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Himmelfarb Library Annual Report

Himmelfarb Health Sciences Library

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George Washington University, Himmelfarb Health Sciences Library

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Himmelfarb Health Sciences Library
The George Washington University Medical Center
Annual Report
July 2009 – June 2010

Mission

The mission of the Himmelfarb Health Sciences Library is to meet the information needs of the faculty, staff, and students in the George Washington University Medical Center's educational, research, and patient care programs by:

- providing resources and services that meet users' needs
- making available automated information systems which support users locally and from remote sites
- creating an educational environment that promotes independent learning and fosters informed users of information and information / educational technologies
- providing access to resources not held at the institution.

Resources to Meet Users' Needs

A current student, Shireen Khoury, was telling a prospective medical student during his interview about the wonders of Himmelfarb Library and its librarians. Later, she paid the following compliment to her PCL Librarian: "You guys are really something to be proud of!" Elaine Sullo in Reference received the following: "As we complete our end of course evaluations I would be remiss if I didn't tell you how much having you here has helped my academic career. I can't even tell you what I did to research my papers before you helped me unlock the door to the Himmelfarb Library but it was ugly. Thank you so much for being here to assist us."

A number of initiatives were undertaken in AY09/10 to identify resources to meet users' needs. Primary among these were the acquisition of electronic journal back files, development of a nursing resources community in BlackBoard, and a survey of faculty journal needs.

Electronic Journal Back Files

In AY08/09, the Library's print journal collection, located on the second floor, was dispersed in one of three ways. Titles held electronically back to initial publication were discarded. Titles not held electronically and used infrequently were sent to the WRLC storage facility. Titles not held electronically and frequently used were

placed in on-site storage. A concerted effort was made during AY09/10 to identify titles for which back files could be reasonably negotiated. Over 80 titles were acquired as backfiles and then linked to PubMed, Medline, Scopus and other databases as appropriate to facilitate access to these titles.

Nursing Resources Community

Starting in late 2008 and continuing through AY09/10, Himmelfarb librarians worked closely with Nursing faculty in the new accelerated BSN program to identify a small book collection to be housed at the Ashburn campus, train librarians there in nursing resources and research, and create an online community or resource portal in BlackBoard for nursing students to access nursing databases and full-text journals, textbooks and skills videos. 74 print titles were identified with faculty assistance and purchased for housing at the Ashburn Library. Over 40 textbooks and 600 journals are accessible through the portal. BlackBoard was chosen because of its ability to limit access to resources licensed only for the Ashburn campus. The site went live in fall 2009. A survey of nursing faculty and students in spring 2010 indicates that the community is working well. Senior Associate Dean for Health Sciences, Jean Johnson said, "This is a fabulous asset for the program." The Himmelfarb liaison to the nursing program has been embedded in two nursing courses to provide further support to students and faculty. Planning has begun to explore resource support options for a full four-year program at Ashburn under the aegis of the new School of Nursing. This issue may prove problematic. Resources on the Medical Center's Foggy Bottom campus are licensed for that site only and additional licenses for Ashburn will probably prove expensive. Moreover, neither the Himmelfarb nor the Ashburn campus librarians have ever supported an undergraduate program having to meet basic core requirements such as mathematics and English literature.

Faculty Survey of Journal Needs

In May 2009, journal subscription surveys were distributed to Medical Center faculty and departments. Librarians had worked closely with faculty in several departments to design the survey instrument with the purpose of taking a close look at the collection and fine tuning it to meet current clinical, research and educational needs. The surveys provided extensive information on subscriptions in each specialty area and asked respondents to identify essential titles, titles that could be discontinued, and titles to be added. Surveys were distributed to all on-campus departments with a 36% return rate. Data analysis took place over the summer and many non-responding departments were contacted. 64 titles were added in January 2010. With the elimination of some remaining print subscriptions and titles dropped as no longer relevant, the process of adding new titles proved revenue neutral.

Collection Growth Areas

Several subject areas were targeted for additional monographic acquisitions. These included teaching resources, board review materials, autism, and cultural competence. Following the recent transition to a nearly all-electronic journal collection, a total of 90 electronic books were added to the collection in surgery, psychiatry, and health policy. The audiovisual collection was updated to include more materials in DVD format.

Making available automated information systems which support users locally and from remote sites

The Library worked hard to increase and streamline access to its electronic collections through upgrades to its integrated library system, electronic resource management system, and website. Some of these projects are highlighted below.

Improvements to Web Site

Several improvements were made to the Library's website to improve the accessibility of electronic resources from remote locations and the GW hospital. The Library currently runs separate pages for the Hospital (which has limited direct access to some electronic resources due to licensing restrictions) and the rest of the Medical Center. The two pages were more closely synchronized and directions for accessing the full range of resources from the Hospital clarified. The full range of electronic resources on the Library's web site were linked directly to the University's Aladin system so that students and faculty working off-site or at home can log directly into journals and textbooks without accessing the VPN first. This step is extremely important for students and residents working at affiliated hospitals where the GW VPN does not work and has greatly simplified off-campus access for many of our users.

The last year also saw a growing interest in information access from smart phones and other handheld devices. Hits to the Library's web page with information about and links to mobile resources numbered about 100 a month. A goal of creating a mobile web presence for the Library was identified during the summer of 2009. The design work is underway and has been guided by input from student and faculty focus groups and surveys. The final page is expected to debut in fall 2010.

Nine new online tutorials

(<http://www.gwumc.edu/library/tutorials/techsummit.cfm>) were developed and added to the Web Site to provide students and faculty with 24/7 access to information on databases, evidence-based medicine, statistics, and tools like RefWorks.

The Library's web site (www.gwumc.edu/library) sees extensive use. The average month generates over 100,000 hits to the site, with heaviest use seen in the areas of electronic journals and databases. In AY09/10, there were approximately 1.2 million page views to the entire Library site.

Guides to the Collection

Librarians created a series of resource guides, known as Libguides (<http://libguides.gwumc.edu/browse.php?o=s>), to help facilitate access to electronic resources in targeted areas. Guides supporting topic areas such as anatomy, health care quality, sonography, global health, and health policy were created either for specific courses or at the request of faculty. Two of the most popular guides are *MS3 Clerkship Information Resources* and *Board Preparation (USMLE Steps 1,2,3)*. Starting in early spring, the Library's website began to highlight key resources under a new *Tool of the Week* feature which has featured a wide variety of tools from PubMed and GWUMC Faculty Publications to Scopus Analytics and the Lexi-Comp drug database.

Student response to Libguides has been positive. One MSIII stated, "This looks like it will be very helpful as we go through each rotation. Thank you so much for making it easy to access the most recommended texts in one location. It's hard to keep track of all recommendations you hear about books each day so this is a great starting point. I was able to just read about a disease I had a patient with today after about 2 minutes of looking through the resources you provided. So helpful!! Thank you very much!!"

Clinical Support Tools

Much of the AY09/10 year was devoted to analyzing the clinical point of care products, Dynamed and ePocrates premium. Multiple focus groups and demonstrations were held and all faculty, students, and residents surveyed for feedback. A full report compiling features, costs and user feedback was prepared and the decision was made, in conjunction with the Dean's office and Graduate Medical Education, to replace the UptoDate product with Dynamed. Dynamed came out ahead in terms of pricing guarantees, off-campus access, currency, and unlimited mobile access. While not everyone is totally pleased with the decision to drop UptoDate for AY10/11, the transition to Dynamed has gone smoothly and a good amount of favorable feedback has been received. The Library and Dean Scott have provided UptoDate with extensive feedback on the problems we encountered with their pricing model and business practices and will review a proposal for AY11/12.

One very positive result of the Library's extensive discussions with residents was a new understanding of how they use e-texts. While many residents stated that they relied heavily on point of care products, they are actually heavy e-text users and worked with us to select a number of new, targeted texts in obstetrics/gynecology,

medicine, and emergency medicine. Costs were minimal and, according to residents, added major players to the information mix. Two other important tools for keeping current were also added—*Essential Evidence Plus*, a source of evidence-based summaries on current medical topics, and *Journal Watch*, which scans nearly 300 top scientific and medical journals to present important clinical research findings.

Services to Distance Education Students

The Library made outreach to the Medical Center's distance education students a goal for AY09/10. To meet that goal, three steps were taken. First, a web portal outlining services and resources for distance education students was created. Links were provided to all resources; instructions for off-campus were streamlined; and the portal was promoted during the Health Sciences faculty retreat in early fall 2009. Second, a shipping service, whereby distance education students could easily borrow print materials from Himmelfarb was established. Finally, the Liaison Librarian to health sciences was embedded in 2 distance education classes and 1 nursing class where she was able to provide advice on research topics and discussion questions. She also encouraged these students to take advantage of the Library's chat/online reference service to ask research questions.

Creating an educational environment that promotes independent learning and fosters informed users of information and information / educational technologies

Students returning to school in the fall of 2009 returned to a radically different Himmelfarb Library in terms of study facilities and hours. A number of new educational programs were initiated and prior programs expanded to support information and educational technology use.

Conversion of Second Floor to Quiet Study Space

During spring/summer 2009, the second floor of Himmelfarb completed its conversion to quiet study space. Seating at 14 open tables, 58 carrels, and 37 closed-door study carrels was installed in the newly-refurbished space. Statistics indicate that the second floor is the most popular study space in the Library with usage peaking at near capacity during winter and spring exams. Students in all programs surveyed in the spring of 2010 indicated overwhelmingly that they were either satisfied or very satisfied with quiet study space in the Library. To quote one respondent, "The second floor of the library is perfect for studying; I wish I had a set-up like this during undergrad."

One area of concern was noise spillover from group study room to group study room. This issue will begin to be addressed during the summer of 2010 when the third floor of the Library is refurbished with new carpeting, paint, and ceiling tiles. At this time, soundproofing materials will be placed in group study rooms and evaluated for use throughout the Library. New chairs will also be installed.

To enhance the overall design of the Library, 14 new tables in the same “Shaker” style as the furniture on the second floor were installed on the first floor of the Library and added 8 additional seats.

Introduction of 24/7 Access to Himmelfarb

Starting in August 2009, Himmelfarb Library remained open 24/7. Library hours had been identified as too limited during recent accreditation surveys. Staff was hired and policies for overnight use were put in place during the month of July. Once begun, the open door policy proved very popular, especially during exams. Usage statistics for the year indicated that over 8,000 people used the Library between 12 midnight and 7:30 am. Plans call for 24/7 access to continue in the upcoming academic year. The Library will also remain closed to the public and undergraduates to maximize study space for Medical Center Students.

Student Technology Services in the Library

The Library hosted a representative from the University’s Student Technology Services monthly at the Circulation Desk on Thursdays from 3 until 5pm to help students with virus and spyware removal, GWireless VPN support, operating system reinstallation or upgrades, software installation, including Cisco Clean Access Agent, and student PIN resets.

Programs to Support Information and Educational Technology Use

The Himmelfarb Library hosted a number of special programs designed to enhance awareness of issues such as the history of women in medicine and health care reform and increase knowledge about information resources. The first of these programs was a film series “Sick Around America/Sick Around the World” featuring both these FrontLine films and faculty panels of responders. Two travelling national exhibits were hosted in Himmelfarb: the National Library of Medicine’s Women in Medicine exhibit, which opened with a talk by Dr. Julia Frank, and PEPFAR’s World AIDS Day posters. Both exhibits were well received by students and faculty. The Medical Center Art Show, with contributions by a wide variety of faculty, staff and students, remained a popular event in April 2010. A new, and hoped to be annual, event also debuted in April, the Faculty Author’s Reception. The event opened with a brief talk on his new book by Dr. Stanley Reiser and featured the scholarly output of many faculty members.

In conjunction with the Medical Center Office of Faculty Affairs, the Library sponsored the fall Instructional Technology Series, a set of twelve sessions designed to introduce faculty to new technologies which are being used at GWUMC and engender discussion of best practices for the use of technology in instruction. Topics included audience response systems (“clickers”), NetAnatomy, ArcGIS, and poster presentations/preparation. Most sessions are videoarchived at <http://www.gwumc.edu/library/tutorials/techsummit.cfm>.

Thirteen librarians continued to serve as PCL1 co-facilitators for AY09/10, providing coaching in information retrieval and evaluation, grading online exams, assisting with case revision, and delivering 4 informatics lectures.

Other outreach activities included the liaison program with customized monthly letters and orientations for all Medical Center academic departments, the Library’s quarterly newsletter, a blog featuring information on Library acquisitions and programs, and the web site’s “Tool of the Week” feature which highlights a new information resource such as *Scopus* and the new journal *Science Translational Medicine*. Reference chat online hours were extended into the evening and a “text a librarian” feature added to the Library’s web site (<http://www.gwumc.edu/library/ask/index.cfm>). Librarians also continued to serve as consultants to departmental activities such as the creation of an EOH departmental database of resources, the creation of a genetics journal club, the documentation of faculty publications for APT support, and the creation of specialized bibliographies in areas such as educational research.

See the “Quick Facts” page for statistics on questions answered, resources added, high-use items, and facility usage.

Providing Access to Resources Not Held at the Institution

Over the past several years, and as evidenced by the Faculty Journal Survey, the Library has made a concerted effort to build a strong collection in biomedical research and health policy. Tools like Global Health, Scopus, Health Policy Reference Center, and CQ Health Beat have been added and journal coverage in areas such as tropical medicine, genetics, neuroscience, and public health expanded. However, due to the interdisciplinary nature of most research today, the Library continues to provide access to resources not held through interlibrary loan (ILL) and reciprocal borrowing agreements with local academic and health sciences libraries. To facilitate access to these materials, the ILL web page was simplified, costs for student borrowing reduced, and an agreement reached with the Office of Graduate Medical Education to subsidize charges to residents. Faculty made 313 document requests last year. The Library also provided 1,291 documents to other libraries in the same time period. The Himmelfarb Interlibrary Loan Department

was commended in spring 2010 for maintaining a high fill rate by the National Network Libraries of Medicine.

Himmelfarb librarians also updated the Library's Continuity of Operations plan in order to ensure that Library resources, especially electronic materials, are available during any natural or man-made disaster. To this end, the Library also joined a cooperative of East Coast medical libraries who have agreed to provide mutual support. If Himmelfarb is closed for some reason, another library in the cooperative will pick up with phone reference and electronic delivery of essential documents to our faculty, students, and researchers. We will provide the same service for members for up to 5 days.

Community and International Initiatives

The Library's main focus remains meeting the information needs of Medical Center faculty, staff, and students. However, it has been privileged to participate in a number of activities outside of the Medical Center in the last year. These include the following:

- Hosting of the 2010 Cunningham Fellow. This fellowship is run under the auspices of the Medical Library Association to assist in the training of librarians from countries with weak information infrastructure. This year's fellow was Mr. Petros Miskir from Ethiopia.
- Site visit to Eritrea, funded by the Elsevier Foundation, by a team of two librarians and the head of CASS in September 2009 to conduct an information needs assessment and infrastructure survey.
- On-site instruction in information resources and evaluation for over 30 visiting physicians from Egypt, India and Saudi Arabia.
- Provision of extensive searching and research support for quality initiatives at the American Association of Colleges of Nursing.
- Promotion of consumer health information resources at various local and community events.
- Collection of 13 boxes of canned food items for a local charity as part of a "Food for Fines" program at the end of the fall 2009 semester.

Future Plans

The Himmelfarb Library is currently undertaking a strategic planning process to begin futures planning and evaluate current programs. Faculty will be surveyed in fall 2010 regarding their information needs and focus groups with faculty, students, and residents will follow. Library staff has already participated in internal focus

groups and a number of areas have emerged for review including staff training, staff appreciation programs, the expansion of the liaison program, the introduction of more embedded librarian activities, and new instructional technology programming. Two areas of immediate focus will be the enhancement of the Faculty Publications database so that it is truly a reflection of the Medical Center's scholarly accomplishments and the identification of a replacement for Himmelfarb's integrated library system (Sirsi) which is currently running on both old hardware and software. In conjunction with the focus on faculty publications, the Library will be working on the creation of an Institutional Repository (IR) to house the scholarly output of Medical Center faculty and researchers. An IR is an open access database for housing and preserving the electronic publications of faculty. For instance, the IR can serve as a means of creating an archive of research reports from across the two schools.

Quick Facts

Himmelfarb Health Sciences Library by the Numbers, 2009/2010

2500 electronic journals

300 plus electronic textbooks

1.2 million web page views

12,794 reference questions answered

227 classes/orientations with 4,734 attendees

722949 in-person users

Document delivered

313 documents requested for faculty from other libraries

1,391 documents delivered to other libraries

1,031 documents retrieved from storage

Appendix: Professional Participation and Accomplishments

Committees

Librarians serve on the following Medical Center and University committees

- University Hospital's Patient Education Committee
- Medical Center's Web and Classroom Planning/Faciliteis Group
- School of Medicine's Curriculum Management Group
- School of Medicine's POM Group
- University's Research and Instructional Technology Committee
- University Committee on the Status of Women Faculty and Librarians
- The George Washington University's Committee on Human Research/Institutional Review Board, Panels #1 and #2

Librarians serve on the following national committees:

- AAMC Group on Information Resources
- MLA Joseph Leiter Lecture Committee

Presentations

Abate L., A. Gomes, and A. Linton. Innovations in Instruction: Use of Blogs and Clickers to Solicit Real-Time Responses. Poster Session at the Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association, Atlantic City, NJ, October 2009.

Gomes, A. and C. Kahn. Libguides: A New Platform for Customized Resources Delivery. Poster Session at the Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association, Atlantic City, NJ, October 2009

Gomes A. and A. Linton. Global Health Information Needs: The Eritrean Experience. Poster Presentation at the Annual Meeting of the Medical Library Association, Washington, DC, May 2010.

Gomes A.; Palena Hall E.; Abate A.; Sullo, E.; and Kahn, C. Connecting to our Community: Extending Librarians' Roles through Collaboration. Poster Session at the Annual Meeting of the Medical Library Association, May, 2010.

Lee, Y.; L. Abate; S.W. Brown; K.S. Obrig; G. Paul; L. Williams; and S. Yohannes. Conducting a Journal Assessment Project Using Microsoft Access to Obtain Faculty Input and Promote the Creation of a Cost-Effective Journal Collection. Poster Session at the Annual Meeting of the Medical Library Association, May, 2010.

Obrig, K.S.; L.P. Pellegrino; G. Paul; J. McDaniel; and L. Williams. How a Mandated Space Change by the Library's Parent Organization Resulted in Unexpected Benefits to Multiple Intra-Library Systems. Poster Session at the Annual Meeting of the Medical Library Association, May, 2010.

Obrig, K.S.; L. Williams; L. Pellegrino; J. McDaniel; and G. Paul. Implementing a Mandated Space Change: The Unexpected Benefits to Library Systems. Poster Session at the Annual Meeting of the Medical Library Association, May, 2010.

Palena Hall, E.; A. Gomes; E. Sullo; P. Levett; L. Abate; K. Obrig; J Thompson; and C. Kahn. Himmelfarb Web 2.0 Tools and Other Technologies: Connecting with Patrons. Poster Session at the Annual Meeting of the Medical Library Association, May, 2010.

Palena Hall, E.; A. Gomes; K. Obrig; L. Abate; L.C. Pellegrino; and J. Thompson. Discovering Library Resources using WebFeat Express: Selection, Implementation and Lessons Learned. Poster presentation at the Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association, Atlantic City, NJ, October 2009

Seymour A., A. Linton, B. Kaiser, and D. Ruth. Global Health Sciences Library Initiatives. Presentation/panel at the Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association, Atlantic City, NJ, October 2009.

Honors

Sullo E. Awarded the Marguerite Abel Service Recognition Award from the Mid-Atlantic Chapter of the Medical Library Association, October, 2009.