

BRACKEN LIBRARY ANNUAL REPORT 1998-99

Bracken Library enjoyed another very successful and busy year, as indicated by the following reports from each department. This was achieved despite numerous staff changes, affecting both librarians and library technicians, in 6 of the 16.5 FTE Bracken staff positions. Maintaining teaching and reference service during the winter term presented a major challenge, as one librarian position was unfilled for most of that period.

Within the Queen's Library System major organizational change occurred, as the Library moved towards a team-based approach. Members of Bracken Library, together with staff across the Library System, participated in numerous meetings and workshops related to the new organizational structure. Bracken is represented on the cross-system functional and support teams which underlie this new structure.

One of the highlights of 1998-99 was Bracken Library's expansion of its services to include health professionals in Southeastern Ontario. This was initiated under the aegis of the Care Delivery Network project (CDN). This is a Queen's initiative which involves broad-based, interdisciplinary research and development focussing on improving the integration of health service delivery in Southeastern Ontario. Bracken Library and the CDN have formed a partnership to facilitate the sharing of information across disciplines amongst health care professionals. As part of this project, Bracken Library has been providing access to health care information to health professionals in four Community Health Centres in Southeastern Ontario. Included in this were educational sessions to teach the successful retrieval of information.

In addition to the CDN project, Bracken was also approached to provide library and information services to health professionals at the Southeastern Ontario District Health Council and the Canadian Forces Base, Kingston. In order to make access to the information as transparent and simple as possible, a web page has been developed by Bracken to serve as the main access point in all of these community outreach services.

This expansion of Bracken Library's mandate is being developed in tandem with the vision of the Queen's Faculty of Health Sciences, which is establishing partnerships with health care providers and institutions in Southeastern Ontario.

The lack of resources, both staff and acquisitions, continues to be a very serious problem plaguing Bracken Library. The Queen's School of Medicine underwent accreditation in April, 1999. The scarcity of resources was highlighted repeatedly in the Faculty of Health Sciences "Report on Institutional Self-study 1999" prepared for: Liaison Committee on Medical Education and Committee on Accreditation of Canadian Medical Schools. Following the accreditation visit the LCME/CACMS Accreditation Survey Team substantiated these concerns as part of their exit report.

It will be noticed that individuals in Bracken Library are not singled out for specific mention in this Annual Report. This is the result of a conscious decision, in order to emphasize that the contributions of each and every Bracken staff member are extremely valuable and much appreciated. The Annual Report provides a welcome opportunity to pay tribute publicly to the entire Bracken Library staff, who, as always, have demonstrated their exceptional commitment to the patrons and their dedication to working as a cohesive team to maintain Bracken's reputation for excellent user service.

PUBLIC SERVICES

Circulation/Reserve and Stacks

Circulation took on a completely new look in the fall of 1998 with three new staff members, as a result of some temporary leaves in the Queen's Libraries' technician complement. The new "team" continued to offer uninterrupted service, even as they integrated and trained 22 newly hired work study students to help with Bracken's stack maintenance and to cover the Circulation Desk during evenings and weekends.

New libraries and new technologies continue to attract Bracken Library patrons, who can now conveniently access many Bracken services by remote means, 24 hours a day, 7 days a week, from any computer workstation. Bracken's circulation statistics declined further as users benefited from renewing materials electronically through the central library system. Use of this service increased dramatically over the past year.

In-house pickup continues to decrease as there are fewer current and bound journals in the past two years resulting from a major serials cancellation at the end of 1996. The increase effect is being felt in Document Delivery, even more so since October 1998 when the OVIDWeb made electronic ordering of articles possible. As more full-text journals are mounted electronically on the Queen's Libraries' homepage, (due to various publisher agreements) the option to access the same articles from in-house journals may no longer be the preferred method of retrieval.

Students are delighted with the Circulation Desk practice to group articles together in course binders. This allows them to do one-shot photocopy sessions, rather than make repeated visits to the Reserve counter for individual articles. A fifth photocopier was added to the Stacks in April to alleviate the problem of long lines at the photocopiers.

Interlibrary Loan/Document Delivery

There was a 25% overall increase in interlibrary loan requests submitted to the Unit. As Bracken Library builds partnerships with healthcare professionals in Southeastern Ontario, document delivery service is an important component in the package of library services offered, and has been well received.

In November 1998 the OVIDweb became available campus-wide allowing 24 hour/day, 7 day/week access to the OVID suite of health and life sciences databases. The "Order" feature allows users to select articles from within a database search, and with the completion of a request form, submit ILL requests electronically to Bracken Library. Because the user does not need to type the citation, and because all the required information is sent electronically, this results in time savings for the library staff and ultimately reduces the waiting time for the user. This method of ordering, in addition to the regular electronic forms available on the Bracken Library homepage, are increasingly the preferred choice for ordering articles.

Last summer Unit staff undertook the task of verifying and updating Bracken's serials holdings in the SERHOLD database. There were approximately 1300 changes to reflect cancellations and additions of journal titles, and to provide full and complete information. This has resulted in improved routing of DOCLINE requests. The most recent quarterly statistics from the National Library of Medicine indicated Bracken Library has a one-day turnaround for the items loaned to other libraries. The overall lending operation increased by approximately 15%.

The Unit purchased a new high level Fujitsu scanner, with excellent performance. In order to resolve queuing problems, print-only software was installed on the computer which receives articles supplied by other libraries. Further technology enhancements will occur as both DOCLINE and Quickdoc move to the Windows environment.

There were several changes in unit personnel during the year.

Reference and Information Services

The trend observed at the Reference Desk in recent years has now become the norm: there are fewer questions in total but a large proportion is made up of complex questions. These questions are defined as requiring the use of a variety of information sources and/or the exercise of high-level information seeking. During the school term this often involves teaching students, faculty or staff the use of new information resources or how to prepare a database search strategy. All year round, but especially during the summer months, many members of the community, including hospital patients and their families, ask for help in locating health information. It is often challenging to locate in Bracken's collection materials geared to consumers as opposed to health professionals.

Another emerging trend that has become a reality is the multidisciplinary aspect of research, involving many departments. As a result many users who are new to Bracken Library need extensive help to obtain the necessary materials to support their research.

After many years of reporting the facilitative or directional questions answered at the Reference and Circulation desks, it was decided to stop the collecting of these statistics. The evidence gathered confirmed that most of the directional questions are answered at the Circulation desk, which is expected as part of the duties of the Circulation staff. The Reference Librarians do help users with directions and policies but these are not considered to be reference questions by the different associations and organizations that collect library statistics (Association of Research Libraries, Association of Academic Health Sciences Directors).

Systems Activities

With the advent of the Web version of the Ovid software it became technically feasible to easily expand access to the health and life sciences databases to all users on campus. The software was purchased from Bracken Library funds, with some support from the Care Delivery Network (CDN), since the web software would also allow for remote access to Bracken's database network by the CDN project participants. Central Library funding was also secured on an annual basis to allow for the access to be free of charge to all users of the Queen's community. A special mention of appreciation is due to Marco Giacomello of ITS, who installed, tested, and customized the web system to be ready for official launching on October 13, 1998.

Educational Services

Even with well established information literacy programmes, no two years of teaching are ever completely the same at Bracken Library. In addition to the curriculum integrated programmes in medicine and life sciences, sessions are arranged each year for the nursing and rehabilitation students. The librarians are working closely with faculty in these last two disciplines to integrate the information literacy courses in their curricula as opposed to renegotiating with different professors at the beginning of each term.

Since so many of the sessions are arranged in coordination with faculty, most of the students learn how to use Bracken Library and the health sciences databases as part of their courses. As a result, demand for stand-alone courses to teach the Ovid system has greatly declined. These courses, which are announced in the library for anyone to sign up and attend on their own time, will probably stop being offered.

However, there has been a sharp increase in the number of special sessions offered to groups on demand. These sessions are tailored to the groups' needs and disciplines and always require much librarian preparation and specialized course notes. This year, a large proportion of these sessions (58%) were offered as part of the project with the Community Health Centres. Quite a few were offered to Bosnian and Russian visitors who came to Queen's as part of international research projects. The others were offered to graduate students, nurse practitioners, X-ray technology students, Ministry of Health consultants, and St-Lawrence College nursing students. Three sessions were offered to teach the basics of the *Reference Manager* bibliographic management software.

In addition to preparing courses and teaching, the librarians are also very busy with the marking of the assignments and Internet workbooks completed by the medical students. As well, the course workbooks completed by the 300 second-year Microbiology students needed marking in the winter term. Both workbooks are very much appreciated by the students who enjoy learning at their own pace, during their own time. Other professors also require their students to complete the Internet workbook to enable them to complete specific assignments marked by the professors.

This has been a very rewarding year for all the librarians involved in the teaching activities. The evaluation forms completed by the students continue to be very positive and it is heartening to hear that previous students encourage the new ones to attend the Bracken Library Information Literacy sessions. The positive feedback from the new health professionals users in Southeastern Ontario regarding access to and training in the use of library services confirms the need for Bracken Library to continue its efforts in community outreach initiatives.

TABLE 1
EDUCATIONAL SESSIONS 1998-1999

	Courses	Participants	Hours
OVID Medline (on demand)	7	76	10.5
Info lit meds	47	542	82.5
Basic Libr Skills Nursing, OT PT	10	181	16.5
Life Sciences (+ OVID)	28	351	42
Special sessions (includes Ref.Man. + OVID to special groups)	36 (21 for CDN)	252	52
Total	128	1402	203.5

Average: 1.6 hours/course
11 participants/course

TECHNICAL SERVICES

There were no cancellations of journal titles this year. The Head of Technical Services/Document Delivery worked with student representatives from the Schools of Medicine, Nursing and Rehabilitation to select journal titles for purchase on interest generated by funds lobbied from the Alma Mater Society Capital Allocations Committee. This infusion of funds allowed the purchase or reinstatement of 21 journal titles. Despite the above however, the journal collection remains below 850 titles. This is a serious situation, and will continue to have severe impacts on faculty research, clinical practice, and the needs of the students in the Faculty of Health Sciences, as well as the undergraduate and graduate Life Sciences programmes.

Electronic versions of print journals are growing at an exponential rate. Some publishers have been offering the electronic version as part of the cost of the print journal, and librarians across the Queen's Library System have been working to set up electronic access to these titles. Other electronic journals are available as packages, and the Ontario Council of University Libraries (OCUL) has been negotiating pricing. As a result, the Queen's Library System purchased the Academic Press package of 174 electronic titles, with coverage starting from 1996. These titles are primarily in the fields of science, technology and medicine, but also include some social sciences. This will continue to be an area of active investigation.

The reassignment of some duties within the Unit resulted in a 34% increase in books being catalogued.

MULTIMEDIA LEARNING CENTRE (MLC)

The web site for the MLC was revamped this year, and now provides access to an online database of resources available in the Centre. Users may search by title, subject area, platform, or media type. The URL for the MLC is <http://meds.queensu.ca/medicine/lrc.htm>.

The network version of Microbes in Motion was placed on the local area network, which made it accessible not only from most computers in the MLC, but from stations in Stauffer Library as well. This helped alleviate the access problem experienced by students at the beginning of the year, and reduced wear and tear on the cdrom media. This approach will be taken with other resources as appropriate. Wheelchair access was provided to one station in the Centre. Six workstudy students assisted users during evening and weekend hours.

The Faculty of Health Sciences web site (<http://meds.queensu.ca>), which is maintained by the Manager of the MLC, has continued to grow in popularity, and was chosen as a top rated website by MedExplorer, a health and medical information centre based in Calgary. Top rated sites are chosen based on a number of variables, including usefulness, content, design, speed, and targetted audience. Clinical Skills, Undergraduate Assessment, Meds 2001, and Postgraduate Medical Education were some of the new web sites created during the year.

With generous support from alumni and the Campus Community Campaign, the MLC will expand and enhance services and resources for students during the coming year. This will include extending one of the walls to make room for more stations, replacing older computers, adding new computers, and providing more reliable laser printing.

FIVE YEAR STATISTICAL SUMMARY

<i>Technical Services</i>		1994/95	1995/96	1996/97	1997/98	1998/99
	Current serials received	1,014	998	822	825	836
	Monographic titles purchased	1,175	1,428	1,048	1,109	1,555
	Acquisitions budget:					
	Monographs	132,202	132,202	132,202	132,752	132,752
	Serials	600,709	642,049	677,899	776,069	860,069
<i>Public Services</i>	Use of library materials:					
	Circ & Reserve	63,010	64,550	54,145	51,533	42,104
	In-house	157,255	170,125	176,830	172,051	152,392
	Photocopying					
	For/by Library users	1,058,908	1,036,217	1,086,926	1,047,309	927,428
	Interlibrary loans:					
	Borrowed	4,222	6,113	4,684	3,795	4,868
	Loaned	3,111	4,408	4,382	4,878	5,579
	Reference hours/week	63	63	40	40	40
	Reference queries	20,018	15,522	13,305	16,427	10,592
	Education Services:					
	Sessions	162	173	155	126	121
	Number of people	1,608	1,677	1,686	1,385	1,382
	Contact hours	273.5	283.5	242.5	208.5	203.5
<i>Personnel</i>	Staff:					
	Librarians	6	6	5.5	5.5	5.5
	Library Technicians	10	10	10	10	10

BRACKEN LIBRARY STAFF

<i>Administration</i>	Vivien Ludwin	Head, Bracken Health Sciences Library
	Jennifer MacIntyre	Assistant to the Head, Bracken Health Sciences Library
<i>Public Services</i>	Suzanne Maranda	Head, Public Services
	Lucinda Walls	Public Services Librarian
	Linda Rempel	Public Services Librarian (.5 time) (May-Aug. '98)
	Sandra Halliday	Public Services Librarian (.5 time) (Sept.-Dec. '98)
		Public Services Librarian (full-time) (Jan.-April '99)
	Angela Madden	Public Services Librarian (May '98-Jan. '99)
	Judy Nesbitt	Document Delivery/Photocopy Assistant
	Darlene Lake	Document Delivery/Photocopy Technician
	Jane Reeves	Document Delivery/Photocopy Technician (.6 time) (May-July)
	Debbie Toupin	Document Delivery/Photocopy Technician (.6 time) (Nov. '98-Apr. '99)
	Elizabeth MacDonald-Pratt	Circulation Co-ordinator
	Lisa Gervais	Circulation Technician (May-July 1998)
	Tracy Costa	Circulation Technician (Aug. '98-April '99)
	Catherine Campbell	Circulation Clerk (May-Aug. 1998)
	Nicola Sikkema	Circulation Clerk (Sept. '98-April '99)
	Debbie Toupin	Shelving Clerk (.5 time) (May-Oct. '98)
	Alex Cooper	Shelving Clerk (.5 time) (Nov. '98-April '99)
<i>Technical Services</i>	Anne Smithers	Head, Technical Services/Document Delivery
	Trish Morgan	Cataloguing Assistant/Computer Support Technician
	Linda Cahill	Acquisitions/Serials Assistant
	Bev Woodcock	Technical Services Technician