CHAPTER-8

PROPOSED MODEL FOR LIBRARY SERVICES TO THE HOSPITALISED PATIENTS

Library is a social institution and must be planned and organised according to social needs—the actual and potential needs of the community, it intends to serve here the community of special type of readers i.e. the hospitalised patients. In setting up a library for these users, certain basic factors are to be considered, following an examination of those factors in the survey and having regard to the assessed needs and interests of the community to be served.

It has been concluded in the foregoing chapters that the hospitalised patients have sufficient idle time with them and the overwhelming majority thereof have the urge and desire to spend their idle time usefully, yet many of them just waste it or while it away. The library services also play a significant role in creating among patients a mental attitude which permits better adjustment to the hospital environment and also helps in the creation of a beneficial atmosphere. It is useful to other remedial measures which assist in convalescence and restoration to health. Library service is an important agency in a hospital for the cultivation and stimulation of the morale of the patients.

It has been observed that all such facilities and activities which can be undertaken to meet the needs of the hospitalised patients to use the idle time constructively fall within the orbit of aims, the functions and services expected of the libraries. Since all the patients admitted in various hospitals in Chandigarh and Delhi share a common organisation, administration, structure, objectives, activities and other aspects, a model suitable for one hospital is expected to be equally suitable for all other hospitals also. At best, some minor modifications can be made keeping in view the number of patients, capacity of
the hospital, local conditions and needs. Hence, a Model for library services to
the hospitalised patients, emerging out of the present study, is being proposed
in this chapter.

8.1 Objectives:

The proposed library services to the hospitalised patients shall strive to
achieve the following objectives:

(i) To provide facilities to make productive use of idle time available
to the hospitalised patients;
(ii) To satisfy the educational, informational and recreational urge
and needs of the hospitalised patients;
(iii) To make the stay of the hospitalised patients in the hospitals free
from boredom, fear and depression through reading books; and
(iv) To execute the policies of the Central government and/or the
State government to rehabilitate the disabled hospitalised
patients.

8.2 Functions:

The proposed Model for library services to the hospitalised patients will
lead to the following functions:

(i) It will provide facilities to utilise the idle time available to the
hospitalised patients in a constructive manner;
(ii) It will help to provide the vocational information and assistance
for future rehabilitation of the hospitalised patients;
(iii) It will provide constructive means to the hospitalised patients to
escape from the stress and depression;
(iv) It will inculcate and cultivate reading habits among the
hospitalised patients and will make them library minded, leading
to their overall development;
(v) It will help in providing information and communication to
complete therapeutic programme for the hospitalised patients;
(vi) It will facilitate educational advancement to the hospitalised patients;
(vii) It will provide resources to enable the patients to lead good life inspite of illness or handicaps; and
(viii) It will help the patients to become familiar with the causes, precautions required to be taken, treatment and other details related to the diseases of the patients admitted in the hospitals.

8.3 Library Committee:

The Patient Library will work as per guidelines and rules framed by the Library Committee, which will comprise of the following members:

(i) Director/Deputy Director/Medical Superintendent - --- = One
   (Chairperson)

(ii) Heads of the Departments from the hospital --- --- = Two

(iii) Nursing Superintendent/Deputy Nursing Superintendent = One

(iv) Chief Librarian of the largest local Public Library --- = One

(v) Representative of the local Non-Government Organisation --- = One

(vi) Librarian of the Patient Library (Secretary) --- = One

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Total Members = Seven
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The Library Committee should meet atleast once in a quarter i.e. four times in a year. But it can meet more frequently, if needed. The main functions of this committee will be to make rules and regulations for the library and take policy decisions. The quorum for the meeting will be four members including Chairperson and Secretary of the Library Committee.
8.4 Staffing:

The patient library will have at least the following staff:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Designation/ Nomenclature</th>
<th>Pay Scale Rs.</th>
<th>No. of Posts</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td>Librarian</td>
<td>6500-200-10500</td>
<td>One</td>
</tr>
<tr>
<td>(ii)</td>
<td>Library Clerk</td>
<td>3050-75-3950-80-4590</td>
<td>One</td>
</tr>
<tr>
<td>(iii)</td>
<td>Library Restorer/Library Attendant</td>
<td>2650-65-3300-70-4000</td>
<td>One</td>
</tr>
</tbody>
</table>

The above mentioned pay scales are as per those of the staff working in the libraries of the Central Government (Govt. of India). It is understood that above mentioned pay scales will be revised as and when the pay scales of the Central Government Staff are revised from time to time.

The academic and/or professional qualifications of the above mentioned staff will also be as prescribed for the staff of the libraries of the Central Government.

8.5 Financing:

It is responsibility of the Hospital Authorities to provide necessary funds for the library services to the hospitalised patients. Funds are required for acquisition of library materials, salary of the library staff and infrastructure of the library such as furniture, equipment, stacks etc. Funds are required for contingent, expenses, stationery, maintenance charges etc.

In order to ensure the smooth functioning of the Patient Library, it is very important that necessary funds are provided in the annual budget of the hospital concerned. The funds will be sanctioned and provided under the Budget Head 'Recurring Grant for the Patient Library'. Funds should be provided under Sub-Heads, covering all activities in the library. The amount
should be increased every year proportionately keeping in view the annual increment of the staff, increasing cost of the library materials and library equipments.

8.6 Location and Accommodation:

The Patient Library will be located, as per as possible, in the centre of the hospital which is accessible to all the Wards. It will be preferred on the groundfloor to facilitate the easy access.

Atleast two big rooms of the hospital building will be earmarked for the Patient Library. One room will be used for keeping the stacks on which library books will be shelved in open access. The second room will be used for the public catalogue, reference service and reading area. It will be furnished with standard library furniture i.e. study tables, study chairs etc. The Patient Library will have facility for the entry of wheel chairs of the physically handicapped patients also. It is understood that it will have space for the library staff also. It will also have separate toilets for the male, female and physically handicapped patients. The entire Patient Library will have proper ventilation, heating, cooling and lighting arrangement.

Very few indoor patients will be visiting the Patients Library to sit in the reading hall to read. Majority of the hospitalised patients will be provided reading material in their Wards or on their beds.

8.7 Opening Days and Hours:

The Patient Library will remain open from Monday to Saturday. The opening hours of the Patient Library will be from 9.00 a.m. to 5.00 p.m. with one hour lunch break from 1.00 a.m. to 2.00 p.m. During these hours the library and its reading hall can be used and reference service can be availed. Transaction of books from the Mobile Library Service from the Public Library
and Nursing Staff of various Wards of the hospital concerned will also be done during these hours.

Since the library material will be available in the Wards of hospital, the indoor patients can use the same at any time and any day (including Sundays and Gazetted holidays), as per schedule planned by the Nursing Staff. Of course, all this will be as per the over-all policy decision of the Library Committee duly approved by the Hospital Authorities.

With regard to the reading time to the illiterates, it will be decided and notified in consultation with the Nursing Staff and Social Workers/Volunteers of the Non-Government Organisations concerned. But the patients will know well in advance the schedule for such services. There will be proper collaboration between the Nursing Staff of the Wards and Social Workers/Volunteers from the Non-Government Organisations.

8.8 Collection Development:

The Patient Library will have reasonable number of reading material as permanent stock. This number should be optimum, keeping in view the number of patients, number of Wards and size of the hospital. The minimum collection should be around two thousand documents, comprising of the following categories.

(i) Fictions;
(ii) Story books;
(iii) Religious books;
(iv) Picture books/comics;
(v) Biographies;
(vi) Health related books pertaining to various diseases;
(vii) Yoga and Meditation books;
(viii) Vocational books;
(ix) Braille literature;
(x) Audio-Visual documents;
(xi) Reference books;
(xii) Popular magazines;
(xiii) Daily newspapers; and
(xiv) Toys for the small children.

In addition to the above categories of documents, the Library Committee can take a decision to purchase any other category of reading material, keeping in view the needs of the patients admitted in the hospital concerned.

The above mentioned reading material will be acquired in English, Hindi and Regional Languages, keeping in view the languages known to the hospitalised patients. Certain books should be added every year, keeping in view the availability of funds, space, and demand.

In addition to the above mentioned permanent stock of the Patient Library, a good number of books will be obtained from the local Public Library, on loan basis, through their Mobile Library Service regularly. For this purpose, appropriate arrangement will have to be made with the Public Library concerned, in writing.

8.9 Technical Processing:

The collection of the Patient Library will be classified very broadly, according to Dewey Decimal Classification Scheme. These will be shelved according to the language of the documents i.e. English, Hindi, Regional Languages separately.

The permanent stock of the library will be catalogued according to Anglo American Cataloguing Rules, 2nd ed. (AACR-2). Simplified cataloguing
will be followed. Catalogue entries will be maintained either in Card Form Catalogue or Computerised Catalogue, as per facilities available in the library.

The books borrowed from the Public Library, through the Mobile Library Service, will, however, be listed in a register meant for the purpose.

8.10 Library Services:

The hospitalised patients will be provided reading material, as per their need. The Patient Library will have facility for providing reference service from various reference tools. Literature or information pertaining to various diseases will be available in the library, which will be made available to the needed patients, on demand. The hospitalised patients will also be allowed to pickup any document from the library and read within the reading hall only.

For such patients who cannot come to the library or want to read within their wards or on their beds, they will be provided the reading material through the Nursing Staff of the Ward concerned. The reading materials received from the Public Library, through the Mobile Library Service, will be distributed in the Wards from time to time for used by the patients. Books from the Patient Library will also be sent to various Wards for use by the indoor patients.

Within each Ward of the hospital, Nursing Staff will receive the books against receipt. It will be the responsibility of the Nursing Staff for the safeguard of the library materials. They will keep the reading material under their custody and will give the same to the patients against receipt. The Nursing Staff will keep in view the advice of the medical doctor concerned for each patient. The restrictions, if any, will be strictly adhered to by the Nursing Staff.

If the patient is bed-ridden or suffering from eye disease or is illiterate, in such cases the reading materials will be handed over to the attendant/guardian/relation of the patients concerned. The reading material to such patients will be read either by their attendants/relations or by the
Volunteers/Social Workers of the Non-Government Organisations (NGOs), as permitted by the Hospital Authorities under proper arrangements and schedules.

8.11 Disinfection of Library Materials:

The library must be guided by current policies and procedures regarding modern sanitation and safety regulations in the hospital. These will change from time to time and will reflect the current policy of the medical department whose decision must be complied with. Regulation will be subject to the laws governing the institution. The use and reuse of books in Communicable Diseases unit will be covered in these policies. If the reuse of books is not permitted, paper back copies should be destroyed in conformity with the hospital policy. For safety purpose, a disinfection is very important for hospital Patient Library and the books which are returned from the Wards should be disinfected before being reshelved.

The books belonging to the Public Library and received through Mobile Library Service will, however, not be issued to the patients of Communicable Diseases as the same cannot be destroyed because these are to be returned back to the Public Library. Disinfection of library material should be a regular feature in the hospital. It should be done at two stages, firstly, before handing over the books to the hospitalised patients and secondly, when the book is taken back from the patient. This is in the interest of the hospitalised patients as well as general public who will be use the same document in the library subsequently.

8.12 Reading Aids, Apparatus and Equipments:

There should be provision in the hospital library service to make available the reading aids or equipments to the bed-ridden or physically handicapped patients to enable them to make use of books and properly designed library trolleys to ensure that Ward visits are an effective substitute
for a patient’s personal visits to the library. When visiting readers confined to
bed in the hospital, it is essential to have a trolley on which books can be
transported and properly displayed. A trolley should hold 150-200 books to
ensure a reasonable selection and shelves should be angled to allow easy
viewing from bed position. A flat working surface on the top of the trolley is
needed, with a compartment for notebooks, pencil and issue records. The
trolley will be light in weight but strong enough to bear the weight of the books
and to withstand constant use. The trolley should be easily maneuverable and
relatively quiet.

The provision of reading aids to the patients, who are bed ridden or
physically handicapped in any way or partially sighted, is the particular
responsibility of librarian of the Patient Library. Before supplying a patient
with any reading aid or apparatus, the matter should be discussed with his
Physician or Surgeon or Nursing Sister. In case of visually handicapped
patients, the visual difficulty may be only temporary, as in diabetes or the drug
treatment for high blood pressure or there may be other medical or orthopedic
information which directly influences the choice of an aid. The concerned
Physician or Surgeon can advise in this regard, which should invariably be
sought.

8.13 Role of Public Library (Mobile Library Service):

The patients are also important part of the society. They have the right to
be served by the Public Library. In other words the Public Library is expected
to provide library services to the under privileged persons, physically
handicapped persons and the hospitalised patients. Public Library is expected
to provide library services at the door steps of the readers.

Most of the reputed Public Libraries have Mobile Library Service which
is provided through Mobile Vans regularly. These Mobile Vans can provide the
reading material for use by the hospitalised patients also. In order to ensure this
service, there will be a written agreement between the Hospital Authorities and the Local Public Library for lending books for the hospitalised patients through their Mobile Library Service. For this purpose the schedule of borrowing and returning of books, number of books to be borrowed at a time, frequency of borrowing, venue for delivery of books and return thereof, and the related issues will be decided after mutual agreement between the Public Library and the Hospital Authorities. Such an agreement should be in written form so that there is no confusion at a later stage. The agreement can, however, be amended, modified or renewed from time to time, as per prevailing circumstances and need of the day.

8.14 Role of Non Government Organisations:

The hospitalised patients include such patients who are illiterate and cannot read themselves. But they want to pass their idle time fruitfully. They want that somebody should read the newspapers or magazines or a fictions or religious books to them. Similarly, there are indoor patients who are literate but can not read themselves being bedridden or suffering from eye disease or similar other reasons. This group of hospitalised patients also wants to pass their idle time in a better way. Recreation with the help of reading material is the best method in this regard.

The Social Workers/Volunteers from the Non-Government Organisations can play a very active role in this regard. They can read to the illiterate and incapacitated patients as per their needs. Although, the Volunteers are dedicated and willing workers, yet there is a need to organise their services appropriately. In order to avail maximum benefit from the Social Workers, there has to be an understanding between the Hospital Authorities and Non-Government Organisations. Decision has to be with regard to the time schedule, hours of social service, role of Social Workers and restrictions, if any. This will facilitate the optimum utilisation of the services offered by the Volunteers and maximum benefit to the hospitalised patients.
8.15 Implementation of the Proposed Model:

The Model proposed in the preceding pages for providing library services to the hospitalised patients is based on the findings of the present study. The views of the Hospital Authorities, Librarians of the Public Libraries and needs of the indoor patients are the basis for the above given Model. Although the data collected from Chandigarh and Delhi has been kept in view for the purpose, yet it is equally applicable and suitable for all types of hospitals in different parts of the country. It is applicable under the prevailing conditions of the hospitals as well as Public Libraries in the country.

There is no doubt that library services to the hospitalised patients are very essential and need of the time. These can be provided if the proposed Model is adopted by the hospitals. But the Model can be implemented only if meets the approval of the Hospital Authorities, who have to provide the funds, staff, accommodation and other facilities. It is the Hospital Authorities again which have to plan the library services within the Wards with the involvement of Nursing Staff. The role of concerned Physicians and Surgeons by way of advice is also pertinent. Library Authorities have to make arrangements with the Local Public Libraries as well as Non-Government Organisations in this regard. As such, whole-hearted willingness on the part of the Hospital Authorities is the key for putting the theoretical version of the Proposed Model into practice.