

Bracken Health Sciences

Library



charting paths to discovery



Queen's
UNIVERSITY

Bracken Health Sciences Library

Annual Report 2009-2010



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Introduction Suzanne Maranda, Head, Bracken Health Sciences Library

This annual report demonstrates that 2009-10 has been another busy year at Bracken Health Sciences Library. The economic climate has had a profound impact on the library's staffing with people leaving Queen's or taking other positions within the Library System. The work demands continue to increase and the challenge is to maintain the excellent services that are expected by the health and life sciences students, staff and faculty.

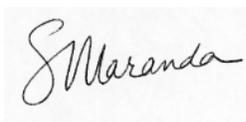
Queen's Library (QUL) has embarked on a major change initiative and many Bracken staff were involved in the various committees that began meeting in 2009. A final report has been released (June 2010) and the ensuing steps will be happening during the next 18 months. It is crucial for Bracken Library to be an integral part of the renewed QUL while remaining integrated in the educational, clinical and research endeavours of the Faculty of Health Sciences.

The education role of librarians is becoming even more important as we help users navigate the vast array of available information resources. S.A. Weiner wonders "What can we do to ensure that we graduate information literate students, lifelong learners, and critical thinkers?"¹ She reports on surveys that show that most college students use the same sources regularly and they want to find "just enough" information to get by. Clearly, this cannot be the objective when searching for health information. The teaching programmes at Bracken Library are well integrated in the curricula of each of the professional schools as well as in the Life Sciences programme and this integration underlies the success of the students in developing these skills.

Clinicians require quick information at the point-of-need. Bracken Library has purchased a number of evidence-based point-of-care resources to support clinical decision-making. Librarian-conducted literature searches and the delivery of articles and books from any library in the world are also well used services by Queen's faculty, hospital staff and residents.

Many research projects begin with librarians preparing literature searches but in recent years, there has been an increase in major systematic literature search projects that require an extended involvement by the library. Librarians are now involved at the grant writing stage and the library is very fortunate to receive some funding to support this work.

In early 2010 the Queen's Library requested user feedback through a campus survey. Many respondents were from the Life and Health Sciences disciplines. Thank you all for taking the time to complete this survey. Results will be compiled and distributed later in 2010. The Bracken Library User Committee will also be discussing the results at the fall meeting: there are some issues to resolve. Quotes from positive user comments have been inserted in the annual report: it is always gratifying to receive the kudos!



¹ Weiner SA Information Literacy: a neglected core competency Educause Quarterly 2010, 33 (1) Accessed online Aug 10, 2010 <http://www.educause.edu/EDUCAUSE+Quarterly/EDUCAUSEQuarterlyMagazineVolum/InformationLiteracyANeglectedC/199382>

Collections and Technical Services

Anne Smithers, Head, Technical & Document services

To rationalize the collection and ensure point-of-need access and currency of content the annual comprehensive analysis of all Bracken Library print and electronic resources, monographs and serials, continued. Forty-one print journals, four online journals, and thirteen print monographic series were identified for cancellation in 2010, while five journals were upgraded to online only status. There are now less than 100 paid print journal subscriptions in Bracken Library. In early 2010, we added six new online journals belonging to Circulation, as well as the new Science Translational Medicine online journal, and the online Journal of Visualized Experiments (JoVE). We purchased fifty-nine new editions plus a further forty-one new electronic books from Lippincott, Williams and Wilkins (LWW) on the Ovid platform, as well as two new titles for the Stat!Ref Collection. Favourable consortial pricing allowed the library to acquire BMJ's Point of Care product, as well as Springer Images and Springer Protocols.

"Having journal articles and other resources available online has enabled me to work on degrees that I would not otherwise have been able to attempt as a mature student living out-of-town."

The very favourable exchange rate on the Canadian dollar at the end of the fiscal year permitted two significant one-time purchases of the Informa Healthcare Journal Archive, a digital collection of more than 180 peer-reviewed titles going back to their inaugural volumes, as well as a collection of 900+ Informa Healthcare ebooks, due to be released in late summer 2010.

Bracken Library users now have access to more than 6,000 online journals and more than 3,000 electronic books in the health and life sciences. Considerable time and effort is devoted to ensure the accuracy of links to the online full-text resources, and resolve any "lost" access as quickly as possible. Users are encouraged to contact the library when experiencing any access difficulties.

A staffing change in the Unit in December 2009 required an intensive acquisitions and cataloguing training program be developed for the staff member who moved into the position on a temporary basis.

As part of the reinvention of the Queen's Library System, a Technical Services Task Group was struck in May 2009 and charged with identifying existing technical services objectives, policies, and procedures and their driving factors in academic programs, and identifying opportunities where further efficiencies could be achieved and exploring opportunities for consolidation and/or coordination of staff and services. There were a number of opportunities for staff to participate in the process. R2 Consulting was hired in the spring of 2010 to review the Task Group's report, confirm or question its findings, and to make additional suggestions. R2 met with staff across QUL to accomplish their mandate. Their report was submitted in early May 2010.

"I wish there was some way to retain access to the online journals after graduation."

"The access we have to online resources is very important to my education and I cannot thank the library staff enough for all the work they do for us students."

Document Services

Anne Smithers, Head Technical & Document Services

As QUL collections continue to develop in depth and scope, and particularly in online format, users are able to locate the materials they require increasingly at their desktops and accessible 24/7. Consortial purchasing, whether through CRKN (Canadian Research Knowledge Network), OCUL (Ontario Council of Ontario Universities) or COAHL (Consortium of Ontario Academic Health Libraries) has intensified collection enhancement. However, no institution can supply all the items their users seek. Although there was a decrease in the number of requests received for materials outside of the Queen's collections, document delivery services continue to be a valued Bracken Library service for students, faculty and staff. Outreach partners also continue to make good use of Bracken Library services. Within the Ontario university library community, this library continued to be a net lender, appreciated for a quick turnaround time.

"I love Bracken library and the staff are dependable and approachable."

A retirement within the Unit has required an examination of workflow and procedures. Another important project has been to review holdings in the SERHOLD database which will ensure the best electronic routing of requests.

As part of the reinvention of the Queen's Library System, an Interlibrary Loan/Document Delivery Task Group was struck in April 2009. The terms of reference included a review of QUL's current policies, organizational structure and unique location-specific practices for lending and borrowing interlibrary loans and for document delivery, in the context of specific academic program needs. The Task Group held a meeting at Bracken Library to observe the workflow in the entire unit. The final report of the Task Group was revised and accepted by the Library Change Steering Group in January 2010.

"I would like to escape to the library more often...to me, libraries are the backbone of a University, and despite the ease of access with online resources, they are a place for productive reading, contemplation and work."

Access Services (Circulation, Reserve and Stacks)

Sandra Halliday, Health Sciences Librarian

The Access Services staff adapted to continuous change in 2009-2010. The computer laptop lending service was discontinued in September 2009. Although many of the services offered by the staff decreased in number from the previous year, (e.g. materials and reserve materials charged out), there was an 8.08% increase in room bookings. Library as place was important for small class teaching and group study. The staff installed computer and projection equipment a number of times each month for faculty members coming to teach small groups in the library.

“The library services at Bracken are one of the chief assets to working at Queen’s University.”

There were two major staff changes in the Access Services Unit. For approximately six months, one staff person was away and upon her return she worked almost exclusively on a CD-DVD integration project. Another Access Services Unit staff person in January 2010 moved to the Technical Services Unit in Bracken Library but continued to open the library. Given these staffing

changes in the Access Services Unit, cross training of other Bracken Library staff was more important than ever. For example, a staff person from another Bracken Library Unit was given training so that she could cover the circulation desk when the regular staff members were unavailable (e.g. during meetings, vacations or absences). The Access Services staff also helped the Document Services staff with their work upon request. Generally, this past year saw more staff flexibility and having staff crossed trained within Bracken Library proved to be invaluable.

One staff person from the Access Services Unit attended the OLA Super Conference and two staff members were part of a national planning committee for the Canadian Health Libraries Associations’ conference that was held in Kingston. Furthermore, staff members participated on Bracken Library and Queen’s University Library committees, and attended related workshops throughout the year.

It is increasingly important that staff keep current with trends, technology and workplace changes especially since it is anticipated that the Queen’s University Library will implement significant changes in the upcoming two years.

“I use a room in Bracken library to teach a graduate course. I am very satisfied with the facility.”

Research and Education Services

Laurie Scott, Head, Research and Education Services

Reference & Research

With over 1,300 literature searches conducted in 2009/10, the number increased again over the previous year by some 41%. As in years past, many of these searches are extremely complex and most take a minimum of one hour to conduct. When assisting with systematic reviews, the time commitment is considerable.

During the leave of the Health Informatics Librarian, all Bracken librarians took on a share of the informatics search requests. These requests involve finding multimedia resources (video, audio, images, etc.) for use by faculty in their teaching. A majority of these searches require delving into resources outside those used for literature searches, including sites such as Google Images or YouTube. Copyright often factors into the searches as well, and librarians advise faculty regarding obtaining permission for use of resources.

Bracken librarians decided to cease the Instant messaging (IM) reference service at the end of 2009. The kinds of questions being posed by IM were frequently either directional in nature and did not require a librarian's expertise (e.g. what are the library hours), or they were too complex to answer via chat. Additionally, the low statistics for the service did not support its continuation.

As part of the Queen's Library ongoing change process, an Information Services Task Group was struck in October 2009 to review and make recommendations regarding reference, research and information literacy throughout the Library system. Bracken Library was represented on this Task Group which tabled its final report in April 2010.

In the winter of 2010, a substantial CIHR grant was awarded to the Queen's Joanna Briggs Collaboration for the study of patient safety. Bracken's Head of Research and Education Services (acting for the liaison librarian to the School of Nursing, who was on leave) provided support to the QJBC team through the coordination of literature searches and attendance at biweekly team meetings. This support will continue and intensify over the next few years.

Staffing Update

The Health Informatics Librarian returned from leave in August 2009. One of Bracken's Outreach librarians went on leave in October of the same year. The contract leave-replacement librarian had to leave in June when we were unable to renew his contract. The Digital Resources Technician resigned at the end of December to join the RCAF. This position was closed due to budget constraints.

"The library staff at Bracken are EXCELLENT! The expertise of the full time staff is evident and is appreciated."

Bracken librarians are very active in their profession. See Appendix A for details.

Education Services

Bracken librarians held a one-day teaching retreat in January 2010 to review all of the Information Literacy instruction and marking conducted throughout each year with a view to discovering innovative ways of delivering content (e.g. self-directed online modules), assessing student learning, and determining the effectiveness of our teaching.

Part of the retreat was facilitated by the educational developer from the Office of Health Sciences Education. Librarians came away from the day with concrete ideas for making changes and improvements to Bracken Library's Information Literacy program.

"The courses we have received on research are great."

Throughout the year, the ongoing revisions to the Undergraduate Medical curriculum posed challenges for Bracken regarding Information Literacy content and timing. For example, the Drug Literature Evaluation assignment, which has a large Information Literacy component, and had traditionally been given in the fall term, moved to the winter term in 2010. Indeed, increasingly more Information Literacy content, assignments and marking in Medicine, Nursing and Rehabilitation Therapy are moving to the winter term instead of the fall.

"The learning environment and resource in Bracken Library is one of the best that I have been to in my twenty five years as an academic. Well done."

This year a major project to re-evaluate the Nursing Undergraduate Information Literacy program was initiated. As with all of information literacy teaching, it is important to ensure that the content is integrated in the curriculum and that students are receiving a logical progression of instruction from basic to advanced. Inevitably, as curricula change over time, the library programmes need to be adjusted as well. Such was the case with

Nursing. Once the proposal is completed, meetings with all involved faculty will take place and the final outcome will be presented to the Undergraduate Curriculum Committee for implementation in the fall 2010.

Bracken was asked to provide Information Literacy content to the new Masters of Public Health program in the fall of 2009. This was the first time for both Bracken and the program organizers, and much was learned that will inform future Information Literacy components for this program.

As part of the School of Graduate Studies Expanding Horizons program, Bracken librarians offered several one-hour workshops for graduate students on topics such as PubMed versus Medline and Scholarly Communication.

There were also a number of sessions offered as part of the Faculty Development programme. A small group of faculty have begun working as part of a new initiative of the Office of Health Sciences Education, the Fellows in Educational Scholarship Program. Librarians offered a number of sessions about literature searching and using Refworks. Later in the spring 2010, a small group attended a new session presenting copyright issues and solutions regarding the use of multimedia in teaching.

"The staff at Bracken are always helpful and have done some really great workshops for my program."

The Tables on page 10 report the statistics related to all the education sessions in this fiscal year as well as compared to the previous two years.

Outreach Services

Gillian Griffith, Clinical Outreach Librarian

Bracken Library continues to provide services to a number of health care facilities in Southeastern Ontario. 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. There are 318 staff at these sites who have obtained an Athens account to allow remote access to their virtual library from their home or clinic.

In 2009 many hospital partners underwent major cost-cutting initiatives in particular at KGH where the administration requested a detailed review of the library agreement. The Bracken team spent many hours looking into possible solutions agreeable to both institutions. The value of the services is well recognized and in the spring 2010 all the outreach agreements were renewed.

“For clinicians the library needs supporting staff and electronic journals and information. Access thru hospitals and outside gateways, 24 hrs/day are critical.”

Another impact of the financial instability and resulting job insecurity in each of these institutions is the significant decrease in the number of staff participating in library training sessions. In fact, the consultations in 2009-10 were only 20% of the Bracken total when in the past they were over half the total number. The staff may be less inclined to learn how to perform searches, yet the librarians still performed a large number of literature searches for the outreach partners (52% of the total searches are for staff at the partner institutions)

“The reference services desk staff at Bracken are exceptionally helpful and willing to help with research. Thanks.”

Some success stories include a two-part course for the department of Social Work at KGH in April 2010 and a well-attended workshop for QHC clinicians who are Queen’s adjuncts, held in Picton earlier in February. An interesting initiative at HDH involved customizing a nursing procedures electronic textbook to reflect local practice and protocols. Although technically feasible thanks to an innovative Web solution developed at Bracken, the project had to be abandoned in the final stages due to patient safety concerns.

Bracken Health Sciences Library Education – Fiscal year comparison

	May 2007 – April 2008	May 2008 – April 2009	May 2009 – April 2010
Teaching sessions	276 sessions 292 hours 3,041 participants	365 sessions 345 hours 3,084 participants	353 sessions 377 hours 3,223 participants
Marking	913 assignments	1,191 assignments	1,122 assignments

Table 1

Bracken Health Sciences Library – Education Sessions
2009/2010

	Courses	Participants	Contact Hours
Queen's			
Groups			
Faculty Development	6	59	12
Graduate Students (incl. Residents And Rehab Therapy)	34	1371	75
Life Sciences	20	345	21
Medicine	15	377	27
Nursing	12	515	12
Queen's Other	6	116	9
Other – Non-Queen's	2	31	2
Consultations/House Calls	219	312	162
Outreach			
Groups	7	50	16
Consultations/House Calls	32	47	41
Totals	353	3,223	377

Table 2

APPENDIX A

Bracken Librarians' Professional Activities 2008/09

Professional Service

All Bracken librarians and 4 library technicians served on the Planning Committee for the 2010 Annual Conference of the Canadian Health Libraries Association, to be held in Kingston from June 7 – 11. Work on this conference began in 2008 with the selection of venues for the conference, the welcome reception and gala banquet, but intensified in 2009. The conference theme, "Honouring Heritage/Inspiring Innovation" provided great scope for programming. The call for papers and posters was issued in the fall of 2009 and the response was excellent, with over 50 submissions. Keynote speakers and other plenary sessions were confirmed in late 2009 as well. <http://www.chla-absc.ca/2010/>

S. Halliday continued to work 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.

Grants

Harrison, MB, (P.I.) C. Godfrey, J. Medves, E. VanDenKerkhof, M. Lamb, C. Baker, D. Buchanan, S. Maranda (co-investigator), D. Edge, L. Duhn, L. Keeping-Burke, S. Laschinger, C. Pulling, J. Peterson, J. DeWolfe, L. & Gedcke-Kerr. Queens Joanna Briggs Collaboration (QJBC) Evidence for Patient Safety Practices in Nursing and Health Care: *A Pan-Canadian approach to patient safety/risk issues*. Canadian Institutes for Health Research Grant competition approved. December 2009.

Muscudere, J, (PI) D. Heyland, I. Ball, N. Jones, R. Dhaliwal, S. Maranda. Evidence on tap – Expedited knowledge synthesis. First phase of Canadian Institutes for Health Research competition approved. May 2009.

Publications and Presentations

Griffith, G., & Ross-White, A. (2009). 521 kms and counting: Library partnerships in rural Ontario, Canada. (Poster Presentation) *European Association of Health Information and Libraries (EAHIL) Annual Conference*. Dublin, Ireland.

Maranda S, Halliday S, O'Connor L. (2009) Learning with point-of-care tools in clinical skills. Celebration of Teaching Round Table Presentation, Bracken Library, Queen's University. (in press)

Medves, J. M., Godfrey, C., Turner, C., Paterson, M., Harrison, M., MacKenzie, L., Durando, P. (2009). Practice guideline dissemination and implementation strategies for healthcare teams and team-based practice: A systematic review. *Joanna Briggs Institute Review 197. JBI Library of Systematic Reviews*, 7(12), 450.

Scott, L., Van Melle, E., Pinchin, S., Allcock, A., & Maranda, S. (2009). The e-teaching collaborative : A unique partnership assisting medical faculty to adopt innovative educational technologies and methodologies. *European Association of Health Information and Libraries (EAHIL) Annual Conference*. Dublin, Ireland.

Bracken Library Staff: May 2009 – April 2010

<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
	Sandra Halliday	Health Sciences Librarian
	Amanda Ross-White	Health Sciences Librarian, Clinical Outreach (maternity leave Nov. 2009-July 2010)
	Matthew Thomas	Health Sciences Librarian (contract to June 2009)
	Sarah Wickett	Health Informatics Librarian (maternity leave to July 2009)
	James Seymour	Digital Resources Technician (to Dec. 2009)
	Elizabeth MacDonald-Pratt	Access Services Coordinator
	Lisa Gervais	Access & Administrative Support Technician
	Maggie Ohtake	Access Services Technician
	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 (Retired November 2009)
	Jane Reeves	Document Services Technician
	Linda Cahill	Acquisitions/Serials Assistant (to Dec. 2009)