INTRODUCTION

Study conducted in 2008 to determine value of hospital libraries in New England region. Twenty-one (21) hospital librarians participated; equal representation found both in location (by state) and institution size (by licensed beds).

- Fall/Winter 2007: MAR conducts value study
- Spring 2008: Calls to repeat study
- Summer/Fall 2008: NER conducts value study

COMBINED THEMES

- What people say about the library influences administrator’s funding decisions & perceptions.
- Statistics matter.
- Administrators have difficulty measuring library value beyond the numbers.
- Administrators see value of librarians serving on committees, as well as in education, but not in helping with decision making.
- Administrators cite lack of specific examples (except MAGNET status) of librarian’s direct role in education and patient care.

CONCLUSIONS

- Severe economic climate since 2008 (i.e., hospital library closings) may have affected study results.
- More studies need to be conducted.
- Hospital librarians need to find ways to “know” the business they’re in, by expanding services beyond traditional offering (e.g., CME, patient education & health literacy, research grants, EHR & Health IT, EPP & Risk Analysis, Quality Assurance, etc.)