Bracken Health Sciences Library

Annual Report 2013-2014

QUEEN’S UNIVERSITY LIBRARY
Table of Contents

Introduction ........................................................................................................................................... 3
Collections ............................................................................................................................................ 4
Access & Document Services (Circulation, Reserve, Stacks and Interlibrary Loans) ............................. 5
Research and Education Services ....................................................................................................... 6
Outreach Services .................................................................................................................................. 7
Education Statistics, Tables 1 & 2 ....................................................................................................... 8
Appendix A ............................................................................................................................................ 9
Staffing Table ........................................................................................................................................ 10

Except where noted differently, all pages of this annual report were written by Suzanne Maranda, Head of the Bracken Health Sciences Library. For comments and questions please contact marandas@queensu.ca or (613) 533-6000 ext. 74522.

Thank you to Jennifer MacIntyre, Collection Development and Administrative Support Assistant, who prepared the annual staffing page and helped with the education statistics.

For access to the resources mentioned in this report please visit:
http://library.queensu.ca/health
Introduction

In addition to the activities reported in the following pages, the past year was punctuated by a number of interesting events. Here’s a little photo-journal:

In the spring, Paola Durando, liaison librarian for the School of Rehabilitation Therapy, prepared and taught information literacy sessions as part of the International Studies in Global Health & Disability at the Bader International Study Centre (BISC, aka the castle).

In the fall, Bracken Library staff was very happy to host a book launch celebrating the 8th publication by Dr. Jacalyn Duffin, Professor and Hannah Chair in the History of Medicine. As Dr. Duffin explains, the library is her laboratory, so it was fitting to celebrate here her many accomplishments. The photo shows a portion of the display case containing her works, medals, memorabilia and photos. Many thanks to the staff in Special Collections who helped with the preparation of the display. Many thanks as well to the Queen’s Campus Bookstore who managed the sale of her works. Her newest book, *Medical Saints: Cosmas and Damian in a Postmodern World* was sold out within 30 minutes!

In April 2014, I was invited to accompany Paola Durando to Bangladesh under the auspices of the International Centre for the Advancement of Community Based Rehabilitation. During Paola’s first visit in 2013, she had started to work with the librarian at the Centre for the Rehabilitation of the Paralysed in Savar. During this recent visit, we helped train numerous students and faculty in the use of their new electronic library. Through the World Health Organization’s HINARI network and with many open access resources, the students and faculty have access to many excellent information resources. We inaugurated, not only the use of the brand new computer laboratory, but also the formal link between our two libraries. As part of a U.S. Medical Library Association (MLA) – International Relations Committee program, we are now Sister Libraries. The photo is of the plaque unveiling ceremony: cast in the stone pillar is a beautiful marble reproduction of the paper document we had received from MLA.
Collections

The library’s acquisitions budget remained flat. At the end of 2013, the substantial decline in the value of the Canadian dollar had a significant effect on our budget, and we had to freeze all ordering of new books, print or electronic, from January to April. There is much concern about the rising cost of some key journals – those where cancellation is not an option - particularly when the tiered prices change dramatically and usage is being factored in by the vendor/publisher. This means that a heavily used journal can see a huge price increase. If this happens for a key title that must be retained, others need to be cancelled to cover the shortfall.

Bracken Library is fortunate to have a separate endowed fund that was created by Dr. and Mrs. Bracken’s legacy. This fund helps us to acquire new electronic products to support research, teaching and clinical information needs. With the help of faculty and residents in Diagnostic Radiology, a number of online radiology resources were trialed and reviewed and it was decided that Medlantis (images, case studies, ebooks) would be a useful resource, not only for this group of clinicians, but also anyone needing radiology resources.

To enhance the use of our Anatomy.tv products, we added the Primal Pictures 3D Real-Time Viewer. Both of these resources are available on the OvidSP platform or can be linked directly from our multimedia webpage. Medicine, Nursing, Rehabilitation Therapy and Life Sciences students can use these resources to complement their course materials.

Another important teaching tool improved its online access: a subscription to Bates online now includes Bates’ physical examination videos and OSCE clinical skills videos. With web-streaming, these can be viewed easily during teaching clinics or at any time, in any location, to prepare for, or review clinical skills sessions.

Last but not least, we added subscriptions to DynaMed and Isabel, increasing the number of point-of-care tools available to our users. Isabel is a differential diagnosis software that offers a list of suggestions after entering signs and symptoms. Each entry links to Dynamed for a complete description of the chosen condition. Dynamed can also be searched directly. References and levels of evidence are included.
Access & Document Services
Paola Durando, Access & Document Services Supervisor

Access & Document Services staff continue to provide friendly and helpful service at the library’s circulation desk, and to refer queries to librarians and to other library staff when appropriate. Acquisitions/Serials Assistant Lisa Gervais was promoted to a position at the Engineering & Science Library. We welcomed Susie Greyling, in the role of Access & Collections Assistant, to the staff complement.

During term the library is open 86.5 hours per week, and longer during exam period. Evenings and weekends the library is staffed solely by student assistants, who are trained to answer directional queries and to help library users with equipment and room bookings. There are 10-12 student assistants employed every year, and they also circulate materials and maintain the stacks.

Group study rooms continue to be in high demand and bookings increased by 10.2 percent. The six main level group study rooms were equipped with 60” monitors, so users no longer need to check out and set up data projectors for their meetings and presentations.

A new service was introduced, scanning of print course readings. Copyright guidelines permit scanning one chapter from a book or a single article from a periodical. Library staff scan print materials then run them through software for visual accessibility. It is far more convenient for students to access readings online through their course management system than to check them out on short term loan during library hours.

Partly due to increased online readings, there was a 17.5% reduction in materials circulated. Overall circulation is expected to continue declining as books are increasingly available electronically.

Document services/interlibrary loan saw a 45.5% reduction in user requests. This can be attributed to the loss of Kingston General Hospital as a user group, and to the deep collection of locally available e-resources and the open access movement.

Changes in usage patterns are causing us to pause and rethink library public services, and we anticipate some changes in service provision following the recommendations of the Queen’s Library Public Service Renewal group.

“Thanks so much again for all of your incredible and quick help! It’s so very appreciated.” From Moose Factory

Students enjoyed creating ornaments for the “Bookmas Tree” as part of the stress relief activities in December 2013. Fruit and treats were provided by the Library.
Research and Education Services

Reference and Research

The trend continues towards more complex questions and fewer basic ones. As predicted, more requests are submitted via email (53%) although the total number of requests has decreased over last year. As mentioned in the Outreach section below, this is most certainly attributable to the loss of the KGH library service. The librarians are not less busy: the complex questions are taking more time to complete (they increased by 17% over last year) and more faculty and graduate students are requesting our help with systematic reviews. These reviews are a vital component of knowledge transfer: so much is published that no one is able to keep up, and no one would be comfortable in applying new knowledge based on just one or two studies. Systematic reviews are compiled by expert teams, including a librarian, to gather all the studies on a given question and hopefully lead to consensus on the evidence. Clinicians can make informed decisions based on such a review and research can be targeted to areas of need as identified by the systematic review. Appendix A shows some of the publications resulting from our collaborations with faculty.

Education Services (statistics on page 8)

The total number of sessions has declined this year compared to last mostly because the librarians are often asked to teach in the lecture hall to the whole class at once. Now that students bring their own laptops to class, it is possible to have an online demo and practice in a large class setting as opposed to having smaller groups come to the library's computer laboratory. Although this is more efficient for the teaching time, it does make it more difficult to assess student learning during the class time. Integrated assignments that ensure the students use the skills after the class are therefore of paramount importance. The librarians have worked with faculty in all disciplines to create relevant assignments linked to the learning objectives.

Another reason for the decrease in the number of sessions, is that we offer more online tutorials. In medicine, these are part of a blended learning approach: students complete the tutorial and then come prepared to discuss findings with the librarians during a face-to-face class. Additional content is then provided to build on the tutorial material. Online tutorials are not easy to prepare and maintain; the librarians appreciate the support and help from the Health Sciences Education Technology Unit staff. Other online tutorials were created to replace face-to-face classes in Nursing. To ensure that the content has been learned, the course final exam contains questions about the material covered. As more online courses are being prepared by faculty, the liaison librarians are involved in finding multimedia or online information resources that can be linked in the courses to complement the material. When appropriate, links to information literacy modules will also be integrated and when possible will be submitted to MedEdPortal.

Thank you so much for your thoughtful and persistent approach to this difficult search!
Outreach Services

The major event concerning the hospitals served by this library was the cancellation of the Kingston General Hospital’s contract in the spring of 2013. KGH subsequently issued a Request For Proposals (RFP) to which the Library responded in the fall and winter. The results of the process are not yet known.

It is therefore no surprise that the number of courses and consultations delivered to outreach users fell by about 50% compared to last year. In 2012-13, 14% of course and consultation attendees were located in the hospitals, while this year that percentage is only 6%.

Michelle Swab, our Outreach Librarian a year ago, left for a permanent academic librarian position at Memorial University of Newfoundland. We wish her continued success and thank her for her excellent contributions. Following Michelle’s departure, the outreach coordination was handled by Amanda Ross-White’s and I thank her for all her help with the preparation of the KGH RFP.

Last year’s Annual Report mentioned a new resource called Mosby’s Nursing Skills which was to be implemented at Northumberland Hills Hospital (Cobourg). In addition to including it at NHH, this new education resource was also purchased at Hotel Dieu Hospital in Kingston (HDH). The librarians gave numerous sessions to all the nursing staff at HDH to ensure that it would be integrated in their work flow. We are looking forward to analysing usage statistics once the program is in full utilization at both hospitals.

Mosby’s Nursing Skills is the online solution for the best in skills and procedures reference as well as learning and competency management designed to meet the training needs of healthcare institutions today. Over 900 customisable online skills and procedures are available in a user-friendly format to help standardise the way skills are taught, learned and administered.

# Bracken Health Sciences Library Education – Fiscal year comparison

<table>
<thead>
<tr>
<th></th>
<th>May 2011 – April 2012 (excl. online)</th>
<th>May 2012 – April 2013</th>
<th>May 2013 – April 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Teaching sessions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sessions</td>
<td>337 sessions</td>
<td>445 sessions</td>
<td>382 sessions</td>
</tr>
<tr>
<td>Hours</td>
<td>362 hours</td>
<td>381 hours</td>
<td>372 hours</td>
</tr>
<tr>
<td>Participants</td>
<td>3,308 participants</td>
<td>4,129 participants</td>
<td>4,196 participants</td>
</tr>
<tr>
<td><strong>Marking</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assignments</td>
<td>792 assignments</td>
<td>483 assignments</td>
<td>511 assignments</td>
</tr>
</tbody>
</table>

Table 1

## Education Sessions May 2013- April 2014

<table>
<thead>
<tr>
<th><strong>Queen's</strong></th>
<th>Courses</th>
<th>Participants</th>
<th>Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group sessions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faculty Development</td>
<td>3</td>
<td>34</td>
<td>2</td>
</tr>
<tr>
<td>Life Sciences</td>
<td>1</td>
<td>9</td>
<td>1.5</td>
</tr>
<tr>
<td>Nursing</td>
<td>18</td>
<td>119</td>
<td>60</td>
</tr>
<tr>
<td>Rehab Therapy</td>
<td>4</td>
<td>315</td>
<td>6</td>
</tr>
<tr>
<td>Residents</td>
<td>6</td>
<td>96</td>
<td>10.5</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
<td>87</td>
<td>9.5</td>
</tr>
<tr>
<td><strong>Graduate Students</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Life Sciences</td>
<td>7</td>
<td>468</td>
<td>8.5</td>
</tr>
<tr>
<td>Medicine</td>
<td>11</td>
<td>387</td>
<td>11</td>
</tr>
<tr>
<td>Nursing</td>
<td>56</td>
<td>1283</td>
<td>30</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>75</td>
<td>7.5</td>
</tr>
<tr>
<td><strong>Undergraduate Students</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consultations</td>
<td>200</td>
<td>227</td>
<td>167</td>
</tr>
<tr>
<td>Online courses</td>
<td>11</td>
<td>708</td>
<td>17.5</td>
</tr>
</tbody>
</table>

| **Outreach**                  |         |              |               |
| Group sessions                | 30      | 203          | 21.5          |
| Consultations                 | 15      | 49           | 12.5          |

| **Non-Queen’s**               |         |              |               |
| Group sessions                | 9       | 136          | 7             |
| **Totals**                    | 382     | 4,196        | 372           |

Table 2
APPENDIX A

Bracken Librarians' Professional Activities, 2013-14

Professional Service

Durando, P., Maranda, S. Library Consultants, Bangladesh Health Professions Institute-Centre for the Rehabilitation of the Paralysed, Savar, Bangladesh (April 2014).

Durando, P. Social Committee Member, Society for Teaching and Learning in Higher Education (STLHE) Conference, June 17-20 2014, Kingston.

Maranda, S. Past-chair and workshop convener, 2012-14, Libraries Group of the Association of Faculties of Medicine of Canada.

Ross-White, A. Past-Chair, 2013-14, UNYOC (Upstate NY and Ontario chapter of the U.S. Medical Library Association)

Wickett, S. Program Committee Member, Society for Teaching and Learning in Higher Education (STLHE) Conference, June 17-20 2014, Kingston.

Publications & Presentations


Maranda, S. Library on-demand: Teaching resources. Presentation during the Celebration of Teaching, learning and Scholarship in Health Sciences Education, June 19, 2013

Research Collaborations

**Durando, P.** Collaborator, Establishing an International Multiple Sclerosis Falls Prevention Research Network and Trial Protocol, $24,882 funded by CIHR (2013-14). Principal Applicant Dr. M. Finlayson, Director, School of Rehabilitation Therapy & Vice-Dean, Faculty of Health Sciences, Queen’s University.

**Wickett, S.** Acknowledgements of research assistance in publications:


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**Bracken Library Staff: May 2013 – April 2014**

**Administration**
- Suzanne Maranda: Head, Bracken Health Sciences Library
- Jennifer MacIntyre: Collection Development and Administrative Support Assistant

**Library Systems**
- Trish Morgan: Senior Systems/Web Support Technician

**Public Services**
- Paola Durando: Health Sciences Librarian, Access and Document Services Supervisor
- Sandra Halliday: Health Sciences Librarian
- Amanda Ross-White: Health Sciences Librarian – Sabbatical April, 2014 onwards
- Laurie Scott: Health Sciences Librarian – Sept. onwards
- Sarah Wickett: Health Informatics Librarian
- Nathalie LeClair: Health Sciences Librarian Intern – May – Dec
- Elizabeth MacDonald-Pratt: Access Services Coordinator
- Lisa Gervais: Access and CMS Assistant – May – August 2013
- Susie Greyling: “” “” – Sept. 2013 onwards
- Hilda Thompson: Access Services Clerk

**Document Services**
- Jane Reeves: Document Services Assistant