



Bracken Health Sciences Library

Annual Report 2012-2013

QUEEN'S UNIVERSITY LIBRARY

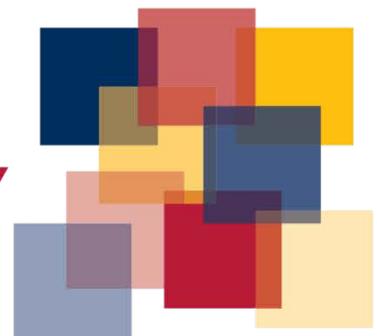


Table of Contents

Introduction.....	3
Collections	4
Access & Document Services (Circulation, Reserve, Stacks and Interlibrary loans)	5
Research and Education Services.....	6
Outreach Services	7
Education Statistics, Tables 1 & 2	8
Appendix A.....	9
Staffing Table.....	11

For access to the resources mentioned in this report please visit:
<http://library.queensu.ca/health>

Introduction

Suzanne Maranda, Head, Bracken Health Sciences Library

In the spring of 2012, the Provost and the University Librarian struck a campus-wide steering group to lead the process of developing a long-term plan to address current and future library space needs for collections, services, and users. As a member of the Library and Archives Master Plan Steering Group, I was challenged, along with students, faculty and library colleagues, to answer an interesting question: what is a library in this day and age of online access? Usage of print resources is dwindling, but library seats are well used and our services are in high demand. How can we best preserve the relevant print material, while opening up space for active learning and research?

The Library and Archives Plan vision of the library is of an inviting space for interdisciplinary collaborations, a place for the creation of information, and not simply for the traditional access to information. Can you imagine rooms where graduate students and faculty discuss the latest news in their fields and the impact on their research? Can you see people meeting and realizing how they could work together? Can this meeting involve researchers at a distance, via tele- or video conference? What new technologies of the future could enhance collaborations? The Library and Archives Master Plan is a framework to guide the funding investments needed to ensure that our libraries continue to be relevant and responsive to our user needs.

Mrs Bracken's legacy to this library enabled us to complete a small renovation in the lounge area of the library's lower level. The natural light and the comfortable seating and tables close to power sources have turned this space into a favourite student destination. (photo on page 5)

The past year was also a year of change in the hospital arena and we were sorry to receive a cancellation of our long-standing contract with the Kingston General Hospital. Queen's faculty and staff located at KGH can continue to have access to all Queen's resources via proxy.

The pages ahead will describe this library's accomplishments for 2012-13 in more detail. The staff continues to offer excellent services and to partner with staff and faculty to offer support to all your academic endeavours. Please do not hesitate to contact me with your thoughts and suggestions for the present and the future.

A handwritten signature in cursive script that reads "S Maranda". The signature is written in black ink on a light-colored, slightly textured background.

Collections

Anne Smithers, Collections Assessment Librarian

The online collection continues to grow as Queen's Library participates in many consortial agreements through CRKN (Canadian Research Knowledge Network), OCUL (Ontario Council of University Libraries), COAHL (Consortium of Ontario Academic Health Libraries), and AFMC (Association of Faculties of Medicine of Canada). One new resource that may be of particular interest to health sciences is: Films on Demand (streaming video collection).

This was the first full year of librarians selecting and ordering both print and electronic books via the GOBI database. There was a 23% increase in the number of print books added to the collection, and a 48% increase in the number of electronic books added. We continued our standing order for LWW electronic books on the Ovid platform, and were also able to purchase the Thieme Clinical Collections for 2012-2013. Our electronic books are now regularly included in applicable subject guides and may be announced in the "Spotlight On" portion of the Bracken Library webpage. As we believe there may still be a need to maintain a core collection of titles in both print and electronic format, we will be reviewing the Doody's "Essential Titles" list to identify such titles.

The number of paid journal subscriptions in print has now declined to 65 titles. All other journal subscriptions have been migrated to online only format. Current print issues are now filed with the bound volumes: the "Current Periodicals" shelves are no more!

Several new interactive resources were added this year. The **ICE Video Library**, created by International Clinical Educators, is a multimedia clinical education program, with a focus on rehabilitation therapy for stroke. The videos are filmed with actual patients and therapists in real-life treatment settings including acute care, rehabilitation, skilled nursing, outpatient, home health and ICU. Available on the Ovid platform, **Primal Pictures' Resistance Training Module** has sections on 3D anatomy, functional anatomy and resistance exercises, and includes 3D models and sequences, animations and live video clips. A pilot project with Lippincott's Professional Development Program's library of tutorials and case studies for nursing was also initiated. We also continue to purchase DVDs at the request of faculty.

In early 2013 we added the **Joanna Briggs Institute EBP Database** to the OVIDSP suite of databases. The JBI database spans a range of medical, nursing and healthcare specialties, and includes evidence summaries, systematic reviews, best practice guidelines and more. JBI Tools, also on the Ovid platform, help healthcare practitioners implement an effective evidence-based practice program and provide the best possible patient care.

The project to recycle bound print journals with secure electronic backfiles, and transfer those without backfiles to Compact Storage is on-going. We weeded a further 1,648 volumes previously located in Compact Storage, and sent a small number of volumes to fill gaps in holdings at the Gerstein Library at the University of Toronto. We weeded 1,427 monographs from our collection. When reviewing monographs for possible weeding, a number of titles of historical interest were identified and transferred to Queen's Special Collections. We were assisted by Dr. Jacalyn Duffin, the Hannah Chair for the History of Medicine in this endeavor.

OvidMD

Cochrane Library

BMJ BEST PRACTICE

Access & Document Services

Paola Durando, Access & Document Services Supervisor

In May 2012 the Access Services Unit merged with the Document Services Unit to become one organizational unit – Access & Document Services. Access Services supports circulation, course reserve, and stack maintenance functions. The Circulation Desk is Bracken Library's main service point, as it is staffed whenever the library is open. Document Services has three user groups. It fills interlibrary loan requests for Queen's users. It provides materials to other libraries. Thirdly, it provides staff at hospital partner sites with resources, sometimes from the Bracken collection and sometimes from other libraries in Ontario and beyond. The merger of the two units, which was prompted by staff reductions, has necessitated a great deal of cross-training.

Despite the ever-growing availability of electronic resources, the library continues to serve its user communities as a centrally-located hub for study, assignment collaboration, meetings, presentations, and research assistance. Bracken's gate count showed a modest increase of 1.13% over the previous year. The group study rooms continue to be a very popular amenity, as evidenced by a 31% increase in room bookings.



Renovated Lounge on the lower level

There was a 14% reduction in materials checked out from the stacks, and a 21% reduction in course reserve materials checked out on short term loan. Some items, such as entire books, are still placed on physical Course Reserve. Whenever possible, links to course readings are now embedded in course management systems. Students can conveniently access most of their required and recommended course readings online, where copyright permissions allow. Queen's University Library has launched an e-reserve service that will further address the time-intensive

processes of creating proxy-enabled durable links to electronic resources, obtaining copyright permissions relating to print materials and creating digital copies that comply with accessibility standards.

Early December is always a demanding time for students, as they complete end of term assignments and study for final exams. Library users were delighted to find snacks in the library (provided by the library system and by library staff)—a little nourishment to help keep energy levels up! Craft supplies were also provided, with which library users made seasonal decorations and supportive messages which festooned the library windows. Handouts on study skills and stress management were made available.

Library users can now see at a glance which campus library is open at a given time, thanks to the Queen's University Library's new hours display system. Library users also continue to appreciate the self-serve online room booking system.

Elizabeth MacDonald-Pratt, Circulation/Stack Coordinator, and Jane Reeves, Document Services Assistant, enhanced their skill set by completing a four month credit course offered online by Mohawk College. Elizabeth and Jane already held Library Technician diplomas, and The *Health Libraries & Resources* course provided them with a broad perspective of the health and life sciences library environment. Congratulations Jane and Elizabeth!

Research and Education Services

Suzanne Maranda, Head, Bracken Health Sciences Library

Reference & Research

Students, faculty and clinicians continue to value the library's help and advice at various points in their research. Most of the basic reference questions are answered by the library technicians at the Access Services desk and they refer complex questions to a librarian. The number of basic questions increased by 20% over last year. Almost half of the total number of transactions is received via email; this has increased from about 40% last year. So many health sciences students and faculty now work at a distance that it will be no surprise if this trend continues in the future.

Bracken librarians completed over 1,000 in-depth literature searches in support of research, clinical care and teaching. What cannot be reflected in the number of searches is the enormous amount of time involved when the request is for a systematic review. As listed in the appendix, sometimes this work results in a publication or a joint grant application and the librarians appreciate the recognition of their contributions.

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

Education Services (statistics on page 8)

After a number of professional development workshops, the librarians prepared better learning objectives which we ensured were linked to relevant student assessment. We created a curriculum map for information literacy which identified gaps and helped us streamline the teaching sessions to ensure scaffolding with minimal repetition. This led to a better balance of whole-class and small group sessions with the successful use of online tutorials where appropriate. The statistics show an increase in teaching sessions and the number of students reached: the students, as future health professionals, recognise the importance for them to know how to find the best evidence in the huge amount of available health information.

Many faculty and graduate students or residents take advantage of meeting with a librarian to consult about their literature search needs. That activity has grown by 30% over last year. This is gratifying work for the librarians who enjoy the interaction: we learn more about the topic and can hone our searching skills while the requester leaves with a handful of relevant references and the impetus to start searching for more.

The online tutorials have also helped reduce the amount of assignment marking that the librarians were doing. Online quizzes are marked automatically, and although multiple choice questions are not ideal to evaluate information literacy, they do allow for instant feedback to the students. The 2nd year medical students participated this year again in a peer tutor program where 25 students received additional training from the librarians to then help their classmates with their literature searches and also evaluate these as part of their course.

"The peer tutor training is a great learning experience for the tutors and it is less daunting for students to approach a peer" from the debrief session with Sheila Pinchin, School of Medicine Education Developer and leader of peer tutor focus group, Feb. 2013.

Outreach Services

Suzanne Maranda, Head, Bracken Health Sciences Library

Well-established partnerships between Bracken Library and a number of Southeastern Ontario healthcare institutions continue to benefit healthcare professionals, administrators and hospital staff. Access to library services and resources provides support for clinical decision making, evidence-based practice, continuing education, policy development, research and more.

As in previous years, librarian mediated literature searching services were in high demand. Librarians performed 718 literature searches for outreach users in 2012-2013, accounting for over 68% of the searches conducted during the year. This is an essential service for the busy clinicians who need access to information but do not have the time to search for it themselves.

Thank you so much for finding these mental health assessment interview videos! This is wonderful – I would have never found these. (QHC)

Thanks to the efforts of Michelle Swab, Clinical Outreach Librarian from September 2012 to May 2013, there was a marked increase in the number of teaching sessions, both to groups and to individuals. There were 63% more sessions compared to last year and the sessions reached almost 80% more users. There were the usual “learn to search” sessions but also some popular new sessions on searching with Google more effectively.

The library session was very helpful, especially for professionals who were trained some years ago. The two evidence based resources presented were new to me and will be really useful in my practice. (HDH)

A request from the nurses at the Northumberland Hills Hospital (Cobourg) has led to the evaluation of a new resource called Mosby’s Nursing Skills. This is not the usual information resource offered by libraries: instead it includes videos and procedures for nurses to learn and apply in practice. We are looking forward to hearing the results of the implementation which is on-going at the time of writing.

Raising awareness of library services and resources among hospital staff continues to be a priority. In addition to written notices, it is important for the librarians to have a presence at the sites. One successful venture has been to participate in “Nursing Week” during which the librarian can meet many hospital staff in person and demonstrate the various information resources available to them.

Thanks so much for faxing me the requested article so quickly. My patient and I really appreciate your prompt response! (NHH)

Bracken Health Sciences Library Education – Fiscal year comparison

	May 2010 – April 2011	May 2011 – April 2012 (excl. online)	May 2012 – April 2013
Teaching sessions	374 sessions 421 hours 3,188 participants	337 sessions 362 hours 3,308 participants	445 sessions 381 hours 4,129 participants
Marking	857 assignments	792 assignments	483 assignments

Table 1

Bracken Health Sciences Library – Education Sessions
2012/2013

		Courses	Participants	Contact Hours
Queen's				
Groups				
	Faculty Development	6	47	6
Graduate Students	Nursing	14	101	33
	Rehab Therapy	9	881	10.5
	Residents	5	67	12
	Other	5	89	7.5
Undergraduate Students	Life Sciences	6	457	8
	Medicine	16	493	18.5
	Nursing	26	612	29.5
Consultations/Faculty-Grads		259	375	175
Online courses		6	423	6.5
Outreach				
Groups		48	531	40.5
Consultations		45	53	33.5
Totals		445	4,129	381.5

Table 2

APPENDIX A

Bracken Librarians' Professional Activities 2012/13

Professional Service

Durando, P. Co-Chair, UNYOC/OVHLA (Upstate New York Ontario Chapter Medical Library Association/Ottawa Valley Health Libraries Chapter, Canadian Health Libraries Association) 2012 Joint Conference, October 10-12, Cornwall, Ontario.

Durando P. Team Member, Queen's International Centre for the Advancement of Community-Based Rehabilitation Access to Education and Health for All Children and Youth with Disabilities (AHEAD) Project. Implemented a locally sustainable eLibrary at the Centre for the Rehabilitation of the Paralysed/Bangladesh Health Professions Institute in Savar, Bangladesh (January 2013).

Maranda, S., Chair, 2010-12
Association of Faculties of Medicine of Canada (AFMC) Resource Group on Libraries

Ross-White, A., President 2012-13, UNYOC (Upstate New York Ontario Chapter of the Medical Library Association)

Smithers, A. Co-chair of Exhibits Committee for UNYOC/OVHLA 2012 joint conference, October 2012, Cornwall, Ontario.

Professional Recognition

Durando P. Nominated by faculty and librarians for the OCUFA 2012-2013 Academic Librarianship Award.

Publications and Presentations

Lavery, C., Andrychuk, S., **Maranda, S.**, Saleh, N. Librarians are you ready for Quality Assurance? Workshop presented at the Ontario Library Association Superconference on Jan 30, 2013.

Lou, J. & **Durando, P.** Asking clinical questions and searching for the evidence. *In* M. Law & J. MacDermid (Eds.), Evidence-based rehabilitation: a guide to practice (3rd ed). Thorofare, NJ: Slack. [to be release Aug 2013]

Maranda, S., Halliday, S., Murray, H., Pinchin, S. Bringing the Scholar Competency to Life: Learning and Assessment. *Journal of the Canadian Health Libraries Association*, 2013, 34 (1): 24-28.

Ross-White, A., Tanon, A., & Ranji, S. (2013). Weakness in the evidence base: Latent problems to consider and solutions for improvement. *In* L. Zipperer (Ed.), Patient safety: Perspectives on evidence, information and knowledge transfer. Surrey, UK: Gower Publishing.

Sears K, **Ross-White A,** & Godfrey C. (2012). The incidence, prevalence and contributing factors associated with the occurrence of medication errors for children and adults in the community setting: a systematic review. *The JBI Library of Systematic Reviews*, 10(35), 2350-2464.

Swab, M. (2012). "Gadgets & Gizmos: Top 4 Search Tricks from Power Searching with Google." Tech trends talk presented at the Upstate New York and Ontario (UNYOC) Chapter of the Medical Library Association Conference. Cornwall ON, 11 October.

Swab, M., Durando, P., Gervais, L., Halliday, S., MacDonald-Pratt, E., Maranda, S., Ross-White, A., Smithers, A., & Szwee, J. (2012). "Stress Relief Week at Bracken Library." Poster presented at the Upstate New York and Ontario (UNYOC) Chapter of the Medical Library Association Conference. Cornwall ON, 11 October.

Vandyk AD, Graham ID, VanDenKerkhof EG, **Ross-White A** & Harrison MB. (2013). Towards a conceptual consensus of continuity in mental healthcare: focused literature search and theory analysis. *International Journal of Evidence-Based Healthcare*, 11, 94-109. doi:10.1111/1744-1609.12024

Vandyk AD, Harrison MB, Macartney G, **Ross-White A** & Stacey D. (2012). Emergency department visits for symptoms experienced by oncology patients: a systematic review. *Supportive Care in Cancer*, 20, 1589-99. doi:10.1007/s00520-012-1459-y

Vandyk AD, Harrison MB, Vandenberg EG, Graham ID & **Ross-White A**. (2013). Frequent emergency department use by individuals seeking mental healthcare: a systematic search and review. *Archives of Psychiatric Nursing*, 27, 171-8. doi:10.1016/j.apnu.2013.03.001

Research Collaborations

Almost, J., Wolff, A., (Co-PIs), Mildon, B., Price, S., Godfrey, C., Robinson, S., **Maranda, S.**, & Mallari, S. *Positive and Negative Behaviours in Workplace Relationship: A Scoping Review*. Canadian Institute of Health Research (CIHR) Knowledge Synthesis Grant: Fall 2012 Competition. \$50,000; 2013-2014

Durando, P. Collaborator on *The Everyday Experience of Living with and Managing a Neurological Condition Study*, a 3 year \$1 million pan-Canadian project funded by the Public Health Agency of Canada.

Ross-White, A. Collaborator on *Queen's Joanna Briggs Collaboration (QJBC): Evidence for Safety Practices in Nursing and Health Care*. Canadian Institutes for Health Research (CIHR JBI #100905), \$1,000,000; 2009-2014.

Bracken Library Staff: May 2012 – April 2013

<i>Administration</i>	Suzanne Maranda	Head, Bracken Health Sciences Library
	Jennifer MacIntyre	Collection Development and Administrative Support Assistant
<i>Library Systems</i>	Trish Morgan	Senior Systems/Web Support Technician
<i>Public Services</i>	Paola Durando	Health Sciences Librarian
	Sandra Halliday	Health Sciences Librarian
	Amanda Ross-White	Health Sciences Librarian
	Michelle Swab	Health Sciences Librarian, Clinical Outreach
	Sarah Wickett	Health Informatics Librarian
	Elizabeth MacDonald-Pratt	Access Services Coordinator
	Lisa Gervais	Access and CMS Assistant
	Hilda Thompson	Access Services Clerk
<i>Document Services</i>	Jane Reeves	Document Services Technician