

**SAN FRANCISCO GENERAL HOSPITAL MEDICAL CENTER'S BARNETT-BRIGGS MEDICAL  
LIBRARY, UNIVERSITY OF CALIFORNIA SAN FRANCISCO**

Scope of Service 2007/2008

Overview of Services

The Barnett-Briggs Medical Library is organized and operated to meet the information needs of SFGHMC's medical staff, nursing staff, researchers, administrators, department managers, allied health professionals, employees, students, patients, patients' families, and the general public. The library's mission is to provide relevant, specific, and accurate health-related information to support the patient care, patient education, research, administrative, and program development activities at San Francisco General Hospital Medical Center.

Hours

The library is open and staffed, Monday through Thursday 8:00 a.m.-6:00 p.m., Friday 8:00 a.m.-5:00 p.m., Saturday 11:00 a.m.-5:00 p.m., and Sunday Noon-6:00 p.m. Holiday hours are consistent with the University's schedule.

Service Components

- Collections - The library maintains a collection of print books, journals, and audio-visual materials as well as electronic access to online resources such as full text books, journals, and databases. The print book collection includes a reference collection of the most current editions of core textbooks in various medical specialties, nursing, and allied health and a circulating book collection covering a wide variety of health sciences subject areas. The library's book and journal collections are included in Galen, the UCSF catalog, as well as in Melvyl, the online catalog shared by 11 UC campuses. All the electronic resources licensed by the UCSF library are available to UCSF affiliates both in the library and remotely at their homes or offices via a VPN account. SFGH staff who are not UCSF affiliates may access these resources by coming to the library. In an effort to make more knowledge-based information resources remotely accessible to Department of Public Health (DPH) staff at SFGH, the library began purchasing basic electronic resources such as CINAHL (Cumulative Index to Nursing and Allied Health Literature) and making them available on the DPH computer network.
- Physical facility – The library is located on the main floor of Building 30, across the driveway from the main hospital building. It consists of a main reading room with shelving, soft seating, study tables and chairs, 6 public access computers, a stand-up computer station, a photocopy machine, a clinical work station with a CD-Rom version of UpToDate and access to patients' electronic health records via the Department of Public Health (DPH) computer network, and a reference computer equipped with scanner, photo editing software and a statistical analysis program. The library also provides and administers one small meeting room on the main floor, and a larger conference room on the second floor. Also included on the main floor of the library is a computer lab equipped with 13 computers: 12 PCs and one Mac. All computers have printing capability. The Computer Lab also has an LCD overhead projector for computer-based training programs.

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- Training – Barnett Briggs Medical Library staff and UCSF Library staff offer training to SFGH staff in the use of online databases such as PubMed and CINAHL, evidence based practice literature searching techniques, bibliographic citation management software, and online journals using UC e-Links, UC’s full text link resolver solution. Other departments at SFGH may schedule and use the library’s computer lab for training sessions during non-peak hours, which are 12 to 2 p.m.
- Reference and Referral Services – The library circulation desk is staffed during all open hours by a library assistant or a librarian trained to handle information inquiries from the clinical and administrative staffs and the public. Requests can vary from assistance with the photocopier to helping patients find information on diseases or therapies to collaborating with staff on the best search strategy for their research question. SFGH staff is encouraged to contact the library with questions regarding patient care, quality improvement projects, evidence-based practice research help, article retrieval, and any other type of information gap that becomes apparent. Referrals may be provided for questions that are out of scope.
- Document Delivery – The library uses its interlibrary loan (ILL) networks to request materials from other libraries for needed items such as books, audiovisuals or journal articles not owned by the library. In turn, the library lends items that are needed by other libraries throughout the U.S. and internationally. National Library of Medicine’s Docline is the main automated interlibrary loan system for electronic routing of journal article requests. The OCLC system is used for locating and requesting books. Recently a van-based delivery system has been instituted for transferring books between SFGH and several other UC campuses.
- Clinical Librarian Services – The Library Manager and the Coordinator of Information and Education both participate in the Family & Community Medicine’s Residency program’s Evidence-Based Medicine rotation, coaching residents on how best to use PubMed, Cochrane Database and other EBM resources to find the best evidence to answer a clinical question.
- Web Site – The Library’s web site URL is: <http://sfghdean.ucsf.edu/barnett> The site provides news and information about library services, training programs, collections, staff, and hours. It also provides links to UCSF-licensed resources such as databases, online books, electronic journals, and the UCSF and UC system online catalogs. This year, the site is undergoing major renovation in response to a need identified by the annual user survey.

### Standards of Practice

The library adheres to the Medical Library Association’s Standards for Hospital Libraries 2002 with 2004 Revisions and to the Joint Commission’s Information Management standard 5.10.

### Staffing Plan

Library is staffed by the following positions:

Library manager, a qualified librarian with a master's degree from ALA-accredited institution and Academy of Health Information Professionals (AHIP) membership. (1.0 FTE)

Coordinator of Information & Education Services. (.75 FTE)

Library Assistant IV - technical services including cataloging and interlibrary loan (1.0 FTE)

Operations Supervisor. (1.0 FTE)

Library Assistant I – 3 part time staff to cover evening and weekend hours (1.0 FTE total)

The library is not staffed after hours, but in emergency situations when print books must be consulted, clinicians may contact the Institutional Police for entry.

### Quality Improvement

Quality improvement is an ongoing activity based on results from an annual user survey. Library staff has an annual staff retreat to analyze results from the survey and plan improvement projects for the coming year. The 2007/2008 retreat was held in May, 2007. The following projects were selected as QI projects:

1. Outreach to nursing staff
2. Redesign of the library's web site