medical Library 18

27 Other, specify. _____

32. How is your consumer health collection staffed?

- Librarian 17
- LTA 7
- Clerk 4
- Volunteers 5
- Health Educator 13

Branch Library-1
 Departments-3
 Development & Comm. Serv.-1
 Family Health-1
 Community Health-1
 Education Department-2
 Health/Patient Education-4
 Gastrointestinal Medicine-1

Instructional Resources-1
 Nursing Education-4
 On Wards-1
 Nursing Departments-4
 Public Relations-1
 Resource Room-1
 Wellness Dept.-1

9 Other, specify. _____

A-V Coordinator-1
 Nursing Staff-4
 Secretary-1

Wellness Director-1
 Not Staffed-2

33. How many hours per week is the consumer health collection staffed?

34. Who may use the consumer health collection?

- Patients 27
- Visitors 15
- General Public 20
- Health Personnel 29
- Hospital Employees 31

# Responding	Average	Total
23	44.6	1,029

1 Other, specify. Libraries-1

35. How may the above mentioned people use the consumer collection? Check all that apply.

- Inhouse use 28
- Check out materials 20
- Photocopy 20
- Physician referral 22
- Health professional referral 21
- Self-referral 26

1 Other, specify. ILL-1

36. Please provide your 1986 statistics on number of circulations and inhouse uses for each of the following. If you do not keep detailed circulation statistics, please provide total number of items circulated.

Insufficient
Data To
Tabulate

Circulations	In-Library Use	N.A.
_____	_____	_____ Monographs
_____	_____	_____ Bound journals
_____	_____	_____ Microforms
_____	_____	_____ Single jrl. issues
_____	_____	_____ Ref. Collection
_____	_____	_____ AV programs
_____	_____	_____ Current journals
_____	_____	_____ Pamphlets
_____	_____	_____ Computer software
_____	_____	_____ AV hardware
_____	_____	_____ Other _____
_____ Total number of items circulated and used in the library.		

37. Does the library notify users when library materials are overdue?

- Yes 78
- No 7

If yes, what method(s) is used: Check all that apply.

- Overdue notices 68
 - 3 notices 52
 - 2 notices 16
 - 1 notice 7
- Letter 41
- Phone Call 50
- Invoice 30
- Withhold price of materials from paycheck. 7
- Withdraw library privileges for long term overdues. 21

If yes, how many overdue notices or other notifications are generated per year? _____
 (If this data is not available, please indicate N/A).

# Responding	Average	Total
19	1,186	22,528

38. What services does the library provide for affiliated persons?

Check all that apply, and indicate cost if any.

SERVICES

- Online reference services 56
- Online reference services for personal or non-work-related use 33
- Photocopies 59
- Current awareness services 35
- Circulation of library materials 53
- Circulation of audiovisual equipment 31
- Access to library facility/collections 59
- Overdue fines 6 Equip. Delivery-1 Orientation-1
- Consultation 28 General Reference-1 ILL-1
- Other, specify _____ A-V Production-3

CHARGES - See Table C

39. Does the library provide services to non-affiliated persons? (See glossary for definitions).

- Yes 46
- No 25

If yes, check all the services provided and indicate cost if any.

SERVICES

- Online reference services 27
- Online reference services for personal or non-work-related use 20
- Photocopies 37
- Current awareness services 5
- Circulation of library materials 15
- Circulation of audiovisual equipment 6
- Access to library facility/collections 35
- Overdue fines
- Consultation 13

CHARGES - See Table D

- 5 Other, specify _____
 General Reference-2
 ILL-2
 Membership Fee-1

Table D
 Question 39 Page 15
 Summary of Charges

Service	Fee	Contract	Negotiable	Online Time	Online Time + \$1-5	Online Time + \$10-15	Online Time + \$15-50	Cost	Cost + \$1-5	Cost + \$8	Cost + \$10-15	\$1-5	\$6-10	\$11-15	\$25	\$35	1-5¢ A Page	6-10¢ A Page	15¢ A Page	20¢ A Page	Other		
Online Reference Services				1				4		2	1		1	1	1	1					1	\$10/Min.	
Online Reference Services Personal/ Non-Work Related				1				2					1	1								1	\$10/Min.
Photocopies												3						5	8	1			
Consultation			2																				
Membership Fee																						1	\$50 Yr.

40. Does the library provide services to other libraries?

- Yes 53
- No 19

If yes, check all the services provides and indicate cost if any.

SERVICES

CHARGES

- Online reference services 25 _____
- Photocopies (Other than Interlibrary Loan) 25 _____
- Current awareness services 3 _____
- Consultation 23 _____
- Circulation of library materials 28 _____
- Coverage during absence/vacations 8 _____
- Overdue fines _____
- Consultation 5 _____
- Cataloging 1 _____
- Union List Maintenance 4 _____
- 3 Other, specify. As Needed-1 Book Purchase-1 Journal Exchange List-1 _____

41. Do you have membership fees for library services?

- Yes 5
- No 64

If yes, what is the breakdown?

\$ 650 ÷ 8 = 81.25 per Year Membership

\$ _____ per _____

\$ _____ per _____

Please describe more if necessary Negotiable

42. Does your library have access to an electronic mail service?

- Yes 31 BBS-1 Minet-1
- No 42 Dialmail-1 M-ROC-Talk-1
- If yes, please check all that apply. Faxline-1 PROFS-2
- Interact 18 FIDO-4 Rocky II System-1
- Easylink 1 Hannah-1
- Ontyme 3 Healthline-1
- Other, specify. Mercy Health Services Bulletin Board-2

17 Other, specify. _____

Other, specify. _____

For what purpose do you use electronic mail?

- Interlibrary loan requests 13
- Correspondence 9
- Brief messages 21
- Broadcast messages to many locations 10
- Other, specify. _____
- Other, specify. _____

BUDGET

1. For the budget section of the survey, we would like you to report costs from the budget year which just ended. Please indicate which months comprise your institution's fiscal year.

- January - December 24
- July - June 25
- October - September 16
- 11 Other, specify. September-July-1 _____
- June-May-1
- April-March-8
- September-October-1

2. We would like to compare the percent of the entire institution or corporation budget which is spent on library services.

What is the total annual budgeted dollar amount for your hospital or institution?

	# Responding	Average	Total
\$ _____			
<input type="checkbox"/> Not Available	19		
	25	80,418,685	2,010,467,120

What is the total annual budget amount for your library?

\$ _____	55	118,407	6,512,835
----------	----	---------	-----------

3. What dollar amount of your annual library funding originates from:

			Amount
Parent Institution	47	130,517	\$ 6,134,288
Affiliated University	3	36,993	\$ 110,979
Grants	2	23,500	\$ 47,000
Endowment	1	6,000	\$ 6,000
Medical Staff	13	9,334	\$ 121,338
Nursing Staff	1	500	\$ 500
Alumni			\$ _____
Gifts/Donations	6	2,767	\$ 16,600
Generated income (fees for service, membership dues, rental of space, etc.)	3	9,557	\$ 28,670

2 Other, specify.

ROC	1	700	\$ 700
Education & CME	1	2,000	\$ 2,000
			\$ _____

4. What is the total annual budgeted amount for salaries for professional staff: \$ _____

Please provide pay ranges for the following:	# Responding	Average	Total
	57	40,811	2,326,240

Director or Head Librarian
\$ _____ to _____

Associate/Assistant Director
\$ _____ to _____

Reference Librarian(s) \$ _____ to _____

Assistant Librarian(s) \$ _____ to _____

Other Professional Staff, specify.
_____ \$ _____ to _____
_____ \$ _____ to _____

5. What is the total annual budgeted amount for salaries for support staff: \$ _____

Please provide pay ranges for the following:	37	33,745	1,248,571
--	----	--------	-----------

Library Technician(s) \$ _____ to _____

Media Specialist(s) \$ _____ to _____

Clerk(s) \$ _____ to _____

Secretary \$ _____ to _____

Other Support Staff, specify.
_____ \$ _____ to _____
_____ \$ _____ to _____

6. Which paid benefits do full-time employees receive? Check all that apply.

	Professional Staff	Support Staff
Health insurance	69	45
Life insurance	68	38
Dental insurance	65	42
Optical insurance	37	23
Disability insurance	58	38
Retirement/Pension	66	44
Vacation	68	46
Sick days	68	44
Child care	11	5
Holidays	52	44

20 Other, specify.

Birthday off-4 Profit sharing-1 14% of salary instead of benefits-1
 Personal days-8 Day of hire off-2 FLEX-1 Tax shelter annuity-1 Tuition-2

7. What is the annual budgeted amount for:

Books	\$ _____
Journals	\$ _____
A-V Materials	\$ _____
Patient Materials	\$ _____
Computerized Literature Searches	\$ _____
Network Services (OCLC, RLIN, etc.)	\$ _____
Cataloging Services	\$ _____
Interloans	\$ _____
Binding	\$ _____
Microfiche/Microfilm	\$ _____
Computer Software	\$ _____
Supplies	\$ _____
Equipment Rental	\$ _____
Equipment Repair/Service Contracts	\$ _____
Travel/Education	\$ _____
Other, specify.	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

See Table E

8. What is the annual budget amount for capital outlay/equipment expenditure? \$ _____ # Responding Ave. Total
 13 8,572 111,432

9. In the last five years have you had any changes in the services you offer because of budget changes?

_____ Increases Services	23
_____ Decreases Services	13
_____ Stayed The Same	39

10. Are you anticipating any changes in services next year?

- Yes 36
- No 49

Table E

Question #7, Page 18

What Is The Annual Budgeted Amount For:

	<u>No. Of Libraries</u>	<u>Average</u>	<u>Total</u>
Books	59	12,707	749,717
Journals	58	24,086	1,396,969
A-V Materials	33	4,052	133,721
Patient Materials	11	1,562	17,184
Computerized Literature Searches	49	6,730	329,788
Network Services	17	9,555	162,432
Cataloging Services	31	1,695	52,556
Interloans	43	2,738	117,751
Binding	42	3,064	128,695
Microfiche / Film	18	3,385	60,931

Question #7, Page 18

What Is The Annual Budgeted Amount For:

	<u>No. Of Libraries</u>	<u>Average</u>	<u>Total</u>
Computer Software	21	988	20,750
Supplies	57	3,314	188,908
Equipment Rental	18	2,691	48,440
Equipment Repair / Service Contracts	39	2,347	91,535
Travel / Education	54	1,270	68,591
<u>Other</u>			
Dues	5	377	1,883
Storage	1		4,600
Union Lists	1		240
Minor Equipment	4	1,175	4,700

Question #7, Page 18

What Is The Annual Budgeted Amount For:

	<u>No. Of Libraries</u>	<u>Average</u>	<u>Total</u>
<u>Other</u>			
Graphics / Forms	2	985	1,970
All	1		500
Telephone	2	2,170	4,340
Depreciation	2	15,500	31,000
Physical Improvements	1		300
Medical Education	1		11,600
Satellite Contract	1		5,000
Miscellaneous	1		1,700

11. If you answered yes to either of the two questions above, which services were/would be affected?

	Increase	Decrease	Eliminate	Anticipate Increase	Anticipate Decrease	Stayed The Same
Computer Searches	23	2		14	1	12
ILL Lending	17	3		12	1	8
ILL Borrowing	18			13	1	10
AV Services	15	2		5	1	4
Photocopy	18	3	2	10	2	8
Other, specify.	See Attached Chart					

12. In the past five years, have you had any changes in number of FTE's?

_____ Increased 22
 _____ Decreased 19
 _____ Stayed The Same 37

13. Are you anticipating any changes in numbers of FTE's next year?

Yes 18
 No 59

14. If you answered yes to either of the two questions above, how many FTE's were/would be affected?

	# Increased		# Decreased		# Anticipated Increase		# Anticipated Decrease	
	.33-1	.50-2	.50-2	1.2-8	1.0-1	1.5-1	1.5-1	1-1
2-1								
1.0-1	5.0-1	3.5-1	2.0-2	1.5-1	2.0-2	1.25-1		

EQUIPMENT & FACILITIES # Responding Average Total

1. Library:

Total Square Footage:	67	1,089	121,197
Seating Capacity:	76	23	1,734
Number of Rooms In Library:	77	3	233

2. Does your library have the following? Check all that apply.

_____ Librarian's Office 54
 _____ Assistant's Office 14
 _____ Work Room 36
 _____ Storage Space (within library) 32
 _____ Storage Space (within institution) 36
 _____ Storage Space (off-site) 14
 _____ Compact Shelving 11
 _____ Conference/Meeting Room 13
 _____ Computer Room 13
 _____ AV Room 31
 _____ Study Carrels 48

3. Does your library have space for potential growth?

Yes 18
 No 67

If yes, how many years in growth expected? 1 year-2 2yrs-3 3yrs-1 5yrs-5 7yrs-1 15yrs-1

If no, how will you allow for needed space?

Check all that apply.

Back volumes on microfiche 33
 Current subscriptions on microfiche 10
 Weed/discard from book collection 62

Page 19 Question 11

Other Category

SERVICE	INCREASE	DECREASE	ELIMINATE	ANTICIPATE INCREASE	ANTICIPATE DECREASE	STAYED THE SAME
Books	1					
Current Awareness	2	1				
Satellite Facility	1					
Time	2					
Hours		1				

Weed/discard from journal collection 57

Off-site storage 3

Reduce services 3

11 Other, specify. additional space planned-2 compact shelving in storage-1
looking for more space-2 new location/facility-5 more shelving-1

4. Does your library have a security system?

Yes 3

No 71

If yes, name of company: Checkpoint-9 Tattletape-1