JOINT UNIVERSITY HOSPITAL LIBRARY REGISTRATION
ONLINE: A COLLABORATION BETWEEN LIBRARY
TECHNICIANS AND LIBRARIANS TO MAKE IT HAPPEN.

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At the beginning of 2010 staff at The University of Queensland Library began developing an online registration process for hospital staff based in four major teaching hospitals in three Brisbane locations. While the UQ Library manages the hospital libraries, most of the networks used in the hospitals are independent of the UQ network. The aim of the project was to introduce an online registration process that could be submitted by hospital staff and processed by the UQ Library's circulation system. Each year, hospital staff visit the Library in person to either register or renew their Library membership. This project aimed to save time for both library staff and hospital patrons.

The paper outlines the processes involved in developing and implementing the online form. Collaboration between librarians and library technicians took place and knowledge and skills of staff from functional areas of the Library, such as Information Access Services and Library Technology Services were utilized.

The paper further describes the processes involved in implementing an online process across three sites, project outcomes, lessons learned and plans for future developments.

BACKGROUND:
The University of Queensland Library’s mission is to enrich world-class scholarship by supporting the University’s provision of excellence in teaching, learning and research activities. It is the oldest and largest university in Queensland with the largest academic collection. The library has approximately 250 staff at over 20 service points for up to 84 hours per week and provides services to 44,000 students and 6,300 academic and professional staff. There are three joint University/Hospital libraries with approx 20 staff who service 7,000 hospital staff borrowers and UQ medical, nursing and rehabilitation sciences students. On appointment or enrolment Library records for University of Queensland staff and students are automatically downloaded to the library's circulation system. Because hospital staff are not employed by UQ they must apply for library membership by completing a form and presenting current hospital ID. Their record is then manually entered onto our system. Late last year we introduced an online renewal system for hospital patrons. This process was initiated to make it easier, more cost effective and time saving for library patrons and library staff.

Non UQ borrowers at Mater Hospital, Princess Alexander Hospital and the Royal Brisbane Hospitals that are paid employees include nurses, doctors, administration staff, research groups and allied health. In addition overseas medical students, official visitors eg, visiting doctors or clinical observer, official visiting students attached to a School or University who are not paid
employees don’t haven’t access. These patrons can access the library catalogue, borrow from our collection and use library computers to access the internet. They have limited remote access to e-resources though some electronic journals and databases can be accessed from library computers. Hospital staff use Queensland Health’s online portal, Clinicians Knowledge Network for access to e-resources.

OBJECTIVES:
At the beginning of 2010 staff at The University of Queensland Library began developing an online registration process for hospital staff based in four major teaching hospitals in three Brisbane locations. While the UQ Library manages the hospital libraries, many of the networks used in the hospitals are independent of the UQ network. The aim of the project was to introduce an online registration process that could be submitted by hospital staff and processed by the UQ Library’s circulation system. This project was undertaken to reduce the considerable staff time taken to enter new patron records, to renew them annually, and to free library staff for other duties. It is more convenient for hospital staff to register / renew from their desktop. Eligibility, the majority of staff are ongoing, casual or contract, this project will assist the majority but not all staff. All ongoing, casual or contract staff from Mater Health Services, Princess Alexander Hospital and the Royal Brisbane Hospitals with an employee number, and a Mater or Queensland Health email address can access the application form from the library homepage or anywhere they can access the internet or their local hospital intranet page.

METHOD:
MEMBERSHIP RENEWAL:
Meetings were called to brainstorm ways of designing and implementing an online registration and renewal process. Initial discussion with Queensland Health about developing this process found it best to do so independently by UQ due to data security. After consultation with the Hospital Administrators, Health Sciences Library Managers and their staff, staff from The University Library’s Technology Service and from the Information Access Service all participated in discussion and planning. The University of Queensland’s Library Technology Service was heavily involved in setting up this new process using the SQL database and making it compatible with the UQ library system Millennium.

Much discussion centred on the fields necessary for inclusion in the form. Library staff looked at the existing print form, the process used by CKN and used the basis for the development of a template. Most of the fields used on the CKN form were considered essential:

- email address (which **must** be a work email)
- employee number
- Name
- Password
- work phone number
- employee classification (eg doctor, nurse/midwife, allied health professional etc)

However it was deemed necessary to seek additional information:

- name of supervisor
- employment status (casual, continuing, contract etc)
- Date of birth
- work address and home address

CKN require a current QH or MHS email address to use the online form. It is used as a means of limiting access to eligible staff. Patrons without a work email – and some QH staff are not issued with one – must instead use a print version of the form and submit the application by fax. Once the application is submitted an email is sent to the patron’s work account containing a link which they are required to click on to finalize the process. This confirms them as a current holder of a QH email address and it was decided that the Library would adopt this mechanism as part of the
online renewal process. However, as many hospital staff don’t have easy access to computers in their workplace, and some Queensland Health staff are not given a work email account, the option of an alternative email address to which their work emails could be redirected was considered a desirable addition to the Library form. It was hoped that it would also encourage staff who could not access their work email regularly to use the online forms.

Before activating online membership applications, the Library first introduced the form for online renewal. An email was sent to all hospital patrons with a current or expired library record, inviting them to renew their membership following the process described in the email. Slightly more than half of these patrons did not have a work email address on their existing library record. A requirement for online renewals was the use of the work email address to confirm, their eligibility for continuing membership. The form was made available from the UQ Library homepage via the Services for Herston, Mater and PAH Staff, and following the link for Library Membership. Once patrons completed and submitted the application for renewal online, they were sent an email containing a link then clicking on the link confirming there renewal for another year. Information from their renewal form was uploaded to the SQL Database and then updated to the patron’s Millennium record instantly, including any changes to home library or addresses.

There was approximately 75% of registered users that had renewed their membership online within the first 2 weeks. They had an incentive, as there was a prize of an ipad drawn during this year.

NEW BORROWERS:
Traditionally patrons used the 13 digit number on their library card as their username for logging in to a library workstation to access their record and view electronic resources. Because of the margin for error with a long login, patrons could be issued with a default username, eg first initial and last name or payroll number. It was decided that the system would generate a default username and base it on patron’s payroll number.

Because authentication for library catalogue services depends on a unique identifier it was necessary to ensure there were no duplications between hospital staff, of payroll numbers or overlap of UQ students and staff id numbers. To ensure a unique identifier MAT or QH was added in front of the payroll number.

Once the style and content of the form had been finalised it was uploaded to a test site for library staff to trial and provide feedback and to make changes required. Wording was amended, the requirement for the supervisors name was dropped and changes made to ensure fields were uploaded as other records in the system.

The form is accessible from the UQ library homepage via the Services for Herston, Mater and PAH Staff, Library membership and following the link.

Once renewals were working smoothly, work began in earnest to introduce online applications for membership. The same form was used, and an email to confirm their new membership was sent to their work email address. Patrons are required to present to their home library with current hospital ID to finalize their registration. Library Staff access the UQL admin to confirm patron membership. This enables staff to review the application form, making any changes required (eg more detailed address information) and adding the barcode of the library card if the patron wants one, and telling the patron their default user name.

RESULTS:
On our second day of having the online from working we had 30 Diploma of Nursing students come into the library and sign up with the library, the process went very smoothly with no problems and doing the final process at the desk was much less time consuming than typing 30 application form as done previously.
Changing barcodes, editing expired dates and fixing forgotten passwords this needed some changing, with the new process there needed to be a new method for doing these changes. This was implemented after the renewal from to enhance its use.

**DISCUSSIONS:**
Contributions from Library Technicians, Librarians and Library Assistants these were some of the issues that were raised during the process of getting the form up and running:

Q. Whether staff working outside the hospital campus need to come in or if they can register remotely?
A. Staff can register remotely but will still need to come into one of our branches to finish off the registration and collect their library card.

Q: One form for registration and renewal? Currently we have different forms for renewal and registration.
A: We will keep the two separate forms as they both do different things.

Q: Would the form use an asterix for mandatory fields?
A: Ultimately it was decided that the only field that was not mandatory was the preferred email address so it was better to indicate that this was optional.

Q: Would the system generate the remainder of the address based on hospital with pah mhs rch Redland?
A: It is a concern for staff opening up and filling in forms and writing free text rather than automated formatted address, we can fix up addresses at the desk. Maybe this will be looked at in the future.

Q: Do patrons have a 96 hour turnaround, do their registrations stay on file for a certain period of time.
A: A patron record will be left on the SQL database for a certain period of time and will be cleaned up every now and then. This will be monitored and the time frame has not been decided on as yet.

Q: What happens if the patron has forgotten their password?
A: This can be changed on the UQL admin database.

Q: Can external contractors register online.
A: They are eligible and to fill in print the print form.

Q: Do patrons have to have a library card?
A: Yes they have to have the number in their record for Document Delivery, they will have to come into the library to show their work ID and have their details checked and collect the card.

Diploma of nursing students are included in the online registration even though they are not paid by Mater or QH. They are all issued with a payroll number and an email address, they are given an expiry date and are put on as a community borrower.

**CONCLUSION:**
Feedback and comments were given from Information Technology Services, Information Access Services on composing messages into a user friendly language. Library Technicians were called up to do up some procedures to have at loans desks to be followed. A bookmark was made with instructions on how to access the online form to give out to patrons at the branches and orientations. The new form was put on onto the Mater Intranet and Queensland Health home page. We are proud of the greater service efficiencies for clients and the library service achieved by this system innovation.
Complete this form to apply for membership of the University of Queensland Library

All fields are mandatory except where specified.

Please note: you must have a working QH or Mater email address to use this online form.

After submitting this form you must present your Hospital Staff Identification in person to Library Staff who can then confirm your membership.

Email: @ Select

Employment Status:

Employee Number:

Continuous
Casual
Contract
Contract Expiry Date (if applicable):

Line 2:
Line 3:

Your Home Address:

Line 1:
Line 2:
Line 3:

Contact Numbers: (provide at least one)

Work Phone:
Pager:
Mobile Phone:
Home Phone:

Re-direct future email from the Library to this address (optional):

Email:

Your submission of this form indicates your agreement to abide by the Library conditions of use as stated on the Library's website:
http://www.library.us.edu.au/policies.html
and the Library's Computing and Internet Access Conditions of Use - see: