

HAMILTON & DISTRICT
HEALTH LIBRARY
NETWORK

ANNUAL REPORT

2008 – 2009



BRIDGING THE INFORMATION GAP

MAY 1, 2008 – APRIL 30, 2009

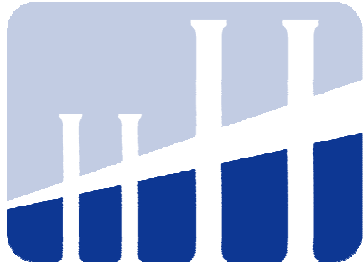


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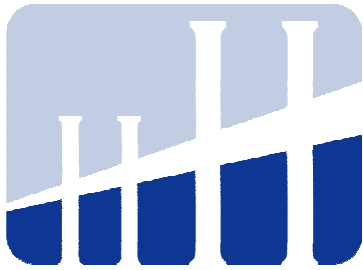
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HAMILTON & DISTRICT HEALTH LIBRARY NETWORK

The mission of the Hamilton & District Health Library Network (HDHLN) is to enhance the ability of each member library to provide quality library and information services to the health care community it serves by resource sharing, and other cooperative efforts. The Network is committed to supporting patient care, education, research and outreach mandates of its members.

NETWORK HIGHLIGHTS May 1, 2008 – April 30, 2009

This report highlights the activities of the Hamilton & District Health Library Network (HDHLN) from May 1, 2008 – April 30, 2009.

SERVICES

HDHLN Libraries continue to provide quality information through local document delivery and interlibrary loans. A total of **6799 documents** were delivered this year through the Network. Expert literature searches conducted by library staff provide best practice guidelines to support patient care changing and improving practice. There were **94,414 literature searches** performed by hospital library patrons on the OVID MEDLINE system. Research shows that libraries improve patient care, patient outcomes and reduce time saving and expensive diagnostic texting for healthcare professionals.

RESOURCES

The Network continued its collaborative license negotiations with OVID Technologies to give access to databases, full text online journals and medical texts. A license agreement with Stat!Ref and Access Medicine were also negotiated by the McMaster Health Sciences Library, Hamilton Health Sciences and St. Joseph's Healthcare. A special thank you goes to Liz Bayley and Andrea McLellan, librarians at McMaster, for their work on these negotiations. Collaborative license agreements enable our members and their hospital staff to use these databases at a considerable savings compared to the list price. Libraries also took advantage of the Ontario Health Library Association license agreement with Wiley and purchased Clinical Evidence, New England Journal of Medicine and the BMJ Collection.

A quote from OVID was also requested to include smaller community hospitals within LHIN 4. There was no financial support to include these hospitals within our license agreement. A letter was sent to Pat Mandy, CEO of LHIN 4 outlining the deficiencies in hospital resources with a request for possible funding.

ADVOCACY

The 2009 revisions to Accreditation Canada hospital standards highlighted access to library services and availability to best practice and the use of Cochrane Library and electronic databases to support service providers and researchers to the most up-to-date information. The Canadian Health Library Association (CHLA/ABSC), The Association of Faculties of Medicine of Canada Committee and Consortium of Ontario Academic Health Libraries applaud these new standards. Jean Maragno continues to be the CHLA/ABSC representative to Accreditation Canada.

TECHNOLOGY

Knowledge Ontario announced that a new database “Health Reference Center Academic” would be added to enhance the collection of free electronic databases to Ontario Libraries. The announcement of open access to “The Cochrane Library” for all Canadians until December 2009 is also well received. Hopefully, we will see more provincial license agreements in the future!

IN APPRECIATION

On behalf of the member of the Hamilton & District Health Library Network I would like to thank Eleanor Komadowski in the Network Office for her continued commitment to providing excellent, courteous and reliable service to our members. Our appreciation also goes to staff at the McMaster Health Sciences Library, including Liz Bayley, Jennifer McKinnell, Andrea McLellan and Ann Kelly for their continued support of the Network. I would also like to thank all Network Members for their support during my term as Network Chair.

STAFF

This year we saw the retirement of our friend and colleague Tom Flemming. Tom is a treasure of resources and information and has been greatly missed for his quick answers to references question. Enjoy your retirement Tom!

EVENTS

As the World Health Organization raises the H1N1 to a level 5, access to academic literature and best practices provided by libraries is an essential service to support patient care, education and research. The Hamilton & District Health Library Network has contributed to that knowledge transfer through specialized library resources and services. HDHLN continues to meet those needs through resource sharing and affiliations for network licensing of electronic web based databases, books and journals.

Jean Maragno
St. Joseph's Healthcare Hamilton
Chairperson 2008-2009
Hamilton & District Health Library Network

CITY OF HAMILTON, PUBLIC HEALTH SERVICES LIBRARY

SERVICES

The Public Health Services Library provides information to all public health staff in the City of Hamilton as well as to 5 additional health units who pay a flat fee based on their use of the services. From May 2008 to April 2009, the library staff filled 3888 document requests from our patrons, 124 requests from the Network libraries, 248 requests from Docline and conducted 467 literature searches.

EDUCATION

Elena Goldblatt has been conducting workshops with various teams within the department on how to use the library resources located on the public health intranet. Seven workshops were conducted in March and April of 2009 and more are scheduled in the coming months. The comments have been very positive and the hits on the website have increased significantly.

In May and June, the library provided a field placement for a Library Techniques student from Mohawk who was supervised by Barb Allen.

RESOURCES

Through a link to the Public Health Portal, provided by the Ministry of Health and Long Term Care, the staff has access to 10 bibliographic databases including many with full text articles. These full text articles, as well as the library's own collection of electronic journals and any free on-line journals, can be accessed through the library's Ebsco A to Z software.

TECHNOLOGY

Barb Allen has been working closely with our IT department to provide single access to all our electronic journals through the Public Health Intranet. She is now working towards linking our library's online journal content pages to the electronic version of the journal title using Adobe Reader software.

EVENTS

Elena Goldblatt acted as a facilitator for 3 departmental workshops on "Introduction to the Public Health Core Competencies".

In October, Elena presented a poster and co-authored a presentation titled "Introduction to Literature Searching" at the Ontario Public Health Association Annual Conference and also attended a two day conference in Toronto hosted by the Ontario Public Health Libraries Association.

In November, 2008 Elena attended a one-day workshop on "Knowledge Management in Public Health" and a one-day workshop on "Public Health Primary Care Collaborations".

COMMITTEES

Elena Goldblatt continues to participate as a board member of Ontario Public Health Association (OPHA) and attends quarterly meetings in Toronto. She is sitting on the steering committee for the OPHA annual conference taking place in October 2009 in Toronto. Internally, she sits on the Core Competencies Steering Committee, the Wellness Committee, and the Employee Recognition Committee.

Barb Allen continues as chairperson of the Applied Research and Evaluation Team and is a member of the Department Health & Safety Committee where she participated in an external safety audit of the Department.

Submitted by Elena Goldblatt, Library Co-ordinator

JURAVINSKI CANCER PROGRAM (JCP), HAMILTON HEALTH SCIENCES, LIBRARY SERVICES

SERVICES

JCP Library Services continues to serve the growing oncology related information needs of the cancer community of the Central West Region of Ontario including the provincial Cancer Information Service located in Hamilton. In addition, Library Services is involved with and provides support to the Program in Evidence-Based Care and Practice Guidelines Initiative established by Cancer Care Ontario located at McMaster University and the Ontario Clinical Oncology Group (OCOG) located on the Henderson Campus.

The librarian provides detailed evidence-based orientation and literature search learning and teaching sessions to disease site coordinators, physicians, residents, interns, nurses, radiation therapists and any other interested staff and students doing placements.

The Henderson Hospital library staff continues to handle JCP urgent patron requests during the librarian's absence from the centre for holidays etc. and this is greatly appreciated by all.

SPACE

Expansion of the cancer informatics program at JCC has put pressure on library services, both of which are located in the Knowledge Resource Centre of JCC. As a result, the librarian has moved to the 4th floor in room 4-217 and will continue to operate library services from this location. The collection will remain in the Knowledge Resource Centre at this time. Procedures have been put in place to ensure that the cancer informatics staff are not overly burdened and are able to contact the librarian for any direct library services involving timely patron needs. Contact information will remain as is current.

PROJECTS

An oncology literature awareness section was created on the new JCP Intranet and migrated and added to the existing base that was on a Wordpress weblog.

Mike Fraumeni

- Worked extensively with the supportive cancer care department focusing on their literature needs.
- Demonstrated the nursing section of the JCP Intranet literature awareness at the opening of the Canadian Centre of Excellence in Oncology Advanced Practice Nursing (OAPN) held at JCC.
- Worked with the web designer for the new McMaster Department of Oncology on certain aspects of the site requiring electronic literature access expertise.
- Created a JCP staff publications display unit on the wall in the Knowledge Resource Centre.
- Continued working with disease site coordinators teaching evidence-based literature skills and finding best evidence for various topics.

COMMITTEES

JCP continues to be a member of the Hamilton and District Health Library Network and Cancer Care Ontario virtual library group.

Submitted by Mike Fraumeni, JCP Librarian

JOSEPH BRANT MEMORIAL HOSPITAL

INTRODUCTION

Joseph Brant Memorial Hospital is the community acute care hospital for the Burlington area, providing primary, secondary and speciality clinical services, including an Oncology Clinic; Halton Diabetes Clinic and Wellness House.

The library supports evidence-based information for patient care and the educational needs of staff and students.

SERVICES

The library is available 24 hrs through card access. 25 new textbooks were purchased and added to the Eloquent online catalogue together with the 32 online Lippincott Williams & Wilkins electronic textbooks available through the Ovid Gateway. Databases and the popular Essential Nursing Collection of journals are also accessible through the Ovid Gateway.

EDUCATION

Staff and students booked small group or individual sessions for updates on database searching and information resources. Many hospital staff members are enrolled in further education degrees and diplomas. Students on hospital placements have increased to 200 per annum.

Library Corner contributions were made to each issue of the hospital biweekly newsletter BrantBeat. The content includes publicity for library services and Website of the Week.

RESOURCES

JBMH is a wireless facility enabling patrons to use their own laptops in the library. A laptop computer with LCD projector and also a large screen HD mobile monitor have been purchased for the department.

SPACE

Funding for the new Learning Centre including library and teleconference room is being finalized. Presentations have been made to the Board and Hospital Auxiliary groups for this support.

PROJECTS

Library services have increased to support planning for policy and procedures in Infection Control, Emergency and ICU departments. This support includes database searching, material retrieval and current awareness.

EVENTS

Accreditation Canada surveyors were impressed with the quality of information services available to staff. Accreditation was granted for a 3 year term. President and CEO Don Scott retired this year and Eric Vandewall from Trillium Health Care was appointed to this position at Joseph Brant starting June 2009.

STAFF

Gwen Forsyth continued with diligence as volunteer to Library Services.

**Submitted by Janette Hatton,
Health Library Specialist, Organizational Development and Quality Improvement.**

MCMASTER UNIVERSITY HEALTH SCIENCES LIBRARY

INTRODUCTION

The primary mandate of the Health Sciences Library is to support the educational and research activities of the faculty, students and staff of Faculty of Health Sciences. The Library is also a resource for other McMaster University Faculties and the Hamilton and District Health Library Network.

SERVICES

The library has undergone a major internal operational review over the academic year, including an examination of the use of service points. We have added two calculators to the equipment available for patron in-Library use.

EDUCATION

The Health Sciences Library continues to run a very successful liaison program. Andrea McLellan has taken over as the liaison to the School of Medicine. The Physician Assistant Education Program took in its first 21 students in fall 2008, with Liz Bayley as their liaison librarian. As of May 1, 2009 Jennifer McKinnell is the Coordinator of Undergraduate Education Support and Neera Bhatnagar the Coordinator of Graduate Education Support.

RESOURCES

Licensing and examination review books which were previously interfiled in the general collection are now shelved in one area of the open reserve room. A major component of the operational review related directly to the Information Resources budget which required extensive data gathering on the collection and its use.

TECHNOLOGY

Over the summer of 2008 we developed a number of online tutorials – see <http://hsl.mcmaster.ca/education/tutorials/tutorialsonline.htm>.

SPACE

Work began in March 2009 to add a café at the entrance to the Library.

EVENTS

On February 24, 2009, the Health Sciences Library hosted the first FHS Writes to celebrate the publishing contributions of the Faculty of Health Sciences (FHS). Held in the Heersink Reading Pavilion, the event honoured FHS authors who had published during the 2008 calendar year (see <http://hsl.mcmaster.ca/events/fhswrites/index.html> for pictures and more details).

STAFF

Tom Flemming officially retired as of August 1, 2008. Two long-time staff members, the Circulation Supervisor and the senior Interlibrary Loans Assistant, retired in spring 2009 and were not replaced. In August 2008 we hired a recent graduate as a Library Intern for a two year contract. A vacancy allowed us to reassign responsibilities and to create a virtual services librarian position. As part of the operational review, there was a complete organizational restructuring. There are now three senior librarians, Neera Bhatnagar, Jennifer McKinnell and Andrea McLellan, each of whom is the Head of a division, the Coordinator of a service and the liaison to a major user group.

Submitted by Liz Bayley, Director

HAMILTON HEALTH SCIENCES

SERVICES

The team in our libraries continues to “wow” HHS staff with their excellent customer service orientation and dedication to their patrons. Our usage patterns continue to grow as more and more staff are discovering the libraries at both sites.

Library staff are happy to introduce a new value-added service! Our Customized Table of Contents Service keeps our patrons up-to-date in the current journal literature and acts as a promotional vehicle for the Library. This free service is open to all HHS staff.

RESOURCES

Even in these tough economic times, our Library staff continue to identify and evaluate new resources which to add to our book, journal and multimedia collection. Over 120 new resources were added to our collection in 2008/2009 to support the clinical and educational needs of our busy health care professionals! Utilizing weekly updates from Doody's Core Titles, library staff critically appraises the mass of new titles to choose those that best suit the breath of our collection.

TECHNOLOGY

Work on our intranet site continues and patrons provide us with feedback that resources are now much easier to access. e-Therapeutics (including e-CPS) is now available from the Intranet main page, as we responded to feedback from our patrons about the resource's profile and accessibility. We will be surveying staff about our intranet presence in the fall. We hope to hear from everyone!

In preparation for the launch of the new HHS Intranet, we conducted an informal survey on the CANMEDLIB Listserv in March 2009. We asked about direct links to libraries on hospital Intranets, names of library sites, and the use of the term "library". The replies and screenshots provided us with great ideas about how to feature the General and Henderson Libraries on the new Intranet.

SPACE

Our physical space is slowly changing. Staff have worked hard to freshen up each library site and post relevant information for staff – and brag a bit about the work we do! At the General site, we have reallocated some of the underutilized office space and now have two CP&E staff co-located with the library. With this move, we also reallocated portions of the collection and did a very timely weed of both books and journals. The Henderson site is anxiously waiting for a makeover as we anticipate that the site redevelopment will impact the library space in a very positive way.

EVENTS

In May, Sandy Culley presented at the 2008 Nurse-to-Nurse Conference. She presented, along with Jan Park-Dorsay, Advanced Practice Nurse, and Sandra Ireland, Chief of Nursing Practice, on writing for publication. The presentation was very well received. Sandy Culley worked with graphic artist Jessica Combate to develop an eye-catching brochure entitled “Your Path to Writing for Publication” as a resource for staff.

STAFF

Library staff said a fond farewell to Shannon Buckley who left the corporation after over 10 years of service. Shannon started with the HHS Corporation at the Chedoke site before moving to the Henderson and General Library and then onto the St Peters Resource Centre. Her patrons and coworkers will miss Shannon's expertise and customer-focused disposition. Our Library staff looks forward to welcoming a new member to the team in summer 2009.

We're looking forward to 2009-2010 as we continue to look at ways of introducing more computer-based products and make our collection even more accessible to HHS staff. As of April 1, 2009, St. Peter's Resource Centre will be a part of our library team and we will be working on further collection realignment. 2009-2010 promises to be a very busy year!

Submitted by Debra Wingfield, Manager, Clinical Practice & Education Hamilton Health Sciences

ST JOSEPH'S HEALTHCARE HAMILTON

INTRODUCTION

St. Joseph's Healthcare Hamilton Libraries provide current and evidence-based literature for patient care, research and continuing education for staff, physicians, learners and volunteers. There are two libraries at St. Joseph's Healthcare Hamilton (SJHH) providing services at all three sites.

Sherman Library –provides services for Charlton Campus and King Street Campus. **Library Resource Centre** – provides services for the West 5th Campus.

SERVICES

CADTH and ICES monthly reports are distributed to staff through electronic mail and posted on the events and marketing calendar. Library staff at both campuses provided 798 literature searches and 10,136 documents to our patrons. The Sherman Library continues with their partnership with the St. Joseph's Health System Outreach Program in Uganda. A library customer satisfaction survey was well received at the West 5th Campus. Library Staff will look at ways to provide better service and upgrade the collection development.

EDUCATION

Anne Devries held several training sessions for all staff on the new CINAHL/EBSCO nursing database. Jean Maragno and Lois Cottrell held training and orientation sessions for new respiratory and pharmacy learners.

RESOURCES

The library continues to upgrade and maintain their collection development through print and electronic resources. This year we added to our electronic book collection through joint purchase with McMaster Health Science Library. Access Medicine provides 57 book titles.

TECHNOLOGY

Library Staff initiated an electronic content service to patrons. Wireless Internet continues to be a great success with patrons and patients at the Charlton Campus. Library staff started planning the new format of the "My St Joe's Intranet" to be launched later this year. Plans are in place to scan archival pictures to our library catalogue.

SPACE

Planning continues for the new West 5th Campus Library. The Library will be located on the 2nd floor.

EVENTS

The Alec Murray family generously donated three pieces of art to the Sherman Library two vases and one bronze clown statue. The Library Resource Library at West 5th Campus was a film location for a recent Fenian Films for a special project with Peer Support. Sherman Library was the backdrop for the "Round the Bay Race" advertisement featuring Dr. Williams, St. Joe's own astronaut.

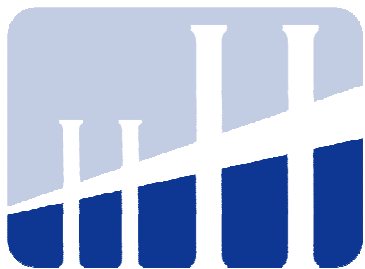
STAFF

Desiree Bain and Lori Spence both completed the Health Science and Resource course at Mohawk College. I would like to thank Lois, Desiree, Lori, Anne and Mary Ann for a great job, while I was off.

COMMITTEES

- Jean Maragno continues as the Accreditation Canada representative for CHLA/ABSC for the next two years. Member of the Mohawk College Library Advisory Committee – Library techniques Program. Completed a three year term as Chairperson of the Hamilton & District Health Library Network.

Submitted by Jean Maragno, Director Library Services



STAFF OF THE HAMILTON & DISTRICT HEALTH LIBRARIES NETWORK APRIL 30, 2009

Network Office (McMaster University)	Eleanor Komadowski
City of Hamilton Public Health Services Library	Elena Goldblatt Barb Allen
Hamilton Health Sciences	Debra Wingfield
General Medical Library	Karen Murray
Henderson Medical Library	Sandy Culley Victoria Chambers
Juravinski Cancer Program at Hamilton Health Sciences	Mike Fraumeni
Joseph Brant Memorial Hospital Library	Janette Hatton
McMaster University Health Sciences Library	Liz Bayley Jennifer McKinnell
Mohawk College – Mohawk-McMaster Institute for Applied Health Sciences (IAHS)	Marilyn McDermott Amy Morgan Arlene Smith Nancy Whetstone Sarah Guy
St Joseph's Healthcare Hamilton	Jean Maragno
Sherman Library - St Joseph's Hospital	Jean Maragno Lois Cottrell Desiree Bain Lori-Anne Spence
Library Resource Centre – Centre for Mountain Health Services (CMHS)	Anne Devries Mary-Ann Bovard
St Peter's and the Long Term Care Resource Centre (Seniors Health Research Network Library Services – Hamilton)	Shannon Buckley

**USE OF SELECTED SERVICES OF THE NETWORK OFFICE
MCMASTER UNIVERSITY**

MAY 01, 2008 - APRIL 30, 2009

	LOCAL DOCUMENT DELIVERY REQUEST	INTERLIBRARY LOANS REQUESTS NETWORK OFFICE	INTERLIBRARY LOANS REQUESTS PROCESSED DIRECTLY**	INTERLIBRARY LOANS PROCESSED FOR OUT-OF-NETWORK LIBRARIES**	INFORMATION REQUESTS*
City of Hamilton, Public Health Services	1,143	254	89	274	18
Hamilton Health Sciences					
General Campus	737	247	***277	***685	8
Henderson Campus	412	139			4
Long Term Care Resource Centre	529	94	0	0	3
St. Peter's Hospital	177	44	0	0	2
Juravinski Cancer Centre at					
Hamilton Health Sciences	83	21	287	172	2
Joseph Brant Memorial Hospital	64	38	0	0	1
Mohawk-McMaster Institute for Applied Health Sciences	1	0	N/A	N/A	0
St. Joseph's Healthcare Hamilton					
Charlton Campus	275	570	401	255	4
West 5th Campus	224	213	0	0	4
TOTALS	3,645	1,620	1,054	1,386	46
% CHANGE FROM PREVIOUS YEAR	-10%	-4%	-5%	-10%	12%

*citation verifications and quick reference questions

** reflects activity of Interlibrary Loans obtained outside the Network Office

***includes General and Henderson Hospital libraries

APPENDIX A

**SELECTED SERVICES SUPPLIED BY NETWORK OFFICE
MCMASTER UNIVERSITY**

Comparative Statistical Report

	2004-05	2005-06	2006-07	2007-08	2008-09
LOCAL DOCUMENT DELIVERY:					
Filled by McMaster University					
books.....	705	681	601	499	519
periodicals.....	1	5	1	2	2
pages copied - print	23,806	15,502	9,760	6,904	5,042
electronic	12,732	15,576	17,223	21,669	22,419
articles copied - print	2,788	1,945	1,403	921	731
electronic	1,275	1,716	1,825	2,360	2,251
Total articles copied	4,063	3,661	3,228	3,281	2,982
TOTAL LOCAL DOCUMENT DELIVERY	4,769	4,347	3,830	3,782	3,503
AUDIOVISUALS (filled by HSL)	23	8	27	16	3
INTERLIBRARY LOANS REQUESTS PROCESSED:					
For documents not available in the Network.....	2,847	2,161	2,128	1,681	1,620
INFORMATION REQUESTS:					
citation verifications and quick reference questions..	67	57	42	41	46
BORROWS FROM NETWORK LIBRARIES FOR MCMASTER UNIVERSITY USERS:	560	474	198	165	127

APPENDIX B

INTERLIBRARY LOAN ACTIVITY BETWEEN NETWORK LIBRARIES

TOTAL TRANSACTIONS (FILLED AND UNFILLED)

May 1, 2008 - April 30, 2009

REQUESTING LIBRARY

RESOURCE LIBRARY	CMHS	DHS	GEN	HEND	JCC	JB	IAHS	LTC	SJ	SP	MAC HSL	TOTAL TRANSACTIONS
City of Hamilton, Public Health Services Library (DHS)	2		53	31	1	3	0	3	8	2	20	123
Hamilton Health Sciences												
General Campus (GEN)	13	98		269	37	7	1	15	58	7	34	539
Henderson Campus (HEND)	14	54	181		13	16	4	20	29	16	13	360
St. Peter's Hospital (SP)				1					3		1	5
Long Term Care Resource Centre (LTC)												0
Joseph Brant Memorial Hospital (JB)	1	3	5	17	0				2	1	4	33
Juravinski Cancer Centre (JCC)	0	5	4	39		0	0	0	2	1	21	72
McMaster University Library* (HSL)	224	1143	737	412	83	64	1	529	275	177		3,645
Mohawk-McMaster Institute for Applied Health Sciences (IAHS) **	0	9	20	15	0	2			7	14	0	67
St. Joseph's Healthcare Hamilton												
Charlton (SJ)	53	38	62	59	9	3	5	7		4	34	274
West 5th Campus (CMHS)		1	13	17	0	1	0	0	20	2	199	253
TOTAL ITEMS REQUESTED	307	1,351	1,075	860	143	96	11	574	404	224	326	5,371
TOTAL REQUESTS FILLED BY THE NETWORK OFFICE - MCMASTER HEALTH SCIENCES LIBRARY - 97% (Appendix B)												3,503
TOTAL REQUESTS FILLED BY THE HEALTH LIBRARY NETWORK - 97%												<u>1,676</u>
TOTAL REQUESTS FILLED												5,179

* Reflects filled & unfilled requests processed by the Network Office for books & journal articles held in the McMaster University Libraries

** Reflects filled requests

APPENDIX C