

## Hot Quotes: Pro-Library and Pro-Librarian Citations

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### Section I: Quotes

Listed in reverse chronological order.

- "In 37.2% of the responses, the clinical librarian provided information that aided in diagnosis." (p. 1029)
- "Responders indicated that the clinical librarian-provided information that contributed to decisions about therapy in 51.2% of the questions." (p. 1040)
- "Even those physicians who elect to perform simple MEDLINE searches using commercially available self-help computer software programs still need to leave their patient, go to the hospital library, examine and identify possible papers, and photocopy the desired information. With numerous healthcare-related on-line databases, even selecting the one(s) most likely to contain the desired information can be difficult for physicians." (p. 1041)
- "The cost of training and the time required to develop and maintain up-to-date information retrieval skills are considerable, and physicians' time and hospital resources may be better applied." (p. 1041)

**Veenstra R, Gluck E. A clinical librarian program in the intensive care unit. *Critical Care Medicine*, 1992 Jul 20: 1038-1042.**

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- "The ruling actually states the standard of care requires that, when faced with a direct question by a patient, the physician must research the question and base his or her judgment for treatment on this research." (p.3)
- "Since attorneys search the medical literature and expert witnesses do likewise, it would behoove attending physicians, when they are asked a specific question by a patient, to research the literature in order to update and document their medical knowledge and provide the patient with an adequate answer." (p. 3)

**Pemberton, S. Informed consent in an information society. *Gratefully Yours from the National Library of Medicine*, Mar/Apr 1992: 1-3.**

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- "Every job requires its share of drudgery. Some days a doctor doesn't save any lives. Some days a librarian does." (p. 10)

**Zordell P. The worth of librarians. *Library Journal*, 1991 Oct 116: 8,10.**

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- "We've finally realized that gathering and sharing information about other companies is ethical, moral - and in today's world, essential."
- "Doing the research takes the curiosity and two-way communications skills you see in librarians, marketers and reporters." (p. 24)

**Deutsch C. 007 it's not, but intelligence is in. *New York Times*, 1990 Dec 23:24.**

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- "The librarian searches were better." (p. 587)
- "There were differences, however, in the number of attempts each group took to find citations to address the search question with the novices highest and the librarians lowest." (p. 589)
- "Librarian searches have always been considered the ultimate standard." (p. 591)

**McKibbon, K.A., et al. How good are clinical MEDLINE searches? A comparative study of clinical end-user and librarian searches. *Computers and Biomedical Research*, 1990 Dec 23(6):583-93**

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- "The remaining books and journals become practically useless without someone to organize, purchase, update and coordinate materials and to provide information... Closer examination of what libraries do reveals that they actually can become cost-savers. An organized library collection holds down costs by avoiding duplication of journals, books, audiovisuals and health-sciences data bases. Without a professionally staffed library, every department in the hospital may order these materials without coordinating with the other areas." (p. 4)

**Dawson R, Jones DA. Hospitals' efficient library services are necessities rather than luxuries. *AHA News*, 1990 Oct 1 26(39):4.**

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- "Everybody thinks nothing has changed since the Dewey Decimal System. Now all that's turned on its head. Librarians are on the cutting edge of society." (p. 4)

**Fischer J. Information brokers have all the answers. *Houston Chronicle*, 1990 Sept 4:4C.**

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- "Searching looks simple. It is not. It is a cerebral exercise which over time and with practice appears deceptively easy." (p. 32)
- "Make an appointment with the nearest hospital librarian...to talk over some of the issues face to face." (p. 34)

**Conway S, Messerle J. Searching MEDLINE: Finding needles in the medical haystack. *Group Practice Journal*, 1990 May-Jun 39(3):26-8,30,32-4.**

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- "With their mission of organizing information and serving users, libraries are an ideal platform for broad-based technology development and implementation." (p. 8)

**Lewis P. Where the libraries are leading the way. *New York Times*, 1990 May 13:8.**

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- "We have historically tended to think about effectiveness in terms of *our* professional goals and objectives. But from the clinician's perspective - any user's perspective - the services we provide are effective only to the extent that they contribute to resolution of *their* problem, *their* decision. If service does not have this outcome, no matter how well we perform according to our own professional criteria, our service is ineffective."
- "Three quarters of the physicians indicated that, as a result of the library's assistance, they had acquired all or most of the information they needed to solve their clinical problem or make their decision."

**King DN. The impact of computer-assisted information services on clinical problem solving: a report on research.** 1990 May 21.

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- "We function as a corporate information center... Administration has to make business decisions regarding new technologies, productivity measures, product lines, and other issues, and wants to know how corporate America or other hospitals have dealt with the same issues." (p. 107)

**Teschke D. Hospital library acts as internal consultant.** *Healthcare Financial Management*, 1990 Jan: 107.

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- "Hospital library services play an important role in the continuing education and development of hospital staff and, as, such, are a major asset in the recruitment and retention of physicians and other health care professionals." (p. 1)

**American Hospital Association. Management Advisory, Information Management: *Library and Information Services***, 1990, p.1-3.

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- "The availability of library services has been important in one physician's care of patients. It is unlikely that my experience is significantly different from that of other physicians and health personnel who make use of library facilities...Given the very obvious improvement of my care to patients and the decrease in morbidity due to the availability of library services, it seems likely that the services could be documented to be of importance to other patients." (p. 421)

**Burke L. The need for medical libraries in hospitals.** *New York State Journal of Medicine*, 1990, 90: 420-421.

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- "MEDLINE searching from clinical settings is feasible with brief training and affects clinical decisions. However, inexperienced searchers miss many relevant citations and search inefficiently." (p. 78)
- "The librarians retrieved the highest number of relevant articles...the experienced end-users were next...and the original searchers retrieved the fewest." (p.81)

**Haynes RB. Online access to MEDLINE in clinical settings.** *Annals of Internal Medicine*, 1990; 112:78-84.)

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- "It has not escaped suspicion that this is a perverse experiment to obtain data showing that lack of hospital medical libraries does indeed impact adversely on the quality of patient care." (p. 601)

**Farnsworth PB. The elimination of the requirement for medical libraries in hospitals. *New York State Journal of Medicine*, 1989 Nov 89(11): 601-602.**

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- "Indeed interlibrary lending is a value added activity par excellence because without such library generated products as union lists, cooperative arrangements would be inefficient if not prohibitively expensive." (p. 188)

**Banks, R., Measuring the impact of a hospital library in terms of value added processes. *Bibliotheca Medica Canadiana*, 1989 Oct 10: 184-192.**

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- "The hospital library exists to save requesters time so that they can perform the duties they were hired to do-solve problems, develop new businesses, or treat patients.... The hospital library should also be a catalyst to accelerate and improve decision making and productivity. It can be used to hunt down that elusive fact or document and supply it rapidly via telefacsimile. As a result, managers will have the data they need to make informed decisions." (p.96)

**Ben-Shir R. Untapped library resources are yours for the asking. *Hospitals*, 1989 Oct 20:96.**

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- "To routinely perform computer-assisted literature searches for informed consent and diagnosis is 'good medicine'." (p.185)
- "In the future, a finding of medical malpractice liability may be based on a court's determination that a failure to conduct a computer-assisted literature search, or a failure to employ a computer diagnostic aid, constitutes a violation of the applicable standard of care." (p.185)
- "A computer assisted literature search provides the physician quick and efficient access to literature. The value to physicians of such a search is made clear by various court cases which have imposed liability on physicians and pharmaceutical companies for failing to possess current medical information." (p.187)
- "Their failure to perform a literature search was, therefore, negligent and constituted malpractice." (p.187)
- "As computer decision aids and computer-assisted literature searches become an integral part of medical practice, there will be less reason for the courts to apply different standards to physicians practicing in different geographical regions." (p.192)

**Hafner AW, et al. Computers in Medicine: liability issues for physicians. *International Journal of Clinical Monitoring and Computing*, 1989 Jul 6(3):185-194.**

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- "The two best arguments in support of the hospital library are that it's a cost containment measure for the hospital as a whole and that it provides quality assurance because it allows the physicians to investigate every option." (p. 8)
- "A marketing tool to help with physician recruitment." (p. 8)
- "By providing access to information, hospital libraries ultimately have a positive effect on the quality of patient care." (p. 8)

**Grant RA. Not just for a good book, hospital libraries help cut costs. *AHA News*, 1989 Apr 10 25(15):8.**

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- "All house staff used the CML service to some degree and the majority found it to be of value in making patient care decisions... Patient care decisions have been improved through ready access to current medical literature, and the teaching program has been enhanced by the creation of the CML program as an integral part of morning report." (p. 1921)

**Barbour GL.Young MN. Morning report: role of the clinical librarian. *JAMA*, 1989 255:1921-1922**

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- "The inventory of impacts on medical outcomes reinforces that MEDLINE has had important beneficial, even life-saving and limb-sparing-consequences for patients, as well as striking benefits in terms of reduced costs of care, the advancement of biomedical research, the quality of medical education, and the efficient functioning of health care institutions." (p.3)

**Rapp BA. CIT study documents MEDLINE's impact. *National Library of Medicine News*, 1989, 44:1,3. Citation to original source: Wilson S, et al. *Use of the Critical Incident Technique to Evaluate the Impact of MEDLINE*, Palo Alto, CA: American Institutes for Research, 1989 (Sponsoring organization: National Library of Medicine), pp. 1-97.**

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- "When computer-aided diagnostic systems become more widely available, the obligation to use them will become woven into the existing standard of care." (p. 324)
- "In other words, a prospective plaintiff must show that, had the computer system been consulted, a different course of action would have been taken and the injury complained of would have been avoided." (p. 325)

**Metzger MC. Legal implications of computer-aided medical diagnosis. *Journal of Legal Medicine*, 1988 Jun 9(2):313-328.**

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- "The two material resources important to success of the staff and participants were library facilities and computers for data analysis." (p. 35)

**Rizzuto C, Mitchell M. Research in service settings: Part I - Consortium Project Outcomes. *JONA*, 1988 Feb 18(2):32-37.**

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- "The library, unless it is used, is... worthless. To be properly and economically used, a library requires a librarian just as the fire extinguisher needs a knowledgeable firefighter." (p. 151)
- "The solution lies not in the presence of the library but in access to a medical reference service (librarian)." (p. 152)

**Beck WC. Fire extinguishers, libraries, and librarians. *Guthrie Journal*, 1987 Winter 56:151-153.**

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- "About 85 percent of the physicians responding to the Omega survey would like their hospital to maintain medical libraries for physician use." (p. 56)

**Quality, not ads, increase physician loyalty. *Hospitals*, 1987 June 20:56.**

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- "A study was conducted in eight hospitals in the Chicago area as a quality assurance project. A total of 176 physicians, nurses and other health professionals requested information from their hospital libraries related to a current case or clinical situation. They then assessed the quality of information received, its cognitive value, its contribution to patient care, and its impact on case management. Nearly two-thirds of the respondents asserted that they would definitely or probably handle their cases differently as a result of the information provided by the library." (p. 291)

**King DN, The contribution of hospital library information services to clinical care: a study in eight hospitals. *Bulletin of the Medical Library Association*, 1987 75:291-301.**

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- "The majority of engineers work more effectively because of the services provided by the library." (p. 23)

**Manning H. The corporate librarian: great return on investment. *Report of the President's Task Force on the Value of the Information Professional*, Special Libraries Association 1987, pp. 19-30.**

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- "This witness also indicated that he had conducted a computer search of 29,000 articles on the subject and had not found a single report of aseptic necrosis resulting from treatment with prednisone after eye surgery." (p. 430)

**Curran WJ. Law medicine notes. Informed Consent in malpractice cases: A turn toward reality. *New England Journal of Medicine*, 1986 Feb. 13 314(7):429-431.**

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- "Ideally, searches for published articles to solve clinical problems should lead to the best evidence on a given topic quickly and at reasonable expense." (p. 636)
- "Index Medicus and MEDLINE are the best sources of up-to-date articles, but MEDLINE was three times as fast." (p. 636)

**Haynes RB, et al. How to keep up with the medical literature: IV. Using the literature to solve clinical problems. *Annals of Internal Medicine*, 1986 105:636-640.**

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- "The hospital library is not needed simply to increase the physician's exposure to more information in the decision making process but to direct his or her to more specific information. It is precisely the need for more specific information that makes libraries, indexes and especially librarians more relevant." (p. 160)
- "The point is that anytime an unnecessary test is avoided, or a more relevant one applied, the patient, the hospital, the physician and even the insurance companies benefit from lower costs." (p. 161)

**Garfield E. The impact of health information delivery on the quality of patient care: whither medical information science? *Health Libraries Review*, 1985 2:159-169.**

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- "The total actual cost of a search...is considerably less than the current cost of a single chest x-ray film or one set of electrolyte studies...efficiency, here defined as ratio of effectiveness to costs, may be at least as great for the management information provided by case-related literature searches as for comparable information from the clinical laboratories and from diagnostic x-ray films." (p. 52)

**Scura G, Davidoff F. Case-related use of the medical literature. *JAMA*, 1981 Jan 2;245(1):50-52.**

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- "A well-used library is one of the few correctives of...premature senility...It is astonishing with how little reading a doctor can practice medicine, but it is not astonishing how badly he may do it." (p. 36)

**Osler W. Remarks made at the opening of the Boston Medical Library, 12 Jan 1901. Reprinted in *A Way of Life and Selected Writings of Sir William Osler*, New York: Dover Publications, 1958.**