"Shifting the Shelves: Collaborating Across Libraries"

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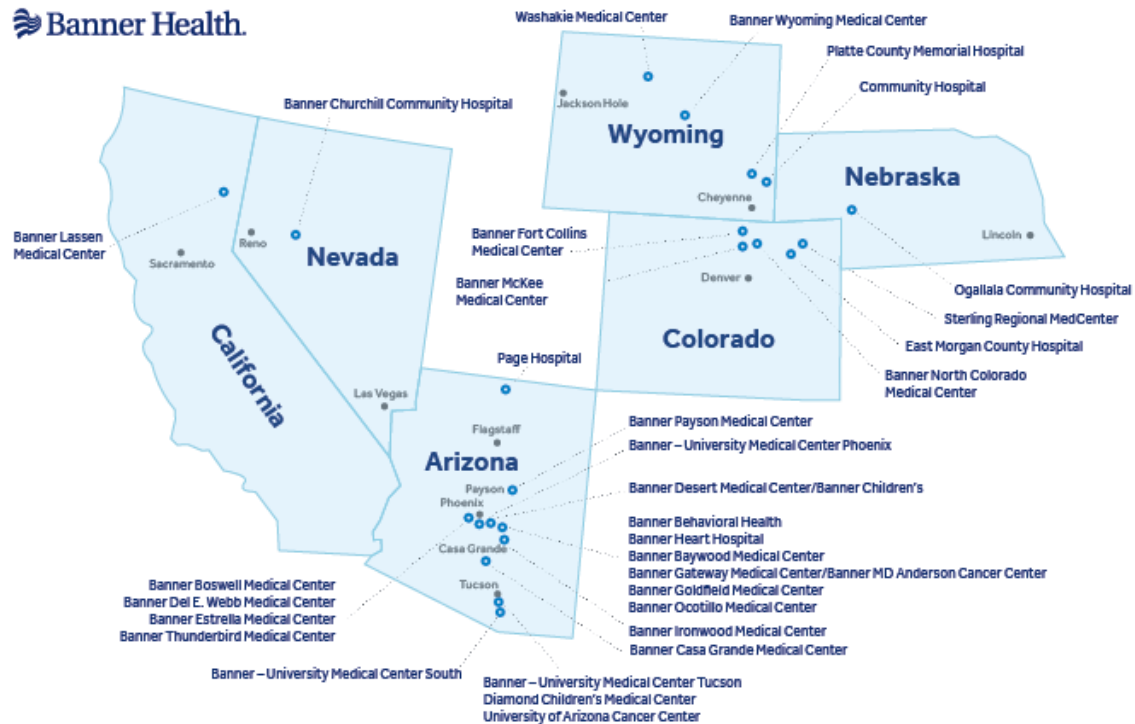University of Arizona College of Medicine-Phoenix

Overview

- Introduction: Banner Health and The University of Arizona

- Challenges (we overcame)

- Opportunities (for the future)

- Collaborations (successful projects)

- Questions

Banner Health

- One of the largest nonprofit hospital systems in the U.S.

- Banner/UA merger was completed in 2015

- 30 acute-care hospitals and numerous other health care entities across five states.

- 36000 Direct caregivers, 5000 non-employed providers, & 8000 Professional and Managerial

Banner Health Library Services

- Individual library collections at each facility were consolidated to a systemwide Banner Health collection in 2015

- Two unstaffed locations remain

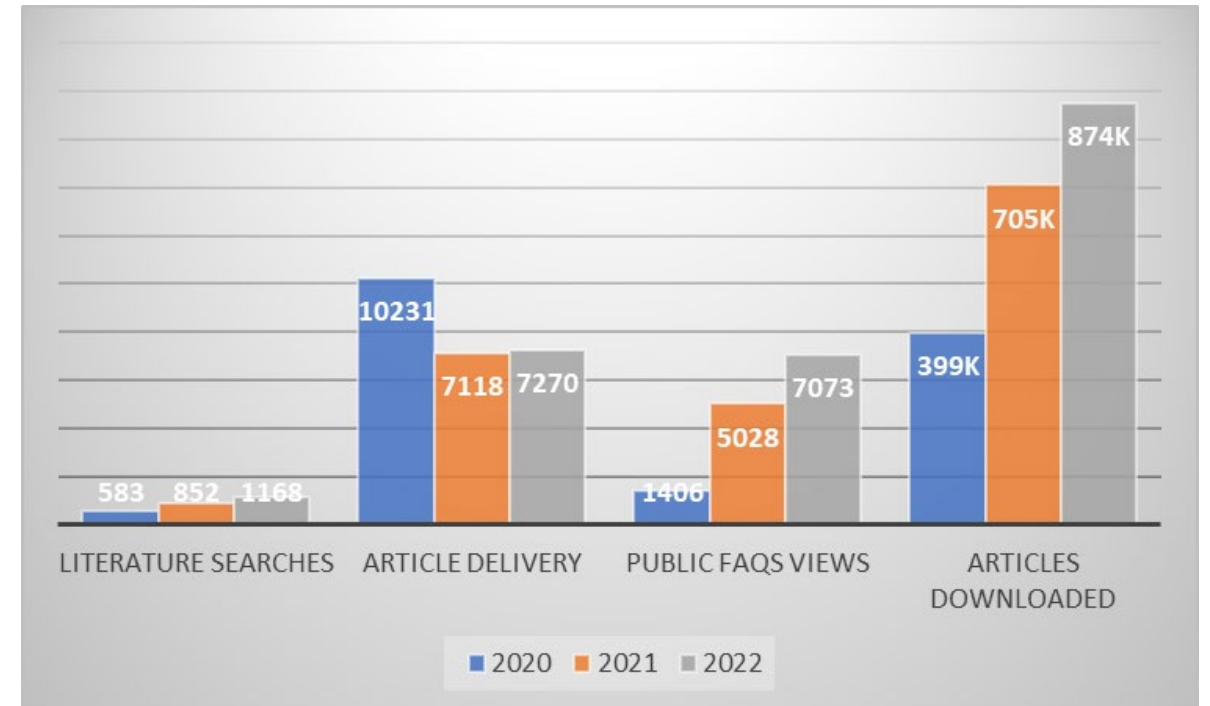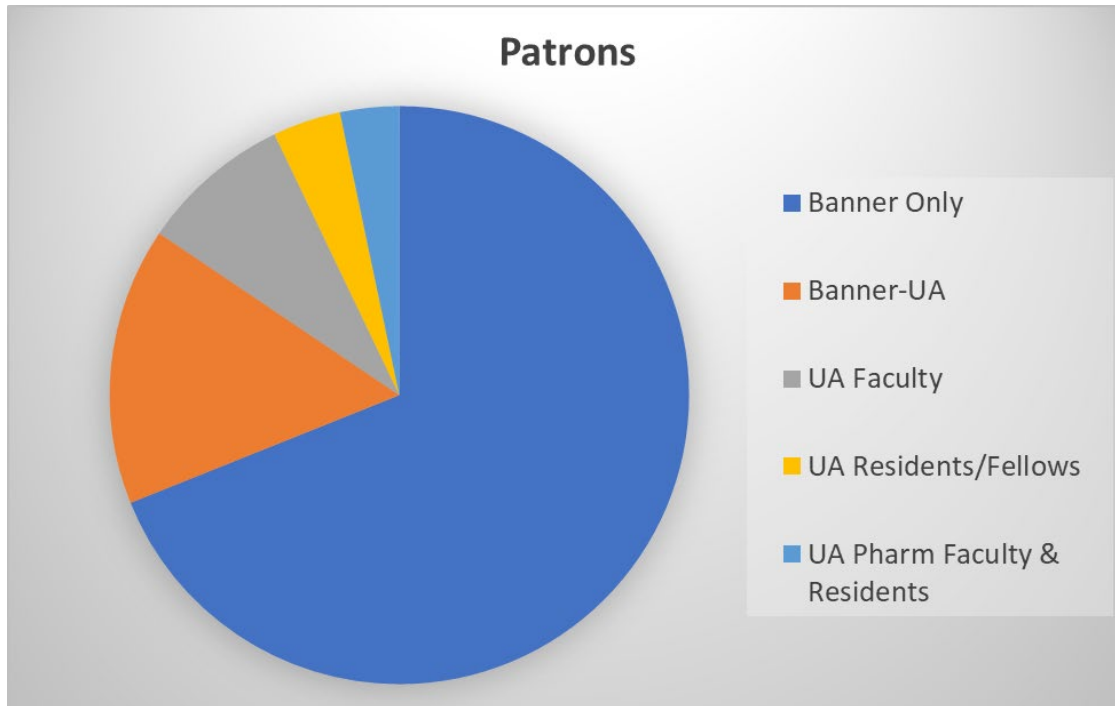- Staffing: 5 librarians

- Full Online Library

Timeline

1992	2015	2017	2018	2022
Long standing mutual members of local professional organizations and consortium (1).	Finalized the merger and consolidation (2).	All Banner Librarians were given access to the UA online library to better assist our new customers.	First joint meeting between Banner and UA. Resulting in a Listserv, joint Libguide, and future in-person events	Extensive documentation and linking between UA-Tuscon, UA-Phx, and Banner websites.

1. Delivering health information statewide via the Internet in a collaborative environment: impact on individual member institutions (1999)
2. https://flinn.org/banner-health-university-of-arizona-health-network-merger-approved-by-arizona-board-of-regents/

Banner Library Serving UA Patrons

Balancing Customer Service and Self-Service

University of Arizona Libraries

- Two physical locations:

Phoenix and Tucson

- Staffing:

Directors at each campus

2 medical librarians in Tucson

1 medical librarian in Phoenix

- Online Library Resources

UA Medicine Populations

COM-Phx
- 427 medical students
- 2,573 Faculty
- Staff and Admin.

COM-Tucson
- 480 medical students
- 1,535 Faculty
- Staff and Admin.

GME-Phx
- 350 Residents and Fellows
- Staff and Admin.

GME-Tucson
- 730 Residents and Fellows
- Staff and Admin.

Hospitals and Programs

COM-Phoenix

- Clerkships at Banner – University Medical Center Phoenix, Abrazo Central Campus, Phoenix Children's Hospital, Valleywise Health, St. Joseph's Hospital and Medical Center, HonorHealth, Mayo Clinic, Hospice of the Valley and the Phoenix VA Health Care System.

- **28 graduate medical education programs**

COM-Tucson

- Clerkships at Banner – University Medical Center Tucson, Banner – University Medical Center South, Tucson VA Medical Center, Banner Health outpatient clinics and other locations throughout Arizona

- **68 graduate medical education programs across all specialties**

UA Libraries

Phoenix

- Hours: 5:30am-midnight weekdays, 7am-10pm weekends, CatCard access after 5pm and on weekends.

- Staffed hours: Monday-Friday 8am-8pm, Sat/Sun 10am-4pm

Tucson

- Hours: 24/7 with CatCard
- Staffed hours: Monday-Friday 8am-5pm

- Banner Health facilities (even those at UArizona) are considered off-campus, you need a campus NetID to get access to databases, ebooks, and other licensed resources.

- Both UArizona and Banner subscribe to UpToDate. Banner employees (including DCCs) must access UpToDate through Banner

- Designated Campus Colleague (DCC), can access all resources (except for UpToDate) through the library website, you'll just be prompted to sign in with your NetID.

https://ahsl.arizona.edu/borrow/banner

Challenges

Customer Support vs. Infrastructure

Challenges

Backend Infrastructure

- Learning about each other's collections

- Getting to know each other's expertise

- Large Hospital and Research University network with many stakeholders

- Accessing resources and services at different locations

- Different areas of medicine and healthcare administration/ business

- Resource allocations

Customer Support

- Reaching our stakeholders

- Staffing/Workload

- Understanding the needs of various stakeholders

- COVID-19 Pandemic

- Website improvements & updates

- Orientations

Library Customers

Opportunities

Customer Support vs. Infrastructure

Opportunities

Backend Infrastructure

- Improve online infrastructure
  - Online appointments and scheduling
  - Chat reference, tutorials, navigation
  - On-demand training
- Sharing information resources (AZHIN)
- Scopus affiliations

Customer Support

- Co-teaching, trainings, and workshops
- Communication and consultations
- Resources and FAQs
- Chat/ Contact us/ Triage questions
- Assessing the information literacy levels of incoming residents and medical students
- Better collaboration with GME
- Systematic Reviews

Using FAQs to answer UA questions
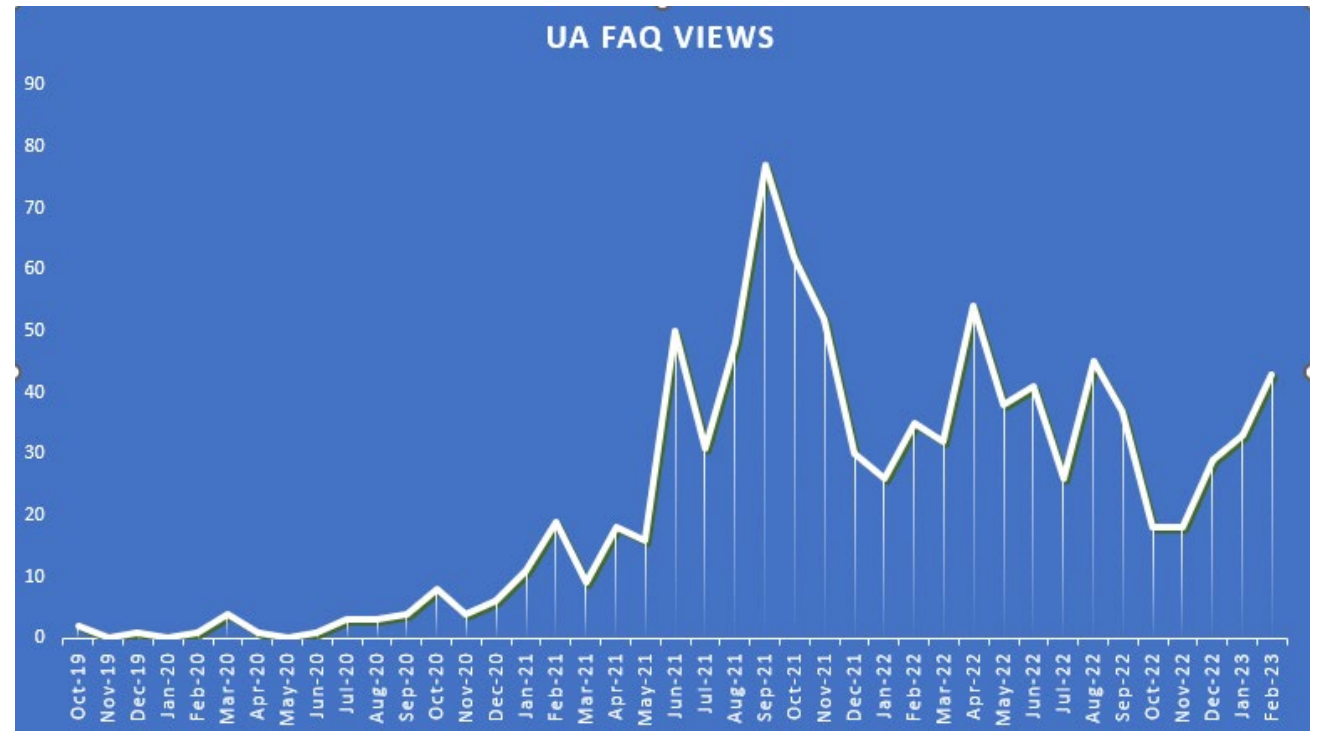
Top Five Public FAQs

I forgot my UA NetID
Can I use NEJM Resident 360?
Do you have any board prep materials?
Who is eligible for UA affiliated status?
Who Can Access UA Online Library

UA FAQ VIEWS

Projects
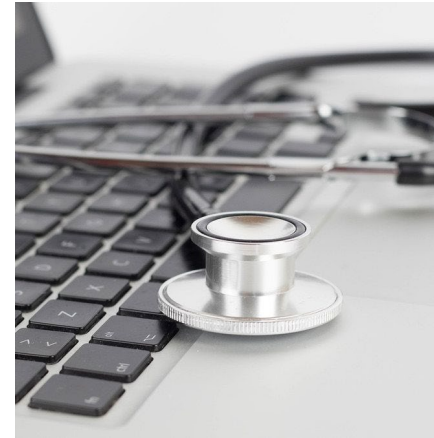

Collection Development
Resource Assessment

Instructional Services
Orientations
Share slides/handouts, co-teach

Access to Full Text Articles
Librarians, Residents, Faculty

LibGuides
Centralized location to find answers

Collaborations

Customer Support vs. Infrastructure

Collaborations

Backend Infrastructure

- Link to resources
- New Board Prep includes exams for medical students
- Article delivery from outside our collection (DCC access for faculty/residents/fellows)
- LibGuides
- Communication reach out and bring in people

Customer Support

- Collaboration on collection development Examples: BoardVitals, Dynamed, Endnote
- Expand collaboration instructional services. Erin and Naomi OBGYN resident session together
- Providing a consistent experience for UA faculty, residents, fellows

Summary

- Friends and Colleagues
- Focus on what you can do
- Communicate (email, phone, Teams)
- Handoff questions

Questions

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