

**LANCASTER GENERAL**

**Health Sciences Library**

**Policy and Procedure Manual**

Health Sciences Library  
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**Health Sciences Library**  
**Policy and Procedure Manual**

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## **LANCASTER GENERAL**

### **Mission**

#### Lancaster General

Lancaster General advances the health and quality of life of the individuals and communities we serve by providing superior healthcare that demonstrates community benefit.

#### Lancaster General College

The Lancaster General College of Nursing & Health Sciences creates a dynamic learning environment that ensures an effective health care community by designing, developing and deploying curriculum; educating competent, caring and socially responsible individuals who contribute to the health of the community; and providing learning opportunities for health care professionals.

#### Health Sciences Library

The Health Sciences Library provides systems, resources and services to enable hospital and medical staff, faculty, students, patients and families to acquire and maintain the knowledge and skills needed for patient care, education, research and management.

## **HEALTH SCIENCES LIBRARY LIBRARY SERVICES**

**PURPOSE:** The Health Sciences Library provides systems, resources and services to enable hospital and medical staff, faculty, students, patients and families to acquire and maintain the knowledge and skills needed for patient care, education, research and management.

### **SCOPE OF SERVICES:**

- regular hours of service and access to collection
- computer workstations for access to online resources and the Internet
- access to knowledge-based databases including CINAHL and Medline
- end-user training in database searching
- reference services
- document delivery and interlibrary loan
- access to other library collections
- current book and journal collections
- access to patient education resources
- photocopy facilities
- orientation and education for users
- FAX services
- participation in library networks

### **GOALS**

- To manage and organize library services to meet the knowledge-based information needs of the hospital and medical staff, faculty, students, patients and families.
- To provide readily accessible, authoritative and up to date knowledge-based information.
- To provide knowledge-based services, resources, and systems based on a needs assessment.

### **PERFORMANCE MEASUREMENT**

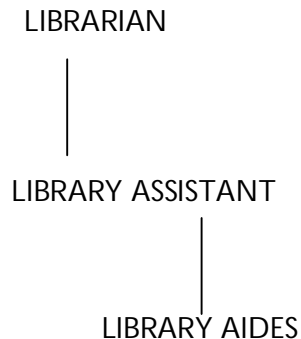
- Reference services including literature searches are completed within 24 hours. Urgent requests for patient care are completed within one hour.
- Interlibrary loan requests are completed within five days. Urgent requests for patient care completed within one hour.
- The Lancaster General College, Medical Staff and the Hospital departments are surveyed periodically to determine changing information needs.
- Resources are reviewed annually to insure relevancy and currency.

### **STAFFING PLAN**

- *Librarian* – MLS Degree or equivalent education, credentialed by the Medical Library Association. Work experience to be no less than three (3) years utilizing librarian skills and no less than two (2) years management skills. The Librarian is responsible for planning and administering the staff budget, facilities and services of the Library.
- *Library Assistant* – work experience to be one (1) year of typing/secretarial experience and one (1) year experience with computer/word processing, coupled with one (1) year's experience dealing with medical terminology. The Library Assistant performs secretarial/technical functions to assist the Librarian in carrying out functions of the department, providing information services to all LGC student and faculty, hospital departments, medical and dental staffs and community patrons.
- *Library Aides* – Duties are to assist the Librarian in carrying out functions of the department during evening hours. These duties include checking out materials, answering phone calls and shelving materials. Lancaster General College of Nursing and Health Sciences students preferred, however other qualified applicants will be considered.

The Library is open 8:00 a.m. to 9:00 p.m., Monday through Thursday, 8:00 a.m. to 5:00 p.m., Friday and 12:00 p.m. to 5:00 p.m., Saturday. A key is available after hours from the telecommunications department for Medical Staff, Instructors and by special request.

## ORGANIZATION CHART



**HEALTH SCIENCE LIBRARY**  
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**COLLECTION DEVELOPMENT POLICY**

**Purpose**

The Collection Development Policy is intended to guide the Library in selecting resources that support the mission and goals of the Library, the Lancaster General College of Nursing and Allied Health Sciences and Lancaster General.

The resources of the library support the goals of Lancaster General in education, service and research.

**Scope:** The subjects covered should reflect the needs of all classes of readers served.

**Fields of Interest:** The major fields of interest are the physical sciences, biological sciences, behavioral sciences as they apply to medicine, nursing, allied health, hospital administration, consumer health and general studies.

**Coverage:** The main emphasis is on current material in English or English translations, but recognizing the need for background material of past procedures and theories to put the present practice in focus. The comprehensiveness of coverage varies with the subject field.

**Responsibility for Acquisitions:** Selection of materials is the responsibility of staff, faculty members and the librarian. Budget allocations for library materials are made using such factors as student credit hours, levels taught, numbers of FTE students and staff and costs of materials. The faculty is expected to recommend library purchases that will develop their discipline. The librarian works with the faculty in making all collection development decisions. The librarian is responsible for developing and maintaining the entire library collection by systematically reviewing standard bibliographies and other appropriate resources. Students are also encouraged to submit recommendations.

**Criteria for Selection:**

1. The judgment of experts- of professional trained librarians, faculty, and of quality reviews in national and international magazines provide a balance of opinion for the basics of selection.
2. Material from reputable, reliable publishers, authors and editors.
3. Value of material to the Library and its users.
4. Material supports educational objectives.

5. All textbooks which students are expected to purchase will be purchased by the Library and kept on Reserve.
6. New journals will be added only if they will receive substantial use due to ongoing cost and storage concerns.

**Gifts:** The standards for purchased material apply equally to those accepted as gifts. The Library must evaluate gifts and have full power of disposal.

# HEALTH SCIENCE LIBRARY POLICY AND PROCEDURE MANUAL

## DOCUMENT DELIVERY

### I. Photocopying

The library will photo copy a reasonable number of articles for the Lancaster General staff, which are to be used for educational purposes. Copyright laws will be adhered to. The librarian reserves the right to refuse unreasonable requests.

A coin-operated copy machine is available for students, community patrons and personal copying.

### II. Interlibrary Loan

Materials not available in the library collection may be borrowed through Interlibrary Loan, the system used by libraries to lend or photocopy materials. The National Library of Medicine Docline system is used for this purpose. Refer to Docline and Interlibrary Loan Manuals for procedures.

Interlibrary Loans are provided free of charge to LG employees and staff in compliance with the Copyright Law. .

A charge of \$3.00 for LG College students will be placed on each item requested on interlibrary loan. This fee is to defray the cost of verification, secretarial time, supplies and postage. A charge of 10.00 will be placed on all items for which the library is charged (libraries outside consortia).

Community patrons will be charged 10.00 for interlibrary loans to cover cost of verification, secretarial time, supplies and postage.

The library maintains membership with the following Interlibrary Loan networks:

- BHSLA – Basic Health Sciences Library Network
- CPHSLA – Central Pennsylvania Health Sciences Library Association
- NLM Docline System

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**REFERENCE SERVICES**

**I. Reference Assistance**

Reference service is available to all persons who use the Library during regular hours. Reference service includes brief answers to informational or directional questions. Reference materials are available for everyone.

**II. Research**

In depth research including literature searches is provided by the librarian and is available to all LG personnel for work related research. LG College students are provided with instruction and assistance in the completion of literature searches.

A literature search will produce a list of citations to related journals. The articles are then located in the library journal collection or through Interlibrary loan as requested by the user.

LG personnel and LGC students may conduct their own literature searches through access to the online databases via the Intranet. Passwords are available for access outside the LG network

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**APPRAISALS:**

**A STATEMENT OF RECOMMENDED LIBRARY POLICY REGARDING  
APPRAISALS**

1. The appraising of a gift to the library for tax purposes is the responsibility of the donor since it is the donor who requires an appraisal, not the library, but the library may make arrangements for and suggestions concerning appraisals.
2. The library should at all times protect the interests of its donors as best it can and should suggest the desirability of appraisals whenever such a suggestion would be in order.
3. To protect both its donors and itself, the library, as an interested party, should not appraise gifts made to it, except in those cases where only items of comparatively low monetary value are involved.
4. The acceptance of a gift which has been appraised by a third-and disinterested-party does not in any way imply an endorsement of the appraisal by the library.
5. The cost of the appraisal should ordinarily be borne by the donor.
6. The library should not appraise for a private owner. It should limit its assistance to referring him to such sources as auction records and dealers catalogues and to suggesting the names of appropriate commercial experts who might be consulted.
7. A librarian, if he is conscious that as an expert. He may have to prove his competence in court, may properly act as an independent appraiser of library materials. He should not in any way suggest that his appraisal is endorsed by his library. (Such as by the use of the library's letterhead).

Bulletin Medical Library Association; 51:278, April 1963.

## **HEALTH SCIENCE LIBRARY POLICY AND PROCEDURE MANUAL**

### **DISCARDS**

The collection is continuously re-evaluated in relation to content, changing methods and needs of the users. This process is the replacement of outmoded materials with those that are up-to-date. New editions replace older works.

The librarian with assistance of the professional hospital staff or members of the teaching faculty continuously reviews materials for their currency and use. Outdated materials are disposed of continuously.

The faculty members of LG College of Nursing and Health Sciences are in continuous contact with the librarian and assist in keeping the collection current. The librarian attends faculty meetings of the LG College.

Outdated materials are made available to library users free. Duplicated or outdated journals are offered to other medical libraries through exchange lists for the cost of postage.

# HEALTH SCIENCE LIBRARY POLICY AND PROCEDURE MANUAL

## GENERAL POLICIES

### I. Library Accessibility

The Library is open 8:00 am to 9:00 p.m. Monday through Thursday, 8:00 am to 5:00 p.m. Friday, and 12 noon – 5 p.m. Saturday.

A librarian is available weekdays 8:00 am to 4:30 pm.

Summer hours may vary. Access to the Library after hours is available to physicians, instructors, and selected management staff by signing out a key at the telecommunication office.

### II. Circulation

Those who may use the Library facilities and borrow all circulating Library materials must have Lancaster General identification.

Members of the community may use the Library facilities and may borrow *only* PTED Library materials.

Materials which must be used in the Library:

Reference Books, Reserves and Periodicals

All other materials may be borrowed from the Library for two weeks and may be renewed if no one else is requesting the item.

Any patron who loses or damages Library material is liable for the cost of replacement.

### III. Computer Access

Library computers may be used by Lancaster General (LG) employees, medical staff, residents, volunteers, LG College faculty and students. The general public may use the computers for health related research. Services available include Internet access, EBSCO databases including MEDLINE, CINAHL, Academic Elite, and psych info. Individuals using the computers are expected to abide by the HR Electronic Media and Services Policy LG/HR-415 posted in the Library.

### IV. Photocopy Services

LG staff may use the copier key located at the main desk to make photocopies. All other users are charged 10 cents per copy. A reasonable number of photocopies will be copied for LG staff by the Library staff at no charge.

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**PUBLIC RELATIONS**

The Health Sciences Library must maintain the understanding, acceptance and good will of the library patron. The staff must teach, serve and communicate to make the information in the Library available to the patrons.

New patrons are oriented to the Library by the library staff. This may be on an individual or group basis.

Students are oriented to the Library by classroom sessions and new student orientation.

**PUBLICATIONS:**

- Monthly Acquisitions List
- Notification of New Services via email and General Update
- Intranet Site
- Electronic Library News

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**LIBRARY AIDES**

Students of the LG College staff the Library from 5:00 p.m. to 9:00 p.m. Monday through Thursday and 12:00 p.m. to 5:00 p.m. Saturdays.

The Librarian selects the aides and schedules the hours to be worked in the Library.

Library Aide Duties:

Check books in and out

Shelve Library materials

Assist Library patrons

Answer phone

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**LIBRARY PROCEDURES**

**I. Acquisitions**

A. Books

1. Check indexes to determine author, title, publishers, and price.
2. Check holdings of library
3. Enter book order online through Rittenhouse purchasing (Lawson), or Baker & Taylor
4. File order confirmations
5. Date filed orders when book arrives.

B. Journals

1. Check indexes to determine complete title, publisher, frequency, and price
2. Check holdings of library
3. Enter order through EBSCOnet Online
4. Update journals holding lists, Pubmed links, EBSCO AtoZ, catalog

C. Notifying Staff

The Library publishes a monthly list of new acquisitions. This is posted in the Library and on the Library Intranet page.

Any new library services or announcements are distributed through the same system. Library news is periodically published in the hospital publications Generally Speaking, General Updates, Progress Notes and the Intranet.

**III. Cataloging**

The Library will purchase cataloging services from Marcive, Inc. or download records from the National Library of Medicine online catalog or Library of Congress.

Marcive and NLM records will be imported into the Winnebago Circ/Cat system

Books and printed materials are cataloged by the National Library of Medicine classification system, supplemented by the Library of Congress system for subjects such as psychology, sociology and education.

Journals are arranged alphabetically by title on open shelves.

#### **IV. Circulation**

##### **Books Borrowed**

Enter patrons name and scan book barcode into Winnebago online circulation system. Click "check-out".

Stamp date due on date due card and place in book pocket.

##### **Books Returned**

Scan book barcode into Winnebago online circulation system. Click "check-in".

Return book to proper place on shelf.

##### **Periodicals**

Periodicals do not circulate.

#### **V. Classification of Books**

The Library classifies books according to the National Library of Medicine Classification System. Those books that do not fit in to the NLM Classifications System are put into the Library Congress cataloging system. The NLM system is coordinated with the Library of Congress and uses letters Q and W. This divides the books by body systems.

Example:

Pharmacology – QV  
Surgery - WO

Each letter category is further divided by a three digit numbering system, further dividing the general head to specific topics. The latest edition of the National Library of Medicine Classification is used. To designate author's the Cutter-Sanborn three figure authors table is used. This uses the first letter of the author's surname and assigned 2 or 3 digits. The copyright date is added to all call numbers.

Materials shelved separately include:

Reference works – REF  
Patient Education - PTED  
Reserve - RES  
Current Topics – CUR Leadership Collection

Eductor- EDU

## **VI. Classification of non-book materials**

The library classifies non-book material according to the form of the material.

CAS – Cassette

FS – Filmstrip

SLD – Slide

VHS – Videotape

CD – CD-Rom

## **VII. Copy Identification**

Every book is given a material number as it is cataloged. This is printed on the barcode label located on the back right corner of the book.

Identification is stamped inside the front and the back covers and on the edges of the pages.

## **VIII. Electronic Systems Downtime**

In the event of a hospital network failure, the staff will use available print resources to meet information needs. If resources outside the library print collection are required, the telephone system and U.S. mail will be used to contact outside library consortia members to assist with needed services. A printed copy of CPHSLA consortia members is kept in the Reference collection.

If the Sagebrush circulation system is down, the patrons name and barcode numbers of books to be checked out should be recorded on the after hours check out sheet. A separate sheet should be kept of patron names and barcode numbers of books that are returned.

## **IX. Library Statistics**

Circulation – Statistics are available through the Winnebago catalog reports.

Books – New books are totaled for the month and then for the year.

Periodicals – New additions and deletions are totaled for the year.

Bound volumes are totaled by the month and then the year.

Inventory – Annual

Photocopying – A daily record of photocopies made for patrons and Interlibrary Loan is kept. This is totaled monthly and then for the year.

Interlibrary Loan – Annual totals are kept for number borrowed and lent by patron and library.

Literature Searches – Annual totals of Librarian mediated and end user searches are kept.

Discarded Books - Annual totals are recorded.

Total Book Collection – Annual totals are recorded.

Library Usage – a sample week is recorded annually

Library Reference – a sample week is recorded annually

All statistics are compiled in an annual Library report.

## **X. Physical Preparation of Materials**

Barcode label is attached to bottom right corner on back of book cover.

Spine label is attached to spine.

Due date slip is pasted inside back cover.

Book is stamped with Library name on sides and title page.

## **XI. Shelving**

1. Books: NLM Classification then alphabetically by author.

REF – Book marked REF are shelved in the Reference section and are to be used in the Library.

RES – Books marked RES are shelved in the Reserve section and are to be used in the Library.

PTED – Books marked PTED are shelved in the Patient Education section and may be checked out by LG personnel and the general public.

CUR – Books marked CUR are shelved in the Current Topics section and may be checked out by LG personnel.

EDU- Books marked EDU are shelved in the Educator section and are available for check out by LG personnel

2. Periodicals: Shelved alphabetically by the title

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**APENDICES**

Standards of Library Services (MLA and ALA)  
Filed in Library Office

Vendors (filed in library office)

Online Databases

EBSCOhost, MD Consult, Ovid, PsycOnline, Access Medicine, Stat!Ref,

Journal Subscriptions

EBSCO Information Services

Catalog

Sagebrush (Winnebago)

Book/Media Orders

Rittenhouse Book Distributors

Borders Book Store

Baker & Taylor

Milner-Fenwick (videos/dvds)

Aquarius (videos/dvds)

Anatomical Chart Co. (models)

Publisher

Binding

Wert Book Binding (discontinued binding 2005)

## LANCASTER GENERAL

### HEALTH SCIENCES LIBRARY POLICY MANUAL REVIEW DATES

06/01/2000  
08/01/2002  
08/07/2003  
09/23/2003  
08/01/2004  
03/01/2006  
01/29/2007  
04/01/2008  
07/02/2009