

## Meeting at the crossroads: collaboration between information technology departments and health sciences libraries

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### APPENDIX

#### Sample survey responses and comments to specific questions

1. What is the size of your institution?

Answer	Responses	Percentage of responses
Under 500 persons	7	8%
501 to 1,000 persons	6	7%
1001 to 3,000 persons	27	30%
Over 3,000 persons	51	56%
Total	91	100%

2. Does your library share physical space with your information technology (IT) department.

Answer	Responses	Percentage of responses
Yes	17	19%
No	74	81%
Total	91	100%

3. Does the library offer instruction programs at your institution?

Answer	Responses	Percentage of responses
Yes	80	88%
No	11	12%
Total	91	100%

#### Key comments:

- A. The IT department provides support for all technology within the library.
- B. The IT department supports library data capture and storing activities.
- C. Fixes equipment and upgrades.
- D. They maintain the institution-wide network and the many workstations we have for our own and patron use.
- E. Maintains student and library staff computers, printers, and copiers in the library
- F. Maintains the portal on which our library's website lives.
- G. IT provides support of the wireless access system.
- H. Manages online content (notices, policies, etc.) of the library on the hospital's home page.
- I. IT maintains webcasting services.
- J. Create, train librarian on web page development, research, and archive repository.
- K. IT provides a technology help desk, patron/staff computing, classroom, and web technology.
- L. Efforts to digitize resources, project support, and video services.
- M. IT department has provided support toward the integration of UpToDate with our EMR.

#### 4. What are the strengths in the relationship between your library and the IT department?

##### Key comments:

- A. Good help desk, excellent campus-based support.
- B. We have a good relationship, and the IT department responds quickly. Project collaboration.
- C. Having an in-house IT department makes things much easier for the library.
- D. Personal relationships developed over time are important. Great, smart, personable.
- E. I feel like I have a fair relationship with IT because I can speak their language.
- F. Open communication is important.
- G. We both serve on a university-wide technology committee that meets monthly.
- H. Our IT department is next to the library, and the staff there are excellent.
- I. All report to the same individual (CIO) and have the same mission to the institution.
- J. We know who does what in the IT department so there is a quick resolution of issues.
- K. The libraries report to the CIO so there is a better chance of being a priority for IT.
- L. The IT department brings the library in when metadata support is needed on a project.

#### 5. What are the major challenges your library and IT department?

##### Key comments:

- A. Balancing security issues with the end user's need to access information.
- B. Appreciation of unique (vs. rest of institution) needs/applications of IT services to the library.
- C. Different priorities – don't always align.
- D. Allocating funds for up-to-date hardware and technology.
- E. IT is not aware of what libraries do, what libraries provide access to.
- F. Bridging the gap between ideas and what it is a feasible/realistic outcome or product.
- G. Communication between departments and understanding departmental needs.
- H. More involvement in the planning stages of big projects would be an improvement.

#### 6. Are there examples of library/IT collaboration you would like to share?

##### Key comments:

- A. Collaborative management of a shared library/computer lab space at one of the campus libraries.
- B. The library IT department supports the teaching and learning mission of the library and the campus by helping to equip/support smart classrooms, smart study rooms, computer commons, and various resources/software.
- C. We implemented a joint project to loan iPads. This is VERY unique in hospitals because our iPads were able to access the institution's secure network, impossible without IT support.
- D. Our example is the rollout of our desktop icon to all computers within our region to our library's website.
- E. The computer lab and webcasting room are both well-used, excellent collaborative projects.
- F. One innovation has been a "home grown" video recording of classes, which shows both the speaking instructor and materials projected on the screen during classes.
- G. Most recently, we moved from UpToDate on campus only access to UTD anywhere, thus allowing staff access to this using smartphones, etc.
- H. Library and IT department has a blended service desk that provides traditional library and technology support.
- I. IT recently sponsored an IT Expo highlighting the various groups within IT. They invited the library to have a table to discuss research data management and open access.
- J. We developed our own A-Z list in-house, which library staff maintained supported by our IT department.



- K. We collaborated in merging the home page for now two different sites. One has access to certain subscription services (databases, e-book, and journals) and the other does not.
- L. We worked with IT to develop a script enabling students to access library services within Blackboard.