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A. Highlights of the Year's Activities

“For centuries, the librarian’s job was providing scarce information to dependent patrons. Now, the job is helping patrons navigate superabundant information of wildly varying quality and uncertain provenance. The new job, unlike the old, requires marketing — librarians must persuade patrons that a navigator is worth the time and trouble. For better or worse, the digital age forces experts to make the case that a Google search doesn’t replace the librarian, and WebMD doesn’t replace the doctor.”

Alanna Graboyes

ACCESS TO INFORMATION

The UMHSL Web / Education Services Committee:

- Merged the UMHSL Web Services Committee and the Education Services Committee
- Implemented the use of LibCal software for booking appointments with librarians and for booking meeting/study space
- Tabled findings of UMHSL Web Site Usability study and acted on recommendations
- Developed help videos on a variety of topics to support UML Help Hub initiative
- Developed support pages for HSL clients for the UML Help Hub initiative

SERVICES

During this past year the HSL staff:

- responded to 24,910 reference and computer queries
- completed 1,171 literature searches
- completed 9 systematic reviews

PARTNERSHIPS

- 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 387 teaching sessions, with 1,936 people participating for a total of 355 contact hours
- HSL librarians and archivists delivered a total of 74 orientation sessions, with 937 people participating for a total of 27 contact hours
- HSL librarians and archivists served on 38 UM Libraries Committees
- HSL librarians and archivists served on 55 committees in organizations external to the UM Libraries
PEOPLE

- Ada Ducas, Head of the Health Sciences Libraries, was awarded the YMCA-YWCA Women of Distinction Award – Business, Professionals and Trades.
- Angela Osterreicher, Section Head Librarian at the J. W. Crane Memorial Library at the Deer Lodge Centre, was the recipient of the Canadian Health Libraries Association’s 2017 Hospital Librarian of the Year Award.
- HSL librarians and archivists delivered 9 presentations at conferences
- HSL librarians and archivists delivered 10 presentations at department meetings, etc.
- HSL librarians and archivists presented 9 poster presentations at conferences
- HSL librarians and archivists published 16 papers
- HSL librarians and archivists were successful in obtaining 6 grants

SPACES

- The Dr. Earl L. Pash Information Centre launched in a new form and with a new and expanded function. Library circulation and reference services have been combined at a single point of contact.
- NJMHL Librarians available to meet with clients via an online appointment booking tool.
- Online booking of NJMHL group study rooms was made available to students, faculty and staff, including HSC and WRHA staff.
- Swipe card access enabled at the NJMHL between 6 p.m. and closing.
B. Achievements

1. ACCESS TO INFORMATION

1.1. HSL Collections

The HSL collections are strong and are able to support programs in the Colleges of Dentistry, Medicine, Pharmacy and Rehabilitation Science, as well as the WRHA. Collections maintained the status quo this past year.

The HSL are very fortunate to have a number of gift and endowed funds in Dentistry and Medicine which help us purchase resources that we would otherwise not be able to purchase for those areas.

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 comprised 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.

Consumer Health Collection

The Consumer Health Collection was established in 2001 when Dr. Georgina Hogg left an endowment fund to the UM Health Sciences Libraries (UMHSL) with the request that a portion of it be designated for the Consumer Health Collection. The collection is used by health professionals, staff students and the general public. This past year a weeding project was undertaken to ensure that only the most recent materials are kept in the collection. Three hundred and sixty five titles that were over 10 years old and/or material that were no longer medically relevant were removed from the collection.

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. The partnership ensures that the collection is stocked with the latest and most popular books. The collection ranges from thrillers to cookbooks, graphic novels to historical fiction, and biographies to award-winning novels.

Curricular Support

One of the curricular supports that the NJMHSL provides to Colleges and Departments is library support statements for new or changing courses, and the more intensive graduate program review. This past year 1 Graduate Program Review and 16 Course Support Statements were conducted. A List detailing the support statements is found in Appendix D.4.

1.2. College of Medicine Archives

The College of Medicine Archives (CMA) continued to fulfill its mandate to acquire, preserve and make available the documentary heritage of the College of Medicine, as well as other colleges and departments within the Rady Faculty of Health Sciences (RFHS) in 2016-17.

Archival Reference Requests:

In 2016-17 Archival Reference Requests were prioritized to satisfy internal inquiries from College of Medicine units. External requests for research and digitization have - out of necessity - been fulfilled on a case-by-case basis and completed as time and resources permitted. The CMA is at present,
staffed by one (1) employee. As the demand for digitization has increased with external patrons, the CMA will be advocating for a processing fee in early 2018 based on the fee model employed at the University of Manitoba Archives & Special Collections.

In June of 2016, the Medical and Digital Records Archivist assumed control of UML LibGuides on Research Data Management (RDM) and Open Access (OA) and has since that time, acted as the point-person for RDM and OA reference at the Bannatyne and Fort Garry campuses. These new duties have increased the amount of inquires the CMA receives on a weekly, if not daily basis. A number of RDM and OA information sessions/presentations have been given to RFHS Colleges and research departments.

Reference requests increased significantly in 2016-17 with more and more inquiries arriving from the entire RFHS, as opposed to only the College of Medicine. Though not a part of its core mandate, the CMA has welcomed increased business from the RFHS and views this increase as a testament to the success of its outreach programming. Other services performed for the RFHS at large included digitization, digital preservation and records management.

**Acquisitions:**

The Archives acquired 2 large private archival collections in 2016, totalling approximately 10.5 linear feet of physical material and 2 TB of data. This material was processed in the Spring/Summer of 2016. Unprocessed acquisitions from 2016 include additional accruals from private donors.

Records from a number of College departments and units with the RFHS were transferred to the CMA in 2016, while restrictions on physical space have required that much of this content be critically appraised for retention and in most cases destruction. Born-digital acquisitions saw an increase in 2016-17, with much of this data arriving at the archives on hard drives, USBs or via email.

Twenty-nine B.Sc. (Med) projects, 8 Med II projects, 12 MPAS capstone projects, as well as 7 B.Sc. (Dent) projects were also acquired in 2016-17.

The CMA also continued its web archiving work to ensure the online content of the RFHS is preserved for future research and reference.

**Projects and Initiatives:**

*Medical Heritage Manitoba* (http://medheritage.lib.umanitoba.ca/):

Medical Heritage Manitoba continued to be developed to further 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 is maintained entirely in-house by the Medical and Digital Records Archivist.

*Sustainable Digital Curation Lab*

Working with a combination of proprietary and open-source technology, the CMA developed a DIY workflow to process and preserve born-digital content. In the absence of appropriate technological infrastructure, this workflow serves to expedite and make manageable the curation of digital resources at the CMA without having to heavily rely on support from UM IST. This lab was in part developed with the assistance of a grant funded student in the Spring/Summer of 2016. See: https://saers.wordpress.com/2017/01/23/practical-digital-preservation-in-house-solutions-to-digital-preservation-for-small-institutions/
**Student Metrics Tracking**

Working with the College of Dentistry Librarian, the Medical and Digital Records Archivist completed a major research request from the Associate Dean, Research (Medicine) to track the publication rate and topic of B.Sc. (Med) graduates.

**National Centre for Truth and Reconciliation**

Partnered with the National Centre for Truth and Reconciliation and the University of Winnipeg on a grant funded Web Archiving project: [https://www.archive-it.org/collections/7494](https://www.archive-it.org/collections/7494) and [https://archive-it.org/organizations/736?sort=f_sort_title.desc&show=Sites&fc=meta_Subject%3AConference](https://archive-it.org/organizations/736?sort=f_sort_title.desc&show=Sites&fc=meta_Subject%3AConference)

1.3 Web Pages, Toolkits & Social Networking

1.3.1 UMHSLS Web Committee

The UMHSLS Web / Education Services Committee is a working forum for the cooperative planning, implementation, and evaluation of content/materials and education initiatives of the UMHSLS. This year saw the merger of two formerly separate committees – the Education Services Committee and the Web Services Committee.

Ethics approval was received for a Usability Test of the Health Sciences Libraries web pages. The study was carried out over the early part of 2016. Results of the Usability Study were tabled in early 2017. With the majority of the recommended changes completed by April 2017. These included:

- Revision of event registration: Library events have been moved from Active Data Exchange to LibCal.
- Removed past events from the training page; Handled by LibCal
- Provided links to all location hours for the week from the Home, About and Contact pages.
- Removed links to today only hours.
- Removed all database search widget windows and replaced with links to databases.
- Changed terminology from “mobile” to “apps”, and from “house calls” to “appointments”
- Simplified web pages by reducing text and options
- Removed Write/Cite, Mobile/Apps, Present/Teach and Help pages from toolkits and replaced with buttons linking to stand-alone pages.
- Removed EBM tab and added as a button on the “Clinical” tab.
- Gave a call to action to encourage users to use appointments for library orientations & introductory learning.
- Clarified service pages to ensure it is obvious what the service is and who is entitled to it; Help Hub pages are now the only means to access library services.

1.3.2 New Web Pages

The members of the Committee participated in developing video content for the new UML Help Hub including:

- Using UpToDate - UofM Members - [https://youtu.be/ftnBHQmpJ90](https://youtu.be/ftnBHQmpJ90)
- Scopus - Accessing Articles - [https://youtu.be/6OPsZ1GZqV0](https://youtu.be/6OPsZ1GZqV0)
This collection of pages on the main UML page funnels clients through different categories to those resources and services primarily of interest to them. The HSL Web Services Librarian developed guides for Health Sciences Libraries clients based on different affiliation contracts and levels of service. Including:

- WRHA - [http://libguides.lib.umanitoba.ca/wrha](http://libguides.lib.umanitoba.ca/wrha)
- FHS – Faculty - [http://libguides.lib.umanitoba.ca/healthfacultyhelp/home](http://libguides.lib.umanitoba.ca/healthfacultyhelp/home)
- FHS – Graduate Students - [http://libguides.lib.umanitoba.ca/healthgradhelp/home](http://libguides.lib.umanitoba.ca/healthgradhelp/home)
- FHS – Undergraduate Students - [http://libguides.lib.umanitoba.ca/healthundergradhelp](http://libguides.lib.umanitoba.ca/healthundergradhelp)
- MHIKNET - [http://mhiknet.lib.umanitoba.ca/home/services](http://mhiknet.lib.umanitoba.ca/home/services)
- Patients & Families - [http://libguides.lib.umanitoba.ca/chis](http://libguides.lib.umanitoba.ca/chis)

### 1.3.3 Health Sciences Libraries: Website

An increasing number of library services and resources have moved to online environments, and the Health Sciences Libraries have invested much time and effort into maintaining a top-notch library website that is responsive to user needs.

UML library website users are viewing a high number of health sciences resources and toolkits. Of the top ten pages (based on page views) within the UML, 5 are from the Health Sciences: Health Sciences Libraries, Pharmacy, Medical Student Toolkit, Assessment Tools and NJMHSL.
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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<tbody>
<tr>
<td>Pharmacy</td>
<td>54,326</td>
</tr>
<tr>
<td>Medical Student Toolkit</td>
<td>52,599</td>
</tr>
<tr>
<td>Assessment Tools</td>
<td>37,915</td>
</tr>
<tr>
<td>Pharmacy - Clinical</td>
<td>17,791</td>
</tr>
<tr>
<td>Anesthesiology</td>
<td>16,094</td>
</tr>
<tr>
<td>Family Medicine</td>
<td>10,258</td>
</tr>
<tr>
<td>College of Rehabilitation Sciences</td>
<td>8,006</td>
</tr>
<tr>
<td>Nursing - Clinical (Health Sciences Libraries)</td>
<td>7,028</td>
</tr>
<tr>
<td>Nurse Practitioner Toolkit</td>
<td>6,512</td>
</tr>
<tr>
<td>Psychiatry Toolkit</td>
<td>5,739</td>
</tr>
</tbody>
</table>

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 and Rehabilitation Sciences. This may explain the heavy use of the toolkits and the Assessment Tools page which is used by Rehabilitation Sciences. (Other web statistics can be found in Appendix D.2)
2. SERVICES

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

2.1 Ask Us: Online Chat Reference

The University of Manitoba Libraries launched a new and rebranded online reference chat service at the end of August 2016. The newly named service, called Ask Us (formerly Ask a Librarian), allows patrons to chat in real-time with library staff or submit a ‘ticket’ if the service is closed (referred to as missed tickets, below). Over the 8-month period between August 2016 and March 2017, 2,838 inquiries were answered through the Ask Us service.

Users will find the Ask Us chat widget embedded within HSL toolkits and webpages so that they can access help at the point of need. Ask Us hours are: Monday – Thursday: 9 a.m. – 9 p.m.; Friday: 9 a.m. – 5 p.m.; Saturday: 1 p.m. – 4:30 p.m.; Sunday: 1 p.m. – 5 p.m. As this is a shared service amongst all University of Manitoba libraries, it is not possible to examine statistics for HSL-only operators or health-only related inquiries.

2.2 Consultations: Book an Appointment with a Librarian

The NJM Library’s service desk and staffing model underwent a significant overhaul in 2016-2017 due to the reconfigured public service desk. In order to facilitate access to librarians for more complex and research or subject-intensive queries, the MyScheduler tool was launched on July 25, 2016: http://lib-umanitoba.libcal.com/appointments/?g=174.

Faculty and staff are able to use the online interface to book an appointment with health sciences librarians at a time that suits their schedules. Only time slots that are not marked as ‘busy’ in the librarian’s personal calendar are offered as choices for the patron. Once booked, the patron receives an emailed confirmation with instructions about how to cancel, if needed. At the time of this report, the MyScheduler tool had only been available for 8 months, and it is expected that uptake will grow as people become more familiar with the 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. 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.

2.3 meeScan Self-Checkout

Library patrons are now able to check out books using their own mobile devices (or supplied iPad at the meeScan checkout station) on both the first and second floors of the NJM Library. This new self-serve service was launched on August 29, 2016.
3. PARTNERSHIPS

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 2016-17 the Health Sciences Libraries delivered a total of 389 educational sessions, with 1,943 people participating for a total of 357 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 202 hours were used for preparation time.

The HSL librarians and archivists delivered a total of 74 orientation sessions, with 937 people participating for a total of 26.5 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 formal teaching for the FHS is done at the NJMHSL because this library houses two computer labs that facilitate hands-on training. However, all of the health sciences librarians offer individualized training through consultations (formerly 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, sessions to students in the various FHS colleges, regularly scheduled drop-in sessions, and special researcher and faculty sessions.

3.1.1 Series Reports

Researcher Workshops series

The Researcher Workshops series (formerly called the Tech Savvy series) is the HSL’s primary series, developed in-house and aimed at developing the research skills of health sciences patrons. New this year is cross-campus branding, planning and promotion efforts. Locally, the series continued to be promoted via departmental email listservs, the HSL website, HSL news, posters in the library and around the Bannatyne campus and by word-of-mouth. LibCal, a Springshare service, was used for calendaring and registrations. A central calendar was created with tags for series, topic, and campus. LibCal also offers LibGuides integration, making it easy to create targeted lists of sessions based on tagged criteria. An online version of our standard session feedback form was created in LibWizard, a third SpringShare tool and embedded in the registration forms, making it simple to send feedback requests after the sessions.

As last year, every topic in the series was offered at both Bannatyne Campus (NJM Library) and St. Boniface (Carolyn Sifton – Helene Fuld Library) sites. Some of the NJM sessions were offered in the CPS Boardroom to facilitate more attendees and a more discussion-oriented layout.

The committee continues to encourage more formal content sharing between instructors, as so many of the sessions were taught more than once and often by different instructors. Feedback from sessions this year was overall very positive. Many sessions were also taught again as individual sessions after the scheduled date, proving to be a good outreach promotion for library services. A list detailing the Researcher Workshop Series Sessions is found in Appendix D.3.1

GradSteps Series

Similar topics to the Researcher Workshop series was also presented in a cross-campus series developed by the Faculty of Graduate Studies, GradSteps. In this series, we focus on the graduate student experience with each topic. Attendance at the series is noted on
student’s co-curricular record, and promoted through the Graduate programs, as well as through our regular promotion channels. As with the Researcher Workshop 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.

3.2 Information Services & Technology

The Health Sciences Libraries and Information Services & Technology (IST) identified an opportunity to enhance faculty and student support within the NJM library by repurposing the vacated reference desk. In August 2016, the IST service desk staff moved from a difficult-to-find office within the library to the former reference desk, which is co-located with the Client Service Desk. For the first time, UofM faculty and students were able to visit the library and benefit from having both library and IST’s technical support available to them at highly visible service desks.

3.3 Partnership Activities within the Hospital Libraries

Concordia Hospital - Hospital Ethics Resource Team

The Hospital Librarian, Melissa Raynard, joined the Concordia Hospital Ethics Resource Team in 2016. This team is a resource for staff if they are in need of advice when dealing with ethical decisions in regards to patient care or staff-to-staff interactions. The Team organized Concordia’s own Health Ethics Week with speaker Dr. Karl Koop, Professor of History and Theology from the Canadian Mennonite University, who spoke about Mennonite Christian Beliefs and Values and MAID at Concordia Hospital.

Grace Hospital

The librarian performed 30 inpatient interviews and a focus group discussion for 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 device 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.

Grace Hospital - Training

The Bill Larson Library continues to be a stop on monthly orientations for residents and new staff members as part of general orientation. The librarian provided formal instruction to the LAIVs on mobile apps in the health sciences and also presented as part of the Grace Hospital’s Education Day series on UpToDate. Both the librarian and LAIV provided in-person assistance and training on database and catalogue use. The LAIV regularly provided virtual references services. Hospital managers and educators continued to collaborate with library staff to offer monthly Popcorn and a Movie sessions on a variety of topics for staff.

Seven Oaks General Hospital - Chronic Disease Innovation Centre

The library continued its close relationship with the Chronic Disease Innovation Centre. The Librarian attended weekly research rounds, completed three systematic review searches for the summer students in 2016, updated two other previously completed searches, and started a new scoping review in 2017. The librarian provided citation management training for BSc Med students working with the research team. The library assistant provided article retrieval and printing services to support the various research projects. The library assistant also volunteered at the CDIC Gala at the Fort Garry Hotel.

Seven Oaks General Hospital - NorWest Community Health Centre

The librarian was invited to attend the primary care team meeting at NorWest Community Health Centre to discuss library services for staff and members of the community. Several literature searches arose from that meeting, and consumer health handouts were created to meet the needs of NorWest clients as identified by clinicians.
Seven Oaks General Hospital - Kildonan Medical Centre
As a member of the Kildonan Medical Centre’s clinical rounds team, the librarian attended rounds on a weekly basis to help answer clinical questions through the provision of information and mediated database searching, including 21 literature searches. The librarian continued to serve as a member of the Seven Oaks General Hospital Nursing Practice Council. The group meets monthly to discuss nursing practice. The librarian is also involved in the Elder Care Committee.

Victoria General Hospital - Corydon Primary Care Clinic & ACCESS Fort Garry
Library displays were set up at Corydon Primary Care Clinic and at ACCESS Fort Garry. The librarian was on hand to process borrower registrations on site and respond to any questions about library services available to community based health facility staff.

Victoria General Hospital - South Winnipeg Allied Practice Council
The librarian presented to the South Winnipeg Allied Practice Council. She discussed how the library can connect allied health practitioners with best available evidence with the library’s products and services.

3.4 Outreach Services

3.4.1 Manitoba’s Health Information and Knowledge Network (MHIKNET)
MHIKNET saw an overall increase in library card holders in 2016-17. There was a large increase in fee-for-service physicians who hold library cards, due to the introduction of the Manitoba-wide license for UpToDate. Many physicians registered for library cards with the sole purpose of accessing UpToDate.

Education and Training
MHIKNET launched a voluntary survey in October 2016, to identify the education and training needs of MHIKNET clients to inform the content, location, format, and scheduling of sessions offered by MHIKNET in 2017. There was a good response to the survey, with 341 responses, the majority of which were from Manitoba Health, Seniors, and Active Living (MHSAL) (158 or 46%), and the Regional Health Authorities (RHAs) (128 or 38%). Overall, there was an overwhelmingly positive level of interest in participating in MHIKNET training sessions, and respondents identified the topics they had the greatest interest attending.

The majority of respondents indicated they would prefer for training to be held a couple of times a year. The preferred training format (e.g. live webinars, in-person, etc.) varied by the respondent’s place of work. Tuesdays, Wednesdays and Thursdays from 09h00 – 12h00 or 13h00 – 15h00 were the most popular day of the week, and time, to hold the training.

Continuing Education for Physicians: Fridays at the University
MHIKNET has always promoted its services at the University of Manitoba, Rady Faculty of Health Sciences, Continuing Professional Development (CPD) Fridays @ the University, Bannatyne series. In 2016 the Head of Outreach Services was asked to participate on the program planning committee. Resulting from this stronger partnership, MHIKNET Librarians now create two sets of self-directed learning resources for each session, as well as compile a list of relevant books. These resources were circulated to all CPD participants, are available on the CPD website, and are available on MHIKNET’s Family Medicine Toolkit.
**UpToDate License for Healthcare Providers in the RHAs**

In January 2016, UpToDate Anywhere became available to all fee-for-service physicians and staff of Doctors Manitoba, Manitoba Health, Seniors and Active Living, the University of Manitoba, the Regional Health Authorities in Manitoba, Diagnostic Services Manitoba, and CancerCare Manitoba. UpToDate is an electronic clinical decision support used by clinicians and non-clinicians in the delivery of healthcare. It includes more than 10,500 topics covering general internal medicine and more than 20 specialties; a drug database and interaction tool; more than 1,500 patient education topics; and a number of medical calculators. This is the first electronic resource to be included in what will become a Manitoba “virtual health library” that aims to provide equitable access to information resources for all healthcare providers in the province.

MHIKNET engaged in a robust communication and promotion plan to promote the availability of UpToDate, and to support MHIKNET clients in accessing and using UpToDate. A section on UpToDate is now featured prominently on MHIKNET’s website, and communications were distributed through MHIKNET’s email listserv, blog, and Twitter. Education and training sessions on UpToDate were also provided.

The uptake of UpToDate has been very successful, particularly with physicians, who registered for MHIKNET library cards for the sole purpose of accessing UpToDate.

**MHIKNET Website Visits**

MHIKNET began monitoring website stats using Google Analytics in August, 2016. For the period of August 9, 2016 - February 3, 2017, the site had 2,552 sessions, 7,066 page views, and 1,383 visitors (52% of visitors were new and 48% were returning).

Most visitors accessed the site directly (51%), with organic searches accounting for another 31%, and referrals accounting for 14%. Site referrers included docsmb.org (26% of referrals); intranets at MHSAL and Prairie Mountain Health (6% of referrals); the RHAM website (6% of referrals); and Twitter (3% of referrals).

MHIKNET’s home page is the most popular page accounting for 20% of all page views, with the UpToDate FAQ page being the second most popular (13% of page views).

MHIKNET also maintains a WordPress blog, which is linked to the MHIKNET website and Twitter account. For the 2016/2017 year the blog had 566 page views from 334 visitors. The most popular post in 2016/2017 was the announcement that health care providers in Manitoba had access to UpToDate.

**MHIKNET Priorities for 2017 – 2018**

Education and training sessions will continue to be a key priority for 2017-2018. Using the results from the education and training survey, conducted in October 2016, the MHIKNET staff will provide training specifically tailored to the interests and needs of the communities surveyed, enabling MHIKNET to maximize client engagement and participation.
3.4.2 Kivalliq Services

As part of the services provided by the J.A. Hildes Northern Medical Unit (based on the agreement between the University of Manitoba and the Government of Nunavut) the Neil John Maclean Health Sciences Library has been providing Outreach Library Services to health care providers in the Kivalliq Region and Sanikiluaq since 1999. These library services have been part of the UM Health Sciences Libraries Outreach Services since 2014. Gail Matheson began as the Kivalliq librarian in November 2015.

**Book Purchases**

Books were purchased for the eight Kivalliq Health Centre Libraries, Medical Rehabilitation Office in Rankin Inlet, and the Rankin Inlet Birthing Centre. All items have been entered into the Kivalliq Materials Access Database to maintain an accurate list of materials sent.

**Promotional Materials**

Promoting library services to Health Centres in the Kivalliq region was a central focus this year. A promotional brochure on library services was created and sent for distribution to employees in the 8 Health Centres, the Medical Rehabilitation office in Rankin Inlet and the Rankin Inlet Birthing Centre.

Articles on library services and resources were published in the Northern Medical Unit’s Caribou Heard in April 2016 and September 2016.

A Facebook account was created for the University of Manitoba Health Sciences Libraries Outreach Services to increase our presence on social media and help market library resources to the Kivalliq region. It is hoped that with continued promotion our following and the number of people we are able to reach will grow. However, internet services in the Kivalliq region are not always reliable so we will be monitoring the response to this service.

We also created a Health Sciences Outreach Services email address: hsl_outreach@umanitoba.ca to provide a general email account to be included on Kivalliq promotional materials.

**Online Toolkits and Resources**

The Kivalliq library services website, http://libguides.lib.umanitoba.ca/kivalliq, was maintained throughout the year, and several pdf toolkits were updated to online library guides that provide direct links to freely available resources. The updated toolkits for 2017, included:

- Nutrition in the North;
- Respiratory Syncytial Virus (RSV); and
- Suicide Prevention
New toolkits on Heart Disease and Tuberculosis were created. For next year we are hoping to create new toolkits, and increase awareness and use of the collection.

3.4.3 Centre for Health Innovation

HSL Librarians from both the hospitals and the NJMHSs supported the Systematic Reviews and Meta-Analyses course at the Centre for Healthcare Innovation, working systematic review searches with course students. Some librarians also conducted scoping reviews.

3.4.4 Red River College

The J. W. Crane Memorial Library hosted two Red River College Library Technician students from April 18-29. In addition to providing the students with an opportunity to participate in the day-to-day activities of the library, they worked on projects including the DLC 100th Anniversary Timeline, eBooks, and AV conversion.
3.5 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.

<table>
<thead>
<tr>
<th>Librarian Name</th>
<th>Served on:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicole Askin</td>
<td>New Archivists and Librarians Group</td>
</tr>
<tr>
<td></td>
<td>HSL Hospital Librarians Committee</td>
</tr>
<tr>
<td>Jordan Bass</td>
<td>UML Search Committee for Coordinator, Access Services</td>
</tr>
<tr>
<td>Laurie Blanchard</td>
<td>UML Promotion Committee</td>
</tr>
<tr>
<td></td>
<td>HSL Hospital Librarians Committee</td>
</tr>
<tr>
<td>Ada Ducas</td>
<td>Co-Chair, HSL News Team</td>
</tr>
<tr>
<td></td>
<td>UML Management Committee</td>
</tr>
<tr>
<td></td>
<td>UML Public Services Management Group</td>
</tr>
<tr>
<td></td>
<td>UML Search Committee for Coordinator, Access Services</td>
</tr>
<tr>
<td></td>
<td>Chair, HSL Leadership Group</td>
</tr>
<tr>
<td></td>
<td>Chair, HSL Hospital Librarians Committee</td>
</tr>
<tr>
<td></td>
<td>Member, HSL Web / Education Services Committee</td>
</tr>
<tr>
<td>Carol Cooke</td>
<td>Co-Chair, HSL Web / Education Services Committee</td>
</tr>
<tr>
<td></td>
<td>HSL Information Services Committee</td>
</tr>
<tr>
<td></td>
<td>UML Help Hub Implementation Team</td>
</tr>
<tr>
<td></td>
<td>UM Librarians Council</td>
</tr>
<tr>
<td></td>
<td>HSL Hospital Librarians Committee</td>
</tr>
<tr>
<td>Christine Neilson</td>
<td>New Archivists and Librarians Group</td>
</tr>
<tr>
<td>Lori Giles-Smith</td>
<td>Chair, Circulation Procedures Manual Committee</td>
</tr>
<tr>
<td></td>
<td>UM Librarians Council</td>
</tr>
<tr>
<td></td>
<td>HSL Hospital Librarians Committee</td>
</tr>
<tr>
<td>Hal Loewen</td>
<td>UML Accessibility Committee</td>
</tr>
<tr>
<td></td>
<td>HSL Web / Education Services Committee</td>
</tr>
<tr>
<td></td>
<td>UML Reference Community Forum Committee</td>
</tr>
<tr>
<td>Melissa Raynard</td>
<td>HSL Web / Education Services Committee</td>
</tr>
<tr>
<td></td>
<td>UML Social Committee</td>
</tr>
<tr>
<td></td>
<td>HSL Hospital Librarians Committee</td>
</tr>
<tr>
<td>Janet Rothney</td>
<td>HSL News Team</td>
</tr>
<tr>
<td></td>
<td>HSL Information Services Committee</td>
</tr>
<tr>
<td></td>
<td>HSL Web / Education Services Committee</td>
</tr>
<tr>
<td>Angela Osterreicher</td>
<td>UML Search Committee for Knowledge Synthesis Librarian</td>
</tr>
<tr>
<td></td>
<td>HSL Leadership Group</td>
</tr>
<tr>
<td></td>
<td>HSL Hospital Librarians Committee</td>
</tr>
<tr>
<td></td>
<td>UM Faculty of Nursing Gerontology Research Team</td>
</tr>
<tr>
<td>Sherri Vokey</td>
<td>UML Management Committee</td>
</tr>
<tr>
<td></td>
<td>UML Public Services Management Group</td>
</tr>
<tr>
<td></td>
<td>HSL Leadership Group</td>
</tr>
<tr>
<td></td>
<td>NJMHS HSL Information Services Committee</td>
</tr>
</tbody>
</table>
### 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 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.

<table>
<thead>
<tr>
<th>Librarian Name</th>
<th>Served on:</th>
</tr>
</thead>
</table>
| Nicole Askin   | Seven Oaks General Hospital Nursing Practice Council  
 Seven Oaks General Hospital Elder Care Committee |
| Jordan Bass    | City of Winnipeg Archives & Records Committee  
 University of Manitoba Senate  
 Thesis Examination Committee, Faculty of Arts, U of M |
| Laurie Blanchard | Misericordia Health Centre Education Portfolio  
 Misericordia Health Centre DON Portfolio  
 Misericordia Health Centre Nursing Practice Council  
 Misericordia Health Centre Department Heads Forum |
| Carol Cooke    | WRHA Professional Advisory Committee  
 UMWRHA Program Liaison Committee  
 UM Psychiatry Toolkit Editorial Group |
| Ada Ducas      | Chair, UM Senate Program and Planning Committee  
 UM SPPC-Finance and Planning Sub-committee  
 UM Budget Advisory Committee  
 UM Campus Planning Advisory Committee  
 UM SEMP (Strategic Enrolment Management Planning)  
 UM Max Rady College of Medicine Department Heads Council  
 UM Max Rady College of Medicine Faculty Executive Council  
 UM Max Rady College of Medicine Med Talks Planning Committee  
 UM Max Rady College of Medicine Continuing Professional Development Advisory Cttee  
 UM Fort Garry Space Master Plan Sub-committee  
 International College of Manitoba and University of Manitoba Academic Advisory Cttee  
 Rady Faculty of Health Sciences Executive Council |
| Carla Epp      | South Winnipeg Management Team  
 Victoria General Hospital Support Services Team |
| Christine Neilson | Co-convenor for the Canadian Health Libraries Association Knowledge Synthesis Interest Group |
| Lori Giles-Smith | Winnipeg West Leadership Committee |
| Orvie Dingwall | HSL representative to the UoFM Faculty Association (UMFA) Board Representatives  
 Member at Large on the UMFA Executive Council  
 Member of the UMFA Collective Agreement Committee  
 Member of the UMFA Bargaining Team  
 Member of the UM Childcare Working Group  
 Delegate to the Winnipeg Labour Council  
 Alternate member on the UM Staff Benefits Committee  
 Member, UM Rady Faculty of Health Sciences, Continuing Professional Development – Friday’s at Bannatyne Planning Committee |
3.6 HSL Librarians and Archivists Serving on Committees in Organizations External to the UML, Continued:

<table>
<thead>
<tr>
<th>Librarian Name</th>
<th>Served on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Janice Linton</td>
<td>National Aboriginal Day Planning Committee for Bannatyne Campus&lt;br&gt;Aboriginal Issues Press Advisory Board&lt;br&gt;Liaison Librarian serving Community Health Sciences Faculty Departmental Council&lt;br&gt;Student Support, Mentorship, and Retentions Working Group founded at the Action Planning Workshop&lt;br&gt;Liaison Librarian serving Community Health Information &amp; Research Partnership (CHIRP) student group</td>
</tr>
<tr>
<td>Hal Loewen</td>
<td>Physical Therapy Faculty Committee&lt;br&gt;Occupational Therapy Faculty Committee&lt;br&gt;Respiratory Therapy Faculty Committee</td>
</tr>
<tr>
<td>Angela Osterreicher</td>
<td>Deer Lodge Centre Management Committee&lt;br&gt;Deer Lodge Research Committee&lt;br&gt;Deer Lodge United Way Committee&lt;br&gt;Deer Lodge Collaborative Care Committee&lt;br&gt;WRHA Excellence in Care of Older Adult Education Subcommittee until June 2016</td>
</tr>
<tr>
<td>Melissa Raynard</td>
<td>Concordia Hospital Ethics Resource Team</td>
</tr>
<tr>
<td>Janet Rothney</td>
<td>UM Dental College Council&lt;br&gt;UM Senate Committee for Libraries</td>
</tr>
<tr>
<td>Sherri Vokey</td>
<td>Co-chair of the UM and UMFA Joint Committee on Metrics&lt;br&gt;Canadian Association of Research Libraries’ Statistics Working Group&lt;br&gt;Pharmacy Faculty Committee</td>
</tr>
</tbody>
</table>

3.7 Communication & Promotion

In October 2015, the Health Sciences Libraries began creating news items using a WordPress blog. Now the single online news source for the majority of HSL news, announcements on events, training sessions, new resources, new books, hours and more are posted to this site. The blog automatically feeds content into HSL’s Twitter feed.

Once a month, key content is pulled from the blog and compiled into a newsletter using MailChimp. News items of interest to the larger library community are cross-posted on UM Library News.

Initially, the newsletter was distributed to Bannatyne campus listservs. Because that process proved problematic, staff began gathering direct contact emails in April 2016. Newsletter sign-up sheets were distributed to U of M faculty and staff, at the NJM Client Service Desk, and to library clients in the hospitals and WRHA. The new system for signing up for the newsletter was promoted on the website, via email, and relevant listservs. New users now check off a box on the library registration form to opt in to receiving either the HSL newsletter or the Hospital/Health Centre/WRHA newsletter. The first new direct newsletter was distributed in June 2016. At the same time, the News Team began producing a separate newsletter for the Hospital/health centres/WRHA staff. In October 2016, the publishing schedule for the Hospital/health centre/WRHA newsletter changed to every other month.

The uptake on HSL News has been very positive. There are 777 Mail Chimp News subscribers; 423 from the NJM and 354 from the Hospital/Health Centres/WRHA. 979 people visited the HSL News Blog and 1,609 viewed it. The top posts on the Word Press blog were UpToDate – Available now to all Manitoba health care providers (852); Online booking of NJM group study rooms now available to HSC and WRHA staff (191); Online booking of NJM group study rooms now available to students, faculty and staff (172) and Predatory publishers: what you need to know (135).
4. PEOPLE - Chooses the best, nurtures and realizes innovation (hiring to retiring)

4.1 Professional Staff Recruitment and Changes

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

- **In July 2016**, Laurie Blanchard, Orvie Dingwall and Tania Gottschalk returned from research/study leave.
- **Janice Linton** commenced a one year RSL on July 1, 2016. Megan Kennedy was hired as a CUPE Librarian to fill in as Acting Indigenous Health Librarian, and also assumed the role of Acting Pharmacy Librarian.
- **Gail Matheson** filled in as Acting MHKNET Librarian for Manitoba Health for six months, after the position was vacated by Carol Friesen. Tyler Ostapyk was hired as a CUPE Librarian for this position effective September 19, 2016, but left in mid-February, 2017 to become the Cataloguing Librarian at Published Heritage Branch, Library & Archives Canada. Maureen Babb was hired as the CUPE Librarian to take over the position as of March 27, 2017.
- **Gail Matheson** accepted a 3.5 year term as Kivalliq Librarian for the duration of the Northern Medical Unit/Kivalliq Agreement Oct. 1/16-Mar. 1/20.
- **Nicole Askin** took over the role of Acting SOGH Librarian on May 16, 2016, after Laura Hochheim’s resignation.
- **Melissa Raynard**, Concordia Hospital Librarian, began filling in two days/week at the Victoria General Hospital Library for Carla Epp’s maternity leave until mid-August 2016, and then two days/week at the St. Boniface Hospital Library, until the fall of 2017, when she was seconded as the Acting Head of the Science and Technology Library.
- From mid-August to October 31, 2016, Laurie Blanchard, Misericordia Health Centre Librarian, filled in two days/week as Acting Long term care/Outreach Librarian until November 1, 2016 when Lydia Thorne was hired as a CUPE Librarian to cover the position until June 2, 2017.
- **Grace Romund** was hired into an UMFA Term position as Acting VGH Librarian for the remainder of Carla Epp’s maternity leave. She also became acting HSC Hospital Librarian when Mê-Linh Lê commenced a one-year maternity leave on October 21, 2016.
- **Christine Neilson** was hired as the Knowledge Synthesis Librarian effective August 1, 2016.
- Effective March 30, 2017, the following librarians were promoted: **Janice Linton** from Associate to Full Librarian; Mê-Linh Lê from Assistant to Associate Librarian and **Melissa Raynard** from Assistant to Associate Librarian.
4.2 Support Staff Recruitment & Changes

Several support staff changes also occurred at the Health Sciences Libraries in 2016/17:

- The NJM Library’s service desk and staffing model underwent a significant overhaul. Circulation and reference services were combined into a single client service desk in August 2016. This transition resulted in the following changes:
  - Five LA1 project positions ended prior to the transition to the Client Service Desk (Christine Janzen, Allison Kvern, Daniel Mathen, Jody Woligroski and David Foley).
  - Lindsay Trybell and Eric Klemm each had brief terms filling in at the Circulation desk just prior to the transition to the new Client Service Desk.
  - Five positions were discontinued: two shelvers (David Smith and Kim Levi), two LA2s (Janett Stusiak and William Toms), and one LA1 (Sarah Carswell).
  - Tom Fitzpatrick and Nicole Boudreau were transferred to the Access Services Department.
  - In addition, the two LA4 Reference Library Assistants (Daisy Santos and Eric Wesselius) transitioned to the Client Service Desk, as did the LA3 Document Delivery (lending) position held by Cheryl Millan Violon. Cheryl’s LA3 position was reclassified to an LA4.
  - Justin Fuhr was hired to an LA4 position at the new Client Service Desk, effective August 8, 2016.

- Candice Lewis resigned her position as Library Supervisor 3 effective October 24, 2016. Since document delivery was no longer being done at the NJM Library, the position was reclassified to Library Supervisor 2, and Daisy Santos became the Acting LS2 for the remainder of the 2016/17 year.

- Coverage at the J. W. Crane Library, Deer Lodge Centre was needed for Library Assistant leaves of absence. Filling in for the various leaves were: Margaret Janczak, Pat Paige, Jessica Enns and Aurora Tetrault.

- Danielle Bitz resigned her term position as the 0.5 MHKNET/Kivalliq Library Assistant 2 before the end of the term, to pursue her MLIS degree at the University of Saskatchewan.

- Tyler McNally was hired as a student from the UM Archival Studies Program, to work with Jordan Bass on a Young Canada Works Grant, from May 9 through July 29, 2016.

4.3 Awards

Ada Ducas, Head of the Health Sciences Libraries, was awarded the YMCA-YWCA Women of Distinction Award – Business, Professionals and Trades. The YMCA-YWCA press release stated “Ada has dedicated her distinguished career as a health sciences librarian to developing information services to support health care providers. In her 20 years as Head of the Health Sciences Library at the University of Manitoba, Ada has been instrumental in consolidating health science library services and resources, first within the University of Manitoba and the Health Sciences Centre, and then within Winnipeg and Manitoba. Her leadership and vision has helped grow hospital libraries from standalone facilities servicing each hospital to an interconnected set of resources and services that support staff, faculty and students throughout the Winnipeg Regional Health Authority”.

Angela Osterreicher, Section Head, J. W. Crane Memorial Library at the Deer Lodge Centre, was the recipient of the 2017 CHLA/ABSC Canadian 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.
4.4 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. A one-hour informal meeting booked directly after the workshops. As most of the Library Assistants work alone, this time has proved to be useful to discuss and problem-solve common problems as a group. Due to uncertain futures and limited staffing in the hospital libraries, fewer meetings were held this year.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Topics</th>
<th>Instructors</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 3rd, 2016</td>
<td>Ross Lab</td>
<td>Mobile Apps available from the HSL (45min)</td>
<td>Lori Giles-Smith</td>
</tr>
<tr>
<td></td>
<td>Kerr Boardroom</td>
<td>ORCID (45min)</td>
<td>Janet Rothney</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LA informal meeting (1hr)</td>
<td></td>
</tr>
<tr>
<td>Sept 16th, 2016</td>
<td>Room 385 (lab space at a premium in Sept)</td>
<td>New UML site tour (15 min) Open Access basics (30 min) LA informal meeting (1hr)</td>
<td>Carol Cooke Janet Rothney</td>
</tr>
<tr>
<td>Feb 17th, 2017</td>
<td>Kerr Boardroom</td>
<td>Citation Management (overview and transition basics) (1 hr) LA informal meeting (1 hr)</td>
<td>Andrea Szwajcer</td>
</tr>
<tr>
<td>9:00 am - 12:00 pm</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

4.5 Research and Scholarly Activity

4.5.1 Conference Presentations:


**Askin, N.** *Local OER*. Presentation at Open Education 2016, Richmond, VA, 2016 November.


**Rothney J.** Loewen H. Information Literacy Skills Retention and Use by Healthcare Professionals: A Longitudinal Survey. Presented at the Centre for Evidence Based Library & Information Practice (C-EBLIP) Symposium, Saskatoon, SK, October 2016.

**Sinclaire, M., Linton, J.,** McGibbon, E., Fisher, M., Schultz, A. (2016, November). *Negotiating pathways between the health evidence we have and the knowledge we need to move forward to address the TRC’s Calls to Action*. Presentation at the MFN- CAHR Annual Indigenous Health Symposium, Winnipeg, MB.


**A. Szwajcer, A., Killian, L.** “Health Literacy 360” by Friday, May 13, 2016. Medical Library Association-accredited CE course (CE 301). 4 credit hours. Delivered at: Mosaic: be part of the big picture; joint conference of MLA, CHLA/ABSC, ICLC; Toronto Conference Centre, Toronto, ON Canada
4.5.2 Presentations:


Bass, J. Rothney, J. & Demczuk, L. “Research Data Management at the College of Nursing,” Rady Faculty of Health Sciences, University of Manitoba, Winnipeg, MB.

Bass, J. Rothney, J. “Research Data Management and the University of Manitoba Libraries,” University of Manitoba Information Services & Technology, University of Manitoba, Winnipeg, MB.

Bass, J. Rothney, J. “Research Data Management at the Rady Faculty of Health Sciences,” Rady Faculty of Health Sciences, Dean’s Council, University of Manitoba, Winnipeg, MB.

Bass, J. Rothney, J. “Research Data Management at the Rady Faculty of Health Sciences,” Rady Faculty of Health Sciences, Research Advisory Committee, University of Manitoba, Winnipeg, MB.


Linton, J. (2016 July) Fishing for information or catching it? Getting the most out of good search techniques for grey literature. Invited workshop presentation as webinar to audience at the Institute for Circumpolar Health Research, Yellowknife, NT.


Loewen H, Rothney J. Information Literacy Skills Retention and Use by Healthcare Professionals: A Longitudinal Survey – Janet Rothney and Hal Loewen, University of Manitoba. Presentation at C-EBLIP (Centre for Evidence Based Library and Information Practice) Fall Symposium. Saskatchewan, Saskatchewan, October 11, 2016

4.5.3 Poster Presentations:


4.5.4 Publications:


4.5.5 Research – Grants Awarded:

Elias, B. (Project Director, nominated); Co-Investigators: Rocke, C.; Kelly, C. Ursel, E.J.J., Levine, K.A., Bonnycastle, M.M., Simpkins, M., Janzen, M.D., Linton, J.S., Bennett, M.; Collaborators: Fuches, D.M., Durrant, J.E.; Partners: Aboriginal Health & Wellness Centre, FASD Life's Journey Inc., Healthy Child Manitoba, Ma Mawi Wi Chi Itata Centre, Inc., Manitoba Foster Family Network, Sandy Bay Child & Family Services Inc., University College of the North. Looking after each other: A dignity promotion project partnership for those living with FASD. Funding: Total of A) All partner organization contributions: $849,765; B) Total funds from the University of Manitoba: $207,500; C) Total funds from the Social Science and Humanities Research Council: $2,500,000; Total funding from all sources: $3,557,265 (2017-2022) (co-investigator)

Status First Nations Peoples. University Indigenous Research Program, University of Manitoba, $24,375 (co-applicant)


Szwajcer, A. was co-awarded a $1,000 grant from the St. Boniface Hospital 2016 Nursing Research Endowment Fund for “Vital sign procedures and alerts for acute cardiac syndrome inpatients: a quality improvement project”.

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

Reconfigured Public Services: The Dr. Earl L. Pash Information Centre

The Dr. Earl L. Pash Information Centre, has served as the “heart” of the Neil John Maclean Health Sciences Library for many years: it has been a hub for people seeking guidance and information, in-depth consultations, research support, assistance with point-of-care tools, and much more. On August 22, 2016, the Dr. Earl L. Pash Information Centre launched in a new form and with a new and expanded function. Library circulation and reference services, formerly separate and with distinct service locations, have been combined at a single point of contact. Library patrons can have any number of needs addressed at this location (formerly the Circulation Desk): the checkout of materials, the creation of a University Photo ID, or a more in-depth information consultation.

While the Dr. Earl L. Pash Information Centre interfaces with the vast majority of traffic through the library’s physical and online space, not all information needs can, or should, be accommodated in this environment. In cases where more in-depth consultation is required, such as for systematic review consultations, the staff at the Dr. Earl L. Pash Information Centre triage and refer people to librarians with appropriate subject expertise. In addition, librarians are now available to meet with clients via an online appointment booking tool: http://libumanitoba.libcal.com/appointments/?g=140
Group Study Rooms

The NJM Library launched an online group study room booking application on October 24, 2016. For the first time, faculty, staff, and students became able to self-book study space without having to visit the library in person to check availability or make a booking. This change freed up valuable staff time at the Client Service Desk, and granted UofM faculty and students greater flexibility and convenience in scheduling space at the NJM Library. For example, students in groups of 2 or more can book up to 2 hours per day, and up to 2 weeks in advance. UofM Photo ID cards are used to gain entry to the rooms.

The data presented below represent 6-months of usage with the new LibCal Room Booking system. It is worth noting that occupancy values were the second lowest, though not by much, during the month of November 2016 when some classes were disrupted by UMFA strike action. February 2017 also saw a dip, as Spring Break was scheduled February 20 – 24.

Swipe Card Access

On June 13, 2016, the NJM Library transitioned to using a UofM Photo ID-enabled swipe card access system on the main doors from 6:00 p.m. - close. Swipe access was added after the findings of a Security Assessment, carried out by the Director of University of Manitoba Security Services in November 2015, were presented to Libraries.

UofM faculty, staff, and students with existing Photo ID cards did not need to take any action: the NJM Library location was added to Photo ID card automatically.

- Swipe card access was introduced at the Neil John Maclean Health Sciences Library on June 13, 2016. Between the hours of 6:00 p.m. and closing, a valid University of Manitoba photo identification card is now required for entry.

- Online booking of NJM group study rooms was made available to students, faculty and staff, including HSC and WRHA staff in October 2016.

5.1.2 Seven Oaks General Hospital Library

The library began a major renovation project to accommodate the expansion of the adjacent Chronic Disease Innovation Centre, incorporating the library into their new space. The Education Services Department, which had previously shared the space with library staff, was moved to another location within the hospital. The collections and circulation desk were moved to the front of the library, using a configuration that allowed all items to be available to patrons. Public computers and study furniture were temporarily moved to storage.

5.1.3 Victoria General Hospital

Two bays of shelving were removed from the library. As our physical journal collections have been replaced with electronic journal access, more shelf space has become available, which allowed for the collections to be shifted and shelving removed. The space feels airier and cleaner.

C. Gifts/Donations

The HSL have a total of 67 gift funds. This past year $126,717 in gift funds was spent and 13 cash donations to NJMHSLS were received totaling $24,337. In addition, we received $11,711 in residual funds from Professor Jean Hay’s estate. Letters of thanks listing the items purchased with the gift funds are sent every year to donors who request them.
### D. APPENDICES

#### Appendix D.1: Statistical Summary of Activities – 2016-17

<table>
<thead>
<tr>
<th>Public Services</th>
<th>NJM</th>
<th>CGH</th>
<th>GGH</th>
<th>SBG</th>
<th>SOG</th>
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</table>

**STAFF (FTE)**

- Librarians & Medical Archivist: 21.0
- Support: 15.6
- Total: **36.1**

**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: Web Statistics

Web page statistics were gathered using the integrated statistical package in LibGuides.
### Appendix D.3.1: Education Programs: Researcher Workshop Sessions

<table>
<thead>
<tr>
<th>RW series - Session Title</th>
<th>Date</th>
<th>Location</th>
<th>Instructor</th>
<th>Participants</th>
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<tbody>
<tr>
<td>Database Roundup</td>
<td>April 01, 2016</td>
<td>Bannatyne</td>
<td>Mê-Linh Lê</td>
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<tr>
<td>Searching for Grey Literature</td>
<td>April 07, 2016</td>
<td>Bannatyne</td>
<td>Janice Linton</td>
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<tr>
<td>Choosing a Reference Management Software</td>
<td>May 19, 2016</td>
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<td>Mê-Linh Lê</td>
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<td>Choosing a Reference Management Software</td>
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<td>St. Boniface</td>
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<td>Nicole Askin</td>
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<td>Carol Cooke</td>
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<td>Measuring Your Metrics</td>
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<td>Bannatyne</td>
<td>Sherri Vokey</td>
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<td>Jan. 25, 2017</td>
<td>Bannatyne</td>
<td>Tania Gottschalk</td>
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<tr>
<td>Introduction to Mendeley</td>
<td>Feb. 8, 2017</td>
<td>Bannatyne</td>
<td>Carol Cooke</td>
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<tr>
<td>Overview of Citation Management (with Migrating from RefWorks)</td>
<td>Feb. 16, 2017</td>
<td>Bannatyne</td>
<td>Tania Gottschalk</td>
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<td>Overview of Citation Management (with Migrating from RefWorks)</td>
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<td>Orvie Dingwall</td>
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**10 topics**  | **18 sessions**  | **2 sites**  | **9 instructors**  | **82 participants**
Appendix D.3.2: Education Programs: GradSteps Series Sessions

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<th>Date</th>
<th>Location</th>
<th>Instructor</th>
<th>Participants</th>
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<td>EndNote: Beyond the Basics</td>
<td>April 12, 2016</td>
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<td>Bannatyne</td>
<td>Hal Loewen</td>
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<td>Exploring Types of Reviews</td>
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<td>Melissa Raynard</td>
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<td>Orvie Dingwall</td>
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<td>Keeping Current, Keeping Alert</td>
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<td>2 sites</td>
<td>6 instructors</td>
<td>61 participants</td>
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5 topics 11 sessions 2 sites 6 instructors 61 participants
## Appendix D.4: Collection Assessments (performed by HSL staff) – 2016-17

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<td>Diseases of Human Organ Systems</td>
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<td>19-Apr-16</td>
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<td>Clinical Pathological Correlations 1</td>
<td>Graduate</td>
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<td>Clinical Pathological Correlations 2</td>
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<td>Graduate Program Review, PhD, MSc, MPH</td>
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<td>GPR</td>
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<td>Community Health Sciences</td>
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<td>Introduction to Human Genetics</td>
<td>Undergraduate</td>
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<td>13-Oct-16</td>
<td>Biochem &amp; Medical Genetics</td>
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<td>Dental Public Health</td>
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<td>Preventive Dental Science</td>
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<td>Pharmacology and Dental Therapeutics</td>
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<td>DDSS 3162</td>
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<td>Dental Diag. &amp; Surg. Sciences</td>
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Appendix D.5.1 Organizational Chart – Health Sciences Libraries
As at March 31, 2017

HEAD, HSL
Ducas

Admin Assistant
Burtniak

College of Medicine Archives
Bass

Head, Outreach Services
Dingwall

MHIKNET Librarian, Manitoba Health
Babb (term)
CUPE Librarian (Kivalliq)
Matheson
LA3 Haas

Client Service Desk
LS2 Santos

LA4 Fuhr
LA4 Millan Violon
LA4 Wesselius
LA4 Vacant
LA3 Gajausky

Reference/Research/Education

Dentistry Librarian
Rothney
Education Services Librarian
Gottschalk
HSC Librarian & HSL Web Librarian (0.5 FTE)
Cooke
Indigenous Health & Community Health
Sciences Librarian
Linton (R/S leave)
Kennedy (Acting)
Knowledge Synthesis Librarian
Neillson
Pharmacy Librarian (0.5 FTE)
Kennedy (Acting)
Rehabilitation Sciences Librarian
Loewen

Hospital Libraries
See Hospital Libraries Organizational Chart

WRHA Librarian (0.5 FTE)
Cooke (Acting)

HSC Hospital Librarian
L6 (on leave)
Romund (Acting)
Appendix D.5.2 Organizational Chart – HSL Hospital Libraries
As at March 31, 2017
## Appendix D.6: Health Sciences Libraries Personnel 2016-17

As at March 31, 2017

### Administration:
- Ada Ducas: Head, Health Sciences Libraries
- Nadia Burtniak: Administrative Assistant 1

### Archives:
- Jordan Bass: Archivist

### Outreach Services - MHKINET:
- Orvie Dingwall: Section Head, MHIKNET/Outreach Services
- Maureen Babb: MHIKNET Librarian, Manitoba Health (CUPE Term)
- Gail Matheson: Kivalliq Librarian (CUPE Term)
- Cheryl Haas: Library Assistant 3

### NEIL JOHN MACLEAN HEALTH SCIENCES LIBRARY
- Sherri Vokey: Head, Neil John Maclean Health Sciences Library

### Reference/Research/Education:
- Carol Cooke: HSC Librarian/HSL Web Services Librarian
- Tania Gottschalk: Education Services
- Megan Kennedy: Acting Pharmacy and Indigenous Health & CHS Librarian
- Mê-Linh Lê: Health Sciences Centre Librarian
- Janice Linton (on RSL): Indigenous Health Librarian
- Hal Loewen: Rehabilitation Sciences Librarian
- Christine Neilson: Knowledge Synthesis Librarian
- Janet Rothney: Dentistry Librarian

### Client Service Desk:
- Daisy Santos: Library Supervisor 2
- Amanda Gajausky: Library Assistant 3
- Justin Fuhr: Library Assistant 4
- Cheryl Millan Violon: Library Assistant 4
- Eric Wesselius: Library Assistant 4
### Appendix D.6 (continued)

#### VICTORIA GENERAL HOSPITAL LIBRARY

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carla Epp</td>
<td>Section Head Librarian</td>
</tr>
<tr>
<td>Antonietta Senkow</td>
<td>Library Assistant 4</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melissa Raynard</td>
<td>Acting Section Head Librarian</td>
</tr>
<tr>
<td>Andrea Szwajcer</td>
<td>Hospital &amp; WRHA CBHF Librarian</td>
</tr>
<tr>
<td>Diana Saunders</td>
<td>Library Assistant 4</td>
</tr>
</tbody>
</table>

#### SEVEN OAKS GENERAL HOSPITAL LIBRARY

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicole Askin</td>
<td>Acting Hospital Librarian</td>
</tr>
<tr>
<td>Stefania Zimarino</td>
<td>Library Assistant 4</td>
</tr>
</tbody>
</table>

#### BILL LARSON LIBRARY (Grace Hospital)

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lori Giles-Smith</td>
<td>Section Head Librarian</td>
</tr>
<tr>
<td>Lenore Finlay</td>
<td>Library Assistant 4</td>
</tr>
</tbody>
</table>

#### CONCORDIA HOSPITAL LIBRARY

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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</thead>
<tbody>
<tr>
<td>Melissa Raynard</td>
<td>Section Head Librarian</td>
</tr>
<tr>
<td>Thomas Quinlan</td>
<td>Library Assistant 4</td>
</tr>
</tbody>
</table>

#### SISTER ST. ODILON LIBRARY (Misericordia Health Centre)

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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</thead>
<tbody>
<tr>
<td>Laurie Blanchard</td>
<td>Section Head Librarian</td>
</tr>
<tr>
<td>Kathy Finlayson</td>
<td>Library Assistant 4</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angela Osterreicher</td>
<td>Section Head Librarian</td>
</tr>
<tr>
<td>Grace Romund (Acting)</td>
<td>Long Term Care/Outreach Librarian</td>
</tr>
<tr>
<td>Diana Stojanovic-Lewis</td>
<td>Library Assistant 4</td>
</tr>
<tr>
<td>Pamela Darling</td>
<td>Library Assistant 3</td>
</tr>
<tr>
<td>Nik Lysecki</td>
<td>Library Assistant 4 (.6)</td>
</tr>
</tbody>
</table>