

Bracken Health Sciences

Library



charting paths to discovery



Queen's
UNIVERSITY

Bracken Health Sciences Library

Annual Report 2010-2011



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Introduction

Suzanne Maranda, Head, Bracken Health Sciences Library

In the previous Annual Report it was mentioned that the Queen's University Library was embarking on a major re-organization of staffing and services. This year was then marked by unprecedented change, which is both stressful and exciting, and which is still percolating through this library's day-to-day activities.

Bracken Library is now part of the Academic Services Division which is chaired by [Sharon Murphy](#). Many administrative and technical services have been centralized while new roles were created to better serve users and dedicate staff time to the tasks that follow from the extensive switch from print to electronic resources.

The librarians are embracing new roles to increase the Library's relevance in the academic mission. In March 2011, four Bracken Research & Education librarians accepted ongoing specialist roles: the Staff Training and Professional Development Specialist (Gillian Griffith); the Web Editor and User Experience Specialist (Sandra Halliday); the Research Specialist (Amanda Ross-White, who will share this role with another librarian in the Humanities/Social Sciences) and the Library's Services Assessment Specialist (Laurie Scott). Bracken Library's Head of Technical and Document Services has been reassigned to a central position to lead the Library's collections' assessment in all disciplines. Fortunately, Anne Smithers will continue to support collections activities in this library.

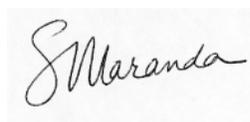
Library technicians will learn new skills in web development and editing and in the management of e-resources which will be applied to the entire Library. Some positions have been closed in Bracken so that overall, as of April 2011, there are 30% fewer technician positions compared to eighteen months ago.

The Nursing Liaison/Clinical Outreach Librarian was on leave until mid-August 2010. Upon her return, she was seconded for 40% of her time to the Queen's Joanna Briggs Collaboration to assist with systematic reviews on patient safety. As a result, her responsibilities for outreach liaison to Kingston General Hospital were assumed by the other Clinical Outreach Librarian, who now has responsibility for coordinating liaison to all our outreach partners. The Health Informatics Librarian went on leave in January, 2011 and will return in January, 2012.

Fortunately, two library interns from the Master of Library and Information Science program at the University of Western Ontario joined the team this year. These students bring new skill sets and great enthusiasm to their work at Bracken. They participate in all the librarian activities, from literature searching to teaching in the information literacy programs.

Last but not least, it should be noted that Mr. Paul Wiens, University Librarian since 1991 retired in the summer 2010. Mrs. [Martha Whitehead](#) took on the role of Interim University Librarian at a crucial time for the Library.

The most important outcome of the Library change is that it has been invisible to the library users. Bracken Library continues to deliver excellent services, tailored to the needs of the students, the staff and the faculty. The pages ahead will describe these in more detail. The staff is smaller, but the desire to participate in your academic ventures is even stronger!



Collections and Document Services

Anne Smithers, Head, Technical & Document services

The Bracken Library print journal collection continues to decline as journals are replaced with electronic versions; there are now fewer than 80 print titles remaining. It has now become evident that the shelving for current issues can be removed and these few issues can be integrated with the bound volumes – a project for 2011-12. The collection project also involves the weeding of those journals moved to a temporary storage location on campus six years ago when the CHEER construction began, and identifying other titles currently housed in Bracken that could be moved to free up study space.

This fiscal year, Bracken Library received no additional funds in the acquisitions budget. The strength of the Canadian dollar continued, which enabled us to renew and make new purchases such as: Primal Pictures (8 users) instead of an annual subscription; ADIS International e-journals and their legacy archive; both the Annals of Internal Medicine and the New England Journal of Medicine archives; subscription to Access Medicine (because of the loss of McGraw Hill e-books in Ovid and Stat!Ref); purchase of Informa Healthcare Legacy journal collection and their e-book collection up to 2011; Thieme Clinical Collection ebooks, 2007-10; additional e-books on the R2 Library interface. The library has now enrolled in the Ovid Standing Order e-books programme. Additional copies of the heavily used Rehabilitation assessment kits have been added to the Reserve collection.

Remote access to the collections is easy to take for granted in this electronic age. The infrastructure to make it happen is however quite formidable. When Queen's Information Technology (IT) Services needed to tighten the control on this remote access, it was necessary to investigate other solutions for all clinical faculty based in the local hospitals. The VPN "proxy" solution was implemented February 1 2011 for faculty in health sciences only. Usage statistics will be monitored to decide if and how to increase the user base to others on campus. There is an on-going cost to this service based on concurrent user levels. Librarians worked with IT staff to prepare the change and ensure that the new system worked well before presenting at numerous staff meetings to explain the need for the change and then helping many faculty with the transition.

The online collection is now phenomenal as Queen's Library continues to participate in many consortial purchases. Publisher packages include many more journal titles than were previously available in print, and more open access journals appear regularly. However, no institution can supply all the items their users seek. Although there continues to be a decrease in the number of requests received for materials outside of the Queen's collections, document delivery services continue to be valued by Bracken Library 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.

As part of the Queen's Library plan for an extensive re-organization, Bracken Library will no longer have a technical services operation since all such operations will be centralised. Technician roles are therefore changing to increase activities in web development and in e-resource management. Bracken Library's Head of Technical and Document Services will be taking on a new central role of Collections Assessment although continuing collections activities in the health sciences and with the Bracken Library outreach partnerships.

Access Services (Circulation, Reserve and Stacks)

Sandra Halliday, Health Sciences Librarian

The Access Services Unit staff effectively used teamwork to deal with challenges presented by the changing Queen's University Library environment. In September 2010, one full time staff person accepted a position in another campus library, and her Bracken Library position was closed. In order to facilitate workflow in the Unit, another technician's position was upgraded from a LT2 to a LT3 level. Since the circulation desk is now the main access service point for Bracken Library, and there are now only 1.87FTE staff in the unit, a backup schedule was created to ensure coverage when Access Services Unit staff were not available. The backup schedule included all the library technicians in Bracken Library. As a result, any changes in workflow for the Unit had the potential to impact library technicians' workflow in other areas of the library. The Access Services Unit staff were mindful of this reality and, at times, decision making was a team effort for all Bracken Library staff. Due to staff reductions in other areas of the library, the Unit's staff was frequently asked to help the Document Services Unit.

Following the trend in academic libraries, the Access Services Unit staff created more durable links to the library's e-resources for course reserve. This enables use of the Reserve collection remotely, which is much appreciated by students. Other items of interest were that group study room bookings increased by 4.6% and the basic reference questions answered at the circulation desk increased by 30%. As mentioned in the Research and Education section, the Circulation desk became the prime location for all user enquiries. The staff have been trained to answer basic questions and to refer the user to a librarian when needed. The Unit's staff participated in the librarians' weeding project by deleting the relevant records from QCAT. They also took an active interest in team building activities, as well as kept current with the continuing changes in the Queen's University Library.



Research and Education Services

Laurie Scott, Head, Research and Education Services

Reference & Research

The librarians' liaison roles have continued to evolve and they are working more closely with faculty than ever before. Librarians are invited to attend curriculum planning meetings, retreats, and faculty councils, and they continue to provide individual consultations and group sessions to faculty, graduate students and residents and of course to the undergraduates in all disciplines (see below Education Services).

Many users now contact librarians directly by phone or email instead of coming to the reference desk. Many questions answered at the desk were of a basic nature that could be handled by the Access Services staff. A trial period examined the impact of having librarians working in their offices and being on call for support at the reference desk.

As a consequence and not surprisingly, statistics for reference transactions, particularly for in-person or telephone transactions, are down considerably from 2009/10 numbers. And of course, the corollary is that basic questions answered by library technicians at the Access Services Desk are up over 30%, suggesting that many of the basic questions that used to be asked at the Reference Desk are now being handled at Access Services. Additionally, complex questions that Bracken librarians received by email were up over 250%, a clear indication that this is becoming the communication medium of choice and therefore that librarians can receive these communications in their offices. Informatics searches, where librarians search for images, videos and other multimedia tools, were up nearly 20%. These requests also tend to come in via email. Bracken librarians completed over 1,200 in-depth literature searches in support of research, clinical care and teaching. Bracken librarians are very active in their profession, presenting and publishing frequently. See Appendix A for details.

Education Services

This year saw a revamping of the Nursing undergraduate Information Literacy program, in order to ensure that our instruction is placed in the appropriate courses and that there is a logical progression in learning throughout the 4 years. The liaison librarian worked diligently with faculty to re-design assignments as part of this process. Our teaching method and assignment for Anatomy 215 were also changed since it was deemed more fitting to teach in small groups in another Anatomy course, while this one could have a librarian address the whole class with demonstrations of various anatomy resources, Pubmed and Refworks. Librarian consultations with pairs of OT/PT 898 students took place again this year in support of their Critical Enquiry project. As well, ongoing significant revisions to the undergraduate Medical curriculum kept the liaison librarians busy with making corresponding changes to our information literacy program. Online modules were created and introduced, and individual consultations were held with students engaged in their Critical Enquiry projects. Although time consuming, the librarians and the students found the consultations to be quite effective compared to the written reviews that were prepared in prior years. Some of the student comments about the tutorials and the consultations are in the sidebar.

I found this consultation very helpful. found information on my own, but it was much improved with the librarian's help.

[The consultation I] reassured me that I was moving in the right direction and pushed me in directions I would not have thought of by myself.

I think the resources this tutorial introduced us to were really interesting and will be so helpful in the future.

A concise, effective, and practical way of helping to improve my medical literacy.

Information was definitely important; learned about a lot of resources that I didn't know about.

Outreach Services

Gillian Griffith, Clinical Outreach Librarian

The library's partnerships with healthcare institutions in Southeastern Ontario remained stable in 2010/2011. As in previous years the percentage of librarian-mediated literature searches conducted on behalf of health professionals from the five partner sites continued to climb. This is in contrast with the lower demand for group or individual training.

As part of the last contract renewals it was necessary to make relatively significant resource changes at the hospitals which have been particularly well received. Those products that were not as well utilized or which the vendors had modified for a variety of reasons and thus were deemed less valuable were replaced with a selection of evidence-based point-of-care tools. The new additions were launched within the hospitals through a series of open house events that were enjoyable for the library staff and were much appreciated by hospital staff.

The librarians continue to experiment with a variety of methods for promoting library services to busy health professionals. The hospitals' internal newsletters remain the most effective tool for communicating library news but the Clinical Outreach Librarian has also focused on building strong relationships with clinical educators who promote evidence-based practice and who have greater access to staff nurses within the hospitals, a group that has historically been less well-informed about the eLibrary.

"I wanted to send you a message with a sincere thank you for attending our NPC meeting last week and giving the presentation on the Bracken Library resources. It was very well received by all and feedback was positive. And I know we all left with better knowledge about the library service..."

Professional Practice Coordinator
Quinte Health Care

It is through the partnerships with these teaching hospitals that a number of valuable new relationships with faculty and residents have developed. Particular clinical departments have established strong relationships with the Outreach Librarian, contacting her regularly for help with their complex literature searches and to present Continuing Education courses often offered on site in the region. These opportunities to be further embedded within Queen's teaching hospitals are valuable and lead to solid longer-term relationships.

If you guys didn't do such great work, I would not keep coming back... In all seriousness, the literature searches are always excellent and always help the projects I am working on.

PGY2
Ophthalmology, Hotel Dieu Hospital

Bracken Health Sciences Library Education – Fiscal year comparison

	May 2008 – April 2009	May 2009 – April 2010	May 2010 – April 2011
Teaching sessions	365 sessions 345 hours 3,084 participants	353 sessions 377 hours 3,223 participants	374 sessions 421 hours 3,188 participants
Marking	1,191 assignments	1,122 assignments	857 assignments

Table 1

Bracken Health Sciences Library – Education Sessions
2010/2011

	Courses	Participants	Contact Hours
Queen's			
Groups			
Faculty Development	7	155	6
Graduate Students (incl. Residents And Rehab Therapy)	25	494	43
Life Sciences	6	595	7
Medicine	14	466	18
Nursing	8	659	11
Queen's Other	2	109	2
Other – Non-Queen's	8	88	10
Consultations/House Calls	259	324	275
Outreach			
Groups	23	271	27
Consultations/House Calls	22	27	22
Totals	374	3,188	421

Table 2

APPENDIX A

Bracken Librarians' Professional Activities 2010/11

Professional Service

Bracken librarians and library technicians formed the majority of the Planning Committee of the 2010 Annual Conference of the Canadian Health Libraries Association, which was held in Kingston from June 7 – 11, 2010. The conference was two years in the planning and was a great success.

Peer Reviewed Paper

Scott, L., Griffith, G., Wickett, S., Hine, K., & Hopman, W. (2011). Scary, exciting or something in-between: How do next generation academic librarians perceive institutional change? Paper presented at the *Association of College and Research Libraries National Conference*. Philadelphia PA. 396-409. Retrieved from http://www.ala.org/ala/mgrps/divs/acrl/events/national/2011/papers/scary_exciting.pdf

Other Publications and Presentations

Durando, P. *The librarian is in: Consultations for formative assessment of students' search strategies*. (2010, October 14). Paper presented at the annual meeting of UNYOC (Upstate New York and Ontario Chapter) of the Medical Library Association, Syracuse, NY.

Godfrey, C.M., Harrison, M.B., Graham, I.D., & Ross-White, A. (2010) Utilisation of theoretical models and frameworks in the process of evidence synthesis. *JBI Library of Systematic Reviews*. 8(18), 730-751.

Harrison, M.B., Oakley, P., Ross-White, A., & Zitzelsberger, L. (2010, September 14) *Library Science - the Vital Link in Knowledge Activation*. Presentation at the 7th Biennial Joanna Briggs International Colloquium.

Medves, J., Godfrey, C., Turner, C., Paterson, M., Harrison, M., MacKenzie, L., & Durando, P. (2010). Systematic review of practice guideline dissemination and implementation strategies for healthcare teams and team-based practice. *International Journal of Evidence-based Healthcare*, 8, 79-89.

Bracken Library Staff: May 2010 – April 2011

<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
	Sarah Wickett	Health Informatics Librarian (maternity leave January - December 2011)
	Elizabeth MacDonald-Pratt	Access Services Coordinator
	Lisa Gervais	Acquisitions/Serials Assistant
	Maggie Ohtake	Access Services Technician (May – August, 2010)
	Hilda Thompson	Access Services Clerk
<i>Technical & Document Services</i>	Anne Smithers	Head, Technical & Document Services (May 2010-Jan. 2011) Collections Assessment Librarian (Feb. 2011 & continuing)
	Darlene Lake	Document Services Coordinator
	Jane Reeves	Document Services Technician