Abstract
This study attempted to determine which non-traditional library services are performed by hospital librarians and the value of these services in strengthening the status of the hospital library within the organization.

After a review of the literature, a comparative analysis of Medical City Dallas Hospital library services was performed looking at data from 1995 and 2008. Two groups of hospital libraries, HCA (Hospital Corporation of America) and HealthLINE (DFW Health Libraries Network) were surveyed. A short 2 question email was sent to both groups asking them to list the non-traditional library services that they offer and the committees in which the hospital librarian participates. The results of the surveys indicated that hospital librarians participate in a variety of multidisciplinary activities which would not have been considered a library service in 1995. The most common areas listed in the responses were teaching continuing education, and research. In view of the new responsibilities, the hospital librarian had to find innovative ways to perform the traditional library tasks and still find time for non-traditional new responsibilities. The new services increased the hospital library’s visibility and its value within the organization.

Non traditional hospital library services: review of literature

Methods
A two question survey was emailed to 17 HCA (Hospital Corporation of America) libraries, using the group email on the company’s Outlook. The same two questions were emailed to 9 hospital libraries, members of HealthLINE (DFW health libraries network), using the institutional email listed in the HealthLINE’s membership directory.

Findings:
Based on the responses received most of the hospital libraries are involved or provide some kind of non-traditional library activity. 11 of the 17 (64%) HCA hospital libraries and 7 of the 9 (77%) HealthLINE hospital libraries listed multidisciplinary tasks and various committees as part of their job responsibilities. For the HealthLINE hospital libraries, the most common non-traditional library service was patient education (71%), followed by teaching (57%) and research (57%). Among the HCA hospital libraries, nursing research was the most common (45%) followed by CME (36%), website/databases maintenance (36%), and patient education (36%). One HCA librarian and 2 HealthLINE librarians listed Archives as one of their services.

The Multi-Faceted Medical City Library
- Searches for physicians, nurses, and staff
- Article retrieval for all patrons
- Maintaining a small print collection
- Maintaining online databases and online journals
- Maintaining and updating the library, the nurses, and the patients; home pages and links
- Administrator for nursing skills databases
- Negotiating prices for all hospital information databases
- Purchasing books and materials for the hospital
- Teaching searching techniques and research skills
- Healthstream administrator (CE for nurses and staff)
- Provide materials and support for certifications and re-certifications
- Proctor
- In charge of Internet Point of Care – CMS
- Coordinates monthly story hour for the hospital daycare facility
- Teaching, maintains and provides consumer health information
- Publishes a monthly article in the physician’s newsletter
- Setting up patients’ vocational library
- HCA librarian and 2 HealthLINE librarians listed Archives as one of their services.

Non Traditional Library Services Offered by HealthLINE Hospital Libraries

Non Traditional Library Services Offered by HCA Hospital Libraries

Medical City Dallas Hospital Library Tasks and Designated Time

Networking Through Non Traditional Library Services

Conclusion
Technology has helped librarians improve services and cut on processing time, but the Internet has also created skeptics who think that the hospital librarian is obsolete. In small hospital libraries, where the librarians have to maintain high visibility, branching out is a good strategy. The most obvious fields of expansion are education and research. Hospital librarians have taken on teaching research skills, participating or taking on CME (Continuing Medical Education) or CNE (Continuing Nursing Education) and helping with writing and publishing. Consumer health information and outreach are other big areas that get included in the hospital librarian job description. In reviewing the literature and analyzing the data from these short surveys, it is clear that hospital librarians are also involved in diverse areas such as archives, medical records, media, and patient safety. Hospital librarianship is changing. Some services such as cataloging are diminishing, while others such as research, teaching, and web design are developing. Physicians are performing more of their own research, and hospital librarians try to attract more nurses, allied health personnel, and administrators, who help the library achieve more visibility and contribute to the improvement of patient care.