

Bracken Health Sciences

Library



charting paths to discovery



Queen's
UNIVERSITY

Bracken Health Sciences Library

Annual Report 2011-2012



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Introduction

Suzanne Maranda, Head, Bracken Health Sciences Library

Queen's University Library has been working through a major re-organization of staffing and services. During this past fiscal year there were many staff changes, some involving departures from Bracken Library while remaining staff had new duties to learn. As predicted, the process was both stressful and exciting, and there are still some adjustments to make to ensure that the Library is functioning at optimum levels.

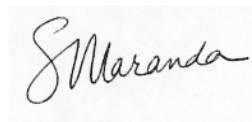
Bracken Library is one of five units that comprise the Academic Services Division. Many administrative and technical services have been centralized and some staff positions have been lost. Our library technicians worked very hard to learn their new roles and adjust their workflow to accommodate the new procedures. This library is very fortunate to have dedicated staff who were most concerned to avoid any impact on our user services. In fact, amid the turmoil of change, new services were created to offer copyright support to faculty members since Queen's University had decided to not renew the Access Copyright agreement.

The librarians eagerly started to work on learning their new roles created as part of the re-organization to increase the Library's relevance in the academic mission. At the beginning of the year, 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). During the fall, two Bracken librarians moved to other positions in the Library and Bracken was very pleased to welcome back one of our past interns, Michelle Swab, who could start working with us after completion of her MLIS.

The Health Informatics Librarian went on leave in January 2011 and the remaining librarians tried to maintain the informatics services as best as time permitted. Every member of this library team makes valuable and ample contributions and it is not always easy to incorporate the workload of a colleague during their period of leave. We were all happy to welcome Sarah Wickett back to Bracken in January 2012, and in preparation for another leave, we were pleased to welcome Roxanne Hart in April 2012.

Leading the re-organization of the entire Library is Mrs. [Martha Whitehead](#) who took on the role of University Librarian at a crucial time for the Library. Much has been accomplished in a short time but it is important to continue to change, to remain nimble and ensure the Library's success in the evolving academic environment.

The pages ahead will describe this library's accomplishments for 2011-12 in more detail. The staff may be smaller but we are determined to continue to offer excellent services and to partner with staff and faculty to offer support to all your academic endeavours!

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

ACP PIER

Medline

Nursing Consult

Anatomy.tv

Collections and Document Services

Anne Smithers, Collections Assessment Librarian

The Bracken Library print journal collection has now declined to fewer than 70 titles. Our print cancellations for 2012 included a number of key medical titles, such as the Annals of internal medicine, BMJ, JAMA, the Lancet, and NEJM. Online is clearly the preferred format for our users; NEJM had a record 20,226 article downloads in 2011. As a Canadian health sciences library, we have retained our print subscription to CMAJ for now. Our shelving for current print issues has been removed and the remaining print journals have been integrated with their bound volumes. Considerable effort was spent over the summer and into the fall weeding approximately 5,500 of our serial volumes from the Compact Storage location in Stauffer Library and almost 9,700 monograph volumes from Bracken Library. A project to identify journals for which we have purchased electronic backfiles is underway. Titles with secure online backfiles will be discarded (recycled in fact) and we intend to transfer those serial volumes for which we do not have secure electronic backfiles to compact storage and therefore increase the user space and amenities on the lower level of the library.

Although there were no additional funds to the acquisitions budget, the strength of the Canadian dollar continued, which enabled us to renew and make a number of new purchases, including the Joint Commission on Quality & Patient Safety (journal), Mosby's Nursing Consult (an integrated online service that includes evidence-based content, professional journals, reference books, drug information, clinical practice, care planning tools, images, current news and patient education), Primal Pictures anatomy.tv (an additional 10 users), Primal Pictures Anatomy & Physiology online, ProQuest Public Health (e-journals) and the Thieme 2011 Clinical Collection of ebooks. We also began a subscription to OvidMD, a single search interface that will locate content in Ovid e-books and e-journals purchased or subscribed to by Bracken Library, the Cochrane Database of Systematic Reviews, and Evidence-Based and National Guidelines. We made the upgrade to BMJ Best Practice, and cancelled Essential Evidence Plus, due to low use.

The online collection continues to grow as Queen's Library continues to participate 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).

The Queen's University Library system adopted YBP as the preferred monograph vendor. Much time was required to add the health sciences technical specifications and construct profiles for the librarian selectors. Orders are created directly in the vendor system and books arrive shelf-ready in the library. Librarians are still experiencing growing pains working with GOBI to order new materials, and the turn-around time is significantly more than with our previous vendor who was based in Toronto. Although we have an e-preferred profile, we frequently face the dilemma of publishers who do not release their print and electronic versions simultaneously.

OvidMD

Cochrane Library

EMBASE

BMJ Best Practice

Access Services (Circulation, Reserve and Stacks)

Sandra Halliday, Health Sciences Librarian

The Access Services desk is the first service point that patrons visiting Bracken Library will see upon entering. As a result, all Bracken Library technicians work collaboratively to ensure this main service point is staffed. The Access Services Unit technicians and all the Bracken Library technicians cross-trained to work at the desk were again this year responsible for providing excellent customer service. To facilitate all library technicians workflow, a community casual was hired in October 2011 to work at the Access Services desk to cover mainly the lunch hours.

Copyright was a major issue over the past year due to the ongoing changes in Canadian legislation and the Queen's University's decision to not renew the Access Copyright agreement. The Access Services Unit staff had to stay current with these changes in order to provide the e-reserve service for courses when requested by faculty. Copyright remains on ongoing professional development exercise for all involved.

Queen's University adopted a new scheduling program and all the Access Services Unit staff took advantage of the Outlook Calendar training. Also, the Library started to use a new scheduling software to prepare the schedules of all our student assistants who maintain the library's evening and week-end hours during the academic year. Although the learning curve was high, the program proved to be very useful.

The end of term can be a stressful time for students as they complete assignments and prepare for exams. In December 2011, the Access Services Unit staff participated in Bracken Library's first "Stress Relief Week" – where each day there were new activities for students, for example, they could work on a jigsaw puzzle, draw, or use the craft supplies to create ornaments for the Christmas tree constructed from discarded print journals. On the last day there were a variety of treats for the students to enjoy while studying seriously, of course. The students appreciated Bracken Library's "Stress Relief Week" and we plan to offer it again in December 2012.

In the spring of 2012, the Access Services Unit prepared for a merger with the Document Services Unit. Having only 4 library technicians in total, it made sense to reduce to one librarian supervisor. This merger will take place in May 2012 and much gratitude is extended to the previous Access Services Unit supervisor who held the position for 12 years.



"We all want to get home to family. Librarians provided activities throughout the exam time - conveyed 'we are all striving for the same goal', created a sense of community. Each day I wondered 'what does Bracken have for me today'?"

Research and Education Services

Suzanne Maranda, Head, Bracken Health Sciences Library

Reference & Research

As in all areas of the Library, change was a constant in the librarians' work. The new QUL-wide roles taken on by four of the public services librarians in Bracken required a learning curve and then a few librarians accepted temporary positions elsewhere in the Library. The fall is always a very busy time and the librarians had to continue providing the education sessions (see below) and the literature searches requested by faculty and clinicians. Knowing that we were going to be short-staffed, we had to make a difficult decision to cut a popular service: we met with residency program directors to let them know that we would no longer prepare literature searches for residents. We suggested that the residents should learn the literature search skills as part of their research project and we offered group sessions, but very few took advantage of this. After September 2011 we offered 18 consultations (28% fewer than the same period last year) asking the residents to come prepared with an initial search that the librarian could help with.

Overall statistics for reference transactions are down less than 10% from 2010/11 numbers. The only area that saw a major increase was with our Informatics searches, where librarians search for images, videos and other multimedia tools, searches were up 127%. This was mostly due to a large project for Family Medicine which again, we had to curtail in the fall with agreement and support from the requesting faculty member.

Bracken librarians completed just under 1,000 in-depth literature searches in support of research, clinical care and teaching. This does represent fewer searches compared to the prior year but it should be noted that many searches are complex systematic reviews often requiring many revisions and improvements until the end of the project.

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

Education Services (statistics on page 8)

This past year the librarians maintained the curriculum integrated sessions in all our supported disciplines. We continued to teach in large groups as often as possible to reduce the demand on our teaching time. This was conceived as another way to reduce workloads given our reduced group of librarians. Unfortunately, it is quite apparent that the students do not learn as effectively in a large session as they would in small group sessions in our e-lab with hands-on exercises to practice their new skills. The challenge will be to re-introduce such sessions while reducing other large group events. To achieve this goal the librarians are working on the production of online tutorials and course related subject guides that the students could use to find appropriate resources for their course work.

Another time-intensive activity is the marking of student assignments. Last year this Annual Report explained that we had replaced the paper marking of the medical students' critical enquiry literature searches with one-on-one consultations. Although this was very effective, the medical curriculum changed so that the timing of these consultations would move from the spring to the fall term. Instead of losing that interaction entirely, it was decided to train student peer-tutors who would then mark the submissions of their colleagues using a marking rubric prepared by the liaison librarian and the educational developer at the medical school. Outcomes of this strategy will hopefully be published soon.

"The peer tutor training sessions with the librarians were well regarded by all and considered relevant and worthwhile" Sheila Pinchin, School of Medicine Education Developer and leader of peer tutor focus group, Feb. 2012.

Outreach Services

Michelle Swab, Clinical Outreach Librarian

Well-established partnerships between Bracken Library and a number of Southeastern Ontario healthcare institutions continue to benefit healthcare professionals, administrators & hospital staff. Access to library services & 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 766 literature searches for outreach users in 2011-2012, accounting for over 70% of the searches conducted during the year. There has also been some growth in the number of staff participating in library training sessions, particularly at Kingston General Hospital. A hands-on session entitled "Finding the Evidence" was well-received by over 30 KGH staff; the session had to be offered multiple times due to high demand.

Redesigned outreach partner websites premiered in the spring of 2011 after several months of work. Reaction from outreach users has been very positive. Busy clinicians & hospital staff appreciate the updated graphical interface and the ease of locating library resources & request forms.

The HDH eLibrary is a very important tool for me. Having access to library resources and services at my fingertips helps immensely in my work.

I recently received a courier package of journal articles I needed for the Nursing Skills Fair at QHC. The articles were amazing! Thanks for the great literature and the literature review that was done by the team.

During the past year, outreach users have become more engaged in the selection process for information resource. Librarians have noticed an increase in requests for electronic journals, books & other point-of-care products. This has provided opportunities for conversations with clinicians & administrators about publishing industry trends, including the growth of open access materials. More active participation by outreach partners in collections decisions has also led to an increased understanding of user information needs among librarians.

Raising awareness of library services & resources among hospital staff continues to be a challenge. Internal newsletters and websites remain the most effective tools for communication. Twitter accounts have also been created for several hospital outreach partners in order to increase the social media presence of the library.

Bracken Health Sciences Library Education – Fiscal year comparison

	May 2009 – April 2010	May 2010 – April 2011	May 2011 – April 2012 (excl. online)
Teaching sessions	353 sessions 377 hours 3,223 participants	374 sessions 421 hours 3,188 participants	337 sessions 362 hours 3,308 participants
Marking	1,122 assignments	857 assignments	792 assignments

Table 1

Bracken Health Sciences Library – Education Sessions
2011/2012

		Courses	Participants	Contact Hours
Queen's				
Groups				
Faculty Development		6	51	9
Graduate Students	Nursing	17	104	58
	Rehab Therapy	7	729	9.5
	Residents	5	67	9
	Other	7	128	9
Undergraduate Students	Life Sciences	7	595	7
	Medicine	13	299	13.5
	Nursing	9	652	9.5
Queen's Other		5	107	7
Consultations/Faculty-Grads		204	250	176
Online courses		5	335	5
Outreach				
Groups		29	293	24.5
Consultations		28	33	30
Totals		342	3,643	367

Table 2

APPENDIX A

Bracken Librarians' Professional Activities 2011/12

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

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

Ross-White, A., President-elect 2011-12, 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 Development Recognition

Ross-White A. Senior Membership in the Academy of Health Information Professionals, Medical Library Association.

Publications and Presentations

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. [in publication]

Murray H, S. **Halliday, S. Maranda, S.** Pinchin. *Bringing the Scholar Competency to Life with 'Dr. Google' and "Evidence: Search and Rescue"*. Poster presented at the Canadian Conference on Medical Education, Toronto, On. May 7-10, 2011.

Sears, K., **Ross-White, A.**, Godfrey CM. (2012). *The incidence, prevalence and contributing factors associated with the occurrence of medication errors for children and adults in the community setting*. Joanna Briggs Institute Library of Systematic Reviews, 10 (35), 2350-2464.

Developed in 2011 online modules based on: Oakley, P. and **Ross-White, A.** "Search Strategies and Management of Citations". *In* Harrison, M.B. and van den Hoek, J. for the Canadian Guideline Adaptation Study Group. CAN-IMPLEMENT©: A Guideline Adaptation and Implementation Planning Resource. Queen's University School of Nursing and Canadian Partnership Against Cancer, Kingston, Ontario, Canada, April 2010.

Research Collaborations

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 *Knowledge translation through guideline adaptation*. Cancer Guidelines Adaptation Project and Resource, Phases 1-3. CPACC \$1,689,755; 2007-2012.

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 2011 – April 2012

<i>Administration</i>	Suzanne Maranda	Head, Bracken Health Sciences Library
	Jennifer MacIntyre	E-resources and Administrative Support Technician
<i>Library Systems</i>	Trish Morgan	Senior Systems/Web Support Technician
<i>Public Services</i>	Laurie Scott	Head, Research & Education Services (May-Aug. 2011)
	Paola Durando	Health Sciences Librarian
	Gillian Griffith	Health Sciences Librarian, Clinical Outreach (May-Oct. 2011)
	Sandra Halliday	Health Sciences Librarian
	Amanda Ross-White	Health Sciences Librarian
	Michelle Swab	Health Sciences Librarian, Clinical Outreach (contract Sept. 2011-)
	Sarah Wickett	Health Informatics Librarian (maternity leave May – Dec. 2011)
	Elizabeth MacDonald-Pratt	Access Services Coordinator
	Lisa Gervais	Access and CMS Assistant
	Hilda Thompson	Access Services Clerk
<i>Document Services</i>	Darlene Lake	Document Services Coordinator (May-Aug. 2011)
	Jane Reeves	Document Services Technician