

Bracken Health Sciences

Library



charting paths to discovery



Queen's
UNIVERSITY

Annual Report 2008-2009

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Introduction Suzanne Maranda, Head, Bracken Health Sciences Library

This 2008-09 annual report will give the reader details about the growth and development of Bracken Library services and resources during the past year. The staff are proud to present the library's collaborative accomplishments and I will highlight below significant events which illustrate our integration in the Faculty of Health Sciences and our commitment to excellent user services and to our professional growth.

School of Nursing faculty are involved in a pan-Canadian research project, Canadian Partners Against Cancer, and they are providing funding to Bracken Health Sciences Library (BHSL) to ensure dedicated time from our Nursing Liaison librarian who performs extensive literature searches in the mainstream as well as gray literature sources.

School of Rehabilitation Therapy continues to explore curriculum avenues for the Masters' level degree. Liaison work has been extensive and is bearing fruit; librarians are extremely involved in working with individual students' literature search skills and can see progress from year to year.

Many meetings were needed to work with faculty in the School of Medicine to plan changes to the curriculum for Fall 2009. Some of the library sessions will now be integrated in a new course, Critical Appraisal, Research and Learning. In this course, the sessions will be integrated even more with related content and students will be expected to demonstrate acquired skills on a regular basis.

Responding to a large user survey of graduate students on campus, the Library encouraged more education opportunities for these users. BHSL librarians offered a series of workshops which were well attended and which received positive feedback. It is important for these advanced students to be aware of, and search effectively the many valuable information resources they can tap into for their research needs.

The 2nd Celebration of Teaching was held in the library on June 6, 2008. The small group rooms were reserved to allow a number of concurrent small group presentations about innovative teaching happening in the Faculty. The librarians prepared a poster about the consultation process with the rehabilitation therapy students. This day was another successful event to create excitement about effective teaching in the age of the Internet.

Librarians working with the e-teaching collaborative presented a workshop and a paper at the prestigious Educause conference in the fall. A number of papers and posters were presented at local, national and international conferences while proposals were accepted for 2009 events. All library staff are also very excited about the hosting of the Canadian Health Libraries Association Annual Conference in Kingston in 2010. More about that next year!

A handwritten signature in black ink that reads "S Maranda". The signature is written in a cursive, flowing style.

Access Services (Circulation, Reserve and Stacks)

Sandra Halliday, Health Sciences Librarian

The Access Services staff worked with staff, librarians, and faculty to manage change on a number of projects. One of the services provided by the Access Services staff was to complete block room bookings for faculty for the group study rooms. Group study rooms were used extensively by faculty for teaching classes, and the bookings increased by 15.7 % over the previous year. To ensure the group room booking computer program could meet the administrative needs of the staff, they worked with the Queen's Library Systems Unit on program enhancements. Furthermore, new furniture was purchased for group study room 122 to provide additional flexibility in teaching space.

Other tasks taken on by Access Services staff included taking a lead role in completing an inventory of the health sciences journals stored in the loggia of Stauffer Library; updating the library cards for staff of our outreach partner institutions; and administering a laptop computer lending survey to determine how the laptop computers were being used. The weeding and inventory projects in Bracken Library are ongoing and the Access Services staff worked with the Bracken librarians to manage the library's collection. Lastly, the Access Services staff worked with the Informatics Librarian to consolidate all the DVD's and CD ROM's with the goal to increase the collection's visibility.



Collections and Technical Services

Anne Smithers, Head, Technical and Document Services

A comprehensive analysis of all Bracken Library print and electronic resources, monographs and serials was conducted to rationalize the collection and ensure point-of need access and currency of content. Ninety-eight print journals were identified for cancellation in 2009. There are now less than 150 paid print journal subscriptions. In July, funding allowed the addition of the PsycExtra full-text gray-literature database relating to psychology, behavioural sciences and health on the Ovid platform; the Cold Spring Harbor Protocols, an interdisciplinary journal providing a definitive source of research methods in cell, developmental and molecular biology, genetics, bioinformatics, protein science and computational biology, immunology, neuroscience and imaging; and the Wiley Current Protocols in Neuroscience. Later in the year, special pricing enticed the library to purchase nine new editions of electronic books from Lippincott, Williams and Wilkins (LWW), and added a small backfile of LWW journals to complete our holdings. As program curricula change to require greater self-directed learning, Bracken Library has increased purchases of multi-media resources, including software and DVDs.

The economic crisis and dramatically lower-valued Canadian dollar presented a major challenge to the acquisitions budget. Print book orders were scaled back in the spring of 2009, and a small number of lower-use electronic journals were cancelled, to ensure the renewal of primary databases and journals. Despite the significant loss of purchasing power, Bracken Library users have access to more than 6,000 online journals and more than 500 electronic books in the health and life sciences. Technical services staff continued to devote considerable time and effort to ensure the accuracy of links to the online full-text resources, and resolve any "lost" access in as short a time as possible.

Document Services

Document delivery services through 2008/09 continued to be well-used and appreciated; of note, the work of the office was formally acknowledged in a faculty member's new book. Despite significant enhancements to the QUL collections through consortial purchasing, in addition to new QUL-only acquisitions, interlibrary loan remains an important service to meet the information needs of our users. There is still a strong demand for materials not currently held at Queen's University.

The provision of document delivery services for our outreach partners continues to be a well-regarded service component, and there was an increase in demand for both books and journal articles. The office also saw a ten percent increase in requests for Bracken Library materials from other university libraries in Ontario. The staff take pride in their ability to offer a quick turnaround time, which is appreciated by both borrowing libraries and our own patrons.



Staff Function: Document Services (Interlibrary Loans & Document Delivery)

Research & Education Services

Laurie Scott, Head, Research and Education Services

Reference & Research

The number of literature searches conducted in 2008/09 increased to 1,000 from just under 900 the previous year. For each request, it is frequently necessary to search several sources. On average, each request takes just under 2 hours to complete. These searches, which support the research and clinical needs of Queen's faculty and our outreach partners, are often extremely complex. Increasingly, Bracken librarians are assisting with systematic reviews and are asked to be partners in research grants and publications. Just a few examples:

- One Bracken librarian worked with the Canadian Partnership Against Cancer (through the School of Nursing), supporting their efforts through extensive literature reviews, including grey literature;
- Another librarian assisted with a systematic review on "work hardening" in conjunction with faculty from the School of Rehabilitation Therapy;
- A librarian conducted an in-depth literature search to support an application for a CIHR grant.

Bracken Library's Informatics Librarian was on leave from September of 2008 through the rest of the fiscal year. During her absence, informatics requests were shared among all Bracken librarians who were trained in how to search for images, videos and other multimedia resources. Over the course of the fiscal year Bracken librarians performed 68 informatics searches helping faculty improve their teaching materials. On average, these complex searches take 1.5 hours each to complete.

This year as well, Bracken librarians were very active in their profession, presenting and publishing frequently. See Appendix A for details.

Outreach

Bracken Library continues to provide services to a number of health care facilities in Southeastern Ontario. One-on-one consultations, previously referred to as House Calls, during which the librarian visits the practitioner's workplace accounted for 58% of all consultations.

The most popular service for our outreach partners continues to be librarian-mediated literature searches. Busy clinicians appreciate the quick turn-around of highly customized results to their enquiry followed by the very quick provision of the full text documents they selected from the search results. In 2008/09, librarians performed 625 searches for these users, accounting for 67% of searches conducted during the year. Each year, the librarians are faced with the challenge of having to take into account the budgetary constraints of our partner institutions upon renewal. The library continues to satisfy the needs of this unique client group.

Partners 2008-09

- ❖ Hotel Dieu Hospital (Kingston)
- ❖ Kingston Frontenac and Lennox & Addington Health Unit
- ❖ Kingston General Hospital (and the Kingston Regional Cancer Center)
- ❖ Leeds, Grenville, Lanark District Health Unit (Brockville, Gananoque, Smiths Falls)
- ❖ Northumberland Hills Hospital (Cobourg)
- ❖ Quinte Health Care (Belleville, Picton, Trenton & Bancroft)

Education

Bracken's curriculum-integrated information literacy instruction program continues to evolve. This instruction to students in the three schools comprising the Faculty of Health Sciences (Medicine, Nursing and Rehabilitation Therapy) plays a vital role in preparing students to develop the information skills required by their professional standards. Each year, Bracken librarians respond to revisions to the core curricula of the three schools, as well as constantly updating interfaces of familiar resources and introducing access to new resources.

In addition to teaching information literacy to students in the health and life sciences, librarians provide instruction to students in other courses. For example, two librarians teamed up with a librarian from the Maps, Data & Government Information Centre at Stauffer Library to teach students in Health 205. These students received in-depth information about searching for health statistics, an overview of how to assess the validity of information they find on the Internet, and an introduction to the resources available to them through Queen's Library.

One particular challenge faced by Bracken librarians this year involved considerable change to the curriculum in the School of Rehabilitation Therapy. The changes to the curriculum affected the placement and number of information literacy sessions for Rehab students, resulting in a "double-cohort" of students in the Fall and Winter terms.



E-Laboratory



Videoconference Room

Over the course of the year, several online subject guides were created that, in many cases, have replaced the printed course notes and handouts used in our courses. The guides can be updated immediately when changes to resources occur. The students appreciate access to these guides well after the classes are over since they offer one-stop access to the resources needed for their assignments.

Bracken Health Sciences Library Education – Fiscal year comparison

	May 2006 – April 2007	May 2007 – April 2008	May 2008 – April 2009
Teaching sessions	313 sessions	276 sessions	365 sessions
	317 hours	292 hours	345 hours
	3,215 participants	3,041 participants	3,084 participants
Marking	971 assignments	913 assignments	1,191 assignments

Bracken Health Sciences Library – Education Sessions 2008/2009

	Courses	Participants	Contact Hours
Queen's			
Groups			
Faculty Development	3	14	5
Graduate Students (incl. Residents And Rehab Therapy)	30	1,025	36
Life Sciences	13	198	13
Medicine	37	714	52
Nursing	16	586	16
Queen's Other	1	60	1
Other – Non-Queen's	1	11	2
House Calls	48	49	40
Consultations	156	197	114
Outreach			
Groups	13	162	22
House Calls	47	68	44
Totals	365	3,084	345

APPENDIX A

Bracken Librarians' Professional Activities 2008/09

Publications and Presentations

Allcock, A., Maranda, S., Pinchin, S., Scott, L., Van Melle, E. & Wickett, S. (2008). *Meeting the Challenges of Change Through Collaboration: The e-teaching collaborative (etc)*. Poster presented by SM at the Association of Faculties of Medicine of Canada Annual Conference, **Montreal, QC**.

Allcock, A., Pinchin, S., Scott, L. & Wickett, S. (2008). *Inspiring change through the e-teaching collaborative*. Presentation: Celebration of Teaching: Inspiring Change, Queen's University, Kingston, ON.

Allcock, A., Pinchin, S., Van Melle, E. & Wickett, S. (2008). *Inspiring innovative teaching ideas through the e-teaching collaborative*. Presented by colleagues at EDUCAUSE Annual Conference, Orlando, Florida.

Allcock, A., Pinchin, S., Van Melle, E. & Wickett, S. (2008). *From ideas to action: enhance your teaching with technology*. Half day seminar presented by colleagues at EDUCAUSE Annual Conference, Orlando, Florida.

Durando, P., Halliday, S., Maranda, S., Ross-White, A., Scott, L., Smithers, A., Thomas, M., & Wickett, S. (2008) *The Librarian is in: a consultation model for information literacy formative assessment*. Poster presented at the 2nd Annual Celebration of Teaching, Faculty of Health Sciences, Queen's University of Kingston, June 6, 2008.

Griffith G., Ross-White A., and Smithers A. (2008) *Library Partnerships: The Bracken Health Sciences Library Experience*. Paper presented at the Ontario Association of Library Technicians (OALT-ABO) Annual Conference, Kingston, ON. Delivered May 9, 2008.

Griffith, G., Ross-White, A., and Wickett, S. (2008) *The Evolution of E-mail Reference: Is it Really Here to Stay?* An Ontario Hospital Librarians Association-sponsored paper presented at the Ontario Library Association's Super Conference, Toronto, ON. January 28-31, 2009.

Lou, J. & Durando, P. (2008). Asking clinical questions and searching for the evidence. In M. Law & J. MacDermid (Eds.), *Evidence-based rehabilitation: a guide to practice*. Thorofare, NJ: Slack.

Maranda, S., Durando, P., Scott, L., & Thomas, M. (2008) In defense of librarian-mediated searching: a skill that supports evidence-based research and practice. Paper presented at the annual International Federation of Library Associations (IFLA) conference, Québec City, August 9, 2008.

Phelan, D. & Wickett, S. (2008). *Learning Styles: Are You Smarter Than a Millennial? The challenges of generations working and learning together*. Full Day continuing education course: Canadian Health Libraries Association Conference, Halifax, NS.

Phelan, D. & Wickett, S. (2008). *Learning Styles: Are you Smarter Than a Millennial? The challenges of generations working and learning together*. Invited Speakers for half day continuing education session: Dalhousie University Information Literacy Retreat, Halifax, NS.

Scott, L. (2008) Leadership versus management: either, or, both? *Journal of the Canadian Health Libraries Association*. 29 (3) p. 107 - 108. <http://pubs.nrc-cnrc.gc.ca/jchla/jchla29/c08-022.pdf>

Scott, L. (2008) Leadership and Emotional Intelligence. *Journal of the Canadian Health Libraries Association*. 29 (4) p. 145 – 146. <http://pubs.nrc-cnrc.gc.ca/jchla/jchla29/c08-035.pdf>

Scott, L. (2009) Becoming an Effective Leader. *Journal of the Canadian Health Libraries Association*. 30 (2) p. 59 – 60. <http://pubservices.nrc-cnrc.ca/rp-ps/inDetail.jsp?jcode=jchla&vol=30&is=2&lang=eng>

Scott, L. & Phelan D. (2008) *Leadership Matters*. Half-day continuing education workshop. Ottawa Valley Health Libraries Association Mini-Conference, November 28.

Scott, L. & Phelan D. (2008) *Learning Styles and the Generations*. Half-day continuing education workshop Ottawa Valley Health Libraries Association Mini-Conference, November 28.

Scott L.; Pinchin S.; Allcock, A. (2009) *The e-teaching collaborative: How one academic library has partnered to assist faculty in adopting educational innovations*. Paper presented at the Ontario Library Association Super Conference in Toronto, January 29, 2009.

Wickett, S. (2008). *Collaborating with the Teaching Doctor: An Evolving Informatics Approach*. Contributed paper: Canadian Health Libraries Association Conference, Halifax, NS.

Wickett, S. (2008). Using Interactive Technologies in Libraries. *Library Resources & Technical Services*, 52(4), 264-264. Available online at:
<http://search.ebscohost.com.proxy.queensu.ca/login.aspx?direct=true&db=a9h&AN=34692539&site=ehost-live>

Other

Sandra Halliday worked with a team of five librarians from the Canadian Agency for Drugs and Technologies in Health (CADTH) – located in Ottawa - to develop a gold standard search filter to use to validate already created filters or hedges for major health sciences databases.

Bracken Library Staff: May 2008 – April 2009

<i>Administration</i>	Suzanne Maranda	Head, Bracken Health Sciences Library
	Jennifer MacIntyre	Assistant to the Head, Bracken Health Sciences Library
<i>Library Systems</i>	Trish Morgan	Senior Systems Support Technician
<i>Public Services</i>	Laurie Scott	Head, Research & Education Services
	Paola Durando	Health Sciences Librarian
	Gillian Griffith	Health Sciences Librarian , Clinical Outreach (maternity leave May - Sept.. '08)
	Sandra Halliday	Health Sciences Librarian
	Amanda Ross-White	Health Sciences Librarian, Clinical Outreach
	Matthew Thomas	Health Sciences Librarian (contract)
	Sarah Wickett	Health Informatics Librarian (maternity leave Sept. '08 - April '09)
	James Seymour	Digital Resources Technician
	Elizabeth MacDonald-Pratt	Access Services Coordinator
	Lisa Gervais	Access & Administrative Support Technician
	Maggie Ohtake	Access Services Technician (On leave Sept.'08-Apr.'09, replaced by Debbie Jardine)
	Hilda Thompson	Access Services Clerk
<i>Technical & Document Services</i>	Anne Smithers	Head, Technical & Document Services
	Darlene Lake	Document Services Coordinator
	Susan Cockram	Document Services Technician
	Jane Reeves	Document Services Technician
	Linda Cahill	Acquisitions/Serials Assistant