

BRACKEN HEALTH SCIENCES LIBRARY

ANNUAL REPORT

2002-2003

INTRODUCTION

Bracken Health Sciences Library (BHSL) experienced another busy and successful year during 2002-03. The transformation to an electronic “virtual” library environment became very apparent, with the purchase of large numbers of electronic journals and electronic books. Consortial purchasing has resulted in Bracken being able to subscribe to a larger number of journals than ever before in its history. The users, of course, are delighted!

The importance of “the library as space” was very evident during 2002-03. While desktop access to full-text electronic information resources resulted in the understandable decline in the use of photocopiers and the physical collection, the gate count increased during the year. Students in particular are using the library more and more for group study and to take advantage of the computers, which are increasingly required to support all their educational activities within the University.

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 staff member are extremely valuable and much appreciated. The Annual Report provides a welcome opportunity to publicly pay tribute to the entire Bracken Health Sciences 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 service.

The following executive summary serves to highlight the major activities and accomplishments, which will be detailed further in this report.

EXECUTIVE SUMMARY

Physical facilities: In June 2002 the Faculty of Health Sciences asked BHSL to assume responsibility for the Multimedia Learning Centre (MLC), and to plan for its future. As a result of a successful fundraising proposal, the Faculty of Health Sciences has agreed to undertake a large fundraising campaign to build a state-of-the-art Centre for Health Electronic Education Resources, to replace the current MLC. Preliminary planning, which began in 2002, is ongoing, with the objective of beginning the renovations in April 2004, with a completion date of September 1st, in time for the beginning of the new academic year.

The building of the Cancer Research Institute, as an addition to Botterell Hall, continued throughout 2002-03. This has involved quite extensive renovations in Bracken, over a period of 18 months. Besides a large section of BHSL being walled off and inaccessible, the noise level was a major problem, and staff had to resort to handing out sets of ear plugs to users, 1500 in total.

Reference: Bracken Health Sciences Library participated in the Queen's University Libraries examination and testing of virtual reference. A decision was made not to implement this service at this time, but to continue to monitor trends in virtual reference since this service could potentially be useful to reach faculty and students working and studying outside of Kingston.

Education: Demand for curriculum-integrated information literacy courses continues to grow. More use is being made of self-directed workbooks and web based courses instead of hands-on courses where appropriate, and if they can serve to meet the desired learning outcomes. The amount of marking undertaken by the librarians has also increased dramatically, with a total of 1410 workbooks and assignments evaluated in 2002-03.

Circulation: A new self-serve colour printer was installed. Printers have taken over from photocopiers as the source of numerous problems, which is not surprising given the increase in electronic journals and books.

Document delivery/Interlibrary loan: Statistics continue to climb, despite access to a large array of e-journals. An increase in funding from the Federal Government has allowed Bracken Health Sciences Library to increase staffing in this very busy area.

Collections: 2002-03 saw a huge jump in the number of e-journals accessible to Bracken Health Science Library users. They now have access to over 2000 titles electronically. The only serial cancellations that needed to be undertaken in 2002-03 related to availability of electronic access, after the decision was made to cancel print once access to the electronic journal was negotiated.

Resource sharing/Consortia: The Consortium of Academic Health Sciences Libraries (COAHL), continued to negotiate successfully to obtain very attractive pricing for several high quality and eminent electronic journal and book packages. Through the Canadian National Site Licensing Project the entire suite of Elsevier electronic journals was purchased.

The latest initiative is the Ontario Hospital eHealth Working Group to examine the possibility of province-wide electronic access to information resources for all health professionals in Ontario. COAHL spearheaded the initial negotiations to persuade the Ontario eHealth Council to form this Working Group. Bracken Health Sciences Library is heavily involved, as the Head of BHSL is both the Chair of COAHL and the Chair of the Ontario Hospital eHealth Working Group.

Negotiations with OVID Technologies Inc. for a new COAHL licence were successfully concluded in the fall of 2002, with very advantageous pricing.

New information technology: During 2002-03 Bracken responded to the increasing interest in and use of hand-held portable computing devices by mounting a website on the homepage geared to the needs of the health and life sciences. As well, in the spring of 2003, a PDA has been made available at the Circulation desk for sign-out.

Additional staffing: In fall 2002 a new librarian position, funded from outside sources, was created to serve the new Queen's/St Lawrence College Collaborative Programme in Nursing. A new .65FTE staff member transferred from the Central Technical Services Unit to BHSL Technical Services. This new position has assumed the cataloguing responsibilities of the BHSL Systems/Technical Services position, which was changed to 100% Systems Support to reflect the increasing amount of systems work required.

Funding: Since 2001-02 all Queen's departments have been required to undertake a 4% per year budget cut, for a period of 4 years. The acquisitions budget is protected, therefore cuts have had to be taken through other means, e.g. not filling vacant positions and amalgamation of services. As a result, a Bracken Health Sciences Library technician, on long-term sick leave since June 2002, has not been replaced.

User community: New Masters and PhD programmes, the building of new research centres, a doubling of the number of nursing students, a 33% increase in the number of medical students have all combined to place a large strain on resources. To accommodate student and resident training, the Faculty of Health Sciences is "distributing"

itself throughout Southeastern Ontario; students and residents are placed with community health practitioners, who act as mentors/teachers. Each teacher is given a Queen's University adjunct faculty card, which allows access to the full range of library services through Bracken. This is having a tremendous impact, especially on the number of user licenses needed for each information resource, and on document delivery. Discussions are ongoing regarding how to resource BHSL to compensate for this additional workload. As a result of the large increase in medical students and the distributed model of clinical teaching, the LCME accreditation body has decided to visit Queen's again this year to ensure that resources are in place to provide a satisfactory learning environment. "Resources" include the library, which was flagged as a problem during the last accreditation in 1999. This next accreditation was only scheduled to take place in 2006.

Outreach: In addition to serving as the virtual library for the 4 hospitals that comprise the Quinte Healthcare Corporation, as well as the Kingston Regional Cancer Centre, Bracken Health Sciences Library negotiated a partnership with the Kingston, Frontenac, Lennox and Addington Health Unit in the fall of 2002.

BHSL applied for, and received, a one-year grant from the VON Foundation to develop a pilot project to offer services to the VON nurses in our area. Unfortunately financial woes will make it impossible for the VON to pick up the costs of these services on an ongoing basis when the pilot project ends later this year.

There is an ongoing and increasing demand for these outreach services, and possibilities for partnerships to provide the requested access continue to be explored.

CIRCULATION/RESERVE AND STACKS

In order to meet the challenge of working in an environment where change is relatively constant, the Circulation staff dealt with a number of items. The Bracken Health Sciences Library user population grew as a result of an increase in the number of nursing students and medical students that were admitted to the respective programs. The staff implemented changes to the patron contract that were agreed upon by the Access Services Functional Team and the Queen's University Library's Management Team. The patron contract defined the number of items that could be borrowed, the overdue book limit, the increased fine limit and the extended grace periods for borrowed items. Furthermore, the staff processed new Queen's University staff cards for faculty, staff and affiliates, as well as explored Voyager's electronic reserves option. The staff also dealt with workflow issues as BHSL increased its subscriptions to electronic journals and purchased more electronic books. The Circulation staff and the Technical Services staff worked together on a major journal shift in the downstairs stacks. This remains an ongoing project and will continue into the next academic year.

Circulation staff members continue to willingly embrace new projects and additional responsibilities as the nature of their work changes to reflect the increasing electronic environment. Examples of these include web-related work to link the records into the electronic journals database and assisting with resolving the numerous printing problems encountered by patrons.

The Circulation staff has accepted additional responsibilities by providing assistance to the Systems Support Technician, in order to ensure the smooth functioning of Bracken's computing facilities. This is particularly helpful because, as of June 1, 2002 BHSL assumed the management of the Multimedia Learning Centre.

As usual, the Circulation Unit worked on spring/summer projects that cannot be completed during the year due to the workload of library technicians and librarians. An example of this year's successful spring/summer projects was the collaborative weeding project between the Circulation staff and the librarians.

Due to the building of the Cancer Research Institute, construction was ongoing in the downstairs reading area of the library. The construction necessitated a book stacks move as well as a significant reorganization of the displaced furniture to other areas of the library.

The Circulation Unit staff readily participated in Queen's University Library initiatives such as "Food for Fines" (food items and money collected for two local food banks), and "Be A Smartie" campaign (initiative to encourage first year students become acquainted with the library). Moreover, the staff attended workshops to take advantage of the learning environment that exists in the Queen's University Library system. In short, through a range of opportunities from small projects, to contributions in monthly Circulation Unit and Bracken Health Sciences Library Unit meetings, to being members on Queen's University Library functional and support teams, the Circulation staff were actively promoting and supporting user centered services.

DOCUMENT DELIVERY/INTERLIBRARY LOAN

The number of interlibrary loan requests processed on behalf of Bracken users equaled that of the previous year. The Unit continues to accept requests on our printed forms, or via the electronic request forms on the Bracken Health Sciences Library homepage or from an OvidWeb database search. As always, effective teamwork and a strong commitment to service ensured the timely delivery of requested materials.

Although the Unit experienced an overall increase in the number of items loaned, particularly from our book collection, the one-day turn-around time to external libraries was maintained.

In recognition of the workload in this extremely busy department, a part-time position was converted to a full-time position. Detailed statistics for this department are provided in the table at the end of this Annual Report.

On-going changes in both Docline (the automated routing system for ILL developed by the National Library of Medicine) and in Quickdoc (an ILL management tool for statistical reports and invoices) have improved functionality and increased efficiency of our operations. Negotiating copyright permissions to provide interlibrary loans from our electronic full-text resources remains an issue of particular concern with regard to the continuing transition from print to electronic collection.

During 2002-03 Queen's Libraries began planning the implementation of VDX interlibrary loan software, which is an Ontario-wide initiative through the Ontario Council of University Libraries. The fact that this is not compatible with DOCLINE is of major concern for BHSL.

REFERENCE AND INFORMATION SERVICES

One of the many challenges of the past year for the public services staff is related to the large number of new electronic resources, including databases, journals and books. Not surprisingly, users are very interested in having this desktop access to information, and they let the staff know when things are not working! Even in the library, this online access means that users are printing from a computer instead of photocopying, and this has required much user education and troubleshooting.

Another challenge, albeit rewarding, is linked to the increasing amount of teaching in particular disciplines. Details are in the Education section below, however, the spin-off that affects Reference and Information Services, is that there was another large increase in the number of complex reference questions (57%) since students need help with their workbooks and assignments, which often involve comprehensive literature searches.

As predicted, since librarians began to promote free literature search services during 2002-03, response has been very positive. Last year, just over 50 such searches were performed, an increase of 240% over the previous year. Librarians are pleased to be able to respond to an obvious need among our patrons.

Librarians continued to offer House Calls, which are much appreciated by all who avail themselves of this service. The demand is not overwhelming our resources and it is very satisfying to be able to help at the right time, in the right place. Faculty will continue to be encouraged to request a House Call.

Outreach services continued to grow in 2002-03. The local Health Unit arranged for access to resources for their staff. A new education coordinator at the KRCC arranged for a number of sessions for staff, including a new course on resources for medical physicists. All new KRCC staff get a library orientation. More virtual library users at Quinte HealthCare Corporation requested training and regular information sessions were arranged in combination with new staff orientations at the Belleville site. User surveys were developed and administered to help Bracken Health Sciences Library evaluate the services to date and respond to the needs of the health professional staff of this organization.

There were some changes in the BHSL Public Services Librarian team during 2002-03. The newly created librarian position for the new Queen's/St Lawrence College Collaborative Programme in Nursing was filled by the Outreach Services Librarian. Recruitment for the vacant Outreach Services position occurred in the fall 2002, and was filled in January 2003.

EDUCATION SERVICES

Bracken Health Sciences Library 's education services continue to evolve to respond to user demands and changes to the curricula. Librarians also strive to improve the courses based on student evaluations. Of course, it is also necessary to update the courses to include newly purchased resources, new interface improvements and added features. Changes are also mandated by the increases in class sizes - to be able to accommodate more small groups for hands-on sessions, some sessions have been replaced with workbooks to be completed by the students on their own time.

The most important change however is the deeper integration of Information Literacy courses in the curricula. Librarians have been working with faculty in Nursing and Rehabilitation Therapy especially, to design assignments that best incorporate the skills learned in the workbooks and hands-on sessions. As well, these assignments are given a high percentage value in the overall mark for the students' evaluation. For example, a completed literature search can be worth 15 or 20 per cent of the overall course assignment. The students are taking this work very seriously and are approaching librarians for help, often with complex search strategies. The impact on the librarians' work is significant. The assignments are often time consuming to mark, since the responses become a learning tool for the students.

Bracken Health Sciences Library Education – Fiscal year comparisons

¹The number of sessions was somewhat reduced because of the move to workbooks as replacements for some classes. Also, we have started to use the larger computer lab on the lower level so we could teach less frequently to somewhat larger groups. The increase in participants is mostly due to the new Nursing curriculum (Bracken teaches in 3 of the 4 years) and the increase in the numbers of students in each discipline served.

	May 2000-April 2001	May 2001-April 2002	May 2002-April 03
Teaching sessions	146 sessions 220 hours 1461 participants	233 sessions 332 hours 1864 participants	220 sessions ¹ 330 hours 2746 participants
Marking	415 assignments	769 assignments	1,410 assignments

**Bracken Health Sciences Library – Education Sessions
May 2002 – April 2003**

Programme	Courses	Participants	Part./course	Contact hours
Medicine	34	482	14	84
Life Sciences	28	796	28	38.5
Physical Therapy	7	67	9	13
Occup. Therapy	13	109	8	25
Nursing	40	716	18	61
Graduates	12	96	8	15
Special groups				
Queens'	12	142	12	12.5
Non Queen's	6	71	12	5.5
House Calls (Queen's)	21	23	1	26
Outreach				
House Calls (one on one)	20	20	1	18
Groups	27	224	8	31
Total	220	2746	12	329.5

TECHNICAL SERVICES

Electronic resources, both books and journals, provide point-of-need access and currency of content. Library users have embraced the 24/7/365 access to these resources, and are consistently demanding more full-text. Several noteworthy collections encompassing the basic sciences and clinical content were acquired over the past year.

The Lippincott, Williams & Wilkins Total Access collection includes more than 210 premier journals, and access via the Ovid platform allows immediate retrieval of individual articles. This collection was negotiated by the Consortium of Ontario Academic Health Libraries (COAHL), and has since expanded to include the 16 Medical School libraries across Canada. Other COAHL negotiations resulted in the acquisition of 24 new full-text books, available through [Books@Ovid](#), bringing the total at Bracken to over 100 e-books.

Online access to all Elsevier-owned journals, with back files to 1998, was the result of a precedent-setting, four-year agreement negotiated by the Canadian National Site Licensing Project (CNSLP) on behalf of 61 academic and research libraries across the country. This was an outstandingly “good news” item, especially for all the researchers within the Life Sciences departments.

Although consortial negotiations result 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 233 print titles, converting the subscriptions to electronic only; there are now more than 2,000 full-text electronic journals available in the health and life sciences subject area.

A new product “Ovid OpenLinks” was activated in October 2002. This “linking” solution connects the citations in the Ovid databases with the remote full-text to which Queen’s University Libraries subscribes electronically. Where full-text is available, one will see “OpenLink Full Text (PDF)” and/or “OpenLink Full Text (HTML)”, and “Journal’s Website” below a bibliographic citation. Clicking on either of the full text links will connect a patron to the full text of the specific article of interest. One may choose to go the homepage of the journal publisher. As not all of Bracken’s electronic journals will be accessible through the Ovid OpenLinks product, users need to remember to check QCAT and/or the Electronic Journals Database.

In late December 2002, BHSL learned that one of its major serials vendors was in serious financial difficulty and had neither instructed publishers to renew Bracken’s subscriptions nor forwarded payment to them. Approximately 280 subscriptions had been placed through this vendor. Although these journal titles were re-ordered with other vendors as quickly as possible, there was delayed receipt of some issues.

A new .65FTE staff member transferred from the Central Technical Services Unit to BHSL Technical Services. This new position has assumed the cataloguing responsibilities of the BHSL Systems/Technical Services position, which was changed to 100% Systems Support to reflect the increasing amount of systems work required.

During 2002-03 considerable time was dedicated to ensuring access to Bracken’s electronic resources, via both QCAT and the Electronic Journals Database, so that library users are able to take full advantage of the electronic resources available to them.

Weeding of the collection, and shifting in the Serials stacks to accommodate bound volumes, continue and will be ongoing.

SYSTEMS

In June 2002 the Faculty of Health Sciences asked Bracken Health Sciences Library to assume responsibility for the Multimedia Learning Centre, and to plan for its future.

In order to ensure maximum functionality for the students in the fall, the Systems Support Technician, with the assistance of many others in Bracken, undertook several projects in the summer. A completed inventory of the PC hardware was recorded, the slowest three PCs were replaced, and all the PCs were opened and cleaned.

Note was made of all the software that was loaded on the machines and how it was installed. Licensing was examined, and decisions were made regarding what software needed to be loaded on all 21 PCs. Some of the other software was updated with the latest version received from the faculty. Additional software was loaded during the year as part of the curricula, and faculty started to take advantage of the MLC for class teaching.

In addition to the PCs, the MLC has six MACs. The decision has been made not to support MACs on an ongoing basis. Currently only two programmes require the use of MACs, and the faculty members using them have been requested to consider PC software equivalents, or the possibility of rewriting these programmes.

The first year with the MLC ran as smoothly as possible, given the constraints of the hardware, software, and space. The equipment will remain the same for another school year until renovations begin for the building of the new state-of-the-art Centre for Health Electronic Education Resources (CHEER), as mentioned earlier. With CHEER in mind, investigations are already underway regarding new equipment and software, including a wireless environment. Current thinking favours web-based software, and software that can be loaded onto a UNIX server.

In addition to the above activities related to the MLC, a great deal of work was also necessary to update the software, and upgrade the hardware for Document Delivery. Much troubleshooting was required to ensure the smooth functioning of the printing facilities and many students needed help with the laptop connections.

Users were delighted when it was decided to open the main floor computer facility to match the hours of the library. Previously it was closed at the end of the reference desk shift.

FIVE YEAR STATISTICAL SUMMARY

<i>Technical Services</i>	1998/99	1999/00	2000/01	2001/02	2002/03
Print serials received	836	836	846	802	615
Monographic titles purchased	1,555	1,107	1,201	1,212	996
e-journal subscriptions	32	18	260	410	2,126
Acquisitions budget:					
Monographs	132,752	132,752	132,752	132,752	132,752
Serials	860,069	975,069	1,018,031	1,074,236	1,285,426
 <i>Library hours/week:</i>	 85.5	 85.5	 87.5	 90	 90
 <i>Public Services</i>					
Use of library materials:					
Circ & Reserve	42,104	35,752	33,985	30,160	26,681
In-house	152,392	135,515	130,074	109,755	85,572
Photocopying					
For/by Library users	927,428	770,107	701,700	581,650	525,113
Interlibrary loans:					
Borrowed	4,868	5,675	5,960	6,550	5,697
Loaned	5,579	5,818	5,117	6,712	6,452
Reference hours/week	40	40	40	40	40
Reference queries	10,592	8,167	7,922	7,275	9,066
 Education Services:					
Sessions	121	132	146	231	212
Number of people	1,382	1,437	1,461	1,949	2,640
Contact hours	203.5	204	220	314.5	317
 <i>Personnel</i>					
Librarians	6	6	6	6	7
Technicians	10	10	10	10	11

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
	Paola Durando	Public Services Librarian
	Gillian Griffith	Public Services Librarian (January 2003 onwards)
	Sandra Halliday	Public Services Librarian
	Patricia Oakley	Public Services Librarian
	Darlene Lake	Document Delivery/Photocopy Coordinator
	Jane Reeves	Document Delivery/Photocopy Technician
	Susan Cockram	Document Delivery/Photocopy Technician
	Elizabeth MacDonald-Pratt	Circulation Coordinator
	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	Systems Support Technician
	Linda Cahill	Acquisitions/Serials Assistant
	Bev Woodcock	Technical Services Technician (On Leave)
	Anne Newman	Cataloguing Assistant (September 2002 onwards) (.65 time)