

Mount Carmel Health System Library Services

Health Sciences Librarianship gains its momentum!

By Stevo Roksandic, Director of Library Services
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The Mount Carmel Health System history dates back to 1886 with the opening of the Hawkes Hospital of Mount Carmel. **Mount Carmel Health System Library (MCHSL)** services were established in 1921. At that time the library primarily provided informational services to professional medical staff and student nurses. Known in the beginning as The Mother M. Constantine Memorial Library, it was named in honor of Mother M. Constantine (Ryan), CSC. Library services today mirror 93 years of continuous expansion and evolution of knowledge and informational support to Mount Carmel Health System constituents.

Today's MCHSL consists of the following three integral business operations: The Health Sciences Library, Consumer Health Library, and Corporate Library Support. This unique organizational setting within a large corporate environment (Trinity Health/Catholic Health East), multi-site operating hospital system (Mount Carmel), and academic center (Mount Carmel College of Nursing, Graduate Medical Education, CORE Libraries System, Ohio Private Academic Libraries Consortia, and OhioLINK) has enabled MCHSL to extend health information service to its communities, and recently to corporate libraries across the United States. This business operation model defines MCHSL as wearing multiple hats: Corporate, Special, Medical, Academic and Public. The diversity of services, clients, projects and engagements make this library one-of-a-kind.

I commonly describe the nine colleagues that work together as a team of "shining stars" committed to innovation, excellence and continuing growth and change of health sciences librarianship. Driven by visionary leadership and intrinsic motivation, MCHSL is a fine example of how libraries and librarians have embraced change and taken advantage of opportunities that society creates and demands.

The creation of the Consumer Health Library confirms our dedication to service. In 2011, with health reform on the horizon, changing relationships and communication between patients and medical staff, market pressure on health prevention and wellness, fast-paced technology development, and continuing growth of information on the internet, MCHSL embarked on a new service focused on consumer health. This service has evolved from a basic informational support service to a local health clinic to complement services on many different levels by providing consumer health and patient health information.

Partnering with the Hospital Health Sciences Library has led to an initiative in organizing, cataloging, and making information available virtually and an integral part of The Health Sciences Library website. This includes patient education materials. Organizing these materials has enabled professional medical staff to easily locate, access, and make information available to patients at the time of their diagnosis, healing and therapy process, and hospital discharge. By developing internal partnerships, opportunities to create, establish, and maintain Patient Library services within the hospital has resulted in daily visits to patients. We provide them with leisure reading materials during their stay in the hospital (books, magazines, movies) and our professional service of providing health information tailored to their interests, needs and demands.

Having the opportunity to relocate and expand the Consumer Health Library space, a business operation was re-evaluated in 2013 and re-assessed. CHL has become an integral part of the newly built Community Health Resource Center (CHRC) with an expansion from less than 200 square feet to 2,200 square feet. The CHL has also become the reception desk to CHRC. I worked with the CHRC architectural team to design the space. A long time vision was finally realized and a modern state-of-the-art shelf-less



Better information for better health



CHL was created.

With the support of Mount Carmel Foundation and utilizing grant opportunities, CHL has the latest portable technology that can also be used to visit community members and provide opportunities to educate and connect clients by visiting them in their own environments and locations. Emphasis is also placed on community needs, literacy level, and other key elements of educational and instructional support. In one example, that effort has resulted in establishing and engaging the local community in technology education, consumer health information education, and partnerships with the local not-for-profit Lower Lights Christian Health Center Clinic and organizing monthly visits to Hawthorn Village Senior Apartment Homes providing health information services and basic health screenings.

Moreover, being an integral part of CHRC and utilizing its specially designed space and classroom settings, CHL has continued its third year initiative to be the primary provider of consumer health education for all librarians in the State of Ohio and Midwestern region. This was done through establishing a partnership with the National Library of Medicine (NLM) Great Midwestern Region Network located in Chicago, IL. During the last two years, CHL has organized five free consumer health educational sessions. By organizing and hosting NLM instructors to teach eight NLM continuing education accredited consumer health education classes, CHL has created the opportunity for all librarians to gain certification as a NLM Consumer Health Information Specialist. Furthermore, collaborative efforts with Mount Carmel CHRC located at the MCHS West Hospital Campus create very important



opportunities such as Cancer Services, Diabetes Support Group, Childbirth Education, Moms2B, etc.

Continuous engagement and presence of the CHL and its librarians at local festivals and health fairs (Columbus International Festival, Pride Festival, 'Fam-Jam', local elementary and high school health fairs, etc.) creates new opportunities to offer our services and support and community engagement to promote and market health prevention and wellness activities.

This story continues...CHL services are taking important measures in creating Consumer Health Information Centers (CHIC) on other MCHS Hospital Campuses and looking forward to developing partnerships with local libraries and education centers. For example, one such center was established at MCHS St. Ann's Hospital. Current efforts will lead to connecting and engaging the community in this area in order to provide health information services and promote health prevention and wellness. MCCHL's goal is to establish CHICs at all MCHS operating locations and provide CHL services engaging local communities and providing education and informational health and wellness support to the entire community in addition to the focus on Franklinton and the communities around Mount Carmel West.

The Medical Library Association Guide to Provide Consumer and Patient Health Information, published in 2014, has honored our efforts in establishing and continuously striving to improve our CHL services to our communities. I was cited in "Case Study: CHL Needs Assessment Work for a New Location." MCCHL transformation and vision of medical librarianship is recognized nationally.

We live in times when our society questions the relevance and

longevity of library services and librarians as professionals. At MCHSL there is a strong belief that Health Sciences Librarianship has great momentum and potential. Redesigning our business operation by establishing Consumer Health Services to our communities, we have re-thought, re-invented and re-established ourselves as integral parts of our nation's social and economic milieu adding value to our educational, health and informational roles in society. ■

Images

*Left page: top to bottom
MCCHL Promotional poster,
Designated Children's area at MCCHL*

Above: top to bottom - left to right

*Consumer Health Education Class for Librarians,
Fam-Jam-Columbus 2013 CHL and MCCN Team Collaboration*

*Fam-Jam-Columbus 2013,
CHL Services and Education at senior apartment homes "Hawthorne Village"*



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