Capital Health

Health Sciences Library

Annual Report
2011-2012

Penny Logan, Manager Library Services
For the period April 2011 - March 2012
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Executive Summary

Libraries have been moving to electronic resources for the past 20 years\(^1\). Capital Health Library’s journal access has been mostly in electronic form for more than a decade, and in the past two years, e-books are overtaking paper books in the collection. In his writing about this change, Futurist, Thomas Frey on his blog, FuturistSpeaker.com, March 2, 2012, says:

“Libraries are not about books. In fact, they were never about books. Libraries exist to give us access to information. Until recently, books were one of the more efficient forms of transferring information from one person to another. Today there are 17 basic forms of information that are taking the place of books, and in the future there will be many more…”\(^2\).

In the same vein, in the preface to the Annual Report for the Washington University School of Medicine Library, Paul A. Schoening Associate Dean and Director of the Bernard Becker Medical Library states:

“…successful libraries are redefining themselves and their missions in the face of sweeping advances in technology and information access. Our challenge is to make the transition from the library of the past to the library of the future while effectively communicating our new role and continued relevance to our community.”

In the midst of all this change, hospitals everywhere are grappling with budget cuts and merged services, downsizing and re-organization, to ensure we are getting the best value for money.\(^3\).

In this year’s Annual Report, we examine the usage statistics for our electronic subscriptions using the Library Value Calculator from the National Networks of Libraries of Medicine in the United States. The Library Value Calculator illustrates the value and return on investment for the Capital Health Library. Read on to see how the Capital Health Library shows a value calculation of $7,998,981.00 on a budget of $1,300,000.

How are we doing this? With great cooperation from the Research Methods Unit, public libraries, and our wonderful users who appreciate the work of the Library – and who use our resources — a lot!

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Valuing Library Services

The National Network of Libraries of Medicine has created a calculator for medical libraries to show the value of the libraries’ resources and services to the institution. In the table below, we show the value calculation for the Health Sciences Library of Capital Health for 2011. This calculates the Library’s ‘retail value’ of the service. That is, if Capital Health did not have a Library, what would the district have to pay ‘retail’ for the same services?

Here is a link to the calculator, and below that, the numbers for CDHA Library Services. http://nnlm.gov/mcr/evaluation/calculator.html

<table>
<thead>
<tr>
<th>Number of Uses</th>
<th>Library Resources or Services</th>
<th>Cost of Resource or Service</th>
<th>Value of Resources or Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>32983</td>
<td>Print and e-Books used (in house, checked out or online)</td>
<td>125</td>
<td>$ 4122875</td>
</tr>
<tr>
<td>2066</td>
<td>Print journals used (in house or checked out)</td>
<td>35</td>
<td>$ 72310</td>
</tr>
<tr>
<td>62793</td>
<td>E-Journal articles accessed</td>
<td>45</td>
<td>$ 2825685</td>
</tr>
<tr>
<td>15437</td>
<td>Document Delivery (Items borrowed for/delivered to users)</td>
<td>18</td>
<td>$ 277866</td>
</tr>
<tr>
<td>9762</td>
<td>Reference questions Answered</td>
<td>45</td>
<td>$ 439290</td>
</tr>
<tr>
<td>115</td>
<td>Mediated searches</td>
<td>75</td>
<td>$ 8625</td>
</tr>
<tr>
<td>292</td>
<td>Class hours taught (Sum of students/class x hours/class )</td>
<td>30</td>
<td>$ 8760</td>
</tr>
<tr>
<td>748</td>
<td>AVs used or borrowed</td>
<td>150</td>
<td>$ 112200</td>
</tr>
<tr>
<td>525</td>
<td>Meeting room use</td>
<td>50</td>
<td>$ 26250</td>
</tr>
<tr>
<td>8760</td>
<td>Hours of computer use (i.e. Internet, MS Word, etc.)</td>
<td>12</td>
<td>$ 105120</td>
</tr>
<tr>
<td>TOTAL Value calculation</td>
<td></td>
<td></td>
<td>$ 7,998,981.00</td>
</tr>
</tbody>
</table>

Return on Investment (ROI) calculation:

Total Retail Cost of Services ÷ Library Budget

$7,998,981 ÷ $1,374,721 = $5.818 ROI
There are other calculations that are not covered in the calculator above. For instance, we maintain “Linkout” links in PubMed, so our users can easily get directly to the full text of an article. In 2011, our Linkout hits were 3730. In practical terms, that is 3730 times a user did not have to go to the stacks, pick up the journal, and photocopy the article. This happens because of many behind-the-scenes processes managed by the library including our specialized licenses, online catalogue and the Linkout system we maintain. If we estimate that it takes 10 minutes to go to the stacks, find the journal and make a photocopy, that translates to 37,300 minutes, or 621 hours. That is more than 25 days-worth of someone’s time - a significant savings in time and effort – not to mention photocopy supplies.

Similarly, we have usage statistics from the Library’s RefWorks subscription. Refworks is the reference management software that is available to all staff in Capital Health:

Total References added 2011-2012: 21,642
Total RefWorks Logins 2011-2012: 2,187
Total References since start (as of 2012): 68,591

This is a surprisingly high figure, and shows the usefulness of this subscription for the entire Capital Health community.

With all the emphasis on electronic materials, it is important to note that there are still times when the only available resource is in paper. For paper resources, the Library’s role as a central book-ordering service saves money, because the library gets an average 17% discount, and there are no shipping or handling charges when the library does the buying.

Below are two charts showing the savings for two books that were ordered for several of the clinical units this year. Because of bulk buying and Library discounts, the District saved $5378 on just these two titles.
<table>
<thead>
<tr>
<th>Title</th>
<th>Retail</th>
<th>Tax</th>
<th>Total</th>
<th>Number purchased</th>
<th>Total cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canadian Fundamentals – Revised reprint</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retail</td>
<td>138</td>
<td>20.7</td>
<td>158.7</td>
<td>70</td>
<td>$11,109</td>
</tr>
<tr>
<td>With 17%</td>
<td>114.54</td>
<td>17.18</td>
<td>131.72</td>
<td>70</td>
<td>$9220.47</td>
</tr>
<tr>
<td>SAVING</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$1888.53</td>
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</table>

<table>
<thead>
<tr>
<th>Title</th>
<th>Retail</th>
<th>Tax</th>
<th>Total</th>
<th># purchased</th>
<th>Total cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Nursing Skills and Techniques</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retail</td>
<td>105</td>
<td>15.75</td>
<td>$120.75</td>
<td>170</td>
<td>$20,527.50</td>
</tr>
<tr>
<td>With 17%</td>
<td>87.15</td>
<td>13.07</td>
<td>100.22</td>
<td>170</td>
<td>$17,037.40</td>
</tr>
<tr>
<td>SAVING</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$3490.10</td>
</tr>
</tbody>
</table>

Total saving for this order: $5378.63

The Value Calculator will have its own section in future Annual Reports, as we highlight Library Services value to Capital Health.

**Collections**

**Book collection**
As noted, the Library is moving to electronic books wherever possible and affordable. The e-book collection numbers nearly 3000 and we are investigating collection purchases from various vendors. E-book collections are less costly and the range of topics is extensive.

**Systems**

In 2011, Capital Health began to use Drupal as the District’s web site software. This was an opportunity for our Library web committee chaired by Katie McLean, to revamp the Library’s main page, and ensure the language we use is standard with other library websites.

We are delighted that a link to the Library now appears on the Quick Links at the top of every public webpage on the Capital Health website.
Services

Capital Health Library Services  
2011-2012

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulation</td>
<td>9316</td>
</tr>
<tr>
<td>Reference Questions</td>
<td>9762</td>
</tr>
<tr>
<td>Interlibrary Loans</td>
<td>15,437</td>
</tr>
<tr>
<td>Online Searches</td>
<td>115</td>
</tr>
<tr>
<td>Numbers trained</td>
<td>709</td>
</tr>
<tr>
<td><strong>Traffic</strong> (count divided by 2 to account for entering and exiting library)</td>
<td>162,731</td>
</tr>
<tr>
<td>EZ Proxy Hits</td>
<td>87,668</td>
</tr>
<tr>
<td>Website Hits</td>
<td>47,601</td>
</tr>
</tbody>
</table>

*NOTE: Joan Briand retired March 2012. As per the budget planning process, this position will not be filled and this reduction will appear in the 2013-2014 Budget.

Highlights

The number of people through the Library doors continues to rise. The numbers trained is at an all-time high as Katie McLean works with various groups using the excellent resources that she has created for users.

This is the first year for EZ Proxy, the software that allows users to access material from any computer anywhere. We had 87,668 hits on the EZ Proxy server. That is a remarkable use of this service, and shows that Capital Health employees are using this feature – about 240 times each and every day!
Online search service

Robin Parker, Clinical Research Librarian (Research Methods Unit (RMU), NS Cochrane Resource Centre & Capital Health Library Services)—started her position in March 2011, so she has worked for a full year with Capital Health Libraries. One-third of Robin’s time is devoted to supporting the Capital Health Literature search service. An online literature-search request form was developed, and we are very happy that the Library can now provide this service to all our users. Robin also works with the Cochrane Library and this has strengthened the Library’s ties with the local Cochrane Group

Library Website

We are now receiving Google Analytics for the Library’s website. The Library remains in the top 10 web pages accessed from Capital Health’s more than 3000 web pages. Katie McLean added RSS feeds to the Library web pages so that users can receive messages about events and new library resources. The new Library main page has a News section where information about new things is posted. Katie has worked collaboratively with our IT and Web teams to make sure everyone is onboard, aware, and supportive of these innovations

Training

Katie McLean has developed several online training tutorials and posted them to YouTube. Katie also developed a new Library Training brochure – as attached in Appendix A.

Katie has been working with several groups to help them improve their evidence searching skills. Instructors for the Emerald and Bed Utilization Management Project (BUMP) noted that many people they were trying to train did not have basic computer skills. In November the Library was asked to provide computer literacy support for nurses taking these programs. This was so successful, that the Library was asked to develop an introduction to computers course. Katie designed a course and Katie and Robin worked together to provide this training to users. This is now a regularly scheduled drop-in course providing one-on-one skills coaching.

The effort to support the Emerald and BUMP projects brought to light our need for more training space. Due to a mix-up, no computer lab was available for one of the sessions, but Managers had already paid to have back-up staff work so that people could attend the course. Katie and the Dickson Library staff quickly made a makeshift training facility within the Library, which served the purpose for that one time. This also highlights the Library’s need for reliable training facilities. Below is a photo of the makeshift computer lab:
Library staff training

Capital Health Library hosted a webinar about Resource Description and Access (RDA) the new cataloguing standards for libraries and invited local Library workers to attend.

On September 9, the Library hosted Dr. Corona Freitag, US clinical editor for BMJ Publishing Group, and Phillip White, North American sales manager for BestPractice, who presented a real-time tour of BestPractice and answered questions about the product. Several Librarians from the Kellogg Library attended in addition to physicians and nurses from Capital Health.

Equipment

All four libraries now have free Wireless Internet access for patients and families. This was the result of excellent cooperation with our Aliant representatives who upgraded the modems to wireless. The need for this service has been recognized for several years, so we are very happy that patients and families can now use their own laptops to connect with family members.

The Library acquired a Turbo Stick that we can use for training. This allows us to access the Internet wirelessly from any location. A colour printer was purchased for the Dickson Library so that small printings of training materials can be accomplished in-house.

As part of a project with Public Health, the Library purchased computer cameras that will work with Microsoft Communicator. Katie McLean is leading this pilot project in the hopes that we can use Microsoft Communicator for Library training.
**Personnel**


Library Staff, April 1, 2012: David Barteaux, Library Technician – Dickson  
Kathy Keays, Library Technician – Dickson  
Katie McLean, Librarian Educator – Dickson  
Bill Fancy, Library Technician – Infirmary  
Vivien Gorham, Library Technician – Dickson  
Diane Lawson, Library Clerk – Infirmary  
Myrna Lawson, Library Technician – Nova Scotia Hospital  
Verona Leslie, Library Technician – Infirmary  
Penny Logan, Manager Library Services  
Robin Parker, Clinical Research Librarian

**Internal/External Committees and Activities**

In April, we hosted Kristy McGill for a Library School Student practicum. The Library supports student training when we can, both for the Dalhousie School of Information Management and for the Nova Scotia Community College Library Technician Program.

In December 2011, the Nova Scotia Hospital Library was chosen as the site for filming of Workplace Safety television ads. They are currently showing on Nova Scotia television stations, and the Library workspace is identifiable in the “Nose over toes” lifting clip.

In December 2011, Capital Health Libraries worked with Dalhousie to standardize instructions for users to use PubMed links. This will help people in journal clubs who want everyone to read an article, when copyright does not allow transmission of the PDF file to large groups. The standardized language is shown in Appendix B.

Information about the Library was added to the General Orientation Manual so that all new employees will know about the Library services available to them.

The Library put on demonstrations for:

- Research Expo –September 2011
- Health and Wellness Fair, in partnership with the Halifax Public Libraries September 30, 2011
- Career Quest Displays - November 9
Robin Parker presented at the Research Methods Unit during Capital Health Week and also presented a Library session at a Research Services staff meeting in September.

Robin Parker wrote an article with Ann Barrett that was published in the January 2012 issue of the Atlantic Provinces Library Association Bulletin called Gold Standard Health Information from the Cochrane Library: Evidence with a New Look

On February 22, 2012 – Katie and Robin presented “But What If You’re at the Hospital? Library Services Where You Work” for Dalhousie University’s Libraries Unzipped program with this focus:

Capital Health provides access to full-service libraries as a complement to library services at Dalhousie. Medical librarians are on staff Monday through Friday, providing personalized assistance in the library or at any Capital Health location. Learn more about the library services provided by Capital Health to support you in your practice, including customized literature searching and access to point of care tools like BMJ Best Practice. http://libraries.dal.ca/locations_services/services/faculty_services/libraries_unzipped.html

Penny Logan attended the Capital Health business-planning meeting on December 1st to provide “evidence look-up” for the conversations, providing “real-time access to data so that we can make evidence informed decisions. The suggestion was that we ask if you could be available to provide "Cochrane look-ups" throughout the evening.” H. Hampson, (personal communication. November 24, 2011).

Work on the Nova Scotia Virtual Health Library project continues. The Librarian at the Department of Health has retired. We are working on finding a new representative from the Department of Health and Wellness who will join the NSVHL steering committee.

Looking Ahead to 2012

In the next fiscal year, we will need to upgrade our Inmagic software. This will allow us the ability to notify users from within the catalogue, and allow users to save shortcuts, or “permalinks” to the desktop for often-used items. Library services are expanding with wireless access for users, and a sustainable literature search service. We will continue to find ways to provide improvements in services despite reductions in staffing.

We have a most interesting situation where our users can get to the library’s electronic resources from their phones, their laptops - from anywhere - yet we get more and more people coming to the libraries every year, so we will continue to plan for appropriate training and seating areas.

It will be interesting to see how the Value Calculator results compare year over year, as the library becomes an electronic resource in nearly every aspect of our services.

Penny Logan, Manager Library Services, Capital Health
Appendices

Appendix A: Library Training Brochure  pp. 13-14

Appendix B: Instructions: how to make links for Journal Clubs  pp. 15-16
Appendix A

Library Training Brochure
Special Topic Sessions

Offered at select times throughout the year, Special Topic Sessions offer training focused on:

- new technology and access at the Health Sciences Library
- databases and tools including CINAHL, PsycInfo, Cochrane Library, BMJ BestEvidence, etc.

Check LMS and the Health Sciences Library web page for availability.

Library and Searching Skills for Administrative Assistants

Focuses on skills administrative assistants can use to search databases more efficiently. Library services are also highlighted.

Point-of-Care Tools

Get introduced to resources, including BMJ BestEvidence, TRIP, and Cochrane Library, which aid in clinical decision making.

Evaluating Web-based Information

Web-based information is plentiful and can be quite useful, but is it always authoritative? Learn about approaches to evaluating web-based information.

eBooks @ Capital Health

The Health Sciences Library provides access to a variety of eBooks. Learn how to access eBooks and develop shortcuts for access on your desktop computer, tablet, or mobile device.

Staying on Top of it All with RSS Feeds

RSS (or Really Simple Syndication) allows you to collect web resources to view in one location. Learn how to harness the power of this technology and stay up-to-date.

Request a Custom Group or One-on-One Session

Any session made available through the Health Sciences Library can be booked for a group. Individuals may also make an appointment for one-on-one instruction.

Email CDHALIB@cdha.nshealth.ca or phone 473-5429 to book a group or one-on-one session.

Questions?

Ask the Health Sciences Library:
CDHALIB@cdha.nshealth.ca

Visit us:
www.cdha.nshealth.ca/health-sciences-library

Call us:
Phone: (902) 473-5429

The Health Sciences Library at Capital Health is committed to providing staff with access to trusted, up-to-date health information and the skills necessary to locate and use this information.
About Training

Build your searching skills and enhance your ability to effectively use resources provided through the library.

Most sessions are offered on a monthly basis. Session offerings and schedules can be viewed under Training on the Health Sciences Library web page.

Special Topic and Custom Sessions are also available.

The Road to Searching Success

We recommend that sessions be taken in the order presented.

Individuals who complete all seven sessions will receive a certificate.

Sessions are offered September through June and are one hour in length. They can be taken at anytime to brush up on skills, learn new features and new navigation techniques.

Monthly Sessions:

1. **Skills for Life: Becoming a Savvy Searcher**
   - Develop an answerable question (PICO)
   - Use Boolean logic and related searching concepts
   - Navigate the Health Sciences Library web page

2. **PubMed: Essential Aspects**
   - Carry out a keyword search
   - Apply limits
   - Access and order articles

3. **PubMed: Carrying out a Precise Search (Medical Subject Headings or MeSH)**
   - Translate keywords into MeSH terms
   - Locate and search with MeSH subheadings

4. **PubMed: Time-saving Tools and Tips**
   - Save search strategies and articles
   - Get email updates
   - Create custom limits to manage your results

5. **RefWorks: Getting Started**
   - Create a RefWorks account
   - Create folders and add references
   - Import and export references

   - Use Write-N-Cite to format your paper
   - Produce a bibliography and add in-text citations
   - Use RefGrab-it to cite web resources

7. **10 Steps to Literature Searching**
   - Use searching skills from start to finish in a hands on literature search activity

Sign Up for a Session

Staff may sign up for any session through Capital Health’s Learning Management System (LMS).

If you do not have an LMS account, request one online at the LMS page or contact:
web@cdha.nshealth.ca

You can also book a session through the Health Sciences Library via email:
CDHALIB@cdha.nshealth.ca

Computer Skills Drop-in

Each month library staff hold an open, 2-hour session in a computer lab setting. No registration required.

Anything goes: PowerPoint, Excel, Internet searching, saving and organizing files...

If we can’t completely answer your question, we will direct you to resources or individuals that can help.

Check the Health Sciences Library web page for availability.
Appendix B

Instructions: how to make links for Journal Clubs
How to make links for Journal Clubs

Provide two URLs: one for on-site CDHA access, the second for off-site access

1. Find the article in PubMed

2. Find the PMID number at the bottom of the brief or full citation (e.g. PMID 23378353)

3. Add the number (without the PMID prefix) to the end the URLs listed below

4. Email both URLs and instruct recipients to click on the full-text icon in the upper right-hand corner of the PubMed record

URLs:

**Internal:** http://www.ncbi.nlm.nih.gov/pubmed/?holding=icaqehlib_fft&term=23378353

**External:**

If the article you wish to share is not located in PubMed, contact the library for help with sharing.