

BRACKEN HEALTH SCIENCES LIBRARY ANNUAL REPORT

2001/2002

There is a well-known saying “May you live in interesting times” (purportedly a Chinese curse, but both the origin as Chinese and its status as a curse have been widely disputed). This saying, in its most positive interpretation, has been embraced by the Bracken Health Sciences Library (BHSL) staff as they face change and challenges on a daily basis in order to better serve BHSL’s diverse and demanding user population. As will be seen from the following pages, Bracken Health Sciences Library enjoyed another successful year, making major strides towards achieving the goal of providing access to information services from the scholar’s workstation.

One of the major situations affecting Bracken Health Sciences Library is the increase in enrolment in the schools comprising the Faculty of Health Sciences. The nursing student enrolment is doubling, the number of medical students is increasing by 33% and the number of adjunct faculty in the southeastern Ontario region is growing exponentially as the Faculty of Health Sciences has started to “distribute” its educational programmes throughout the region. Contending with the demands for increased services to meet this growth, particularly in the teaching and document delivery areas, is proving a major challenge as far as resources are concerned, and this will continue to be a central issue of concern.

In June 2001 COAHL (the Consortium of Ontario Academic Health Libraries) successfully completed lengthy negotiations regarding a new agreement with OVID. This agreement incorporates very favourable consortial pricing for the use of OVID’s online system, eliminating the need for local loading of the products. The health sciences electronic journals web link was enhanced and staff involvement was reduced. A “What’s new” icon was introduced on the home page to alert users to new items of interest.

The Government of Ontario has mandated that by 2005 all graduating nurses will have a university degree, and in order to achieve this it has funded collaborative programmes throughout Ontario. In September 2001 the first year of the new four-year Bachelor of Science in Nursing Programme was launched at Queen’s. This programme, offered jointly by the nursing schools of Queen’s University and St. Lawrence College, also in Kingston, benefits from the strengths and expertise of both institutions. It is the only English language, fully integrated "seamless" programme in Ontario, with all students having a similar undergraduate experience. As a result of seed money provided to COAHL by Associated Medical Services, Inc., COAHL was able to work with representatives of all the colleges and universities in Ontario to negotiate access to databases and full-text journals via OVID, as well as the Proquest Nursing full-text collection.

Many changes occurred in 2001 in all Bracken Health Sciences Library departments, including the switchover to Voyager, the new library management software. To facilitate awareness of these changes, an Open House for Bracken staff was organized in June 2001. The purpose of this was to familiarize all staff with various information systems, services and educational programmes, and to improve staff’s ability to respond to patrons. During this one-day event, each staff member had the opportunity to “visit” each department, to listen to a presentation and demonstration of the work done in that department. Feedback was extremely positive - staff members gained an appreciation of how each person’s work contributes to the success of the BHSL, and this event served to further consolidate the already strong team approach in the Bracken Health Sciences Library.

Part of the strategic direction of the Faculty of Health Sciences is to enhance and co-ordinate the use of technology in health sciences education. A committee was struck, with representation from Bracken Health Sciences Library, to delineate a vision for health informatics at Queen’s.

All departments at Queen's have to absorb a 4% per year budget cut, for a three-year period, starting in 2001-02. The acquisitions budget is protected; therefore cuts have to be taken through other means e.g. not filling vacant positions and amalgamation of services. This has resulted in a shortage of librarian staffing in the BHSL. One position, with heavy teaching responsibilities, was vacated in November 2000 and only filled in August 2001. The librarian in a three-year contract position left in the middle of the contract in Sept. 2001, and this position will not be filled. In order to set strategic directions in the face of a 4% cut per year for three years, the Queen's University Library System underwent an extensive and extremely time consuming strategic planning exercise, involving all staff and numerous meetings, over an eight month period.

Other highlights of the major achievements, described in greater detail in this report, include the following:

- There was a very substantial increase in the number of electronic journal and electronic book titles; in addition to electronic journals negotiated by CNSLP (Canadian National Site Licensing Project) and OCUL (Ontario Council of University Libraries), a small working group of COAHL has successfully explored and negotiated additional health sciences electronic journal packages.
- The Information Literacy programme continues to flourish, with increased demand for classes, formative and summative evaluation, and working with faculty on devising appropriate assignments and examination questions.
- The popular "House Calls" programme was continued.
- Renovations occurred to staff space in the public services areas.
- A faculty development programme was introduced to raise awareness among faculty regarding BHSL new services and programmes.
- In February 2002 extensive construction began, including in the lower level of Bracken Health Sciences Library, to accommodate the site of the new Cancer Research Institute and will continue throughout the 2002-2003 academic year.
- Emphasis continued to be placed on working towards integrated access to health information, within the Kingston area and extending to health facilities and health professionals in southeastern Ontario.

It will be noticed that individuals are not singled out for 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 Health Sciences Library staff member is extremely valuable and much appreciated. The Annual Report provides a welcome opportunity to publicly pay tribute to the entire BHSL 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.

Circulation/Reserve and Stacks

The staff of the Circulation/Reserve Unit demonstrated a willingness to assume expanded roles, work effectively as unit team players and contribute to the Queen's University Library System during a time when access to electronic information and online services are changing library use patterns.

Staffing changes occurred in August 2001 when the Circulation Unit Coordinator accepted a position as Coordinator in the Bracken Health Sciences Library Document Delivery Unit. For three months the Circulation Unit had a new Coordinator. Teamwork and the willingness to explore new ideas and routines for the fall semester resulted in improved workflow. In November 2001 the Coordinator position changed again as the previous Coordinator resumed her Circulation/Reserve responsibilities.

The Circulation/Reserve Unit and Document Delivery Unit renovations were completed during the summer of 2001. The Document Delivery Unit gained much needed space while the staff in the Circulation Unit was able to reorganize and make enhancements to their working areas.

On September 4, 2001 Bracken Health Sciences Library changed its opening time from 8:30 a.m. to 8:00 a.m. for the 2001/2002 academic year. This was in response to the library patrons requesting an earlier opening time. The decision was made to evaluate the success of the 8:00 a.m. opening in May 2002. As a result of the new opening time, two Circulation Unit staff graciously accepted a change in their schedule and began their day at 8:00 a.m.

All of the Circulation Unit staff participated in various team building and/or strategic planning activities sponsored by either Bracken Health Sciences Library or the Queen's University Library System. In addition, some staff volunteered to work on Functional Teams, Support Teams and university committees. Working on library teams and university committees, the staff had the opportunity to contribute ideas, solve problems and create an efficient work environment. Once again the Circulation Unit staff participated in the "Food for Fines" event and collected items for two food banks. On a lighter side the staff also coordinated what has become a popular annual event - an Easter egg hunt for the library patrons.

During the past year the Circulation staff have assumed responsibility for managing Bracken Health Sciences Library's mail, photocopying course materials for the increasing number of curriculum-integrated courses taught by the librarians, updating selected BHSL web pages, cleaning the book stacks and troubleshooting printer problems. As always the Circulation Unit staff provided assistance to the Document Delivery staff when asked. Furthermore, the Circulation Unit staff worked on various projects assigned by the Bracken librarians.

InterLibrary Loan/Document Delivery

Renovations in the upstairs Circulation/Reserve Unit area resulted in an improved work space for the Document Delivery staff. The glass divider has increased their visibility, and has received favourable comments from library patrons.

There was a 9% increase in interlibrary loan requests processed on behalf of our users. The Unit continues to accept requests on our printed forms, or via the request forms on the BHSL homepage or from an OVIDWeb database search.

Although the Unit experienced a 31% increase in the number of items loaned, the one-day turnaround time to external libraries was maintained.

Changes occurred in both Docline (the automated routing system for InterLibrary Loan developed by the National Library of Medicine) and in Quickdoc (an ILL management tool for statistical reports and invoices). We continue to wait for full integration between the two. Copyright and archival access to online content are of particular concern with regard to the transition from the print to the electronic environment.

Staffing in the Unit changed several times throughout the year as staff within Bracken transferred from one unit to another, and as people left Bracken Health Sciences Library to work elsewhere in the Queen's University Library System. Despite these changes, effective teamwork and commitment enabled the unit to continue to provide a high level of service.

Reference and Information Services

The ability to adapt to a rapidly changing environment is of paramount importance in the Reference and Information Services area. As access to information resources at the desktop continues to proliferate, the role of reference librarians continues to redirect itself from passive reference desk work, to active teaching, and proactive outreach. Librarians are striving to ensure a smooth integration of resources and services to increase the efficiency and productivity of the students, researchers and clinicians who depend on information every day.

The need for evidence to enhance the decision-making of health care professionals has placed the importance of effective information research skills at the forefront. In the last few years many researchers and clinicians have learned how to conduct Medline searches. However, it has become apparent to librarians that many people do not have the time, or prefer not to develop expertise in database searching, but prefer to rely on the expert information research skills of librarians; as a result, the Bracken Public Services Team is now offering comprehensive searching of the Ovid databases at no charge to the health sciences faculty. The House Calls programme, in which Bracken librarians are meeting faculty in their offices, provides an important learning opportunity for the librarians as well as the faculty. The visits open a window on how users think about information and the session is tailored to the faculty member's immediate information needs.

Another indicator of the changing role of librarians is the fact that the proportion of complex reference questions has increased to almost 25% of all the reference transactions, up from 17.8% in the previous fiscal year. With users working from their desktop, it is the expertise of librarians in solving complex questions and formulating comprehensive search strategies that has become more in-demand.

Another major programme at Bracken Health Sciences Library is the multi-faceted outreach to health care professionals in Southeastern Ontario. This spring was the anniversary date of the agreement between Bracken and the four sites that comprise the Quinte Healthcare Corporation (QHC). As a result of this agreement, Bracken provides seamless and equitable access, regardless of location, to a full array of information services. The librarians prepared a poster presentation about the virtual library service to QHC for the annual conference of the Canadian Health Libraries Association, held in Waterloo, Ontario. Librarians spent many hours introducing QHC staff at all four sites (Belleville, Bancroft, Trenton, and Picton) to the online databases and full-text books and journals, but the education process must continue since the transition to an electronic service is not easily embraced by all. To help encourage QHC users to contact a librarian for help, Bracken decided to implement a 1-800 phone line to the Reference Desk in the spring of 2002. Liaison work is crucial to the success of this programme and the public services

librarians will continue to establish a presence at the four QHC sites to complement the coordination role of the Outreach Librarian.

In addition to the QHC, a number of small initiatives in the Kingston area continued last year. Of note is the expanded contract with the Victorian Order of Nurses (VON), beginning in the spring of 2002. The VON Foundation has awarded Bracken Health Sciences Library a grant in order to offer information services to its nurses in the region.

The public services team changed in 2001-02. Bracken was allowed to fill two of three librarian positions that became vacant, and was fortunate in being able to attract two excellent librarians to join the team.

Systems Activities

The Bracken Library Teaching Centre (BLTC), next to the Reference Desk on the main floor of the library, has always been open to students when no classes were being taught. Last fall, to help respond to student demands, word processing and other Microsoft software were added to the computers. This was made possible with the new capability of automatic re-booting of computers at night during which the system is reversed to its primary setup. Any files created by students during the day are therefore erased and do not clutter the hard drives. With more online work integrated by the professors, students also appreciated the access to the Internet and to email from the BLTC computers in addition to the workstations in the public areas. Many worked in small groups and the BLTC was a hub of great activity during the school year.

Two other services were added in the winter session: colour printing was installed and enabled from any of the library's computers, and new computers were purchased with CD burners. The colour printing is useful to capture details of medical and scientific photographs, and the compact disc is becoming the preferred medium to copy large files, which would otherwise not fit on the typical computer diskette.

Educational Services

This year saw an overall increase of over 59% in the number of educational sessions offered by the Bracken librarians. This significant increase is mostly attributable to the popularity of the House Calls programme and to the deliberate outreach work of the librarians both within the Faculty of Health Sciences and with Bracken's community partners. Group sessions in the community increased by 362%. Most of this increase is as a result of sessions offered to introduce services to the Quinte Healthcare Corporation (QHC) staff as part of the new partnership agreement, and new sessions were designed to increase access to information services by the staff of the Kingston Regional Cancer Centre (KRCC). Bracken Health Sciences Library is the library for both of these institutions in which all staff have virtual or physical access to the collections and services.

As many new resources were being added to the Library's offerings, it became necessary to increase publicity at Queen's regarding these new resources and services and at the same time enhance local interest in House Calls. With these goals in mind, the librarians offered visits to each academic department to demonstrate the new services and the many new full-text resources available at the desktop, which would be of much interest to both the researchers and the clinicians. From September to April, presentations in twelve departments were very favourably received.

The House Calls programme really expanded this year with demands from our faculty members as well as from the outreach participants. This year, fifty-six participants availed themselves of a House Call (49

visits in total, an increase of 113% over last year), which were at least one hour in length. The approach of large group demonstrations followed by individual education sessions by appointment seems to provide the most successful integration to help health care professionals achieve the objective of increasing the evidence-based approach to their practice.

Within Queen's the major increase in Information Literacy teaching occurred in the Nursing curriculum, in which the number of sessions offered to Nursing students increased by 70%. In the fall of 2001, a new course was offered to 2nd year Nursing students using a problem-based approach to evidence-based practice. The students participated in small-group learning by working from a case scenario to identify learning objectives, formulate questions and prepare search strategies for a variety of information resources. In addition to the usual 1st year Nursing courses offered in the winter term, two Nursing professors asked for librarian input into their 3rd and 4th year courses. A review session was offered to two large groups in Nursing 305, during which the Cochrane Database of Systematic Reviews was introduced. Librarians were involved in the student project evaluation since the literature searching was a graded component of their overall submissions. The 4th year students had to work on nursing management assignments and a new course was developed to introduce students to this difficult area of the health care literature.

Health information is often utilised by non-healthcare professionals and last year this became more formalized with requests for new courses from History and Sociology as well as a repeat request from Mechanical Engineering. We also continued to offer a session to the students in the KGH X-ray Technology programme and we offered a new session to Occupational and Physical Therapy Assistants who train in Kingston towards a degree from Humber College in Toronto.

Overall, including the House Calls, 233 sessions were offered to 1864 participants for a total of 332 contact hours.

Technical Services

Electronic resources, both books and journals, provide point-of-need access and currency of content. Bracken Health Sciences Library is actively selecting full-text e-books and e-journals whenever possible. Several important collections encompassing the basic sciences and clinical content were acquired over the past year.

The Harcourt Health Sciences collection of 143 clinical e-journals was initiated by the Consortium of Ontario Academic Health Libraries (COAHL) and was ultimately purchased by 15 of the 16 Association of Canadian Medical Colleges (ACMC). Other COAHL negotiations resulted in the acquisition of the ProQuest Nursing collection, more than 300 full-text journals covering nursing, medicine, rehabilitation therapy, and allied health, the *Nature monthlies* (7 titles) and *Nature reviews* (6 titles) package, and the British Medical Association package, a further 26 clinical e-journals.

Other packages, negotiated by the Ontario Council of University Libraries (OCUL), and of interest to Bracken Health Sciences Library users, included the *Journal of biological chemistry*, *Nature* (weekly), *Science* (weekly), and the entire collections of Wiley InterScience and Annual Reviews journals.

lwwoncology.com is a collection of 13 premiere full-text oncology books. Bracken Health Sciences Library also purchased the online versions of Harrison's principles of internal medicine 15th ed., Scientific American medicine, and Lippincott's clinical choice collection, a collection of 37 full-text books covering a wide range of health sciences disciplines.

Although consortial negotiations results in favourable pricing, acquiring electronic resources requires the same careful selection process as any other purchase. As the transition from traditional print formats to different methods of electronic access develops, libraries are required to make choices between on-site and external resources. Bracken Health Sciences Library cancelled 66 print journal titles, converting the subscriptions to electronic only.

Bracken Health Sciences Library welcomed the donation of four journals titles from two Faculty of Health Sciences Canada Research Chairs, Dr. Susan Cole (Depts. of Oncology, and Pharmacology & Toxicology) and Dr. David Lillicrap (Depts. of Medicine and Pathology). Their support of Bracken is extremely gratifying.

As staff became familiar with Voyager, the new library management software, the Unit was able to integrate the new functionality into daily activities. The OPAC now reflects up-to-date order and receipt status, which is of great value to library users.

Weeding of the collection, and shifting in the Serials stacks to accommodate bound volumes, continued and will be on-going.

FIVE YEAR STATISTICAL SUMMARY

<i>Technical Services</i>		1997/98	1998/99	1999/00	2000/01	2001/02
Print serials received		825	836	836	846	802
Monographic titles purchased		1,109	1,555	1,107	1,201	1,212
Acquisitions budget:						
Monographs		132,752	132,752	132,752	132,752	132,752
Serials		776,069	860,069	975,069	1,018,031	1,074,236
<i>Public Services</i>						
Use of library materials:						
Circ & Reserve		51,533	42,104	35,752	33,985	30,160
In-house		172,051	152,392	135,515	130,074	109,755
Photocopying						
For/by Library users		1,047,309	927,428	770,107	701,700	581,650
Interlibrary loans:						
Borrowed		3,795	4,868	5,675	5,960	6,550
Loaned		4,878	5,579	5,818	5,117	6,712
Reference hours/week		40	40	40	40	40
Reference queries	16,427	10,592	8,167	7,922	7,275	
Education Services:						
Sessions		126	121	132	146	231
Number of people		1,385	1,382	1,437	1,461	1,949
Contact hours		208.5	203.5	204	220	314.5
<i>Personnel</i>						
Librarians		5.5	6	6	6	6
Library Technicians		10	10	10	10	10

BRACKEN HEALTH SCIENCES 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
	Mary Chipanshi	Public Services Librarian (May - September 2001)
	Paola Durando	Public Services Librarian (August 2001 onwards)
	Janet Goosney	Public Services Librarian (May – October 2001)
	Sandra Halliday	Public Services Librarian
	Patricia Oakley	Public Services Librarian (January 2002 onwards)
	Judy Nesbitt	Document Delivery/Photocopy Coordinator (May – July, 2001)
	Elizabeth MacDonald-Pratt	Document Delivery/Photocopy Coordinator (August – November, 2001)
	Darlene Lake	Document Delivery/Photocopy Coordinator (December 2001 onwards)
	Darlene Lake	Document Delivery/Photocopy Technician (May – November, 2001)
	Jane Reeves	Document Delivery/Photocopy Technician (December 2001 onwards)
	Jane Reeves	Document Delivery/Photocopy Technician (.85-time) (May – August, 2001)
	Sandra Gervais	Document Delivery/Photocopy Technician (.85-time) (Sept. '01 – April '02)
	Elizabeth MacDonald-Pratt	Circulation Coordinator (May – July; Dec. '01-April '02)
	Darlene Lake	Circulation Coordinator (August – November '01)
	Lisa Gervais	Circulation Technician
	Mary Burns	Circulation Clerk
Patrick Patterson	Circulation Clerk (.5 time)	
<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