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A. Highlights of the Year’s Activities

“Books permit us to voyage through time, to tap the wisdom of our ancestors. The library connects us with the insight and knowledge, painfully extracted from Nature, of the greatest minds that ever were, with the best teachers, drawn from the entire planet and from all our history, to instruct us without tiring, and to inspire us to make our own contribution to the collective knowledge of the human species. I think the health of our civilization, the depth of our awareness about the underpinnings of our culture and our concern for the future can all be tested by how well we support our libraries.”

Carl Sagan, Cosmos

ACCESS TO INFORMATION - Provides intuitive access to integrated resources supporting UM academic priorities

- Graduate program reviews were performed for the Graduate Programme in Pharmacy, M.Sc. – Rehabilitation Sciences, Pharmacology and Therapeutics, Biochemistry and Medical Genetics, Human Anatomy and Cell Science, M.Sc. and Ph.D. in Immunology.

- Many new Toolkits were developed this year in response to our clients’ requests including Charge Nursing, Smoking Cessation, Infection Prevention & Control, Nephrology Nursing, Radiology, Urology, Otolaryngology, Spiritual Care, Ophthalmic Care, Diagnostic Ultrasound and Systematic Reviews.

- HSL librarians created a LibGuide for Health Science Librarians.

- A Systematic Review Toolkit was developed to assist both librarians and research through the complicated systematic review process.

- An iPad loan program was initiated, giving patrons the opportunity to try iPads that have been setup for use by health science students and professionals.

- Point of Care Resources, UpToDate, Lexicomp, FirstConsult and their mobile versions show increasingly high activity.

- The HSC librarian hosted a table at the 2013 Bug Day. Bug Day is an annual event put on by several departments within HSC, primarily Infectious Diseases and Infection Control & Practice.

SERVICES - Leaves no patron unserved

During this past year:

- The HSL staff responded to 36,045 reference and computer queries
- HSL librarians conducted 2,264 mediated literature searches
- Visits to the HSL Web pages increased 1.66% (from 639,122 in 2012/13 to 649,732 in 2013/14)
- Visits to the HSL Library increased 9.74% (from 317,250 in 2012/13 to 348,142 in 2013/14)
PARTNERSHIPS - Recognized as an essential partner on the learning and research journey

- HSL librarians and archivists delivered a total of 670 teaching sessions with 4,184 people participating for a total of 722 contact hours.
- Librarians and Archivists in the Health Sciences Libraries were asked to serve on 37 UM Libraries Committees.
- Librarians and archivists in the Health Sciences Libraries were asked to serve on 58 committees in organizations external to the UML.
- A Book Launch Committee was formed for an event hosted by Aboriginal Issues Press and the Executive Lead for Indigenous Achievement, for Bannatyne Homecoming, Sept 27, 2013. Connective Pedagogy: Elder Epistemology, Oral Tradition and Community.

PEOPLE - Chooses the best, nurtures and realizes innovation from hiring to retiring

- HSL librarians and archivists delivered 19 presentations at conferences, department meetings, etc.
- HSL librarians and archivists presented 18 poster presentations at conferences
- HSL librarians and archivists published 12 papers
- HSL librarians and archivists were successful in obtaining 5 grants

SPACES - Creates inspired library spaces

- The renovations at the Carolyn Sifton–Helene Fuld Library were finally completed.
- Security cameras were installed at NJM, J. W. Crane, Sister St. Odilon and Victoria Hospital Library.
- A special accommodations station has been set up at the NJM Library with a 27” iMac and height adjustable table to accommodate wheelchair users.
- 3-in-1 multi-function devices were acquired for three of the hospital libraries – J. W. Crane, Bill Larson and Sister St. Odilon.
- New office furniture was purchased and installed at the Concordia Hospital Library.
- A whiteboard was added to the heavily used study area at the Seven Oaks Hospital Library to facilitate group work and visual learners.
- Large screen TV display monitors were purchased for all the hospital libraries to promote electronic resources and library services.
- Three pieces of artwork were donated to the Sister St. Odilon Library by the Misericordia Health Centre Recreation Department.
B. Achievements in support of the Libraries’ Strategic Directions

1. ACCESS TO INFORMATION - Provides intuitive access to integrated resources supporting UM academic priorities

1.1. HSL Collections

The HSL collections are strong and can generally support most programs. The HSL are very fortunate to have a number of Gift and Endowed Funds that help us obtain resources that we would otherwise not be able to purchase. Our largest single contributor to date is Dr. Georgina Hogg, whose Endowment Fund supports electronic resources and consumer health materials. We are grateful for all donations.

The HSL special collections distinguish us from collections at other academic institutions. These include the Aboriginal Health Collection which is unique in Canada as a distinct collection comprising of monographs, reports, theses, and audiovisual resources; the Rare Book Room collection; the History of Medicine Collection, and the Manitoba Authors collection. The Faculty of Medicine Archives provides another aspect to the study of medicine.

This past year the HSL librarians performed collections assessments for one graduate program review, six graduate courses and sixteen undergraduate courses. (see appendix D.3).

Other collections work included the resumption of the dental weeding project by the Dental Librarian. The Dental Librarian joined a project to produce a digital image repository of clinical slides to assist with preparing teaching and testing resources. An online form has been built for tagging within the repository; a second test set is in preparation. Delays related to Digital Collections group and IST continues. This project is seen as a pilot, with the hope of incorporating all Departments in Dentistry and eventually streaming newly produced, digital clinic images into the image repository on a regular basis.

The Dental Librarian completed six reports for Faculty of Dentistry Accreditation, 2014 – one report for each program to be accredited: Undergraduate Dentistry, Dental Hygiene, Graduate Periodontics, Graduate Orthodontics, Graduate Oral and Maxillofacial Surgery and Graduate Residency.

1.2. Faculty of Medicine Archives

The Faculty of Medicine Archives saw a steady increase in research and reference requests this year, but also in the provision of archives services and overall collection development. The most significant development was the creation of the Medical Archives Database where granular statistical data about the use of the Archives has been recorded.
Analysis of the Archives Database revealed that the Faculty of Medicine Archives served one hundred unique clients in 2013. While the majority of these clients were from within the University of Manitoba, most external clients tended to be former medical faculty or relatives thereof. It was also discovered that one hundred percent of internal and records management clients made more than one request in 2013. The average amount of time spent on an archives request/service was between 1 and 4 hours with an overall average of 1.95 hours. Furthermore, the average number of resources used per request/service was between 1 and 4, with an overall average of 2. In 2013, the Faculty of Medicine Archives supported the Faculty of Medicine in four main areas: medical education, good governance, alumni affairs, and academic research.

2013 also saw a significant increase in private archives acquisitions from former faculty and external donors. Departmental records continued to be transferred to the Archives, and Biographical material continued to be collected on a regular basis. The Archives also contributed to a number of special events and projects throughout the year.

The Faculty of Medicine Archives upgraded its online descriptive database within the Manitoba Archival Information Network to provide greater access to its materials to international researchers.


1.3 Web Pages & Toolkits

1.3.1 New Web Pages

LibGuides is software designed specifically for the creation of subject guides which has virtually eliminated the need for authors to possess detailed web programming, web design or HTML coding knowledge. The Health Sciences Libraries have developed Toolkits which bring together a selection of filtered information (for example, eBooks and eJournals) and an assortment of resource tools (for example, databases and key web sites) to enable users to find information that supports critical inquiry and timely decision-making in clinical care, education and research. A number of the librarians worked together to develop a systematic review guide to assist researchers and librarians through the systematic review process.

As of March 2014, 11 pages were launched (See Appendix D.2.1).

1.3.2 Mobile Friendly pages

One of the features of the LibGuides software is the ability to control what parts of the web site are visible on mobile devices. The UMHSLS Web Committee reviewed existing content and simplified what was visible on mobile devices. The Committee focused on getting
clients quick access to what they most use (based on statistics). This involved removing most navigational structures and large bodies of content.

1.3.3 **Vendor Changes Impact on HSL Web Pages**
This year saw the UMHSL web pages react to several vendor changes. In most cases the necessary modifications were made with no loss of use experienced by patrons. Elsevier merged MD-Consult into ClinicalKey necessitating a complete revision of all old MD-Consult ebook and database links to the new product. With a few minor exceptions where books were no longer available through Elsevier all content was successfully linked through to the new products with no loss of use experienced by clients. AccessMedicine revised their directory structure again requiring all links through to databases and individual titles to be updated. This again was accomplished through the diligent efforts of staff with no loss of use experienced by clients.

The Library Catalogue was migrated from Sirsi/Dynex to Alma from Ex Libris. This affected all links on the website through the library catalogue including links to books and journals. This large project is ongoing with links to e-journals still needing to be changed.

1.3.4 **MHKNET Web Site Migration**
The MHKNET Library Services website is located at: http://mhknet.lib.umanitoba.ca/. This website was originally created using the open source software Drupal. Since its creation in 2009 the website served MHKNET well but staff found it increasingly difficult to maintain. It was decided that the site would be migrated to LibGuides. Developed by SpringShare, LibGuides is a content management system in use by the University of Manitoba Libraries and offers a simple way to create and maintain content. MHKNET purchased a subscription to LibGuides and rolled out their new web site in early 2014.

1.4 **Social Media**

A number of the hospital libraries have started to use Twitter and Pinterest to highlight their activities. For example using Twitter the Concordia Hospital Library can be found on twitter @CHLibrary1. Highlighting library services, news, and new article publications. The main focus of this account is orthopaedics research. Started in March 2013 there are 136 followers including, Bone & Joint Canada, Journal of Bone & Joint Surgery, CADTH, Memphis Orthopaedic, American Journal of Nursing, and the Canadian Medical Association. This feed can be found on the Concordia Hospital Library’s home page and under the “What’s New” tab. (https://twitter.com/CHLibrary1)

The Concordia Hospital Library also has a Pinterest account created in of March 2013. Currently there are 194 followers including the University of Colorado Hospital, Mayo Clinic Health System and the Canadian Institute of Health Research. Currently there seven boards; Everything Orthopaedic; For Best Nursing Practice; For Care of the Older Patient; Hospital Administration; Health and Wellness; Healthy Eating – It was decided to separate this board out from the Health and Wellness one, so a specific widget could be created solely for healthy recipes for patient information web pages; and Libraries of the Past. Each board contains images and diagrams, charts and tables, on: anatomy, disease information, recipes, general health, and books available in the library.

1.5 **iPad Loan Program**

An iPad loan program was initiated in order to give patrons the opportunity to try iPads that have been set up for use by health science students and professionals. This was done to promote the use of tablet computers as a professional resource.
2. SERVICES - Leaves no patron unserved!

The Health Sciences Libraries’ goal is to reach and serve our clients no matter where they are located. Liaison librarianship has been part of health librarianship since the 1970’s when clinical librarians stated that they wanted to attend morning rounds with the physicians and other members of the health care team. The HSL added embedded librarianship in 2000 when the WRHA Librarian started to provide services at the WRHA instead of the Library. Our success is measured in different ways.

The HSL offer a variety of information supports to our clients. During this past year, the HSL staff responded to 36,045 reference and computer queries, and conducted 2,264 mediated literature searches. A total of 670 teaching sessions were held with 4,184 people participating for a total of 722 contact hours. The HSL are participating in the UML virtual reference service.

The Librarians and Library Assistants in the hospital libraries work diligently to support the information needs of their clients through a wide variety of library services, programs and outreach events. Some highlights from this year include:

- The Library Staff continue to be involved in monthly new employee and resident orientations.
- Hospital Librarians in various sites present at Education Rounds and teach sessions for hospital departments.
- The Library staff participate in various Hospital events, including; Aboriginal Celebration Week, Alzheimer’s Awareness Week, Caregiver’s Recognition Week, Nursing Week, Infection Control Week, Spiritual Care Week, Patient Care Week, Patient Safety Week, and National Pain Week.
- The Librarians are heavily involved with various research initiatives taking place at the Hospitals. Many of these initiatives are in conjunction with UM faculty. Projects include policy development, care plans, practice guidelines, research, grant proposals, and publications. A few examples of the type of work they are doing include: Continuum of care of morbidly obese across health care settings (WRHA); Ethical issues related to using robots in elder care (UM Family Social Sciences); Sundowning in long-term care (UM Nursing); EXTRA project: Reducing use of antipsychotic drugs (DLC/WRHA); Provincial Alzheimer Disease and related dementia strategy, review and revision (WRHA/Manitoba Health); Best practice guidelines for developing a dementia care unit (RHC); Post-traumatic stress (OSI).
- The Librarians offer research and information support and performing systematic reviews.
- The hospital library staff provide customized content delivery/push services to hospital staff. Statistics continue to demonstrate how the Hospital staff relies heavily on time-saving library services, such as the Drop and Copy article printing service.
- The success of the Literature Search service supports the fact that this library service saves Hospital staff time and supports their work, professional growth, and research endeavors.
- Hospital librarians at the VGH and Concordia and the J.W. Crane Library are increasing their use of social media and have created Twitter and Pinterest accounts to further promote library services and resources, inform patrons of new and interesting publications. Staff at the Bill Larson Library created education sessions on social media and mobile applications for healthcare professionals and presented at a variety of venues both inside and outside the hospital.
- Movie Days is increasingly popular in the hospitals. This program is run in conjunction with the hospitals’ educators. For example The College of Registered Nurses of Manitoba and the College of Licensed Practical Nurses of Manitoba implemented a continuing competence program as a requirement for registration renewal. To help nurses complete these requirements, the Concordia Hospital Library (CHL), collaborated with the Concordia Hospital Medical/Surgical Educators, to develop and deliver this program. Each month an Educator selects a ½ hour educational “movie” from the CHL. During this month Library staff show the “movie” 4 times over 3 days each month: once in the Library, and once on 3 different units. Each showing includes popcorn and a list of “movie” related articles that can be requested from the library. A certificate of attendance is given.
and can be submitted with continuing competency documentation. Promotion is through posters, hospital-wide emails, Twitter, the webpage, and post-“movie” day emails.

- Collaborate with educators in the hospitals to implement **journal clubs**. The material for these journals clubs is listed on the libraries’ web pages under a tab labelled Journal Club for easy access to the materials, e.g. http://libguides.lib.umanitoba.ca/content.php?pid=212531&sid=3898068 and http://libguides.lib.umanitoba.ca/content.php?pid=222967&sid=1864386.

- At the Victoria Hospital a **mobile book and periodical display** of consumer health resources is brought weekly to the VGH Hospital’s Mature Women’s Centre. Patients have the opportunity to browse resources, obtain a guide to books suggested by the Centre and receive referral to the VGH library to register for a consumer health borrowing card, sign out books and receive additional information assistance.

### 2.1 Accessibility Services

The Rehabilitation Sciences Librarian continued to work on the UML’s Accessibility Team to address the issues of library accessibility for students and faculty with disabilities. The accessibility team was able to secure both software and hardware that will make it easier for those with accessibility issues to access the libraries resources. The role out of this software and hardware will continue through 2014.

### 2.2 Circulation Services (NJM)

The most common circulation functions of check out (22,369) and in-house use (13,507) were down by 5% from the previous year. Renewals are down by 28% at 5,375 and this is most likely due to two factors, the first being that people are still adapting to the term due date system, and secondly some issues with patron renewal online due to problems with the new software. Due to some problems tabulating the Reserve, use statistics are not available for the full year. When the first nine months of the year are compared to the same 9 months from the previous fiscal year we find that Reserve use (1,791) is up by a very small 1% margin. The turnstile count is up by 14% and was tabulated at 272,347. 1,320 TID’s were issued; this is a 12% decrease over last year. 1,320 picture ID’s were created which is up a slight 3% from last year. The student study rooms continue to be a highly used resource in the library and a significant amount of staff time is needed to manage them. These rooms were booked a total of 8,635 times during the fiscal year 2013-2014. This is almost on par with the previous year.

January of 2014 saw the introduction of the new circulation management system, ALMA. ALMA is very different from the previous system (Workflows). One of the major differences being it is delivered via the web so it is easier to access. Multiple staff training sessions have been held and the changes are still ongoing.

### 2.3 Document Delivery (NJM)

#### 2.3.1 Borrowing

The level of access to electronic materials purchased by the UML is causing our borrowing on behalf of patrons to decline, however the decline has slowed significantly, signifying that we are stabilizing in this area. The 7,885 items we borrowed is a 6% decrease over the total from last year. We continue to deliver the majority of these items electronically through the RELAIS document delivery software. Inter-unit exchanges saw a slight downturn of 4% over the last year for a total of 6,799 documents. The Drop and Copy Services has seen a modest growth of 2% over last year. This is another indicator that the level of service use in Document Delivery has stabilized. We supplied 3,271 items.

#### 2.3.2 Income and Expenditures

The Health Sciences Libraries spent a total of $21,483 on obtaining interlibrary loans from other libraries. This is 16% less than in 2012-2013. Over the past five years we have seen costs decline 57%. We collected $15,910 in income from providing loans to other libraries. In the past
two years our income from interlibrary loans has increased 23%. Our users continue to appreciate not having to pay for articles obtained elsewhere. Subsidized document delivery removes barriers to obtaining research material.

2.4 Kivalliq Services

The NJMHSI has been providing outreach library services to healthcare providers serving patients in the Kivalliq Region and Sanikiluaq, Nunavut since 1999. Library services provided are a component of the service purchase agreement between the JA Hildes Northern Medical Unit (NMU) and the Department of Health for Nunavut. Services include selecting, processing and delivering books for the reference collections in eight health centres and the medical rehabilitation services office in Rankin Inlet; providing orientations for new NMU staff; literature searches, document delivery, and developing subject guides.

In 2013/14 subject guides on Inuit health status and patient education resources were updated. A toolkit was developed to support the community practice of the medical rehabilitation services team and a toolkit featuring clinical practice guidelines for the Nunavut nurses was set up. The clinical practice guidelines toolkit was also designed to be of assistance to health care providers working in remote First Nations communities and was promoted to practitioners.

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<tr>
<th>Library Services Provided to Kivalliq Region Staff</th>
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<tr>
<td>Literature Searches</td>
<td>5</td>
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<tr>
<td>Books – Number of titles delivered to Health Centres (1 to 8 copies of each, incl. books sent to Birthing Centre in Rankin Inlet and Home Care in Coral Harbor)</td>
<td>27</td>
</tr>
<tr>
<td>Books – Number of titles sent to Rehabilitation Services office</td>
<td>11</td>
</tr>
<tr>
<td>Clinical Practice Guidelines sent to Health Centres &amp; Inuit Health Program Office</td>
<td>6</td>
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Janice Linton is a Member, CIHR Emerging Team: First Nations Families of Children with Disabilities (2009-2012) Principal Investigator: Roberta Woodgate, Faculty of Nursing. The research project is entitled ‘Understanding the Disability Trajectory of First Nations Families of Children with Disabilities: Advancing Jordan’s Principle’. Participated in the national summit held in Winnipeg, June 2013 http://umanitoba.ca/nursing/research/media/Booklet_June_Summit.pdf

2.5 Consumer & Patient Health Information Service

In 2001 Dr. Georgina Hogg left an endowment fund to the UMHSI with the request that a portion of it be designated for the Consumer Health Collection. Since this generous donation, the Health Sciences Libraries have used these funds to build and develop collections which serve patients and community members in the NJM Library as well as each of the Hospital Libraries.

The Aboriginal Health Librarian continues to select items for the Consumer Health Collection that are published for and by First Nations, Metis and Inuit people. Books and DVDs featuring Aboriginal perspectives on health and wellness now make up approximately 15% of the Consumer Health Collection, making more materials more widely accessible for all users of this special collection.

2.6 Manitoba’s Virtual Health Library

Work continues on trying to establish Manitoba’s Virtual Health Library (MVHL). Ms. Ducas met with the Provincial Medical Leadership Council to discuss a first product that could be purchased to launch the MVHL. She subsequently met with a senior official at Manitoba Health to discuss the concept of the MVHL and its need in Manitoba. Both meetings were very encouraging.
3. PARTNERSHIPS - Recognized as an essential partner in the learning and research journey

3.1 Education Programs

Education services provided by the Health Sciences Libraries in support of health professionals represent a significant component of health librarians’ work. The librarians perform course integrated instruction for the Colleges of Dentistry, Medicine, Pharmacy and Rehabilitation Sciences. Specialized sessions are given to graduate students, faculty and researchers. For example the Life Hack Sessions are geared specifically for faculty and researchers. Much of the general teaching is done at the Neil John Maclean Health Sciences Library because this library houses two computer labs that facilitate hands-on training. However, all the Health Sciences Librarians offer individualized training through the House Calls program and most of the Hospital Librarians engage in on-site training of various types. Sessions taught included personal visits to faculty and staff offices through the House Calls program, Academic Half Days for the medical residents, sessions to students in the various Health Sciences faculties, and regularly scheduled sessions. The regular schedule of classes taught at the Neil John Maclean included the following: CINAHL, Cochrane Library, ENDNOTE, Googling for Good Evidence, Keeping Current with the Literature, Keeping Current with the Literature Mobile, Mendeley, PubMed Basics, PubMed Advanced, RefWorks, SCOPUS, There’s a Med App for That!, UpToDate & Lexicomp.

In 2013-1014 the HSL delivered 670 training sessions to 4,184 participants for a total of 722.15 contact hours.

3.1.1 Dentistry

The Dentistry Librarian taught eight classes to 140 dental students. She also made 37 House Calls to faculty members.

The Dentistry Librarian assisted members of the College of Dental Hygienists of Manitoba (CDHM) working on their Continuing Competency requirements by facilitating access to Alumni library services and providing basic research refreshers in person and via email. This year, the Dentistry Librarian held three library orientation sessions to CDHM members: Feb 5th, Feb 15th, March 8th (advanced session). All sessions were well attended.

3.1.2 Medicine

Dr. Judy Littleford, Course Director Information Literacy and Biomedical Informatics, and Tania Gottschalk continued their work with the Faculty of Medicine Curriculum Renewal initiative. Undergraduate medical education curriculum renewal continues to dominate in terms of magnitude and scope. In a joint effort the Education Services Librarian and Dr. Littleford, prepared and delivered eight new hours of Information Sciences content in the renewed Year 3 format. These hours are integrated within the longitudinal theme structure and build on existing and developing offerings in the new, Year 1 and 4 curricula that will launch in August 2014. The overall plan for the undergraduate Information Science curriculum is to enact the task force findings, bringing together information literacy, informatics and evidence-based medicine in a cohesive, spiral, scaffolded fashion, such that the graduating medical student is equipped with knowledge and skill to embody an evidence-informed approach to learning and clinical practice in residency training. Information science is represented and participates at both the committee and integration level of the curriculum and in the curriculum renewal process.

Activities in the postgraduate arena included liaising with individual program directors to deliver discipline-specific academic half day content (up to three 2-3 hour presentations), creation of additional medical specialty Toolkits (bringing together online, electronic discipline-specific materials), participation in the development of the eHealth platform and
Much has been accomplished this year owing to the fruitful partnership between the Health Sciences Librarians, Faculty and committed Support staff.

3.1.3 Rehabilitation Sciences

The role of essential partner on learning and research was again realized by providing instruction on information literacy courses for the School of Medical Rehabilitation (SMR) and for the NJMHSL education courses, both in the classroom and in house call sessions. The information literacy lectures in the occupational, physical, and respiratory therapy programs integrate the learning objectives for the three programs and included assignments to test the student’s skills in information discovery and retrieval. The lectures also served the purpose of addressing the core competency requirements for each discipline as well as those outlined by the Association of College and Research Libraries. The education classes taught were on the library’s subscription databases and RefWorks.

3.1.4 Pharmacy

The Pharmacy Librarian is working on mapping the undergraduate curriculum to core information literacy competencies outlined in the AFPC Entry-to-Practice Competencies for Pharmacists.

Library liaison activities with the Faculty of Pharmacy involved formal information literacy components in three different courses: a Family Medicine Residents Point-of-Care session on Nov. 26, a lecture and workshop for PHRM 1110 on Feb. 12, and a lecture and workshop for PHRM 3520 on Feb. 28.

3.2 Other

The Faculty of Medicine Archives and the Seven Oaks General Hospital embarked on a joint archival initiative. The SOGH Archives are now available online at http://umanitoba.ca/libraries/units/health/archives/SOGH_archives.html

Elizabeth-Anne Johnson (University of Manitoba, Masters in Archival Studies Program) completed her formal internship at the Faculty of Medicine Archives in 2013.

The Winnipeg Regional Health Authority (WRHA) and Manitoba Family Services and Housing (FSH) deployed their Winnipeg Integrated Services plan which integrates both health and social services. The Grace Hospital is now part of West Winnipeg Integrated Health and Social Services. A strategic planning session was held in January to review initiatives and Lori Giles-Smith participated in this process. Two areas of primary consideration were education and research. The library was identified as a key partner in both of these areas. As a follow up, the librarian approached senior hospital administration to express an interest in partnering in establishing a research group at the Grace Hospital. This was positively received.

The Neil John Maclean Health Sciences Library, the J. W. Crane Memorial Library and the Carolyn Sifton-Helene Fuld Library hosted a graduate student from the School of Library Archival and Information Studies at UBC, and a Library Technician student from Mohawk College.
3.3 Outreach Services - *Manitoba’s Health Information and Knowledge Network (MHIKNET)*

MHIKNET’s highlights for this past year include service Promotion to Physicians, the Social Media Pilot Project: increasing service use and connecting with our users using our new blog, migrating MHIKNET’s website to LibGuides and Strategic Planning.

This past year MHIKNET reached out to fee-for-service physicians in rural Manitoba. This promotion consisted of a mailing campaign. Physicians were sent a cover letter, MHIKNET Services brochures and a registration form. As a result of this campaign twenty-six physicians were registered for services.

MHIKNET staff’s relationships with its users are one of the cornerstones of the service. In an effort to connect more with the users the Acting MHIKNET Librarian initiated a social media pilot project. During this project MHIKNET started a blog which can be found at: [http://blogs.cc.umanitoba.ca/mhiknet](http://blogs.cc.umanitoba.ca/mhiknet) and is also linked through news items on the MHIKNET website at: [http://mhiknet.lib.umanitoba.ca/](http://mhiknet.lib.umanitoba.ca/).

There was a decrease in services provided to the RHA’s across all areas as compared to last year. These statistics are most likely reflective of staffing changes in MHIKNET.

There was an increase in services provided to Manitoba Health, Healthy Living and Seniors: literature search requests, document delivery requests, the number of library card holders, and the amount of Current Awareness alerts sent to staff. In spring of 2014, service promotion and activity focused on staff in the Acute, Tertiary, and Specialty Care branch, as most policy analysts in that branch were new to their portfolios and required literature and ways to keep up-to-date in their areas of interest. 37% of staff overall have library cards and make excellent use of the library services available to them.

A Strategic planning process for MHIKNET was initiated to develop a plan for the next three fiscal years. The MHIKNET staff and Ada Ducas, Head, University of Manitoba Health Sciences Libraries, Caroline Monnin, Long Term Care Outreach Librarian were the member of the committee developing the plan. The first phase of our deliberations was completed a Mission, Vision and Value statements that will guide our work in the coming years was completed. The MHIKNET strategic plan will be released early in 2014-2015.

3.4 Liaison Librarian Activities

The liaison librarian model is very successful in the HSL and all the HS librarians and archivists have a designated group of people that they liaise with. The following is a small sampling of the type of liaison activities that that some of the librarians have participated in this past year:

**Laurie Blanchard:** Worked on developing a documentation tool with the Head of Recreation Services and Clinical Nurse Specialist, Music and Memory Program. As a member of the Inside Out Project Committee (Staff Wellness Program), the Librarian has been able to promote the Consumer Health collection and services at the UMHSL in conjunction with Inside Out events and in the library newsletter; Assisted Dr. Hudgel (Sleep Medicine) in preliminary searches for a systematic review on obesity and sleep apnea. Laurie Blanchard also participated in the ophthalmology care journal club.

**Carol Cooke** worked on the Psychiatry Toolkit with Drs. Kurt Skakum, William Fleisher and Ademola Adeponle. The Psychiatry Toolkit is managed by a partnership between the NJMHS Library and the Department of Psychiatry in the Faculty of Medicine.

**Carol Friesen** continued her secondment for three days a week by the George and Fay Yee Centre for Healthcare Innovation (UM/WRHA). In this capacity, Carol acted as an Instructor for a new course on Systematic Reviews and Meta-analyses in the department of Community Health Sciences (with Dr. Ryan Zarychanski and Dr. Ahmed Abou-Setta), teaching and advising twelve students on searching methods for systematic reviews.

**Lori Giles-Smith:** Collaborated with educators to implement a journal club at the hospital.
Laura Hochheim is a partner with the Dementia Alzheimer’s Resource Support Group Committee, and provides the materials for teaching and borrowing.

Mê-Linh Lê worked closely with Mr. Cameron Chiarot, Chief Innovation Officer at HSC, on a bibliometric analysis of research publications by HSC staff over the last 10 years. The data from this analysis, completed in the fall of 2013 and early winter of 2014, is feeding directly into the creation of the inaugural research strategic plan for HSC, due to be released in the summer of 2014. Mê-Linh Lê also contributed content and edited the revised Nursing Handbook created by the Nursing Research and Evidence Informed Practice committee. As a member of the Mental Health Policy Committee, the HSC librarian works with the committee chairs ahead of time to complete literature searches for upcoming policies to be revised or created. During the meetings the librarian offers insight on when the literature could help answer questions raised by the policy committee, and provides follow-up information if needed. As part of the Orientation Review Group, the HSC librarian is providing information on how library orientations are currently conducted for new nursing employees.

The HSC librarian hosted a table at the 2013 Bug Day. Bug Day is an annual event put on by several departments within HSC, primarily Infectious Diseases and Infection Control & Practice.

Janice Linton: As Aboriginal Health Librarian and Liaison Librarian for the Dept. of Community Health Sciences, Janice Linton participated in the Poverty Simulation exercise for Med I students, coordinated by CHS Community Engagement and the United Way. She also participated in the “Human Library” planning and implementation for UGME & Transition-to-Clerkship curriculum. Janice Linton participated in National Aboriginal Day activities with a display promoting the Aboriginal Health Collection (a joint UM, WRHA, HSC event).

Hal Loewen coordinated, developed and delivered a joint Occupational/Physical Therapy orientation session that emphasized to new students the need for inter-professional collaboration.

Kerry Macdonald was invited to present a two-part health literacy session to the Kildonan Medical Centre (KMC) Family Medicine residents during their academic half day educational sessions. As a member of the KMC’s clinical rounds team, Kerry also attended rounds on a weekly basis to help answer clinical questions through the provision of information and mediated database searching. The library heavily supported the Research Team at Seven Oaks General Hospital. Kerry attended weekly research rounds and completed the literature searches for five major research reviews. In addition, the library staff supported the research students through training on information management Refworks, research, and resource access. The library assistant provided article retrieval and printing services to support the various research projects.

Kerry Macdonald was asked to sit on the committee responsible for creating the Electronic Resources & Technology Day. The library now delivers a monthly session on electronic nursing and point-of-care
resources available to SOGH nurses through the University of Manitoba Health Sciences Libraries. These new sessions will ensure that staff is aware of the electronic resources available to them and the ways in which the library can support them in their nursing positions.

**Melissa Raynard** is a member of the Elder Friendly Care Committee monthly Education Program. Each month Melissa and a volunteer from the committee select a topic on elder friendly care. An article is selected, and from this information a poster, table card, and quiz are created and distributed to the staff at the hospital. People who complete the quiz are entered to win a $5 Tim Horton’s gift card provided by the committee. She also created paper and online forms where staff could request more articles on the current topic. This program will end November 2014 and go under review.

**Janet Rothney** was invited to join the Primary Prevention Research Group, supporting Dr. Alan Katz in his work as Research Chair in Primary Prevention. Three scoping reviews have been undertaken, and presentations and publication of that work has begun. An article on the team was published in the January/February issue of Wave (WRHA magazine). Janet assisted with the CHI Systematic Review course for 2014; attended and presented at two lectures on systematic searching, and assisted with one search strategy. Publication of this systematic review is a possibility for the future; if so, author rights have been secured. Along with the members of the iTEL (interactive Technology-Enhanced Learning) group in Dentistry resumed is currently working on an article manuscript describing the work developing an assessment rubric for technology-enhanced learning tools.

**Andrea Szwajcer**: The Clinical Librarian continued to deliver the Health Literacy and Consumer Health Information sessions to the family medicine residents working at the St. Boniface Hospital. This initiative complemented the Librarian’s role as information consultant for the residents’ research projects. Andrea attended case discussion rounds on a weekly basis to help answer clinical questions through the provision of information and mediated database searching.

**Sherri Vokey**: Liaison work with the Faculty of Pharmacy involved providing consultations and literature searches to faculty, assisting senior level and graduate students with research projects, theses, and systematic reviews, as well as attending staff meetings. The Pharmacy Librarian also completed the Libraries’ portion of the Graduate Program Review.

### 3.5 HSL Librarians and Archivists Serving on Committees within the UML:
- Jordan Bass served on the UML COPPUL DPWG – Archive-It Subgroup
- Jordan Bass served on the UML Video Creation Team
- Jordan Bass served on the Truth and Reconciliation Commission, National Research Centre, Technology Sub-committee
- Laurie Blanchard served on the UML Search Committee for Long Term Care/Outreach Librarian, J.W. Crane Memorial Library
- Laurie Blanchard served on the President’s Advisory Committee University Librarian search
- Laurie Blanchard served on the UML Promotion Review Committee
- Laurie Blanchard served on the UML Learning and Development Committee
- Laurie Blanchard served on the Health Sciences Libraries Review, Communication Subcommittee
- Laurie Blanchard served on the University of Manitoba Librarian’s Council
- Ada Ducas served on the UML Management Committee
- Ada Ducas served as Chair of the UML Search Committee for the Head of the Victoria General Hospital Library
- Carol Cooke served on the New Team Committee
- Carol Cooke served on the UML Search Committee for the Medical Archivist
- Lori Giles-Smith served as a member on the Victoria Hospital Librarian Search Committee
- Tania Gottschalk served on the Review Committee for Hiring Procedures for Academic Librarians for the UML
• Tania Gottschalk served on the Organizational Structure Review Committee for the Health Sciences Libraries
• Tania Gottschalk served on the Video Content Group for the UML
• Candice Lewis served on the Circulation Supervisors Committee
• Candice Lewis served on the Working Committee on Alma for Public Services
• Janice Linton served on the UML Task Force Committee on the Role of the Liaison Librarian
• Janice Linton served on the UML Search Committee for the Knowledge Synthesis Librarian
• Harold Loewen served on the UML Accessibility Committee
• Harold Loewen served on the UML Served on Knowledge Synthesis Librarian Search Committee
• Harold Loewen served on the UML Victoria General Hospital Librarian Search Committees
• Harold Loewen served on the Virtual Scholarly Commons committee
• Kerry Macdonald served as a member of the UML search committee for the Nursing Librarian, Elizabeth Dafoe Library
• Melissa Raynard served as a member of the UML search committee for the User Experience Librarian, Elizabeth Dafoe Library
• Janet Rothney served on the HSL News Team
• Janet Rothney served on the HSL Information Services Committee
• Janet Rothney served on the Alma Training group
• Janet Rothney served on the HSL Web Committee
• Janet Rothney served on the UML Primo Standing Committee
• Janet Rothney served on the HSL Communications Task force; addressing HSL Review recommendations regarding communications within UM Libraries.
• Christine Shaw-Daigle served on University of Manitoba Libraries Assessment Committee
• Christine Shaw-Daigle served University of Manitoba Libraries Document Delivery HSL Review task group
• Christine Shaw-Daigle served University of Manitoba Libraries Collection HSL Review task group
• Christine Shaw-Daigle University of Manitoba Health Sciences Libraries Info-RN Nursing Newsletter Committee

3.6 HSL Librarians and Archivists Serving on Committees in Organizations External to the UML:

Serving on hospital, department, faculty and university committees is another way the HSL Librarians liaise with our community. By asking these staff members to serve on their committees these constituencies are showing that they consider these individuals as essential partners on the learning and research journey.

• Jordan Bass served on the Health Sciences Centre Heritage Committee
• Jordan Bass served on the Faculty of Medicine Art Restoration Committee
• Jordan Bass, Medical Archivist, was an invited participant at the Canadian Archives Summit: Towards a New Blueprint for Canada’s Recorded Memory at the Munk School of Global Affairs, Toronto, ON.
• Laurie Blanchard served on Education Portfolio
• Laurie Blanchard served on DON Portfolio Meeting
• Laurie Blanchard served on Long Term Care Strategic Plan: Evaluation Working Group
• Laurie Blanchard served on the Bike to Work Committee (June ’13)
• Laurie Blanchard served on the Wellness Program Committee (Inside Out Program)
• Laurie Blanchard served on the Nursing Practice Council
• Laurie Blanchard served on the MHC Manager’s Forum
• Laurie Blanchard served on Nursing Week Committee
• Ada Ducas served as Co-Chair of the UM/WRHA Program Liaison Committee
• Ada Ducas served on the UM Senate Program and Planning Committee
• Ada Ducas served on the UM Budget Advisory Committee
• Ada Ducas served on the UM Campus Planning Advisory Committee
• Ada Ducas served on the UM SMAC (Instructional Space Management Advisory Committee)
• Ada Ducas served on the UM SEMP (Strategic Enrolment Management Planning)
• Ada Ducas served on the Faculty of Medicine Department Head’s Council
• Ada Ducas served on the Faculty of Medicine Faculty Executive Council
• Ada Ducas served on the Faculty of Medicine Med Talks Planning Committee
• Ada Ducas served on the Faculty of Medicine Continuing Professional Development Advisory Council
• Lori Giles-Smith served on the Grace Hospital Department Management Committee
• Mê-Linh Lê served on the Health Science Centre Nursing Research and Evidence Informed Practice Committee
• Mê-Linh Lê served on the Health Science Centre Mental Health Policy Committee
• Mê-Linh Lê served on the Health Science Orientation Review Group
• Tania Gottschalk served on the University of Manitoba Senate Committee on Academic Computing
• Tania Gottschalk served on the Faculty of Medicine UGME Curriculum Executive Committee
• Tania Gottschalk served on the UM/WRHA Library Program Liaison Committee
• Janice Linton is the Liaison Librarian serving Community Health Sciences Faculty Departmental Council
• Janice Linton served as Liaison Librarian serving Community Health Information and research Partnership (CHIRP) student group
• Janice Linton served on the Indigenous Health Longitudinal Course Committee
• Janice Linton served on the Inuit Health Program Management Committee
• Janice Linton served on the National Aboriginal Day Planning Committee for Bannatyne Campus
• Janice Linton served on the Planning Committee for the open House for the Section of First Nations, Metis, and Inuit Health, CHS
• Janice Linton served on the Book Launch Committee for the Aboriginal Issues Press and the Executive Lead for Indigenous Achievement for Bannatyne Homecoming
• Janice Linton served on the Manitoba Library Association’s Prison Library Committee and is a founding member of the CLA Prison Library Network
• Hal Loewen served on the Physical Therapy Faculty Committee
• Hal Loewen served on the Occupational Therapy Faculty Committee
• Hal Loewen served on the Respiratory Therapy Faculty Committee
• Kerry Macdonald served on the Seven Oaks General Hospital Research Committee
• Kerry Macdonald served on the Seven Oaks General Hospital Ethics Committee
• Kerry Macdonald served on the Seven Oaks General Hospital Nursing Practice Council
• Kerry Macdonald served on the Seven Oaks General Hospital Patient Care Operations Team
• Angela Osterreicher served on the Deer Lodge Centre Management Program
• Angela Osterreicher served on the Deer Lodge Research Committee
• Angela Osterreicher served on the Deer Lodge United Way Committee
• Angela Osterreicher served on the Deer Lodge Quality Committee
• Angela Osterreicher served on the Deer Lodge Elder Friendly Committee
• Melissa Raynard served on the Concordia Hospital Elder Friendly Care Committee
• Janet Rothney served on the Dental Faculty Council
• Janet Rothney served on the Manitoba Libraries Conference Programming Committee
• Christine Shaw-Daigle served St. Boniface Hospital Research Enterprise, Research Support Committee
• Christine Shaw-Daigle served St Boniface Nursing Practitioner Research & Networking Committee
• Christine Shaw-Daigle served St. Boniface Hospital Care of the Older Person Strategy Steering Committee
• Andrea Szwajcer served as a member of the Family Medicine Resident Scholar Taskforce
• Andrea Szwajcer served as a member of the Steering Committee for the Hans Kai Project
• Andrea Szwajcer served as a member of the University of Manitoba Libraries Assessment Committee
• Sherri Vokey served on the Winnipeg Regional Health Authority EIPT Committee (Evidence Informed Practice Tools)

3.7 Communication & Promotion

The HSL communicate in a number of ways with our user communities. We produce the following newsletters:

- Info-Rx: Newsletter of the Health Sciences Libraries,
- Info-RN: a Newsletter for Nurses
- Info-Long-Term Care: A current awareness Service for health care practitioners in long-term and geriatric care 1088 members and 4485 visits to site (7339 page views); Info-LTC Twitter established in March 2013 has 130 followers
- My Health in the News,
- What your patient reads,
- AHEAD: Alert for Healthcare Decision Makers

News items are regularly posted to our webpages and automatically cross-posted to Facebook and Twitter. Most of the hospital libraries also produce a one page print newsletter that is distributed to the wards and hospital departments. As the nTreePoint system will soon be unsupported by the University of Manitoba, Info-RN has moved to the new WordPress environment (http://blogs.cc.umanitoba.ca/info-rn/). The Info-RN team is taking the opportunity to review current practices and see how best to move forward.

The J.W. Crane Library at the Deer Lodge Centre serves the geriatric and long term care community and promotes its services and programs through a variety of publications and electronic media in addition to the other communication tools used by the HSL: DLC Bulletin: Reading Room New & Noteworthy; New Book List distributed to all program heads and educators; Agelit; Current Perspective Series (13 titles); Nursing Competence Series (LTC – 13 titles); PCH Views newsletter for rural PCH; RHC (InfoView); GeriNews (geriatric, long term care feed via Twitter) is a headline news service for geriatrics, gerontology and long-term care. Tweets:10.1K, 396 following and 1,616 followers worldwide and 100 DLC; Centre on Aging Newsletter includes the J.W. Crane’s “Web Pick of the Week”; Consumer Health collection is highlighted in “Senior Scope”.
3.7.1 Aboriginal Health Collection Open House (Kanee Ga Ní-What Kee-Kandamowin Anishinabeck)

An Open House for the First Nations, Metis & Inuit Health Section at the Bannatyne Campus and the NJMHS Library Aboriginal Health Collection (AHC) took place on the afternoon of December 12, 2013. Janice Linton, Aboriginal Health Librarian, organized the AHC Open House in the College of Physicians and Surgeons boardroom. The event was enjoyed by all who attended.

3.7.2 Book Launch: Connective Pedagogy: Elder Epistemology, Oral Tradition and Community


Rosemary Ackley Christensen captivated the audience with her dynamic and inspiring speech, and signed books after the reception.
4. PEOPLE - Chooses the best, nurtures and realizes innovation (hiring to retiring)

4.1 Professional Staff Recruitment and Changes

A number of professional staff changes occurred throughout the Health Sciences Libraries this past year:

- **Jordan Bass**, Medical Archivist, was promoted to the rank of Assistant Librarian (March 31/14).
- **Janet Rothney**, Dentistry Librarian was promoted to the rank of Assistant Librarian (March 31/14), and received a continuing appointment.
- **Andrea Szwajcer** was on Research/Study leave from February 1, 2013 until July 31, 2013.
- **Gail Matheson-Harms** was hired as Acting Librarian, Victoria General Hospital Library, from April 8 to September 13, 2013.
- **Orvie Dingwall** went on maternity leave (May 9, 2013-May 8, 2014).
- **Carol Cooke** replaced **Orvie Dingwall** during her maternity leave (May 10, 2013-May 31/14).
- **Michael Tennenhouse** went on sick leave September 5, 2013 and subsequently announced his retirement as of April 30, 2014.
- **Carol Friesen** completed her formal secondment to the Centre for Healthcare Innovation on September 13, 2013.
- **Laura Hochheim** was hired as the Acting Hospital Librarian at the Victoria General Hospital from September 16, 2013 to June 30, 2014.
- **Kerry Macdonald**, Hospital Librarian, Seven Oaks General Hospital, went on Research/Study leave (January 1–March 31, 2014).
- **Toby Cygman** was hired for a term position as the Kivalliq Librarian from January 6-March 28, 2014.
- **Carla Epp** was the successful applicant for the Section Head position at the Victoria General Hospital Library. (Hired January 2014; Start date August 18, 2014, after maternity leave).
- **Christine Shaw-Daigle**, Hospital Librarian, Carolyn Sifton-Helen Fuld Library (SBH) was the successful applicant for the position of Head of the Sciences and Technology Libraries at the Fort Garry Campus, March 17, 2014 to February 29, 2016.
- **Kerry Macdonald** was the successful applicant for the position of Acting Hospital Librarian, Carolyn Sifton-Helen Fuld Library (SBH). Term appointment: April 1, 2014 to February 29, 2016.
4.2 Support Staff Recruitment & Changes

Several support staff changes also occurred at the Health Sciences Libraries in 2013/14:

- **Piper Curtis** was hired as the .5 LA1 position in MHIKNET/Circulation. He worked in this position from February 22 – November 12, 2013. Piper also worked as a temporary Office Assistant 2 in the administrative office from February 22 – May 3, 2013.

- **Jenna Baraschuk-Modha** went on an educational leave from May 25 – August 23, 2013 to attend a language program at the University of Texas in preparation for graduate school.

- **Sarah Carswell** and **Kate McKee** covered Jenna’s position during her educational leave.

- **Elizabeth-Anne Johnston** was hired as an LA2 for an Archives Internship with Jordan Bass for his Young Canada Works grant project from May 27 to August 30, 2013.

- **Michelle Hradowy** was hired as a temporary Office Assistant 3 from June 4 – October 31, 2013.

- **Breanne Mitenko** resigned her position as .5 LA2 at the J. W. Crane Library, DLC to become an Office Assistant in the Department of Family Medicine. Her last day was June 7, 2013.

- **Kate McKee** filled in as the part-time LA2 at the J. W. Crane Library, DLC after Breanne Mitenko’s departure, from July 9, 2013 to January 31, 2014. The position remained unfilled from that point on.

- **Cathy MacDonald’s** last day of medical leave from the Office Assistant 3 position was July 17, 2013.

- **Michele Coutts**, LA4, Carolyn Sifton-Helene Fuld Library, SBH, went on medical leave from September 14, 2013 to March 13, 2014. She did not return to her position.

- **Mia Douchant** was temporarily reclassified from LA3 to LA4 when she filled in during Michele Coutts’ absence, from September 16, 2013 to July 14, 2014.

- **Michelle Hradowy** was the successful candidate for the permanent Office Assistant 3 position which took effect November 1, 2013.

- Three Sessional LA1’s were hired to work evening and weekend shifts starting September 23, 2013: **Kate McKee, Lee Pauls and Nikica Subek-Simon**. Lee Pauls’ last day in this position was March 11, 2014.

- **Jennifer Borgfjord McLeod** was hired to fill in as a temporary LA3, to cover Mia Douchant’s position while she filled in for Michele Coutts. Jennifer’s term was from October 21, 2013 to April 20, 2014.

- **Diana Saunders** was hired for a 6 month term position (December 3, 2013 to June 2, 2014) as LA2 to assist Janice Linton with the Kivalliq service.

- **Antonietta Senkow** commenced a one year maternity leave from her LA4 position at VGH on December 9, 2013.

- **Diana Stojanovic-Lewis** was seconded to VGH to fill in as the LA4 during Antonietta’s maternity leave.

- **Elizabeth-Anne Johnston** was hired as an LA2 to assist Kerry Macdonald and Jordan Bass with a Manitoba Heritage Grant Project – to digitize the archives of the SOGH (January 6 – April 25, 2014)

- **Catherine Hana** was hired for an 11 month term position commencing February 5, 2014, to fill in for Diana Stojanovic-Lewis’ secondment to VGH.

- **Tim Wray** resigned his position as LA2, Neil John Maclean Health Sciences Library to take on a position in the Science and Engineering Department at McMaster University. Tim’s last day was February 7, 2014.
4.3 Awards

Christine Shaw-Daigle and Andrea Szwajcer received First Place Research Award in the Best Hospital Librarian Authored Research Category at the MLA 2013 Annual Meeting for poster Publication Rate of Poster and Paper Abstracts Presented at the Canadian Health Libraries Association/ Association des bibliothèques de la santé du Canada Annual Meetings from 2004–2009.

Christine Shaw-Daigle and Andrea Szwajcer received First Place Poster at the MLA 2013 Annual Meeting for poster Publication Rate of Poster and Paper Abstracts Presented at the Canadian Health Libraries Association/ Association des bibliothèques de la santé du Canada Annual Meetings from 2004–2009.

Christine Shaw-Daigle and Andrea Szwajcer won the Jury Prize for Best Poster for their poster, Publication Rate of Poster and Paper Abstracts Presented at the Canadian Health Libraries Association/ Association des bibliothèques de la santé du Canada annual meetings from 2004-2009 at the CHLA/ABSC 2013 Conference in Saskatoon.

The Victoria General Hospital Library received the VGH Gratitude Award for... continued support towards patient care and services at the Victoria Hospital.

4.4 Continuing Education for Staff

In order to ensure that HSL staff are up to date on library, technological, and community developments a series of CE sessions for librarians (Grand Rounds) and for support staff are held throughout the year. The HSL Grand Rounds are open to other UML staff who may be interested and the nursing librarian at the Dafoe Library has been invited to attend numerous times.

- Apr.5, 2013  Ada Ducas, HSL Strategic Planning
- May.3, 2013  Kerry Macdonald & Lori Giles-Smith, This Hour has 22 Apps
- June.7, 2013  Carol Cooke & Doris Sawatsky-Dixon, Patient Decision Aids
- Oct.4, 2013  Carol Cooke & Ada Ducas; Jordan Bass, Data Gathering in In-House Databases; Archives Database
- Jan. 9, 2014  Carol Cooke: Research: Inspiration and Activities
- Feb. 7, 2014  Laurie Blanchard & Sue Bernjak; Education in a Box Research Study
- Feb. 7, 2014  Ada Ducas : Librarians Research Discussion

4.4.1 Continuing Professional Education for Librarians

- Raynard, A. Hospital Librarian, Concordia Hospital, was accepted into the MBA program at the University Of Manitoba Asper School Of Business. She began her studies January 2013.

- Rothney, J. Dentistry Librarian, NJM continues to work towards completing a Graduate Certificate in Technology-Based Distributed learning program from UBC.

- The Centre for Health Innovation provided financial support for a series of workshops on systematic review searching. Carol Friesen organized four professional development workshops on systematic review searching with Margaret Sampson from the Children’s Hospital of Eastern Ontario held over two days at NJMHS in November 2013; 19 UM librarians (including 4 from Ft. Garry) and/or CHI staff attended on November 21, and 17 attended on November 22. Participants who were members of the Canadian Health Libraries Association (CHLA) or the Medical Library Association were eligible for CE credits.
4.4.2 Continuing Professional Development for Support Staff

- **Ruth Bagworth**, LA4, NJM, continued her studies in the Library & Information Technician Diploma program at Mohawk College
- **Cheryl Buors**, LA3, NJM, is currently enrolled in Distance Ed classes at the U of M
- **Kathy Finlayson**, LA4, Sister St. Odilon Library, is enrolled in the Post Diploma Library Technician Certificate at the University of Fraser Valley
- **Candice Lewis**, Circ & Doc Del Supervisor, NJM, continues to pursue completion of the LDS certificate “Excellence in Supervisory Practices”
- **Jenna Baraschuk-Modha**, LA3, NJM, graduated in the B.A program at the U of M
- **Antonietta Senkow**, LA4, VGH, is enrolled in the Library & Information Technician Diploma program at Mohawk College
- **Janett Stusiak**, LA2, NJM, continues to pursue completion of the LDS certificate “Excellence in Supervisory Practices”
- **William Toms**, LA2, NJM is enrolled in the RRC Diploma in Library Technology Program
- **Tim Wray**, LA2, NJM, continued his studies in the Library Technicians Diploma Program at Red River College

4.5 Presentations

**Ducas, A. Dingwall, O.,** *MHIKNET Library Services & Manitoba's Virtual Health Library; Healthier Manitobans through access to health knowledge.* Need To Know Team. Tuesday January 29, 2012

**Ducas, A. Bass, J.** Faculty of Medicine Archives; *Who we are, What we do, Where we’re going?* Department Heads Council, Friday Feb. 1, 2013.

**Ducas, A.** Horner, J. *UM Support for Open Access Publication.* Faculty of Medicine, Department Heads Council, Friday Feb. 1, 2013.


**Ducas, A.** (May 13, 2013). The Impact of Fundraising on the NJMHS. Monthly Fundraising Meeting of Donor Relations Officer, Faculties, Schools and Departments Philanthropy.

**Ducas, A.** Horner, J. *UM Support for Open Access Publication.* Faculty of Medicine, Manitoba Institute of Child Health, Thursday May 16, 2013.


**Ducas, A.** Horner, J. *UM Support for Open Access Publication.* Faculty of Dentistry, Faculty Council, Thursday May 29, 2013.

**Ducas, A.** Horner, J. *UM Support for Open Access Publication.* Faculty of Pharmacy Faculty Council, Thursday June 19, 2013.


Giles-Smith, L. Macdonald, K., *This Hour Has 22 Apps: Apps for Work and Play*, Recreation Connections Manitoba, Portage la Prairie, MB October 9, 2013


4.6 Poster Presentations


Szwajcer, Andrea. Evaluating the impact of a librarian-faculty health literacy education intervention in a Libraries Association Annual Meetings. Poster, One Health: Information in an Interdependent World, Boston, MA, May 2013 - a federated international meeting incorporating the 2013 Annual Meeting and Exhibition of the Medical Library Association (MLA ’13), the 11th International Congress on Medical Librarianship (ICML), the 7th International Conference of Animal Health Information Specialists (ICAHIS), and the 6th International Clinical Librarian Conference (ICLC), May 3-8, 2013.

Szwajcer, Andrea. Publication Rate of Poster and Paper Abstracts Presented at the Canadian Health Libraries Association/ Association des bibliothèques de la santé du Canada annual meetings from 2004-2009. Poster, One Health: Information in an Interdependent World, Boston, MA, May 2013 - a federated international meeting incorporating the 2013 Annual Meeting and Exhibition of the Medical Library Association (MLA ’13), the 11th International Congress on Medical Librarianship (ICML), the 7th International Conference of Animal Health Information Specialists (ICAHIS), and the 6th International Clinical Librarian Conference (ICLC), May 3-8, 2013.
4.7 Publications


4.8 Grants

Friesen, C., Carol Friesen was included as a participant in the Centre for Health Innovation’s grant application for CIHR’s SUPPORT Unit (Strategy for Patient Oriented Research and Support Units - http://www.cihr-irsc.gc.ca/e/45859.html) – CHI was awarded $10,982,049 over 5 years (2013-2019).

Giles-Smith, L., Porter, Lobchuk, M., Shaw-Daigle, C., Spencer, A., (2013) Incorporation of Mobile Applications in Clinical Nursing Practice. Funding provided by the Grace Hospital Patient Care Research Award. $5,514.

Harder, N., Plouffe, J., Cepanec, D., Griffith, P., Doerksen, K., Gregory, P., Lê, M., Mann, K. (2014) The effectiveness of handheld computers on reduction of medication errors, Funding provided by Faculty of Nursing, Manitoba Centre for Nursing and Health Research, Systematic Review Awards. $5,000.
Macdonald, K., Bass, J. Winnipeg Foundation Grant: Seven Oaks General Hospital Historic Documents, Preservation and Access. $3,500.00.

5. SPACES - Creates inspired library spaces

5.1 NJMHL

The NJM Health Sciences Library now has a special accommodations station equipped with a 27" iMac and height adjustable table large enough to accommodate wheelchair users. The computer is loaded with both Dragon Naturally Speaking and Kurzweil 3000 (text to speech software) to assist those with disabilities requiring this type of software.

Security cameras were installed on both levels of the Library; New whiteboards were installed in all of the group study rooms and boardrooms, which have proven much easier to maintain than the walls that were painted with special paint during the 2010 renovations.

Several other improvements were done throughout the year including: beefed up wireless throughout the NJM Library as part of the Wireless N Upgrade Project; the paging system was repaired; duct work was done to allow for better airflow in and around the Internal Medicine boardroom (381), a new quad electrical outlet was installed in the 200 level student/public area; a new custom-made mahogany table and leather chairs were purchased for the Rare Book Room; decorative window film was installed on the 200 level offices facing the Brodie Centre atrium and signage was updated for all group study rooms.

5.2 Hospital and Health Centre Libraries

5.2.1 The Carolyn Sifton-Helene Fuld Library (St. Boniface Hospital)

The renovations that began many years ago were finally completed. The library computer lab was completed with 8 workstations and a smart-touch computer screen for delivering group presentations. A new study/meeting room was added at the front of the library. A new circulation desk was installed in order to maximize library space and ensure a productive work flow. In addition, new chairs were purchased and carpet was installed.

5.2.2 Bill Larson Library (Grace Hospital)

Following last year’s extensive renovations in the Bill Larson Library, a few small purchases were made to complete the improvements. Two tables were purchased for the photocopy area and a 3-in-1 multi-function device was acquired to replace the staff printer, scanner and fax. This new machine gives staff extra space to work in the office. As well, a new flat screen TV was purchased for the library.

To be responsive to varied client needs, the library purchased a Samsung Galaxy tablet. This will allow the library staff to become familiar with Android devices as clients are increasingly using mobile devices to access library resources.

5.2.3 J.W. Crane Memorial Library (Deer Lodge Centre)

The following furniture and equipment was purchased: the library computers were upgraded; the photocopier was replaced; a display screen was installed in the Priddle Study room; a display screen was installed at the Circulation Desk; HDMI Digital Wireless Transmitter & Receiver; Blue Ray DVD player; Water cooler; Security cameras (2) and DVR; All-in-one networked Kyocera colour printer, copier, scanner; iPads (2); MacBook Air.
5.2.4 Concordia Hospital Library

The Library space received a “face-lift” over the Christmas break, as new office furniture was purchased and installed by Accent in both the circulation/library assistant and the Librarian’s office. The Concordia Hospital prepared for the installation by removing the original furniture and fixing/painting the walls. The Hospital also installed new flooring in the Librarian’s office. A 50 inch flat screen monitor was purchased and installed in the library. It will be used for the “Movie” Day program in the library and for possible future “infotainment.” With the installment of the monitor, the study tables have been re-arranged for better viewing of the monitor.

5.2.5 Sister St. Odilon Library (Misericordia Health Centre)

The Library space was brightened up by the donation of three pieces of colourful artwork from Cornish 3 and 4 residents by the Misericordia Health Centre Recreation Department. These art works were created as part of a Community Artists Program, funded by the Manitoba Arts Council. The following equipment was also purchased: security camera; Kyocera multi-function device; display screen.

5.2.6 Seven Oaks General Hospital Library

There were several additions to the library space this year. A whiteboard was added to the recently developed study area at the back of the library in order to facilitate group work and visual learners. The library began measuring use of this area in November 2013, and the numbers confirm that the space is being used daily.

In addition to the whiteboard, the library also acquired a new mobile book display as well as a 46” flat screen television display, which was installed above the library assistant’s desk for the purposes of digital signage. The book display will help promote new print resources and the flat screen will be used to promote electronic resources and library services.

5.2.7 Victoria General Hospital

The following changes were made at the VGH to make it a more accessible and pleasant experience; a new Flat screen TV, Blue Ray/DVD player, and an AV Cart were purchased; a new display monitor welcomes library users as they enter the library, running through slides that are customized monthly; new chairs for the librarian and library assistant work stations.

5.2.8 Health Sciences Centre

During 2013 staff from the PsycHealth Centre indicated that they needed the space currently used to house the PsycHealth e-library. It was decided to dismantle the collection, which consisted of core titles chained to a desk, and older titles on shelves that were checked out on the honour system. In the summer of 2013 library assistants brought the entire collection back to NJMHSL. It was then assessed by the HSC librarian. Of the 247 titles that were supposed to be in the collection (based on catalogue records) only 132 were recovered. Of those, 62 were integrated into the NJMHSL collection if a need was seen (e.g. if the title was not held already by NJMHSL, if there were high usage statistics, etc.). The 70 weeded titles were then offered to any of the hospital libraries for their collection. After that, any remaining books were either offered to Books With Wings or destroyed. Any material that potentially had patient information on it (e.g., Psychiatry Grand Rounds videotapes) were destroyed using the confidential company Shred-It.

The Knowledge Café, located within the cafeteria at HSC is monitored by a library assistant on a weekly basis. Consisting only of a small group of computers and library handouts, the Knowledge Café does not have a physical collection.
6. HEALTH SCIENCES LIBRARIES REVIEW

A Health Sciences Libraries Review was initiated in 2013. Janet Bangma (University of Saskatchewan) and Nancy Roderer (retired Director, Welch Medical Library, Johns Hopkins University) came to the HSL on April 29th and 30th.

The Terms of Reference

The overall purpose of this review is to enable the Health Sciences Libraries to consider its strengths and weaknesses, to obtain the views of external experts in the field, and to support its planning for the future. The external review process is intended to report on the current condition of the Health Sciences Libraries and comment on opportunities for its enhancement. It is anticipated that the review will:

- place the Health Sciences Libraries’ organizational structure in the context of contemporary developments
- identify structures, mechanisms or policies at HSL that require rethinking;
- identify structures, mechanisms or policies that should form the base for future development;
- suggest new organizational models where appropriate; and
- address the effectiveness of the relationships and communications internally, and with other units of the Libraries at the Fort Garry campus.

A generally very positive report was issued with the following recommendations:

- Review the current organizational structure of the Health Sciences library, adding a layer of separate leadership of University and Provincial services.
- Increase the level of communication between HSL and the rest of the UM Libraries so as to address the geographical divide and maximize collegiality and coordinated efforts.
- Consider merging the service desks at NJM and re-evaluate the need to have librarians providing reference desk service there.
- Reconsider staffing in the hospital libraries.
- Continue to adapt the liaison model to accommodate new directions.
- Continue to explore synergies around collection development.

Four Task Groups were established to consider the recommendations. They were the HSL Document Delivery Task Group Report; Health Sciences Review – Collections; HSL Literature Search Services Evaluation Task Group; HSL – Organizational Structure Task Group. All four groups completed and submitted reports.
C. Gifts and Donations

Gifts

The HSL have a total of 68 Gift Funds. This past year $96,641 in gift funds was spent and 13 cash donations to NJMHSL were received totaling $17,380. Letters of thanks listing the items purchased with the gift funds are sent every year to donors who request them.

The Faculty of Medicine continued to provide the majority of funding for the renewal of the UpToDate subscription (on site and remote access). The rest of the funding came from the Dr. Georgina Hogg Fund-Electronics.

Ada Ducas and Janet Rothney worked with the Trott Family to transfer the J.R. Trott Memorial Fund to the NJM Library from the Faculty of Dentistry. This fund has been a longstanding issue for the family, as it was not being used. Within the library, books and resources will be purchased every year in the area of Oral Pathology in honour of J.R. Trott. Dr. Trott’s name has been added to the NJM Donor Wall, and a short biography will soon be added to the Donors section of the NJM website.

Donations

In 2013-14, forty-four monograph titles and 3 new serial titles were added to NJMHS Library with no extremely unique, rare, or thematic collections donated. Nine donors donated 15 serial titles. The policy of the NJMHSL is to accept donations that meet our collection needs in the health science field. This means newer items not already owned by the Library, rare or unique items, Manitoba Authors publishing in the field of health sciences, and thematic collections that are unique and contribute to the overall collection.
## D. APPENDICES

### D.1: Statistical Summary of Activities – 2013/14

#### Public Services

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<th>SOGH</th>
<th>VGH</th>
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<th>RHA</th>
<th>MHHL</th>
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#### Training

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<td>56</td>
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<td>15</td>
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<td>6</td>
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RESOURCES
Total Monographs ........................................... 93,316
Total Audiovisual ........................................... 5,509
Total Print Serials (Active Titles) .................... 709
Total Print Serials (Inactive Titles) ................. 3,223

ONLINE RESOURCES
Health Databases ........................................... 66
Health E-Books ............................................ 25,016
Health E-Journals ......................................... 9,971

ACQUISITIONS BUDGETS
Monographs ...................................................... $296,906.87
Print Serials ................................................... $423,182.84
Gift Funds ..................................................... $183,531.96
Binding ....................................................... $10,407.00

STAFF (FTE)
Librarians ....................................................... 21.00
Support ......................................................... 27.10
Casual .......................................................... 3.79
Total: ........................................................... 51.89

PHYSICAL DETAILS
Total area (square metres) ............................ 4,878
Stack space (linear metres) ......................... 7,210
Study spaces ............................................... 149
Public computers .......................................... 79
Staff computers ........................................... 62
Computer Labs ............................................. 3
Individual Carrels ......................................... 66
Fixed Computer Workstations ...................... 66
Lounge Seating ............................................. 80
Seating At Large Tables ................................. 104
Group Room Seating ..................................... 72
Individual Study Room ................................. 14
Individual Study Room Seats ....................... 88
Appendix D.2.1: Toolkits

As of March 2014 the following 11 pages were launched:

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<th>Hospital Services</th>
<th>Guides</th>
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<td>Spiritual Care</td>
<td>Systematic Reviews</td>
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<td>Radiology</td>
<td>Infection Control</td>
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<td>Urology</td>
<td>Ophthalmic Care</td>
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<td>Diagnostic Ultrasound</td>
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<td></td>
<td>Charge Nursing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Smoking Cessation</td>
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<td>Nephrology Nursing</td>
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Appendix D.2.2: Web Statistics

Web Statistics

Web page statistics were gathered using the integrated statistical package in LibGuides.

HSL Web Statistics - 2013-2014
Appendix D.2.3: Top Web Pages

Top Web Pages

Using LibGuide data, the most heavily hit web page on the Health Sciences web site was the Health Sciences Libraries home page. Excluding the home page and unit pages, the following ten web pages are the most heavily accessed on the Health Sciences web site.

<table>
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<th>Hits 2013-2014</th>
<th>Hits 2012-2013</th>
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<td>Pharmacy Toolkit</td>
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<td>Assessment Tools</td>
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<tr>
<td>Occupational Therapy Toolkit</td>
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<td>15,624</td>
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<td>Health – E-books</td>
<td>9,260</td>
<td>9,875</td>
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<tr>
<td>Clinical Nursing Toolkit</td>
<td>8,775</td>
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<td>Family Medicine Toolkit</td>
<td>6,559</td>
<td>6,494</td>
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<tr>
<td>Medicine Toolkit</td>
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<td>N/A*</td>
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<tr>
<td>Physician Assistants Toolkit</td>
<td>6,068</td>
<td>4,145</td>
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* The Medicine Toolkit did not exist until the 2013-2014 fiscal year. This subject area was and continues to be covered with discipline specific toolkits such as Anesthesiology and Surgery.

The Toolkits are a one-stop location for the best resources available to patrons in these areas. Note that the most active information literacy education programs are Medicine, Dentistry, Pharmacy, Occupational Therapy and Physical Therapy. This may explain the heavy use of the toolkits and the Assessment Tools page which is used by Medical Rehabilitation. The Anesthesiology toolkit is being used as an example of a toolkit in demonstrations to other departments and this may explain a certain amount of the hits on this page. Recent changes to our library catalogue and several vendors have necessitated changing links on our e-books page. These activity likely accounts for its rise in the list of top 10 hit pages this year.
**APPENDIX D.3: Collection Assessments (performed by HSL staff)**

<table>
<thead>
<tr>
<th>COURSE NAME</th>
<th>TYPE</th>
<th>COURSE #</th>
<th>DATE</th>
<th>DEPT.</th>
<th>LIBRARIAN</th>
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<tbody>
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<td>Systematic Reviews and Meta-analysis</td>
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<td>28-Jun-13</td>
<td>Community Health Sciences</td>
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</tr>
<tr>
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<td>16-Jul-13</td>
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<td>11-Feb-14</td>
<td>Restorative Dentistry</td>
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<td>RESP 1XXX</td>
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<td>Basic Fieldwork I</td>
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<td>Respiratory Therapeutics II</td>
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<td>Clinical Mechanical Ventilation</td>
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<td>Biochemistry &amp; Medical Genetics</td>
<td>T. Gottschalk</td>
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<td>IMED 7241</td>
<td>28-Feb-14</td>
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<td>IMED 7242</td>
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<td>04-Mar-14</td>
<td>Biochemistry &amp; Medical Genetics</td>
<td>T. Gottschalk</td>
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</table>
APPENDIX D.4.1 Organizational Chart – NJM Library
As at March 31, 2014
APPENDIX D.5: Health Sciences Libraries Personnel 2013-2014

Administration:

Ada Ducas Head
Nadia Burtniak Administrative Assistant
Michelle Hradowy Office Assistant

NEIL JOHN MACLEAN HEALTH SCIENCES LIBRARY

Reference:

Carol Cooke HSC Librarian/HSL Web Services Librarian
Tania Gottschalk Education Services Librarian
Mê-Linh Lê Health Sciences Centre Librarian
Janice Linton Aboriginal Health Librarian
Hal Loewen Medical Rehabilitation Librarian
Janet Rothney Dentistry Librarian
Vacant Information Technology Librarian/Basic Medical Sciences Librarian
Sherri Vokey Pharmacy/WRHA Librarian
Daisy Santos Library Assistant 4
Eric Wesselius Library Assistant 4

Circulation & Document Delivery:

Candice Lewis Supervisor, Circulation & Document Delivery
Nicole Boudreau Library Assistant 3
Cheryl Buors Library Assistant 3
Jenna Baraschuk-Modha Library Assistant 3
Jovita Santiaguel Library Assistant 3
David Smith Shelver (.5)
Janett Stusiak Library Assistant 2
William Toms Library Assistant 2
Vacant (was T. Wray) Library Assistant 2

Collections Support:

Ruth Bagworth Library Assistant 4
Marlene Ganske Library Assistant 3
Tom Fitzpatrick Library Assistant 2

Outreach Services - MHKINET:

Carol Cooke (Acting) Section Head, MHKNET/Outreach Services
Orvie Dingwall (on leave) Section Head, MHKNET/Outreach Services
Carol Friesen MHKNET Librarian for Manitoba Health
Vacant (was P. Curtis) Library Assistant 1 (.5)
Connie Mancheese Library Assistant 3

Archives:

Jordan Bass Archivist
**APPENDIX D.5 (continued)**

**VICTORIA GENERAL HOSPITAL LIBRARY**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura Hochheim (Acting)</td>
<td>Hospital Librarian</td>
</tr>
<tr>
<td>Antonietta Senkow (on leave)</td>
<td>Library Assistant 4</td>
</tr>
<tr>
<td>Diana Stojanovic-Lewis (Acting)</td>
<td>Library Assistant 4</td>
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**CAROLINE SIFTON-HELENE FULD LIBRARY (St. Boniface Hospital)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Christine Shaw-Daigle (until Mar.14/14)</td>
<td>Hospital Librarian</td>
</tr>
<tr>
<td>Andrea Szwarzcer</td>
<td>Clinical Librarian</td>
</tr>
<tr>
<td>Mia Douchant (Acting)</td>
<td>Library Assistant 4</td>
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<tr>
<td>Jennifer Borgfjord McLeod (Temp)</td>
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**SEVEN OAKS GENERAL HOSPITAL LIBRARY**

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Kerry Macdonald (on R/S Leave)</td>
<td>Hospital Librarian</td>
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<tr>
<td>Sarah Visintini (Acting)</td>
<td>Hospital Librarian</td>
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<tr>
<td>Stefania Zimarino</td>
<td>Library Assistant 4</td>
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**BILL LARSON LIBRARY (Grace Hospital)**

<table>
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<th>Name</th>
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<tbody>
<tr>
<td>Lori Giles-Smith</td>
<td>Hospital Librarian</td>
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<tr>
<td>Lenore Finlay</td>
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**CONCORDIA HOSPITAL LIBRARY**

<table>
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<tbody>
<tr>
<td>Melissa Raynard</td>
<td>Hospital Librarian</td>
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<tr>
<td>Thomas Quinlan</td>
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**SISTER ST. ODILON LIBRARY (Misericordia Health Centre)**

<table>
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<th>Name</th>
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<tbody>
<tr>
<td>Laurie Blanchard</td>
<td>Hospital Librarian</td>
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<tr>
<td>Kathy Finlayson</td>
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**J.W. CRANE MEMORIAL LIBRARY (Deer Lodge Centre) & RIVERVIEW HEALTH CENTRE LIBRARY**

<table>
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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Angela Osterreicher</td>
<td>Hospital Librarian</td>
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<tr>
<td>Caroline Monnin</td>
<td>Long Term Care/Outreach Librarian</td>
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<tr>
<td>Diana Stojanovic-Lewis (seconded to VGH Dec/13)</td>
<td>Library Assistant 4</td>
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<tr>
<td>Catherine Hana (Acting)</td>
<td>Library Assistant 4</td>
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<tr>
<td>Pamela Darling</td>
<td>Library Assistant 3</td>
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<tr>
<td>Nik Lysecki</td>
<td>Library Assistant 4 (.6)</td>
</tr>
<tr>
<td>Vacant (was B. Mitenko &amp; K. McKee)</td>
<td>Library Assistant 2 (.5)</td>
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