

Hospital Library Benchmarking 2017 Survey

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Objective

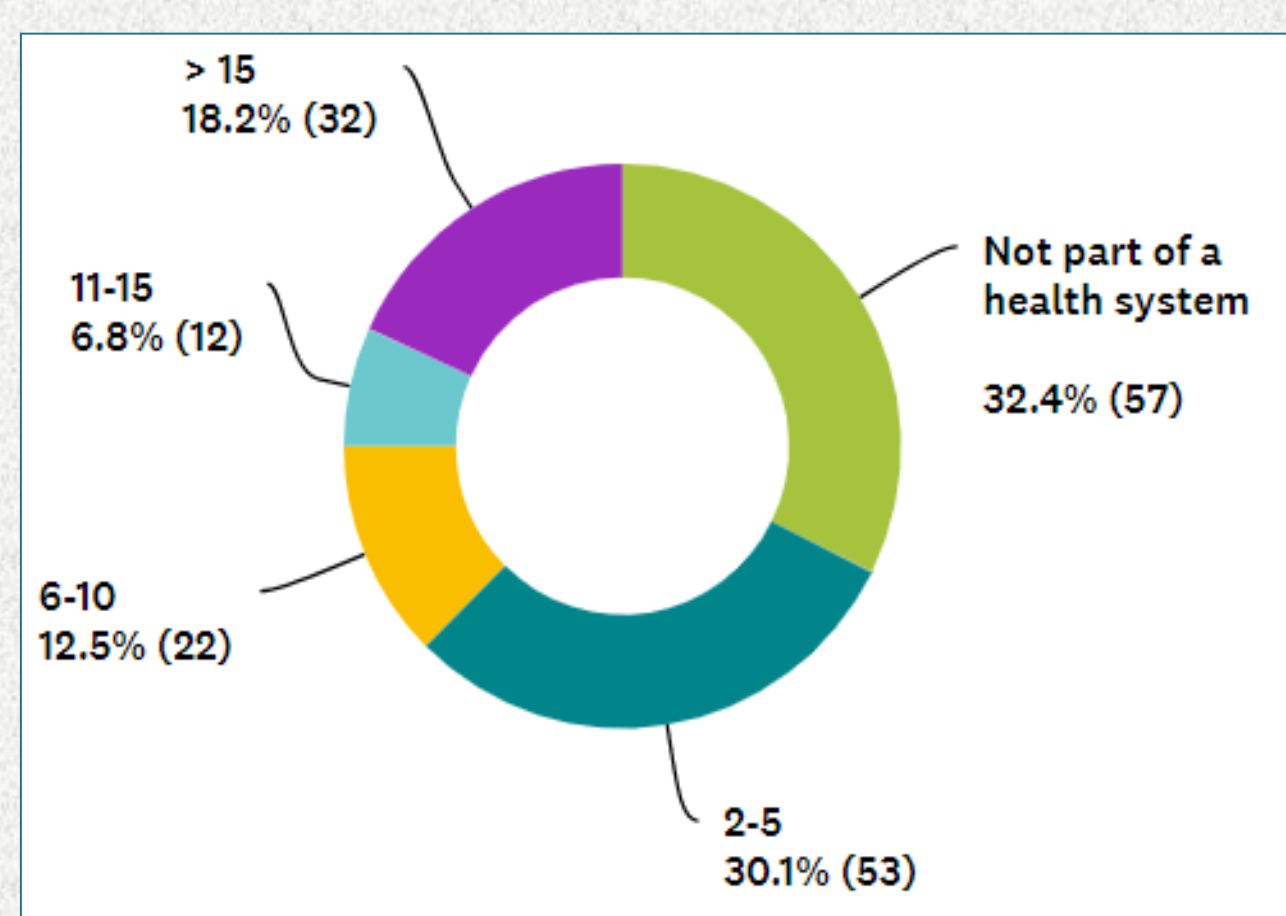
To assess the current landscape of hospital libraries by collecting benchmarking data from hospital librarians in the U.S. and other countries. Since the last MLA benchmarking survey published in 2006¹ hospital libraries have faced significant changes including downsizing, position and library elimination, and hospital mergers. This survey provides information to inform the development and implementation of effective advocacy for hospital libraries.

Methods

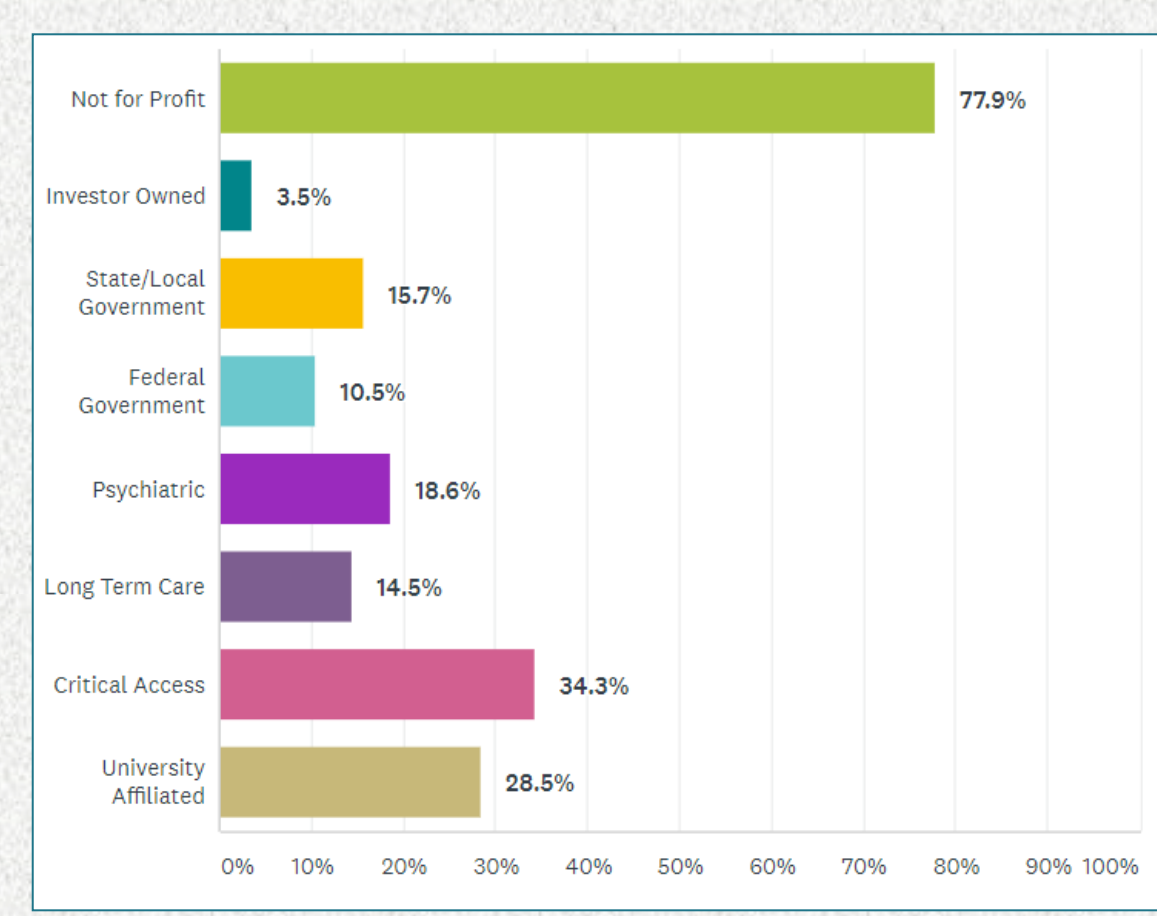
A web-based, anonymous survey was designed to collect information from hospital librarians representing stand-alone hospitals and hospital systems. Hospital library benchmarking surveys, including the previous MLA surveys, were reviewed and applicable questions were included. The 57-question survey was distributed via select list servs, targeting the US and Canada but open to any country. The topic areas covered hospital/health system, library, and library staff demographics; library characteristics and scope of service; interlibrary loan and document delivery; library funding; and library budget.

Results- Hospital Demographics

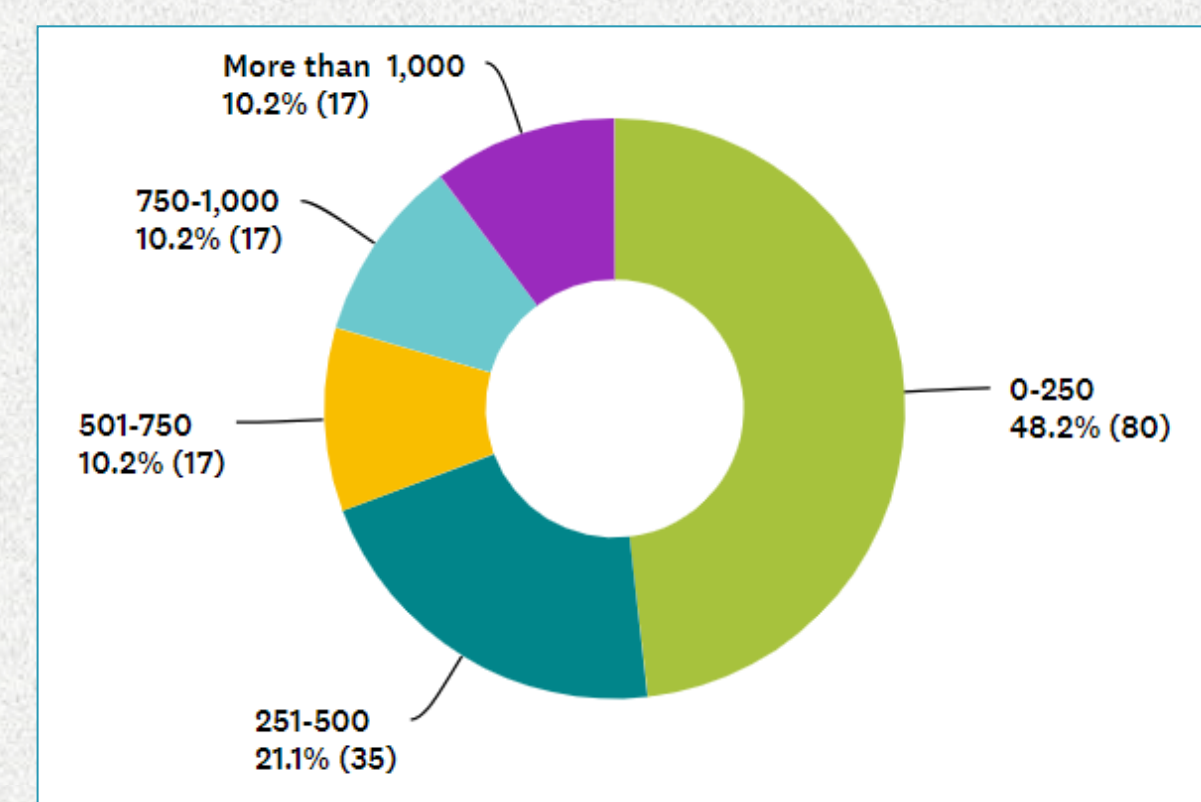
Number of hospitals in system (n=176)



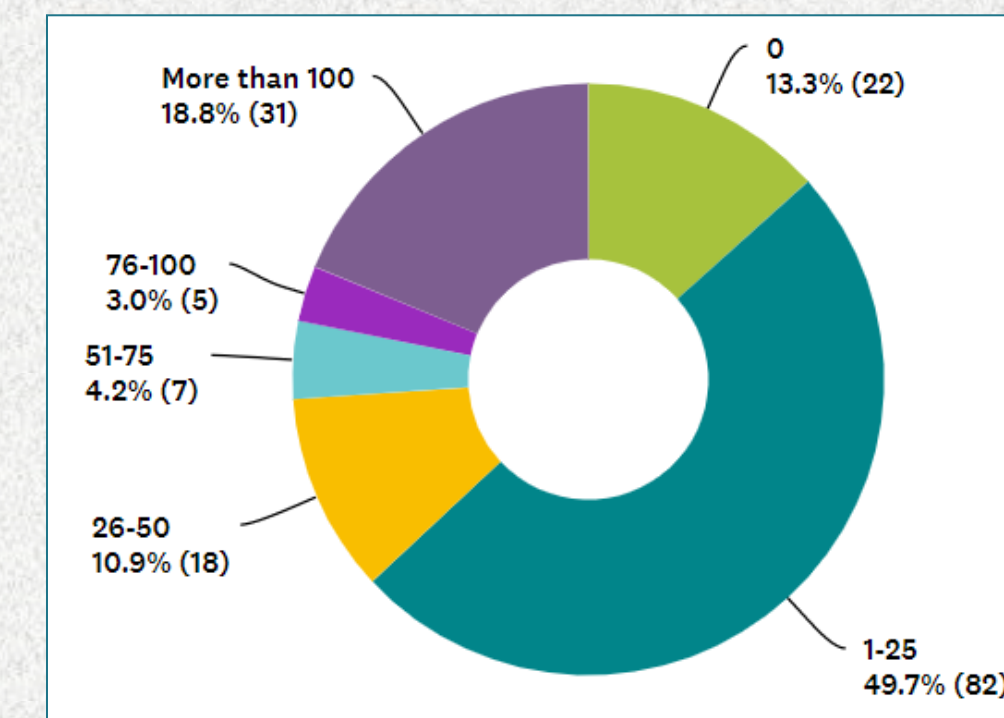
Type of hospitals (n=172)



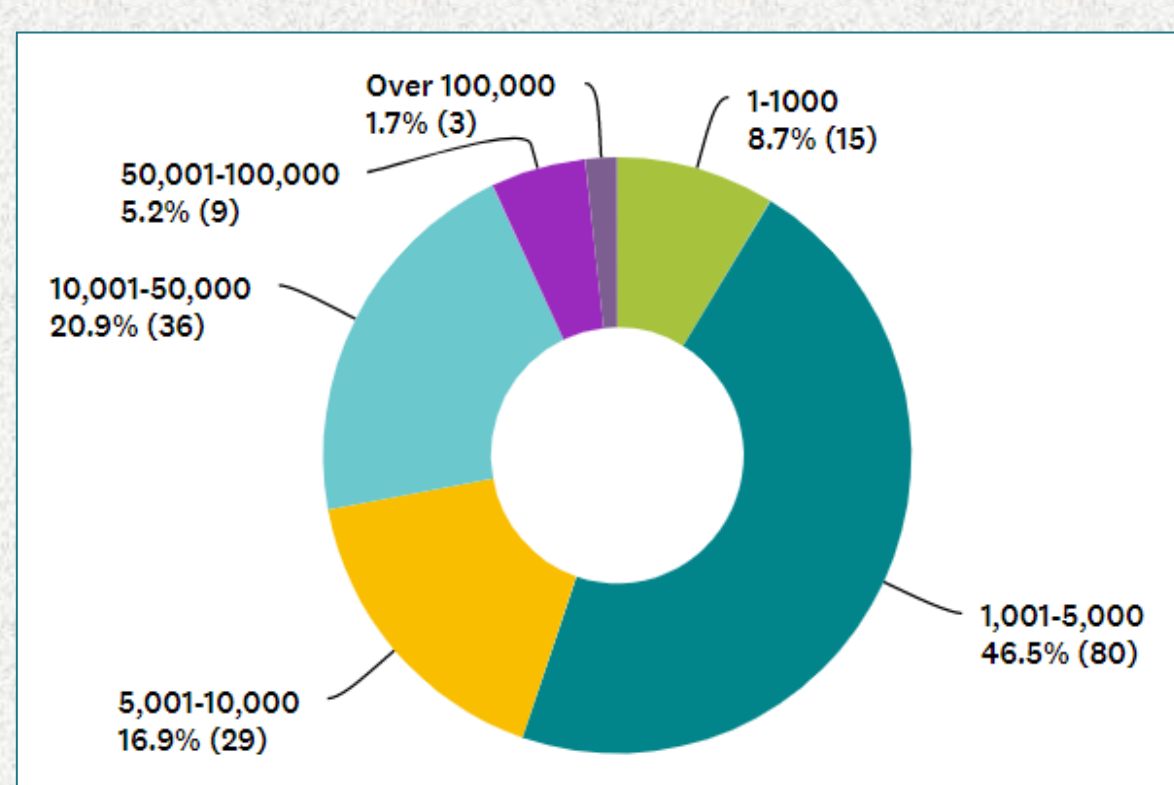
Number of search requests per year (n=166)



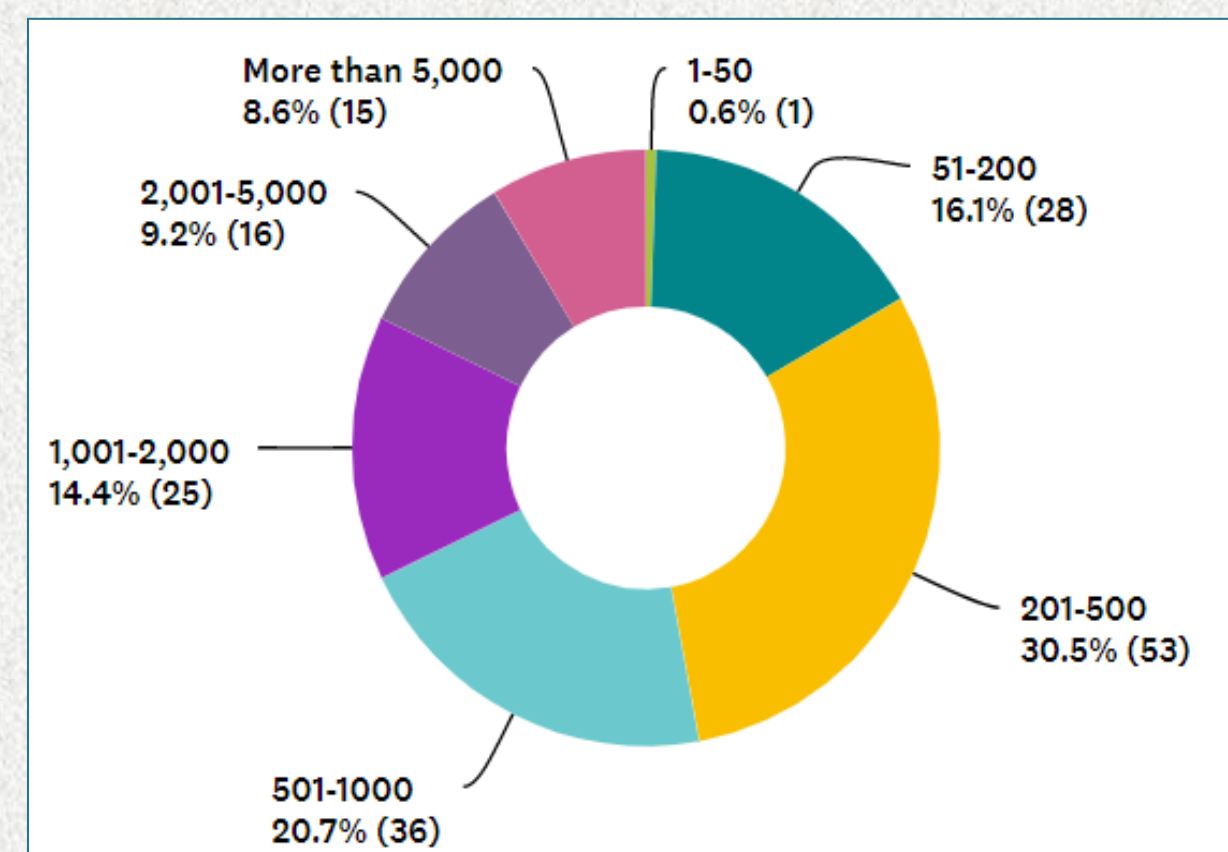
Number of consumer health questions per year (n=165)



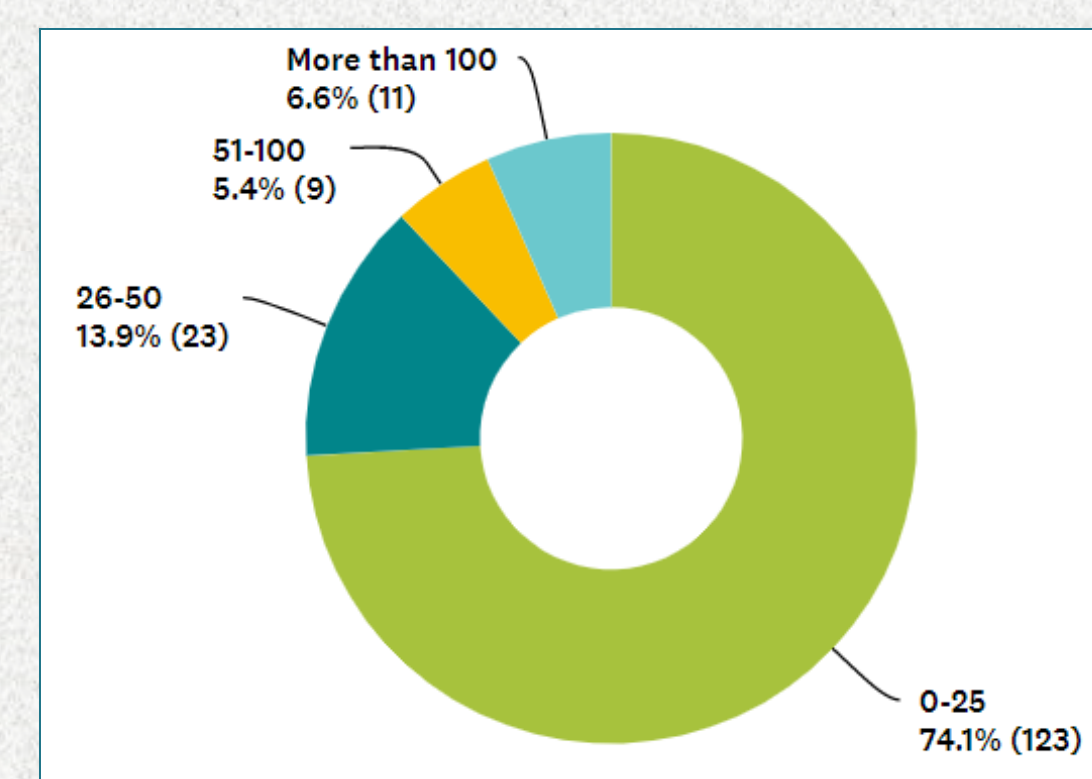
Total FTEs (n=172)



Number of Beds (n=174)

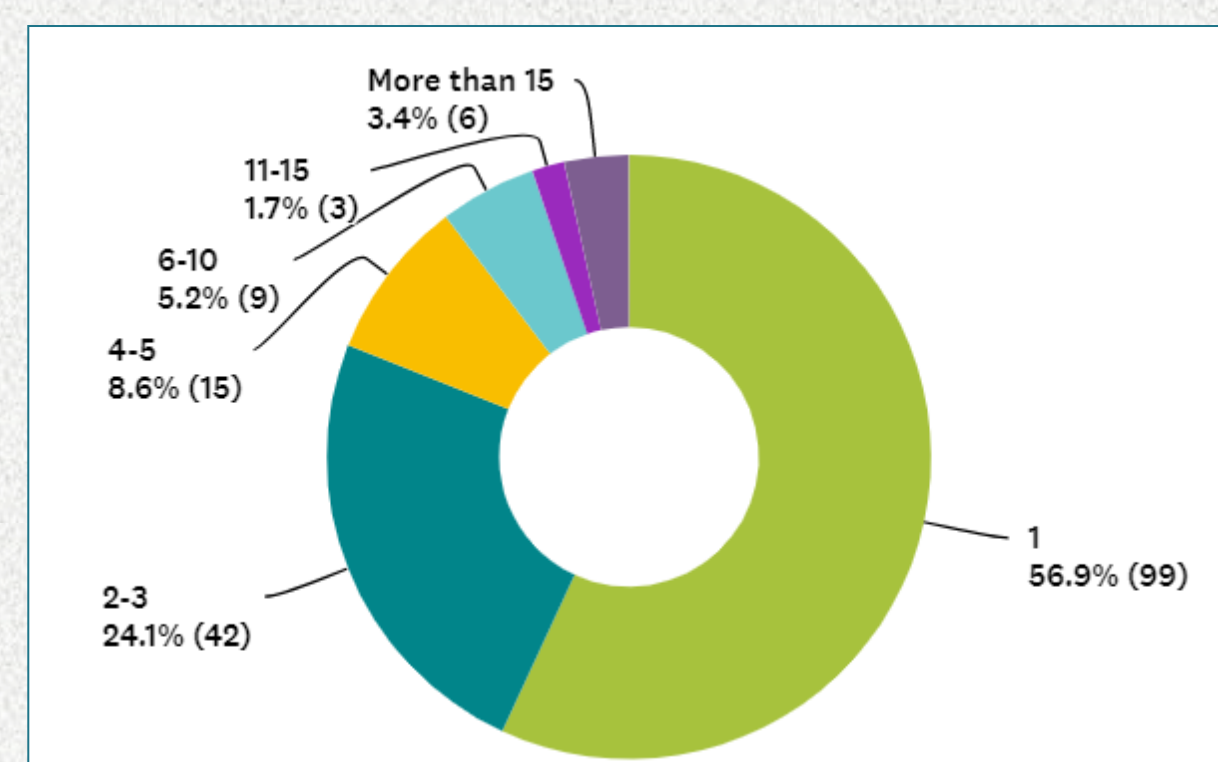


Number of formal teaching sessions conducted per year (n=166)

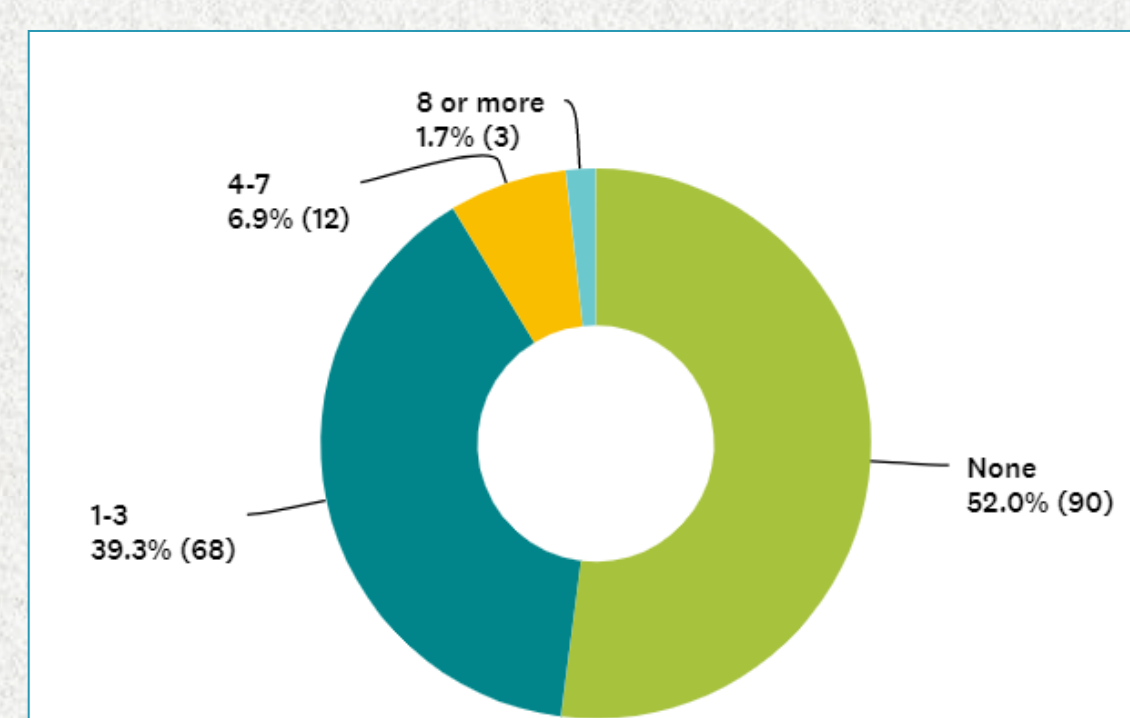


Results- Library Characteristics

Number of librarians (n=174)



Number of support staff (n=173)



Library Budget (n= 156)

0-\$50,000	12.20%	19
\$50,001-100,000	17.90%	28
\$100,001-200,000	19.20%	30
\$200,001-500,000	28.80%	45
\$500,001-\$1M	12.20%	19
over \$1M	9.60%	15

Department managing library's public website (n=170)

- No public library website- 40.6% (69)
- Library- 27.6% (47)
- Marketing- 16.5% (28)
- IT- 9.4% (16)
- Other- 5.9% (10)

Social media platforms the library uses (n=162)

- Library doesn't or can't use social media- 82.1% (133)

Library has a strategic plan (n=168)

- Yes- 33.3% (56)
- No- 60.7% (102)

Library has a marketing or communications plan (n=170)

- Yes- 15.9% (27)
- No- 78.8% (134)

Library belongs to a consortium (n=151)

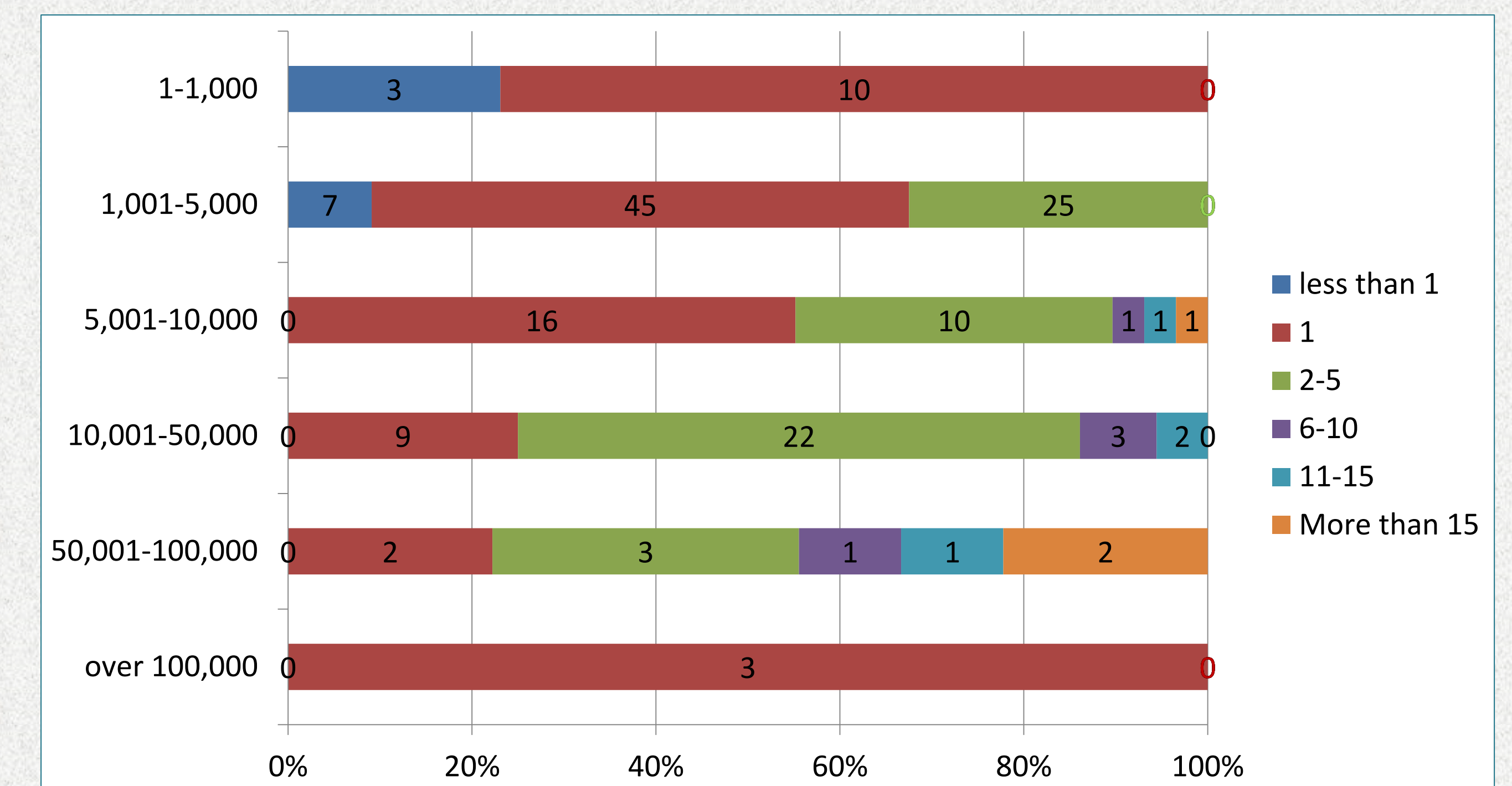
- Yes- 66.1% (113)
- No- 33.3% (57)

Results- Scope of Service

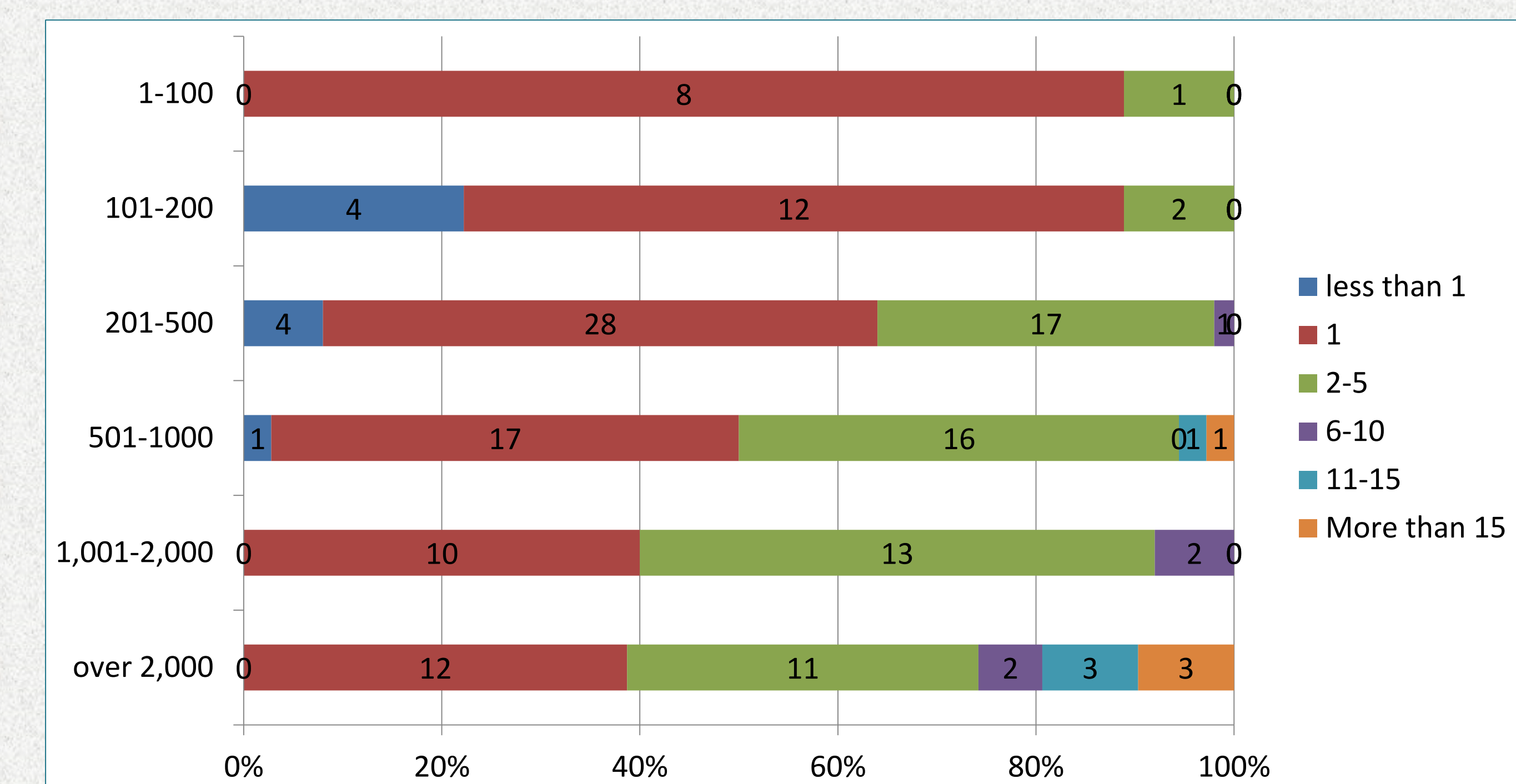
Services provided by the library (n=168)	Percentage	Count
Literature searching	99.4%	167
Interlibrary loan	98.2%	165
Teaching/instruction	86.9%	146
Cataloging	84.5%	142
Intranet/internet pages	72.0%	121
Meeting space	60.1%	101
Patient education - patients/family members	52.4%	88
Consumer health - community members	51.8%	87
Publishing support	45.2%	76
Other (please specify)	36.9%	62
Systematic reviews	32.1%	54
LibGuides	30.4%	51
CME	23.2%	39
Clinical medical librarian program/patient care rounding	22.0%	37
Media services	11.9%	20
Data management	11.9%	20
Internal Review Board	8.9%	15

Results- Cross Tabulations

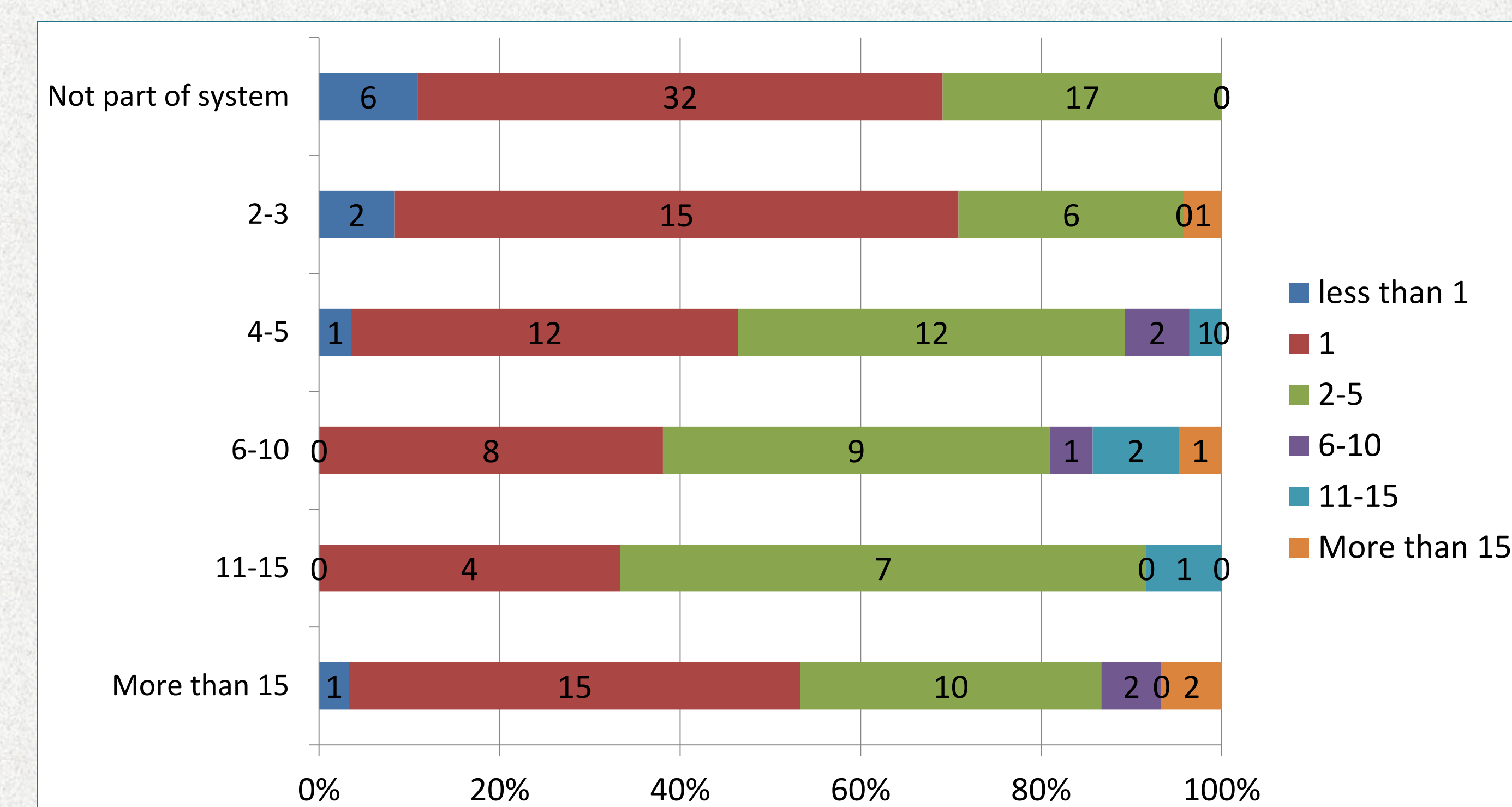
Hospital FTEs and Hospital Librarian FTEs (n=167)



Hospital Beds and Hospital Librarian FTEs (n=169)



Number of Hospitals in System and Hospital Librarian FTEs (n=170)



Conclusions

These findings contribute to the field's knowledge of current hospital library demographics and services. The results suggest implications regarding staffing and the depth of services within each unique setting, especially rapidly expanding health systems. Librarians can use this information for strategic planning and with hospital administrators to justify library budget and staffing decisions.

The findings on number of single FTE librarians and scope of service align with the results of "Solo Census: Demographics, Duties, Needs And Challenges,"² a study on solo librarians.

Next Steps

We plan to publish the study results and are exploring methods for making the data available to hospital librarians.

We hope other researchers use this study as a springboard to conduct related research, such as measuring whether this data has influenced hospital librarian staffing levels.

¹ Dudden, Rosalind Farnam, Kate Corcoran, Janice Kaplan, Jeff Maguire, Debra C. Rand, and Bernie Todd Smith. 2006. "The Medical Library Association Benchmarking Network: Development and Implementation." *Journal of the Medical Library Association: JMLA*, 94 (2): 107-117.

² McLaughlin, Louise, Angela Spencer, Kathy Zebelsky, Halyna Liszczynskij, and Elizabeth Laera. 2018. "Solo Census: Demographics, Duties, Needs And Challenges." *Journal of Hospital Librarianship*, March, 1-9. <https://doi.org/10.1080/15323269.2018.1437903>.

