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A. Highlights of the Year’s Activities

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so.”

Mahatma Gandhi, 1890

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

- UpToDate Anywhere made available free of charge to all physicians in the Province and for all staff in organizations funded by Manitoba Health
- American Association of Ophthalmology’s Basic and clinical science course and Focal points (BCSS) purchased

SERVICES - Leaves no patron unserved

During this past year:
- The HSL staff responded to 28,505 reference and computer queries
- The HSL staff completed 26 systematic reviews
- Four ORCID drop-in sessions were offered in order to answer questions about ORCID, sign researchers up for accounts, and help troubleshoot existing accounts or clean up citations

PARTNERSHIPS - Recognized as an essential partner in the learning and research journey

- UM Health Sciences Librarians reach approximately 14 health care professionals or students per working day with their teaching and training activities
- HSL librarians and archivists delivered a total of 641 teaching sessions, with 3,947 people participating for a total of 613 contact hours.
- HSL librarians and archivists delivered a total of 88 orientation sessions, with 819 people participating for a total of 31 contact hours.
- The Health Sciences Libraries launched a new newsletter called Health Sciences Libraries News combining the five previous HSL newsletters
- Librarians and Archivists from the Health Sciences Libraries were asked to serve on 75 UM Libraries Committees.
- Librarians and archivists from the Health Sciences Libraries were asked to serve on 66 committees in organizations external to the UM Libraries.
PEOPLE - *Chooses the best, nurtures and realizes innovation from hiring to retiring*

- HSL librarians and archivists delivered 12 presentations at conferences
- HSL librarians and archivists delivered 22 presentations at department meetings, etc.
- HSL librarians and archivists presented 8 poster presentations at conferences
- HSL librarians and archivists published 21 peer reviewed papers
- Kerry Macdonald, Acting Section Head Librarian at the Carolyn Sifton - Helene Fuld Library, was the recipient of the Canadian Health Libraries Association’s 2015 Hospital Librarian of the Year Award

SPACES - *Creates inspired library spaces*

- All Health Sciences Libraries were visited by the UML Assessment Committee who evaluated each space based on spatial arrangement, wayfinding, signage, furniture, etc. Each library was provided with a Space Experience Report which included recommendations to improve the space to ensure that they are welcoming and support independent navigation.

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 in the Colleges of Dentistry, Medicine, Pharmacy and Rehabilitation Science. Collections maintained a status quo this past year. The American Association of Ophthalmology’s Basic and Clinical Science Course and Focal Points (BCSS) was purchased by the Department of Ophthalmology.

UpToDate Anywhere is now available free of charge to all physicians in the Province and for all staff in organizations funded by Manitoba Health.

The HSL are very fortunate to have a number of Gift and Endowed Funds in Dentistry and Medicine that help us purchase resources that we would otherwise not be able to purchase for those areas. For example, this past year the following items were purchased with gift funds:

- Geriatrics Review Syllabus Slides, based on the AGS Geriatrics Review Syllabus 8th ed., added to the collection (eResource)
- Marsden’s Book of Movement Disorders (eBook)
- APIC Text of Infection Control and Epidemiology

The HSL special collections distinguish us from collections at other academic institutions. These include the Indigenous 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 College of Medicine Archives provides another aspect to the study of medicine.

*Relax ‘n Read; Leisure Reading Collection*

The Relax ‘n Read; Leisure Reading Collection, a partnership between Winnipeg Public Library (WPL) and the University of Manitoba Libraries continues to give Bannatyne campus personnel access to popular literature to help them relax. The Relax ‘n Read; Leisure Reading Collection is part of the Georgina Hogg Consumer Health Collection, which provides access to reading material to all Manitoba residents, regardless of their status. The collection is a browsing collection ranging from thrillers to
cookbooks, graphic novels to historical fiction, and biographies to award-winning novels. The books are chosen by WPL staff and are updated on a regular basis.

**Curricular Support**

One of the curricular supports that the NJMHS provides to Colleges and Departments is library support statements for new or changing courses, and the more intensive graduate program review. This past year four Graduate Program Reviews and thirteen Course Support Statements were conducted. A List detailing the support statements is found in Appendix D.4.

1.2. **College of Medicine Archives**

For over 40 years, the College of Medicine Archives (CMA) have been acquiring key documents, reports, minutes, photographs, and other material to ensure that this medical school's history, identity, and continued influence in Canadian medical education, research and service is preserved for future generations.

Archives serve the College of Medicine in a number of different ways. First and foremost, the CMA records the evolution of the College as an institution and documents the accomplishments of its faculty and students. In a more corporate sense, the Archives document the governance of the College, facilitate relationships with alumni and donors, and record changes to its medical curriculum, research initiatives, among other institutional functions. Reflecting on and acting as a poignant reminder of the College’s role in the history of Manitoba, the Archives also serve as a testament to the College’s ongoing commitment to medical research and healthcare both nationally and internationally. Indeed, the College of Medicine Archives are much more than a quaint reminder of days-gone-by.

**Online Presence:**

The CMA underwent a number of significant changes in 2015. First and foremost, the online presence of the CMA underwent a complete overhaul with the deployment of Medical Heritage Manitoba (medheritage.lib.umanitoba.ca), the development of new unit LibGuides (libguides.lib.umanitoba.ca/medarchives), and a migration of the Manitoba Archival Information Network (main.lib.umanitoba.ca). The work behind these three developments was significant and was accomplished with limited human, financial and technical resources.

**Archival Reference Requests:**

In 2015 Archival Reference Requests were prioritized to satisfy inquiries from College of Medicine units first, and all other requests second. Requests from the College included assistance in reducing backlogs of paper files (records management), confirmation of curriculum and governance precedents, digitization services, and digital preservation services.

Requests from other internal departments within the University of Manitoba as well as requests from external patrons increased significantly, as did demands from these patrons for digitized content. External patrons are now being asked to visit the archives in-person to review material before requesting that it be digitized. Should demands for digitized material continue to increase, the Archives may explore processing fees for specific external requests.

**Acquisitions:**

The Archives acquired 2 large private archival collections in 2015. Totaling approximately 12.5 linear feet, this material will be processed in the Spring/Summer of 2016. Records from a number of College departments and units including, UGME, PGME, Manitoba First Nations Centre for Aboriginal Health Research, Psychiatry, Internal Medicine, Manitoba Centre for Health Policy, among others were transferred to the Archives in 2015, amassing in approximately 10.4 linear feet. 32 B.Sc. (Med) and 12 MPAS projects were also acquired in 2015. In addition, a number of video files were transferred to the Archives for digital preservation.
The Archives also continued to capture the Faculty of Health Sciences websites as part of the UML’s initiative to preserve the umanitoba.ca domain. This archive now contains website data dating back to 2013.

Physical space is at a premium at the FHS campus and the Archives are exploring storage options to ensure that at least one private acquisition per year can occur. The Archives also denied a number of donations that did not meet its acquisitions criteria and is resolved to strictly adhere to its collection mandate: “to document the primary functions and activities performed by the College of Medicine in the areas of medical education, medical research and the provision of health care in Manitoba.”

Projects and Initiatives:
A number of projects and special initiatives occurred including:

1. Medical Heritage Manitoba (medheritage.lib.umanitoba.ca)
   Medical Heritage Manitoba was developed to highlight the history of medicine and healthcare in Manitoba. The archival content on this site is drawn from the many collections held at the College of Medicine Archives located at the Neil John Maclean Health Sciences Library, University of Manitoba. This site was developed entirely in-house by the Medical Archivist and a part-time Library Assistant. Medical Heritage has gained significant acclaim since it’s launch in Fall 2015.

   The Century of Manitoba Jewish Physicians project involved working with a number of physicians and surgeons in the community, the construction of a website, a crowdsourcing application, as well as a number of digitization events. The project will be launched in June 2016 and is set to continue into 2017.

3. Honouring the Voices: 40 Years of Indigenous Health Research in Manitoba (http://bit.ly/29Qh9dH)
   The Archives were a key partner in the Honouring the Voices project, contributing to it in a number of areas including: providing archival documents and photographs, historical research, digitization, and the digital preservation of the project’s output. The audio and video generated in the project are being curated and preserved by the Archives using cutting-edge technology and when completed, will mark the largest digital preservation initiative ever completed by the Archives.

4. Research Study: Data Management Practices & Needs of Researchers at the University of Manitoba (http://libguides.lib.umanitoba.ca/dmpractices)
   The Medical Archivist participated in a institution-wide study on the data management practices and needs of researchers at the University of Manitoba. The two-phase study involved an online survey as well as in-person interviews. 38.6 % of the survey respondents were from the Faculty of Health Sciences (FHS) while 6 of the 12 interviewees were researchers within the FHS. The findings from this project are expected to be delivered to various UofM units in the Fall of 2016.

1.3 Web Pages, Toolkits & Social Networking

1.3.1 UMHSL Web Committee
The UMHSL Web Committee is a working forum for the cooperative planning, implementation, and evaluation of content and applications for the UM Health Sciences Libraries web site; the exchange of techniques and ideas relating to web development and design; the development of common goals for web site development; and the ongoing growth and refinement of the UMHSL web site. This year the Committee reviewed its terms of reference with minor revisions

Two members of the UMHSL Web Committee, Ruby Warren (Principal Investigator) and Carol Cooke (co-investigator), developed and received Ethics Approval for a Usability Test of the Health Sciences Libraries web pages. The study was carried out over the early part of 2016.
1.3.2 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 in support of University of Manitoba faculty, staff and students. These Toolkits 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. As of March 2015 the following 2 pages were launched:

- Geriatric Nursing
- Dietetics

1.3.3 Top Web Pages

The HSL Web Pages are some of the most heavily used web pages at the UML. The Toolkits are a one-stop location for the best resources available to patrons in these areas. The most heavily used Toolkits are the Medical Student toolkit, the Pharmacy Toolkit, and the Assessment Tools Toolkit. No doubt this is due to the fact 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. (Appendix D.2.1 and D.2.2)

1.3.4 Social Networking

- The J.W. Crane Memorial Library has the following Twitter sites; Info-LTC (blog, listserv and Twitter), GeriNews (geriatric, long term care news); InfoLTC; Patient Flow Scan (May 2014 – Jan 2016)
  - GeriNews is a headline news service for geriatrics, gerontology and long-term care. In 2015/16: 13.1K tweets and 1842 followers worldwide.
  - Info-LTC blog, which highlights new books, websites, and research, has 1330 members and 1589 visits to site (2913 page views)
  - Info-LTC Twitter, established in March 2013, has 650 followers

- The Concodia Health Library Twitter site can be found on twitter @CHLibrary1. This feed has evolved into an orthopedic research alerting service with 202 followers. (https://twitter.com/CHLibrary1)

- The Concodia Health Library uses Pinterest is a content sharing service that allows members to "pin" images, videos and other objects to their pinboard (online bulletin board). Currently there are 503 followers and have seven boards (Everything Orthopaedic, For Best Nursing Practice, For Care of the Older Patient, Hospital Administration, Health and Wellness, Healthy Eating and Medical Libraries of the Past)

2. SERVICES - Leaves no patron unserved!

The Health Sciences Libraries’ goal is to reach and serve our clients no matter where they are located. Our success is measured in different ways.

The HSL participated in the UML virtual reference service providing 14 hours of scheduled service during the day and sharing the 20 hours of evening duties with two other libraries.

This past year the literature search services was reviewed and a number of clarifications were added to the HSL policy. Literature search services are provided to the following: Fee-for-service physicians in
Manitoba, Manitoba Health, Healthy Living and Seniors, Participating Regional Health Authorities in Manitoba, Personal Care Homes in Manitoba and staff working in the Winnipeg Regional Health Authority. Searches will not be conducted for students completing course or curriculum assignments, however, librarians are available for training, consultation and advice.

The HSL Librarians conducted a total of 26 systematic reviews this past year, which took a total of 594 hours (average number of hours per review: 22.8)

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. For example, Movie Days continue to be an innovative way of delivering information to hospital staff. At the Concordia Hospital Library films were chosen from the University of Manitoba Libraries electronic resource Films on Demand. Films were streamed wirelessly on the units from the Concordia Hospital Library’s iPad. There were 143 total attendees; an average of 16 people per month.

The Library staff participate in various Hospital events, including;

- Carolyn Sifton - Helene Fuld Library: Partnered with the Care of the Older Person Leadership Team and Care of the Older Person Strategy Committee in August 2015 to create the Geriatric Educational Network, whereby the librarian visits 12 Hospital units on a monthly basis to provide support for patient-care through the provision of information.

- Carolyn Sifton - Helene Fuld Library: Offered support and acted as co-trainers at the WRHA Evidence Informed Practice workshop for 30 SBH nurses and health professionals on April 30 & May 1, 2015

- J.W. Crane Memorial Library: DLC United Way/Library Open House Oct 5-16, 2015; Library created Scavenger Hunt – questions about DLC history as part of DLC 100th Anniversary celebrations; clues throughout Centre and Library.

- Seven Oaks General Hospital Library: Nursing Week, Delirium Day, Caregiver’s Recognition Week, Aboriginal Celebration Week, Alzheimer’s Awareness Week, Ethics Week, Pain Week, Paraprofessional Week, Palliative Care Week, Education Day, Suicide Awareness Week, Spiritual Care Week, and Active Aging Day.

2.1 Consumer & Patient Health Information Service

In 2001 Dr. Georgina Hogg left an endowment fund to the UMHSL 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.

2.2 Manitoba’s Virtual Health Library (MVHL)

UpToDate Anywhere became the first clinical decision support tool to be included in Manitoba’s Virtual Health Library. After extensive negotiations that included Doctors Manitoba, Manitoba Health, the University of Manitoba, Regional Health Authorities, Diagnostic Services Manitoba (DSM), and CancerCare Manitoba a provincial contract was established to fund the purchase of UpToDate Anywhere. The contract provides health care providers in Manitoba with access through any desktop or mobile device. Individuals affiliated with the following organizations are eligible to access UpToDate: University of Manitoba (faculty, staff, and students), Interlake-Eastern Regional Health Authority, Northern Regional Health Authority, Prairie Mountain Health, Southern Health-Santé Sud, Winnipeg Regional Health Authority, CancerCare Manitoba, Manitoba Health, Healthy Living and Seniors, Fee-for-service physicians, and First Nations and Inuit Health Centres in Manitoba. This provincial license for UpToDate is the first of its kind in Canada.

Work continues on trying to establish Manitoba’s Virtual Health Library (MVHL). A number of presentations were made outlining the need and benefits of the MVHL.
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. In 2015-16 the Health Sciences Libraries delivered a total of 641 educational sessions, with 3,947 people participating for a total of 613 contact hours. In order to measure the full workload of providing training sessions we began to track the preparation time librarians need to prepare for the training sessions. This past year 316.75 hours were used for preparation time.

The HSL librarians and archivists delivered a total of 88 orientation sessions, with 819 people participating for a total of 31 contact hours. Orientations are particularly helpful in hospital libraries and sessions are given to very diverse groups of people e.g. Care of the Older Person Strategy Committee, Education Services, SBH Management meeting, Albrechtsen Research Centre Burrell Lab, CCARM, Lean Transformation Huddle meeting, Pharmacy Brown Bag Lunch session, Social Work, Plastic Surgery/OR, Geriatric Day Staff, and the SBH Patient Advisory Committee.

Much of the teaching for the FHS is done at the NJMHSFL because this library houses two computer labs that facilitate hands-on training. However, all of the health sciences librarians offer individualized training through the House Calls program and all of the hospital librarians engage in on-site training and orientation of various types. Sessions taught by the librarians include personal visits to faculty and staff offices through the House Calls program, sessions to students in the various FHS colleges, regularly scheduled drop-in sessions, and special researcher and faculty sessions.

3.1.1 Series Reports

Tech Savvy Series
The Tech Savvy series is the HSL’s primary series, developed in-house and aimed at developing the research skills of health sciences patrons. The series was promoted via departmental email listservs, the HSL website, HSL news, posters in the library and around Bannatyne campus and by word of mouth. Feedback from sessions this year was overall very positive. Many sessions were also taught as individual sessions after the scheduled date, proving to be a good outreach promotion for library services.

New this year, every topic in the series was offered at both Bannatyne Campus (NJM Library) and St. Boniface (Carolyn Sifton – Helene Fuld Library) sites. Attendance was improved this year overall, and the St. Boniface sessions were appreciated by staff working off-campus. This year the committee also implemented a more formal content sharing model between instructors, as so many of the sessions were taught more than once and offered by different instructors. A list detailing the Tech Savvy Series Sessions is found in Appendix D.3.1.

GradSteps Series
Similar topics to the Tech Savvy series were also presented in a cross-campus series developed by the Faculty of Graduate Studies, GradSteps. In this series, we focused on the graduate student experience with each topic. Attendance at the series was noted on student’s co-curricular record, and promoted through the Graduate programs, as well as through our regular promotion channels. As with the Tech Savvy series, sessions were free, held over the lunch hour, offered at both NJM Library and the Carolyn Sifton – Helene Fuld Library, were well-attended and feedback was positive. A list detailing the GradSteps Series Sessions is found in Appendix D.3.2.
3.1.2 Other Education Activities

ORCID drop-in sessions
In an effort to address the growing interest in research metrics at the University of Manitoba, the Education Services Committee members developed and offered four drop-in information sessions about ORCID in February/March 2016. Librarians set up a table in the atrium of Brodie Centre over coffee/lunch time to answer questions about ORCID, sign researchers up for accounts, and help troubleshoot existing accounts or clean up citations. For more information, see the HSL News article advertising the sessions: https://healthlibrarynews.wordpress.com/2016/02/10/identify-yourself-an-orcid-id-ensures-you-get-credit-for-all-of-your-work/

Over the four sessions, 20 researchers were reached; evenly split between students and faculty. While the turnout was not large, it was a helpful exercise to gauge where our campus is at in the adoption of metrics tools and comfort level with the idea.

S: Instructional Materials folder cleanup
Identified as one of the committee’s goals for this year was to organize and clean up the main educational repository in the HSL’s shared drive, the Instructional Materials folder. Documents older than two years were archived, some content moved to folders outside of the Instructional Materials folder, and an effort will be made moving forward to keep only one main “working document” for each topic, to ensure staff are all using the same reference/teaching material.

3.2 Partnership Activities within the Hospital Libraries

Health Equity – Bill Larson Library
The WRHA Regional Manager of Social Work requested the assistance of the Bill Larson Library (Grace Hospital) to create a book display and poster display to draw attention to “Health Equity” which was a regional initiative during the month of March 2016. The Library also worked with the Social Work department to host Popcorn and a Movie that month on health equity.

Innovative Technology – Future of Elder Care – J. W. Crane Library/Deer Lodge Centre
The Librarian at the J.W. Crane Memorial Library partnered with staff at the Deer Lodge Centre to plan for a symposium titled “Innovative Technology – Future of Elder Care Symposium” held at DLC (Mar 7, 2016). The keynote speaker was Dr. Barbara Klein, Frankfurt University of Applied Sciences.
3.3 Outreach Services

3.3.1 Manitoba’s Health Information and Knowledge Network (MHIKNET)

MHIKNET saw a steady increase in library card holders in 2015/16. Some health professionals were eager to sign up for library cards upon the promotion of UpToDate which became available to MHIKNET clients in January of this year. The number of literature searches for the regional health authorities and MHHLS was consistent with previous years. The number of documents delivered was down slightly from previous year, but the number of Current Awareness Alerts sent and references questions answered was significantly higher, especially for Manitoba Health clients.

Continuing Medical Education

MHIKNET has established a physical presence at monthly CME days organized by the Department of Continuing Medical Education. A MHIKNET booth displays material available for attendees to borrow and handouts were incorporated into the display to highlight additional materials including articles and reviews on the day’s theme. MHIKNET staff members are on hand to answer questions and provide attendees with information on available services.

UpToDate License for Healthcare Providers in the RHAs

In January, the contract for UpToDate Anywhere was signed which made the product free of charge to all physicians in the Province and for all staff in organizations funded by Manitoba Health. This was a major step forward for health professionals in the Province who previously had no access to this resource. MHIKNET acted as an entry point for registration and promotion for this product. The roll out required a lot of communication and promotion by MHIKNET staff to its clients. This was largely done utilizing the MHIKNET LibGuides, blog, email to the RHAs and Manitoba Health, as well as an article in the Northern Medical Unit newsletter.

Migration of Website

The MHIKNET website migrated to LibGuides 2.0 in September 2015. Staff ensured that content from the old platform was cleaned up and information was easily accessible through the new site.

3.3.2 Kivalliq Services

Gail Matheson began as the Kivalliq librarian in November 2015. In this capacity she worked to build an online presence for our clients in LibGuides 2.0 (http://libguides.lib.umanitoba.ca/kivalliq). This LibGuide outlines the services and resources available to Kivalliq staff and links to online resources that are available in English as well as French, Inuktitut, and Inuinnaqtun. In addition to online resources, Gail also designed pamphlets on RSV, Suicide Prevention, and Nutrition in the North which highlighted available library resources and were distributed to staff in the region.

Books were purchased for the eight Kivalliq Health Centre Libraries, Medical Rehabilitation Office, and the Birthing Centre. Gail promoted these books in an article in the Northern Medical Unit newsletter. As a means to inventory material purchased for Kivalliq sites, Gail created an access database and entered all materials purchased including bibliographic information, library information and budget year. This database allows us to now easily produce reports on library holdings.
3.4 HSL Librarians and Archivists Serving on Committees within the UML:

Serving on hospital, department, faculty and university committees is another way the HSL librarians liaise with one another and the hospitals, faculties we serve.

- **Nicole Askin** served on the HSL Hospital Librarians Committee
- **Jordan Bass** served on the UML COPPUL Digital Preservation Working Group
- **Jordan Bass** served on the UML Search Committee for Head, Libraries Systems
- **Jordan Bass** served on the UML Search Committee for Electronic Resources Librarian
- **Jordan Bass** served on the HSL Leadership Group Committee
- **Laurie Blanchard** served on the HSL News Team
- **Laurie Blanchard** served on the HSL Web Services Committee
- **Laurie Blanchard** served on the HSL Hospital Librarians Committee
- **Ada Ducas** served on the UML Management Committee
- **Ada Ducas** served on the UML Public Services Management Group
- **Ada Ducas** served as Co-Chair of the UM/WRHA Program Liaison Committee
- **Ada Ducas** served on the UML Knowledge Synthesis Librarian Search Committee
- **Ada Ducas** served as Chair of the HSL Leadership Group Committee
- **Ada Ducas** served as Chair of the HSL Hospital Librarians Committee
- **Ada Ducas** served on the HSL Web Services Committee
- **Carol Cooke** served as Chair of the HSL Web Services Committee
- **Carol Cooke** served on the HSL Education Services Committee
- **Carol Cooke** served on the HSL Information Services Committee
- **Carol Cooke** served on the LibGuides 2.0 Implementation Team
- **Carol Cooke** served on the LibCal Room Booking Recommendation Working Group
- **Carol Cooke** served on the HSL Hospital Librarians Committee
- **Carol Cooke** served on the UM/WRHA Program Liaison Committee
- **Orvie Dingwall** served on the UM Librarians Council Executive
- **Orvie Dingwall** served on the HSL Leadership Group Committee
- **Carla Epp** served on the Hospital Librarians Committee
- **Carla Epp** served on the UML Assessment Committee (until it was disbanded in Oct/15)
- **Lori Giles-Smith** served on the HSL Leadership Group Committee
- **Lori Giles-Smith** served as Chair of the Circulation Procedures Manual
- **Lori Giles-Smith** served on UM Librarians Council Executive
- **Lori Giles-Smith** served on the HSL Education Services Committee
- **Lori Giles-Smith** served on the HSL News Team
- **Lori Giles-Smith** served on the HSL Hospital Librarians Committee
- **Tania Gottschalk** served on the HSL Information Services Committee
- **Tania Gottschalk** served on the HSL News Team
- **Tania Gottschalk** served as Chair of the Education Services Committee
- **Mê-Linh Lê** served on the HSL Education Services Committee
- **Mê-Linh Lê** served on the HSL News Team/Info-Rx Committee
- **Mê-Linh Lê** served on the UML Search Committee for the Knowledge Synthesis Librarian
3.4 HSL Librarians and Archivists Serving on Committees within the UML (Continued):

- Mê-Linh Lê served on the Virtual Reference Software Working Group
- Mê-Linh Lê served on the Citation Management Working Group
- Mê-Linh Lê served on the New Archivists and Librarians Group
- Mê-Linh Lê served on the Bibliometrics Working Group
- Mê-Linh Lê served on the HSL Information Services Committee
- Mê-Linh Lê served on the HSL Hospital Librarians Committee
- Janice Linton served on the UML Search Committee for Head, National Centre for Truth and Reconciliation Archives
- Janice Linton served on the UML Search Committee for Assistant Archivist, National Centre for Truth and Reconciliation Archives
- Janice Linton served on the Institutional Repository Working Group
- Janice Linton served on the Primo Standing Committee
- Janice Linton served on the HSL Education Services Committee
- Janice Linton served on the HSL Information Services Committee
- Janice Linton served on the HSL Seasonal Celebration Committee
- Janice Linton served on the HSL News Team/Info-Rx Committee
- Hal Loewen served on the UML Accessibility Committee
- Hal Loewen served on the UML Knowledge Synthesis Librarian Search Committee
- Hal Loewen served on the HSL Web Services Committee
- Hal Loewen served on the HSL Education Services Committee
- Hal Loewen served on the HSL Information Services Committee
- Kerry Macdonald served as a member of the UML Promotions Committee
- Kerry Macdonald served as a member of the HSL Education Services Committee
- Kerry Macdonald served as a member of the HSL Hospital Librarians Committee (until Dec.31/15)
- Angela Osterreicher served on the UML Knowledge Synthesis Librarian Search Committee
- Angela Osterreicher served on the HSL Leadership Group
- Angela Osterreicher served on the HSL Hospital Librarians Committee
- Melissa Raynard served as a member of the HSL Web Services Committee
- Melissa Raynard served as a member of the HSL Education Services Committee
- Melissa Raynard served as a member of the HSL Hospital Librarians Committee
- Grace Romund served as a member of the HSL Hospital Librarians Committee
- Grace Romund served as the CUPE Representative on the Reference Community Forum
- Janet Rothney served on the HSL News Team
- Janet Rothney served on the HSL Information Services Committee
- Janet Rothney served on the HSL Education Services Committee
- Sherri Vokey served on the UML Public Services Management Group Committee
- Sherri Vokey served on the NJMHSN Education Services Committee
- Sherri Vokey chaired the NJMHSN Information Services Committee
- Sherri Vokey served on the HSL Leadership Group Committee
3.5 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 HSL staff members to serve on their committees these constituencies are showing that they consider these individuals 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 served on the City of Winnipeg Archives & Records Committee
- Laurie Blanchard served on Misericordia Health Centre Education Portfolio
- Laurie Blanchard served on Misericordia Health Centre DON Portfolio Meeting
- Laurie Blanchard served on the Misericordia Health Centre Bike to Work Committee
- Laurie Blanchard served on the Misericordia Health Centre Wellness Program Committee (Inside Out Program)
- Laurie Blanchard served on the Misericordia Health Centre Nursing Practice Council
- Laurie Blanchard served on the Misericordia Health Centre Department Heads Forum
- Laurie Blanchard served on Misericordia Health Centre Nursing Week Committee
- Carol Cooke served on the Health Science Centre Nursing Research and Evidence Informed Practice Committee
- Carol Cooke served on the Health Sciences Centre HSC Patient Education Working Group
- Carol Cooke served on WRHA Professional Advisory Committee
- Carol Cooke served on the UM Psychiatry Toolkit Editorial Group
- Ada Ducas served as Chair of the UM Senate Program and Planning Committee
- Ada Ducas served on the SPPC-Finance and Planning Subcommittee
- 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 SEMP (Strategic Enrolment Management Planning)
- Ada Ducas served on the College of Medicine Department Head’s Council
- Ada Ducas served on the College of Medicine Faculty Executive Council
- Ada Ducas served on the College of Medicine Med Talks Planning Committee
- Ada Ducas served on the College of Medicine Continuing Professional Development Advisory Committee
- Ada Ducas served on the Fort Garry Space Master Plan Sub-Committee
- Ada Ducas served on the International College of Manitoba and University of Manitoba Academic Advisory Committee
- Orvie Dingwall served as the Health Sciences Libraries representative to the University of Manitoba Faculty Association (UMFA) Board of Representatives
- Orvie Dingwall served as a Member at Large on the UMFA Executive Council
- Orvie Dingwall served as a Member of the UMFA Collective Agreement Committee
- Carla Epp served on the Victoria General Hospital General Management Team
- Carla Epp served on the Victoria General Hospital Program Management Committee
- Carla Epp served on the South Winnipeg Management Team
- Lori Giles-Smith served on the Winnipeg West Leadership Committee
- Laura Hochheim served on the SOGH Excellence in Care of the Older Adult Committee
3.5 HSL Librarians and Archivists Serving on Committees in Organizations External to the UML (continued):

- Laura Hochheim served on the SOGH Ethics Committee
- Laura Hochheim served on the SOGH Falls Committee
- Laura Hochheim served on the SOGH Nursing Practice Council
- Laura Hochheim served on the SOGH Pain Committee
- Laura Hochheim served on the SOGH Wound Care Committee
- Laura Hochheim served on the SOGH Research Team
- Laura Hochheim served on the SOGH Delirium 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 Centre Orientation Review Group
- Mê-Linh Lê served on the Health Sciences Centre HSC Patient Education Working Group
- Janice Linton served on the National Aboriginal Day Planning Committee for Bannatyne Campus
- Janice Linton served on the Aboriginal Issues Press Advisory Board
- Janice Linton is the Liaison Librarian serving Community Health Sciences Faculty Departmental Council
- Janice Linton served on the organizing committee for the Manitoba First Nations – Centre for Aboriginal Health Research Project, Honouring the Voices: 40 Years of First Nations, Métis, Inuit and Indigenous Health Research in Manitoba
- Janice Linton participated in the Faculty of Health Sciences Truth & Reconciliation Commission Action Planning Workshop (September 2015), the Faculty of Health Sciences response to the Calls for Action related to health from the TRC.
- Janice Linton serves on the Student Support, Mentorship, and Retentions Working Group founded at the Action Planning Workshop
- Janice Linton served as Liaison Librarian serving Community Health Information and research Partnership (CHIRP) student group
- Janice Linton serves on the Manitoba Library Association’s Prison Library Committee
- Janice Linton served on the 3rd Annual Indigenous Health Research Symposium (MFN-CAHR Planning Committee

- 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 St. Boniface Albrechtsen Research Centre Support Committee
- Kerry Macdonald served on the St. Boniface Hospital Care of the Older Person Strategy Steering Committee

- Angela Osterreicher served on the Deer Lodge Centre Management Committee
- 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 Collaborative Care Committee
- Angela Osterreicher served on Winnipeg Regional Health Authority Excellence in Care of Older Adult Education Subcommittee
- Melissa Raynard served on the Concordia Hospital Ethics Resource Committee
- Melissa Raynard served on the South Winnipeg Management Team (Victoria Hospital)
- Janet Rothney served on the Dental Faculty Council
3.6 Communication & Promotion

The Health Sciences Libraries have long used a variety of communication tools in order to reach our patrons. Newsletters have included Info-RX, Info-RN, What Your Patient Reads, AHEAD, and My Health in the News; social media tools include Twitter and Facebook. Due to staffing shortages, the time involved in making these products, and the [relatively] low rate of reading, in Fall 2015 it was decided that a new strategy was needed.

The new HSL Co-Chairs, Laurie Blanchard (Sept-Dec 2015) and Mê-Linh Lê (Jan-Mar 2016), in consultation with News Team members Lori Giles-Smith, Janice Linton, Janet Rothney, and Eric Wesselius, and using preliminary work completed by Tania Gottschalk, decided that a single communication tool (i.e. a newsletter) would be most efficient. In October the Health Sciences Libraries News blog was created using WordPress. This is now the single online news source for the large majority of HSL news. Announcements on events, training sessions, new resources, new books, hours and more are posted to this site. This blog feeds content automatically into HSL’s Twitter. The other above mentioned communication tools were discontinued, except for Twitter in Fall 2015.

Once a month, key content was pulled from the blog and compiled into a newsletter (created using MailChimp) that was then distributed via various Bannatyne campus listservs. Individual newsletter accounts were created for each HSL Library, and librarians and librarian assistants were encouraged to post content directly to the blog.

The first newsletter was sent in November 2015. While this process worked well and we received positive feedback, due to issues related to sending newsletters via listservs, it became necessary to instead begin gathering contact emails to send the newsletter directly to our patrons. The process of direct gathering of contact emails began in April 2016, and a new newsletter was direct distributed in June 2016. As this falls out of the range of this annual report, it will be covered in-depth in the 2016-17 Annual Report.

Stats for Health Sciences Libraries News (October – March 2015)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Views</td>
<td>2,594</td>
</tr>
<tr>
<td>Visitors</td>
<td>1,144</td>
</tr>
<tr>
<td>Posts</td>
<td>38</td>
</tr>
</tbody>
</table>

This new format allows each hospital library to pull items of interest for their particular site and tailor a newsletter to their specific needs. In addition to this, some of the hospitals are maintaining specialized newsletters. The J.W. Crane Memorial Library publishes PCH Views Newsletter for rural personal care homes; InfoView Newsletter for Riverview Health Centre; J.W. Crane Memorial newsletter for Deer Lodge Centre.
4. PEOPLE - Chooses the best, nurtures and realizes innovation (hiring to retiring)

A number of librarians took research/study leaves and due to the current financial situation they were not replaced. The HSL coped with the shortages by having each librarian assume more responsibilities. Lori Giles-Smith assumed the role Acting Librarian, Concordia Hospital Library (July – December 2015) and Acting MHIKNET Librarian/Head Outreach Services (January – June 2016) on a part time basis while resuming her role at the Bill Larson Library. Laurie Blanchard was seconded to the Concordia Hospital Library 1 day a week from July to December, 2015. Angela Osterreicher was seconded to Sister St. Odilon Library, Misericordia Health Centre two days a week from January to June 2016.

4.1 Professional Staff Recruitment and Changes

Several professional staff changes occurred throughout the Health Sciences Libraries this past year:

- **Lori Giles-Smith** returned from research/study leave on July 1, 2015. **Janice Hermer** (CUPE) filled in as Acting Grace Hospital Librarian until June 19, 2015
- **Janet Rothney** returned from research/study leave on July 1, 2015. **Tania Gottschalk** assumed her Dentistry Librarian duties during her leave
- **Tania Gottschalk** commenced a one-year research/study leave on July 1, 2015
- **Andrea Szwarzcer** returned from leave on July 21, 2015. **Stacey Lee** (CUPE) replaced her as Clinical Librarian, SBH, during her leave
- **Jordan Bass** and **Carla Epp’s** positions changed from probationary to continuing in August, 2015
- **Elizabeth Stregger** resigned as Acting Basic Medical Sciences Librarian (CUPE) as of Aug. 21/15
- **Mê-Linh Lê** returned from maternity leave on Sept. 1, 2015. **Helen Danilov** replaced her during a portion of her leave until Aug. 31, 2015
- **Gail Matheson** was hired as the Kivalliq Librarian (CUPE) from Nov.16/15 to Mar.31/16
- **Melissa Raynard** returned from a one-year research/study leave on January 5, 2016
- **Kerry Macdonald** accepted a 2 year term position as Learning and Organizational Development Librarian, and resigned her Acting SBH Librarian position as of Dec. 31, 2015
- **Carla Epp** commenced maternity leave on Jan. 11, 2016
- **Orvie Dingwall** and **Laurie Blanchard** each commenced a 6-month research/study leave on Jan. 1/16
- **Nicole Askin** began as a .5 FTE Hospital Librarian (CUPE) on Dec. 9, 2015, to fill-in where needed
- **Carol Friesen** resigned her position as MHIKNET Librarian for Manitoba Health effective Mar. 4, 2016
- The following Librarians were promoted from Assistant to Associate Librarian effective Mar. 30, 2016:
  - Orvie Dingwall
  - Angela Osterreicher
  - Sherri Vokey
- **Carla Epp** was promoted from General Librarian to Assistant Librarian effective Mar. 30, 2016
4.2 Support Staff Recruitment & Changes

Several support staff changes also occurred at the Health Sciences Libraries in 2015/16:

- The following LA1 Evening/Weekend staff resigned their positions in 2015/16:
  - Nikica Subek-Simon (Apr/15)
  - Lindsay Trybell (Aug/15)
  - Katie McKee (Sept/15)
  - Samantha Booth (Nov/15)
  - Hanna Kim (Nov/15)
  - Ellen Tisdale (Jan/16)
- Christine Janzen filled in briefly for Stefania Zimarino at SOGH (Mar/Apr-15)
- Lauren Finkel, U of M Masters of Archival Studies student, completed her formal internship with the College of Medicine Archives (May-July 2015).
- Lisa Romas was hired as the LA3 (project) at the St. Boniface Hospital Library effective June 4, 2015, but resigned her position effective Nov. 27, 2015
- Cheryl Millan Violon married in August, 2015; her last name changed from Buors to Millan Violon
- Allison Kvern was hired as an LA1 (evenings/weekends-project) effective Oct. 13, 2015
- Michelle Hradowy resigned her position as Office Assistant 3 effective Nov. 23, 2015
- Jovita Santiaguel retired from her position as LA3, NJM Circulation Desk, after 40 years of dedicated service, on Dec. 31, 2015
- The following LA1s were hired as project positions to work at the NJM Circulation Desk evenings/weekends:
  - Christine Janzen
  - Daniel Mathen
  - David Foley
  - Jody Woligroski

4.3 Awards

Lori Giles-Smith, Section Head Bill Larson Library, Grace Hospital, was granted the WWIHSS Patient Care Research Award to fund the project “Patient Attitudes towards Mobile Communication Device Use Amongst Health Care Professionals”. This project is designed to investigate how inpatients feel about mobile communication devices use by their health care providers during their hospital stay. This will help inform policy and practice related to device use at the Grace Hospital. This follows up from Lori’s previous research “Incorporation of Mobile Applications in Clinical Nursing Practice” which found nurses were concerned about the perceptions of patients and family members regarding nurses using mobile devices.

Kerry Macdonald, Acting Section Head Librarian at the Carolyn Sifton - Helene Fuld Library, was the recipient of the Canadian Health Libraries Association’s 2015 Hospital Librarian of the Year Award. This award recognizes the contribution of an individual hospital librarian to the advancement of health care and health librarianship in Canada.

Andrea Szwajcer, Hospital & WRHA CBHF Librarian, was awarded a $1,250 grant from the Canadian Council of Cardiac Nurses (CCCN) provisional to final acceptance of a Joanna Briggs systematic review protocol titled Caregiver experiences of providing care to individuals living with a left ventricular assist device: a qualitative systematic review. She also received acceptance for her proposal to deliver a half day, 4 hour accredited course, called Health Literacy 360, at the Medical Library Association’s 2016 annual conference in Toronto.
4.4 Continuing Education for Staff

4.4.1 Continuing Professional Education for Librarians

- **Lori Giles-Smith**, Hospital Librarian, Grace General Hospital attended the CARL Librarians’ Research Institute (Canadian Association of Research Libraries) at Simon Fraser University, Vancouver, BC, June 2015.

- **Raynard, M.** Hospital Librarian, Concordia Hospital, graduated with a Master of Business Administration from the University of Manitoba Asper School of Business, February 3, 2016.

4.4.2 Continuing Professional Development for Support Staff

- **Nadia Burtniak** continued taking workshops in pursuit of a certificate in the “Excellence in Supervisory Practices” program, through UM Learning and Development Services (LOD).

- **Lenore Finlay** participated in the 2015 Support Staff Endowment Fund Exchange trip to Simon Fraser University in British Columbia.

- **Kathy Finlayson**, LA4, Sister St. Odilon Library, Misericordia Health Centre, is enrolled in the Library Technician’s Post Diploma Certificate at the University of Fraser Valley.

- **Cheryl Haas**, LA3, MHKNET, completed two online courses in the Library and Information Technician Diploma program from Mohawk College. Cheryl also volunteered at the International Indigenous Librarians Forum (IILF). In September 2015, Cheryl participated in the Support Staff Professional Development Exchange trip to Simon Fraser University in B.C.

- **Diana Saunders**, LA4, Carolyn Sitton-Helene Fuld Library, St. Boniface Hospital/Research Centre Library, completed a Medical Terminology course through Red River College.

- **Antonietta Senkow**, LA4, Victoria General Hospital Library, completed two courses toward a Library and Information Technician from Mohawk College.

4.4.3 Library Assistants Training Series

As in previous years, the Education Services Committee was asked to organize a workshop series for the Library Assistants working in the hospital libraries. In order to ensure that the workshops were of use to the audience, a short survey was sent out to get feedback on topics and timing of the sessions. The survey results formed the basis of the workshop schedule, seen below.

New this year was a one-hour informal meeting booked directly after the workshops. As most of the Library Assistants work alone, this time has proven to be useful to discuss and problem-solve common problems as a group.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Topics</th>
<th>Instructors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 16, 2015</td>
<td>Kerr Boardroom</td>
<td>First LA meeting (3hrs) - various issues</td>
<td>Guests: Ada Ducas, Candice Lewis, Kerry Macdonald, Angela Osterreicher</td>
</tr>
<tr>
<td>9 am – 12 pm</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec 4, 2015</td>
<td>Ross Lab</td>
<td>Copyright (1hr) LA meeting (1hr)</td>
<td>Sarah Clark, Tobe Duggan</td>
</tr>
<tr>
<td>9 am -12 pm</td>
<td>Kerr Boardroom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 4, 2016</td>
<td>Ross Lab</td>
<td>Reference Management Software choices (45min) Kerry Macdonald’s new role (15min) LA meeting (1hr)</td>
<td>Mê-Linh Lê, Kerry Macdonald</td>
</tr>
<tr>
<td>9 am -12 pm</td>
<td>Kerr Boardroom</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4.5 Research, Scholarly Activity and Creative Works

4.5.1 Conference Presentations


Ducas, A., Vokey, S., Gottschalk, T., Moffatt, Where Do We Grow From Here? An Evaluation of Library Services Provided to A Provincial Health Authority. Paper presentation at the CHLA/ABSC Conference, June 2015


Linton, J., Hinds, A. Fishing for information or catching it? Knowing where to find and quickly organize a comprehensive range of publications to support your research projects and programs. Workshop taught at MFN- CAHR Annual Indigenous Health Symposium, Winnipeg: November 24 – 26, 2015.


Rich, R., Chatwood, S., D’Hont, T., Linton, J., Veillard, J., Murphy, K. Performance measurement in a circumpolar context: A Scoping review of maternal health indicators poster presented at Clinician Investigator Trainee Association of Canada Annual Scientific Meeting, Toronto, ON.

4.5.2 Presentations

Bass, J. “Introduction to BitCurator and Archivematica” – Guest Demonstrator, University of Manitoba, HIST 7382: Archiving in the Digital Age, Winnipeg, MB.

Ishida, M., Bass, J. “Data Management Needs of UofM Researchs,” UML Annual Research Symposium, Winnipeg, MB.

Bass, J., Lougheed, B. “Digital Archiving” – Guest Lecturer, University of Manitoba, HIST 4000: Introduction to Archives, Winnipeg, MB.

Bass, J. “Archival Resources for Historians of Health and Medicine” – Guest Lecturer, University of Manitoba, HIST 4680/7640: Social History of Health and Disease in Modern Canada, Winnipeg, MB.


Cooke, C., *Diving into the deep web with the Psychiatry Toolkit* (September 8, 2015) presentation to the Department of Psychiatry, College of Medicine.

Cooke, C., *Researching Sexuality and Harm Reduction: with the UM Health Sciences Libraries* (Sept 22, 2016) Winnipeg Regional Health Authority Healthy Sexuality and Harm Reduction Team.


Epp, C., and Hochheim, L. (2015, May 8). *RESTRICTED…increasing access to the reference collection*. Presented at a meeting of the HSL Hospital Librarians, Winnipeg, MB.


Gottschalk, T. Ducas, A. (March 20, 2015) *Virtual Reference Follow-up Workshop*

Wright, B., Ducas, A. (March 22, 2015) *UpToDate presentation at the Provincial Clinical Services Planning Workshop*

### 4.5.3 Poster Presentations


Monnin, C. Blanchard, L. Do you really like it?: evaluating social media use to provide a current awareness service. Poster presented at the Canadian Health Libraries Association Annual Conference, 2015. Winner of Best Poster


### 4.5.4 Publications - Peer Reviewed


4.5.5 Publications - Other


4.5.6 Research in Progress


Blanchard, L. Music and Memory™ at Misericordia Health Centre: investigating methods for gathering evaluative data.

Giles-Smith, Spencer, A. “Patient attitudes towards mobile communication device use among health care professionals.” 2015- present.


4.5.7 Research – Grants Awarded


Giles-Smith, L., Spencer, A. Patient Care Research Award ($2194). Grace Hospital Research Fund. "Patient attitudes towards mobile communication device use among health care profession."


4.5.8 Creative Works

Janice Linton was a contributor to the video and website Honouring the Voices: 40 years of First Nations, Metis, and Inuit Indigenous Health Research in Manitoba http://umanitoba.ca/faculties/health_sciences/medicine/units/community_health_sciences/departmental_units/cahr/honouringthevoices/#health_research/home

Janice Linton worked with the Committee to develop the Indigenous Health Displays (November 2015 at Bannatyne; March 2016 at FG for Honouring the Voices: 40 Years of FN/M/I and Indigenous Health Research in Manitoba

Janice Linton developed a proposal for the NJM Library to host the Witness Blanket art and awareness exhibition, at the request of Dr. Catherine Cook and Ada Ducas. Proposal was successful and has been accepted by the curators of the Witness Blanket, with a showing scheduled for July 1 to Sept 30, 2019.
5. SPACES - Creates inspired library spaces

All Health Sciences Libraries were visited by the UML Assessment Committee who evaluated each space based on spatial arrangement, wayfinding, signage, furniture, etc. Each library was provided with a Space Experience Report which included recommendations to improve the space to ensure that they are welcoming and support independent navigation.

5.1 Hospital and Health Centre Libraries

5.1.1 Neil John Maclean Health Sciences Library

- The sign at the Circulation desk was replaced with “Dr. Earl L. Pash Information Centre”, to recognize the donor, and in preparation for the Circulation Desk and the Reference Desk being combined into a Client Service Desk at the start of the Fall term.
- Four of the eight computers were removed from the 300 level computer workstations, to allow more space for students who bring their own devices.
- The hardware was installed on the entrance door in preparation for swipe card access to be rolled out with new Client Service Desk (Aug/16).
- Five additional headsets were purchased for patron use.
- A new fridge, Keurig machine and kettle were purchased for the staff room.

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

Changes for the 2015-16 fiscal year were minimal because of several positive facilities changes that took place the previous year, which improved security and functionality of the library. This year’s improvement initiatives for the library space included:

- Hardware update of the presenters station in the computer lab
- Addition of whiteboard software to the presenters station in the computer lab
- Upgrade of power bars used in library to comply with fire and safety regulations

5.1.3 Bill Larson Library (Grace Hospital)

Minor changes were made to signage to improve visibility and highlight important messages, per the recommendations of the UML Assessment Committee.

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

The Librarian moved her office in order to be closer to the front of the library for improved visibility/access for clients. Ergonomic furniture was installed in the new space. Plans are in place to convert the Librarian’s old office into a second meeting/study room.

5.1.5 Concordia Hospital Library

Per the recommendations the UML Space Assessment Committee, the library has:

- Posted more reader friendly library hours sign on the front door and in the silver WRHA/UML sign by the front door.
- Created new labels for the consumer health, reference and AV sections of the libraries.
- Updated all library signs to comply with University of Manitoba Libraries (UML) signage guidelines. Sign holders have been purchased for display.
- Amalgamated current journals with the Consumer health journals located in the turnstile on top of the new book display shelf. The tall narrow magazine display has been removed and returned to the hospital.
5.1.6 Sister St. Odilon Library (Misericordia Health Centre)

The Sister St. Odilon Library is located in a building adjacent to the hospital. It is located in a public space and isolated from other offices but has a security camera and panic buttons in place. This past year there was a reorganization of library space including an extensive weed and removal of excess shelving to accommodate a study table. The following equipment was purchased this past year.

- Study table and 4 chairs
- Bookcase for New Book display
- Task Chair for Library Technician

5.1.7 Seven Oaks General Hospital Library

A study carrel was purchased, in order to facilitate more individualized study space; it was placed in the back area with the larger table.

5.1.8 Victoria General Hospital

The following improvement were made to the VGH library this past year.

- New art was hung in the vestibule and computer areas
- A new photocopier/fax/scanner was introduced into the main space, which allowed the vestibule to be reworked as a quiet reading area with two lounge chairs and a leisure reading collection.
- Five bays of shelving were removed from the library in two areas, which drastically opened up the space making it feel more open and airy.
- A document was submitted to the hospital CAO’s Dreaming Big Project with a number of ideas on how the library could be improved with some additional funds (some suggestions included moving the library, creating a librarian office, and purchasing a couch for the space).
- A new couch was purchased by the Victoria Hospital for the library.

C. Gifts/Donations

The HSL have a total of 63 Gift Funds. This past year $154,709 in gift funds was spent and 16 cash donations to NJMHSL were received totaling $22,747. Letters of thanks listing the items purchased with the gift funds are sent every year to donors who request them.

In addition to our regular gift donations, the Health Sciences Libraries were the recipients of two bequests in 2015-16, one from the Mrs. Mary K. Beamish Estate and the other from the Prof. Audrey M. Kerr Estate, as well as residual funds from the Miss Jean C. Hay Estate, totaling $194,706.
## D. APPENDICES

### Appendix D.1: Statistical Summary of Activities – 2015-16

<table>
<thead>
<tr>
<th>Public Services</th>
<th>NJM</th>
<th>CGH</th>
<th>GGH</th>
<th>SBGH</th>
<th>SOGH</th>
<th>VGH</th>
<th>DLC</th>
<th>MHC</th>
<th>RV</th>
<th>RHA</th>
<th>MHHL</th>
<th>TOTAL</th>
</tr>
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<tbody>
<tr>
<td><strong>Regular Circulation</strong></td>
<td>27,388</td>
<td>304</td>
<td>615</td>
<td>565</td>
<td>675</td>
<td>876</td>
<td>1,205</td>
<td>505</td>
<td>32,133</td>
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<tr>
<td><strong>In-house Circulation</strong></td>
<td>11,231</td>
<td>388</td>
<td>427</td>
<td>751</td>
<td>766</td>
<td>124</td>
<td>1,486</td>
<td>134</td>
<td>15,307</td>
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<tr>
<td><strong>Turnstile Count</strong></td>
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<td>7,334</td>
<td>26,506</td>
<td>19,932</td>
<td>2,778</td>
<td>9,740</td>
<td>12,387</td>
<td>10,240</td>
<td>304,826</td>
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SUMMARY TOTALS 2015-16 (continued):

STAFF (FTE)
Librarians & Medical Archivist .................. 20.0
Support ............................................. 24.1
Casual ............................................. 2.0
Total: 46.1

PHYSICAL DETAILS
Total area (square metres) .................... 4,877
Stack space (linear metres) ................... 7,210
Study spaces .................................... 175
Public computers ................................ 78
Staff computers .................................. 62
Computer Labs .................................... 3
Individual Carrels ............................... 74
Fixed Computer Workstations ................. 78
Lounge Seating ................................... 76
Seating At Large Tables ....................... 114
Group Room Seating ............................ 88
Individual Study Rooms ....................... 14
Individual Study Room Seats ................. 89
Appendix D.2.1: Web Statistics

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

![HSL Web Statistics - 2015-2016](image)

Figure 1: Health Sciences Libraries Web Site Hits 2015-2016.

Appendix D.2.2 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>
<thead>
<tr>
<th>LibGuide</th>
<th>Total hits</th>
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<tr>
<td>Medical Student Toolkit</td>
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<td>Pharmacy</td>
<td>50,390</td>
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<td>Anesthesiology</td>
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<td>Family Medicine</td>
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<td>Occupational Therapy Guide</td>
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<td>Nursing - Clinical</td>
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<td>Physical Therapy</td>
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### Appendix D.3.1: Education Programs: Tech Savvy Series Sessions

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<th>Date</th>
<th>Location</th>
<th>Instructor</th>
<th>Participants</th>
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<td>Establishing Your Open Research &amp; Contributor ID (ORCID)</td>
<td>Sept 17, 2015</td>
<td>Bannatyne</td>
<td>Kerry Macdonald</td>
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<td>Establishing Your Open Research &amp; Contributor ID (ORCID)</td>
<td>Sept 24, 2015</td>
<td>St. Boniface</td>
<td>Andrea Szwajcer</td>
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<td>Searching OVID Medline and EMBASE</td>
<td>Oct 08, 2015</td>
<td>Bannatyne</td>
<td>Mê-Linh Lê</td>
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<td>St. Boniface</td>
<td>Kerry Macdonald</td>
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<tr>
<td>Measuring Your Metrics</td>
<td>Oct 15, 2015</td>
<td>Bannatyne</td>
<td>Andrea Szwajcer</td>
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<td>Measuring Your Metrics</td>
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<td>Using Open Access Repositories for Grant Funded Research Publications</td>
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<td>Bannatyne</td>
<td>Janet Rothney &amp; Mayu Ishida</td>
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<td>Database Roundup</td>
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| 10 topics                                                                 | 17 sessions   | 2 sites     | 8 instructors        | 164 participants |
## Appendix D.3.2: Education Programs: GradSteps Series Sessions

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<td>Library Essentials</td>
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<td>Janice Linton</td>
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<td>Oct 13, 2015</td>
<td>Bannatyne</td>
<td>Hal Loewen</td>
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<td>Kerry Macdonald</td>
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<td>Mê-Linh Lê</td>
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<td>Bannatyne</td>
<td>Mê-Linh Lê</td>
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<td>Open Access and Funding Agency Requirements</td>
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<td>Mayu Ishida &amp; Janice Linton</td>
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<td>March 15, 2016</td>
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<td>Mê-Linh Lê</td>
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**Total:**
- 9 topics
- 17 sessions
- 2 sites
- 10 instructors
- 101 participants
Appendix D.4:  Collection Assessments (performed by HSL staff)

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<td>Graduate</td>
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<td>22-Apr-15</td>
<td>Physiology and Pathophysiology</td>
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<td>Graduate</td>
<td>IMED7096</td>
<td>12-May-15</td>
<td>Biochem/Med Genetics</td>
<td>E. Stregger</td>
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<td>Graduate</td>
<td>IMED7098</td>
<td>12-May-15</td>
<td>Biochem/Med Genetics</td>
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<td>M.Sc. In Orthodontics</td>
<td>Grad Program Review</td>
<td>20-Apr-15</td>
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<td>J. Rothney</td>
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<td>Grad Program Review</td>
<td>20-Apr-15</td>
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<td>J. Rothney</td>
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<td>Graduate</td>
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<td>Human Anatomy and Cell Science</td>
<td>E. Stregger</td>
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<td>Mechanisms of Disease 1</td>
<td>Undergraduate</td>
<td>HEAL3610</td>
<td>04-Aug-15</td>
<td>Biochem/Med Genetics</td>
<td>E. Stregger</td>
</tr>
<tr>
<td>Mechanisms of Disease 2</td>
<td>Undergraduate</td>
<td>HEAL4630</td>
<td>04-Aug-15</td>
<td>Biochem/Med Genetics</td>
<td>E. Stregger</td>
</tr>
<tr>
<td>Mechanisms of Disease 3-Practicum</td>
<td>Undergraduate</td>
<td>HEAL4640</td>
<td>04-Aug-15</td>
<td>Biochem/Med Genetics</td>
<td>E. Stregger</td>
</tr>
<tr>
<td>Rehabilitation Theory and Research Design</td>
<td>Grad Curriculum Change</td>
<td>REHB7280</td>
<td>04-Aug-15</td>
<td>Rehabilitation Sciences</td>
<td>H. Loewen</td>
</tr>
<tr>
<td>Human Brain Imaging Methods</td>
<td>Graduate</td>
<td>IMEDXXXX</td>
<td>21-Aug-15</td>
<td>Human Anatomy and Cell Science</td>
<td>E. Stregger</td>
</tr>
<tr>
<td>Foundations in Human Population and Evolutionary Genetics</td>
<td>Graduate</td>
<td>IMED7130</td>
<td>14-Sep-15</td>
<td>Biochem/Med Genetics</td>
<td>H. Loewen</td>
</tr>
<tr>
<td>Advanced Topics in Human Population and Evolutionary Genetics</td>
<td>Graduate</td>
<td>IMED7140</td>
<td>14-Sep-15</td>
<td>Biochem/Med Genetics</td>
<td>H. Loewen</td>
</tr>
<tr>
<td>Medical Computational Biology</td>
<td>Graduate</td>
<td>IMED7280</td>
<td>14-Sep-15</td>
<td>Biochem/Med Genetics</td>
<td>J. Rothney</td>
</tr>
<tr>
<td>Injury Prevention Across the Life Course</td>
<td>Undergraduate</td>
<td>HEA 4500</td>
<td>02-Dec-15</td>
<td>Comm. Health Sciences</td>
<td>J. Linton</td>
</tr>
</tbody>
</table>
Appendix D.5.1 Organizational Chart – Health Sciences Libraries
As at March 31, 2016
## Appendix D.6: Health Sciences Libraries Personnel 2015-16

As at March 31, 2016

### Administration:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ada Ducas</td>
<td>Head, Health Sciences Libraries</td>
</tr>
<tr>
<td>Nadia Burtniak</td>
<td>Administrative Assistant 1</td>
</tr>
</tbody>
</table>

### Collections/Billing Support:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheryl Millan Violon</td>
<td>Library Assistant 4</td>
</tr>
<tr>
<td>Vacant (was Ganske)</td>
<td>Library Assistant 3</td>
</tr>
<tr>
<td>Tom Fitzpatrick</td>
<td>Library Assistant 2 (0.5)</td>
</tr>
</tbody>
</table>

### Archives:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jordan Bass</td>
<td>Archivist</td>
</tr>
<tr>
<td>Justin Fuhr</td>
<td>Library Assistant 2 (0.5)</td>
</tr>
<tr>
<td>Susan Bethune</td>
<td>Academic Specialist</td>
</tr>
</tbody>
</table>

### Outreach Services - MHIKNET:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orvie Dingwall</td>
<td>Section Head, MHIKNET/Outreach Services</td>
</tr>
<tr>
<td>Gail Matheson</td>
<td>Kivalliq Librarian (CUPE Term)</td>
</tr>
<tr>
<td>Carol Friesen (until Mar. 4/16)</td>
<td>MHIKNET Librarian for Manitoba Health</td>
</tr>
<tr>
<td>Cheryl Haas</td>
<td>Library Assistant 3</td>
</tr>
<tr>
<td>Danielle Bitz (0.5)</td>
<td>Library Assistant 2</td>
</tr>
</tbody>
</table>

### NEIL JOHN MACLEAN HEALTH SCIENCES LIBRARY

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sherri Vokey</td>
<td>Head, Neil John Maclean Health Sciences Library</td>
</tr>
</tbody>
</table>

### Reference/Research/Education:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carol Cooke</td>
<td>HSC Librarian/HSL Web Services Librarian</td>
</tr>
<tr>
<td>Tania Gottschalk</td>
<td>Education Services/Dentistry Librarian</td>
</tr>
<tr>
<td>Mé-Linh Lê</td>
<td>Health Sciences Centre Librarian</td>
</tr>
<tr>
<td>Janice Linton</td>
<td>Aboriginal Health Librarian</td>
</tr>
<tr>
<td>Hal Loewen</td>
<td>Rehabilitation Sciences Librarian</td>
</tr>
<tr>
<td>Janet Rothney</td>
<td>Dentistry Librarian</td>
</tr>
<tr>
<td>Vacant</td>
<td>Basic Medical Sciences Librarian</td>
</tr>
<tr>
<td>Daisy Santos</td>
<td>Library Assistant 4</td>
</tr>
<tr>
<td>Eric Wesselius</td>
<td>Library Assistant 4</td>
</tr>
</tbody>
</table>

### Circulation & Document Delivery:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candice Lewis</td>
<td>Supervisor, Circulation &amp; Document Delivery</td>
</tr>
</tbody>
</table>

### Circulation:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amanda Gajausky</td>
<td>Library Assistant 3</td>
</tr>
<tr>
<td>Vacant (was Santiaguel)</td>
<td>Library Assistant 3</td>
</tr>
<tr>
<td>Justin Fuhr</td>
<td>Library Assistant 2 (0.5)</td>
</tr>
<tr>
<td>Janett Stusiak</td>
<td>Library Assistant 2</td>
</tr>
<tr>
<td>William Toms</td>
<td>Library Assistant 2</td>
</tr>
<tr>
<td>David Smith</td>
<td>Shelver (0.5)</td>
</tr>
</tbody>
</table>

### Document Delivery:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicole Boudreau</td>
<td>Library Assistant 3 (Borrowing)</td>
</tr>
<tr>
<td>Jessica Enns</td>
<td>Library Assistant 3 (Lending)</td>
</tr>
<tr>
<td>Tom Fitzpatrick</td>
<td>Library Assistant 2 (0.5)</td>
</tr>
</tbody>
</table>
Appendix D.6  (continued)

VICTORIA GENERAL HOSPITAL LIBRARY

Carla Epp (mat leave)  Hospital Librarian
Antonietta Senkow  Library Assistant 4

CAROLINE SIFTON-HELENE FULD LIBRARY (St. Boniface Hospital)

Ada Ducas (Acting)  Hospital Librarian
Andrea Szwajcer  Hospital & WRHA CBHF Librarian
Diana Saunders  Library Assistant 4
Vacant (was Romas)  Library Assistant 3

SEVEN OAKS GENERAL HOSPITAL LIBRARY

Laura Hochheim  Hospital Librarian
Stefania Zimarino  Library Assistant 4

BILL LARSON LIBRARY (Grace Hospital)

Lori Giles-Smith  Hospital Librarian
Lenore Finlay  Library Assistant 4

CONCORDIA HOSPITAL LIBRARY

Melissa Raynard  Hospital Librarian
Thomas Quinlan  Library Assistant 4

SISTER ST. ODILON LIBRARY (Misericordia Health Centre)

Laurie Blanchard  Hospital Librarian
Kathy Finlayson  Library Assistant 4

J.W. CRANE MEMORIAL LIBRARY (Deer Lodge Centre) & RIVERVIEW HEALTH CENTRE LIBRARY

Angela Osterreicher  Hospital Librarian
Grace Romund (Acting)  Long Term Care/Outreach Librarian
Diana Stojanovic-Lewis  Library Assistant 4
Pamela Darling  Library Assistant 3
Nik Lysecki  Library Assistant 4 (.6)