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INTRODUCTION

The 2019-20 academic year started off without much fanfare. The fall semester presented the usual challenges: staffing a library that was open 24/7, working with students on literature reviews and culminating experiences, and purchasing the best textbooks to support student needs. Thomas Harrod launched the new position of Research Support Librarian to provide crucial information support to researchers and engage emerging student scientists. Ian Roberts, our new Acquisitions and Resource Sharing Librarian, was hired. Plans were underway for a seminar series on scholarly publishing. Then January 2020 began a series of major changes for Himmelfarb. The Deputy Director retired and Himmelfarb reorganized. Elaine Sullo was appointed Associate Director for Reference and Instruction, Laura Abate was appointed Associate Director for Library Operations, Stacy Brody was hired as a Reference and Instruction librarian, and Samrawit Sisay began as our evening and weekend reference specialist. Fortunately, a strong team was now in place as March 2020 approached and Himmelfarb, along with the rest of the University, had to pivot to online mode. Please read below to see highlights of how we continued to provide our high standard of collections and services and identified new ways to engage patrons and respond to the emerging pandemic. Throughout the 2019-20 academic year, Himmelfarb librarians and staff continued to strive to meet our mission by offering reference and consultation services, educating users on information resources and evidence-based practice, conducting systematic reviews, and purchasing books and journals. It was a busy and challenging year.

A hallmark of Himmelfarb's success has been a focus on patrons and their information and educational needs. The librarians and staff here at the Library work hard to collect and organize the information you need for your education and research. The Library currently provides 24/7 electronic access to 4,000 journals, 123 databases, and over 6,000 textbooks. Over 700 educational sessions were taught by librarians with 9,500 attendees. Himmelfarb Library's physical site was visited over 145,700 times before closure in March, and Himmelfarb's website was visited more than 1.5 million times. During the spring of 2020, a number of resources saw a significant upswing in use. Among those resources were Primo (the Library's web page search tool), the Case Files Collection, and the Health Sciences Research Commons. Patrons were also avidly reading the New England Journal of Medicine and JAMA.

VISION STATEMENT

The Library will be recognized as a center of research, learning and creativity. We will provide relevant information resources, research tools, productive workspaces, and instruction to promote optimal information use. We will develop and utilize the talents of library faculty and personnel to achieve excellence in support of students, staff, faculty and researchers of the SMHS, GWSPH, and SON.

MISSION STATEMENT

We support the information needs of the faculty, staff, and students of the SMHS, GWSPH, and SON by selecting, acquiring, and delivering information and by collaborating, educating, and building community.

We accomplish this mission by:

• Supporting the academic goals and research activities of every student, staff, faculty member, and researcher through services and resources to foster learning and intellectual growth
• Acquiring high quality resources and tools that support clinical care, population health, and research.
• Investing in state-of-the-art systems that seamlessly integrate, retrieve, organize, analyze, and preserve information.
• Pursuing innovation and enhancement of librarian and staff skills and services through education, training and job enrichment and by harnessing new technology.
RESPONSE TO COVID-19

As noted earlier, the Himmelfarb Library pivoted to all online operations in March 2020. Students and faculty already in distance education and hybrid programs were used to this format and adjusted quickly to the new normal. Some students in medicine and the health sciences were less familiar with online education and libraries. Whatever the case, we made a real effort to reach out to our patrons and reinforce that our collections and services were still fully available. Himmelfarb staff even made a short video, Here for You, to remind students and faculty to contact us. Fines and loan periods were extended to accommodate the fact that the library building was closed and most patrons were off-campus. In mid-June, after much planning, the physical library reopened with limited hours and seating capacity. Policies were carefully developed to ensure a safe environment. New services such as courtyard pickup and shipping services were developed to provide additional access to print materials. Many publishers made key resources freely available to clinicians during the pandemic, and Himmelfarb’s blog was used to disseminate information about these resources to faculty and students.

Several new projects were begun in response to the pandemic. A COVID-19 Research Guide was assembled to provide streamlined and updated access to key literature and data resources for COVID-19. The guide features GW-specific resources as well as clinical guidelines, research, public health and policy, and education resources. Himmelfarb librarians joined the Intelligence Report Team, in conjunction with physicians from the Medical School’s Clinical Public Health Office, to facilitate the acquisition of reliable information for front-line clinicians, the Incident Management Team, and operational enterprise leaders. The goal is to provide concise, authoritative sources of relevant COVID-19 information to clinicians. To date, over 20 Intelligence Reports have been compiled. A Critical Care Primer was also produced to gather together key educational resources for non-ICU physicians who might be asked to assist with critical care. Himmelfarb librarians began tracking publications on COVID-19 by GW authors in the Health Sciences Research Commons in the GW Authors COVID-19 collection. Over 125 publications have been added so far. Himmelfarb librarians also provided technology support to a virtual e-conference for local internal medicine residents, helping faculty create a platform for residents to present narrated presentations of posters originally created for a planned in-person program. Several projects were put on hold as the physical library closed. These included 3D printing, introduction of 3D anatomy software, and weeding of the physical book collection.

EDUCATION

Reference and instruction remained a mainstay of Himmelfarb librarian activities. A number of new initiatives were introduced during the 2019-20 academic year and many recurring workshops maintained.

Among the new programs were highly-attended workshops on APA citation style, 7th edition and AMA Citation Style, 11th edition, and a workshop for students returning to school after a break entitled, Returning to School: Introduction to Library Resources and Services. Retooling traditional library orientations to the online environment, several short video orientations were shot for new students in public health, physical therapy, and medicine. The Himmelfarb Scholarly Communications Committee presented a series of short webinars entitled, “Get Yourself Published, Promote Your Research”, which covered the following sessions: Introduction to Scholarly Publishing, Journal Selection Tools: Choosing the Right Journal for Your Research, Introduction to Predatory Publishing, Measuring Impact: Quantifying the Effects of Your Research, ORCIDs: Maintaining Your Online Identity, Covidence Training, Citation Organization for Beginners, and Copyright for Authors.

Recurring workshops for nursing and public health students included the following:

- Demystifying APA Citation Format
- How to do a Successful Literature Review
- Citations Made Easy! Using RefWorks
- The ABCs of Systematic Reviews
- Scopus – the Dream Research Database
- Help with your Culminating Experience Topic

Support for GW Research Days continued, albeit in a new format. As presentations went online, librarians worked to create a detailed research guide to help students prepare abstracts and posters to present their projects professionally. Many student presenters archived their presentations in the Health Sciences Research Commons Research Days showcase allowing their hard work to be shared with other researchers.

Research guides played an important role in the curriculum during the 2019-20 academic year as faculty and librarians worked together to integrate electronic resources into curricula. General guides to support environmental and occupational health, health administration, nursing, doctoral and many other students were all updated. Additionally, guides to support specific courses and programs were created. These guides include: GWS-PH summer institute courses, Responsible Conduct of Research and Ethics in Public Health Policy and Practice, The Science and Practice of Weight Management (EXNS 4299), History of Public Health: PubH 1102.10 & 1102.11, Introduction to Public Health Communication & Marketing: PubH 6503.10, Psychology of Injury and Performance: EXNS 3123W (WID), SMHS Clinical Public Health Summits, the PA Obesity Summit, and Translational Sciences.
New research guides were either created or expanded to meet emerging information needs related to publishing and research. These guides include: Adobe Photoshop, Adobe InDesign, Predatory Publishing, APA Citation Style, 7th ed., Critical Care Primer, Novel Coronavirus COVID-19, and Emergency Response Preparedness Resources. Three new guides focus on researchers: Resources for Early Career Researchers, Research Profile Audit Service, and Researcher Services and Support. For a full list of research guides, click here.

Librarians taught or co-taught four for-credit courses during AY2019-20: Introduction to Systematic Reviews, Using Media to Share Health Information, Information Literacy for Health Professionals, and Foundations in Translational Health Sciences.

The Himmelfarb Library and the SMHS Office of Diversity and Inclusion hosted the National Library of Medicine (NLM) exhibit: Against the Odds: Making a Difference in Global Health. The exhibit examines stories of community groups that are making a difference in global health around the world.

“Research guides played an important role in the curriculum during the 2019-20 academic year as faculty and librarians worked together to integrate electronic resources into curricula.”

In fall 2019, the position of Research Support Librarian was created to provide tools, skills and information support to foster research activities among emerging investigators. Thomas Harrod, formerly a reference and instruction librarian, moved into this position. In his new capacity, he provides training and support for systematic and scoping reviews as well as for PubMed, NCBI resources, and other specialized databases, including electronic collaboration platforms. This position also provides data management support, especially as related to data deposits, data citations, and funder compliance, and works closely with the Clinical and Translational Research Scholarly Concentration in the SMHS, the SMHS Research Workforce Development Office, the Institute for Biomedical Sciences, and doctoral programs in the health sciences, GWSPH and SON. During the last year, the Research Support Librarian has focused on supporting doctoral students in creating literature reviews and teaching the use of the Covidence database for systematic reviews and worked closely with Himmelfarb Library’s Scholarly Communications Committee on the creation of a Researcher Audit Profile service. Designed to help researchers maintain accurate profiles, comply with funder requirements, and demonstrate impact, the Researcher Audit Profile service is available to all faculty and students in the Schools of Medicine and Health Sciences, Public Health, and Nursing.

Himmelfarb’s Scholarly Communications Committee, under the leadership of the Scholarly Communications and Metadata Librarian, accomplished a number of activities during the last year. The Researcher Audit Profile service and the webinar series, “Get Yourself Published, Promote Your Research”, have been mentioned elsewhere in this report. Other new initiatives include a redesign of the Health Sciences Research Commons, Himmelfarb Library’s institutional repository, to improve usability and accessibility. Behind the scenes, a new API was deployed in the Scopus database to improve the harvesting of faculty publications. As the emergence of COVID-19 unexpectedly changed the publishing landscape in terms of reduced time to publish and rapid peer review, the Committee worked hard to provide researchers with new information on publishing through blog articles and research guides.
Topics covered through the Himmelfarb blog included: predatory journals, finding and citing preprints, evolution of scholarly publishing during COVID-19, peer review, negotiating author’s rights, reading press releases, and selecting a journal. Two highlights of the blog this year were our interviews with published GW researchers, Linda Werling, the author of 61 peer-reviewed journal articles, and Stacy Brody, an early career researcher. Several new research guides were also developed (and some older guides revamped!) to address issues of scholarly communication in this rapidly changing field. These guides included the following: Predatory Publishing, Early Career Researchers Guide, Researcher Profiles, APA 7th Edition, Researcher Services and Support, and Covidence for literature reviews. Publications on COVID-19 by GW researchers are compiled in the Health Sciences Research Commons (HSRC) which saw tremendous growth this year. From September 2019 to August 2020, over 13,000 entries were added to the repository and publications within the HSRC were downloaded over 123,000 times. Articles were accessed in 191 different countries, meaning publications within the HSRC were read by a diverse population.

COLLECTION UTILIZATION

Himmelfarb collections remain heavily used. The Collections Development team committed to purchasing electronic textbooks with the pivot to online learning. The serials collection was already entirely electronic. Many serials titles, including NEJM and JAMA, saw a large uptick in usage as the pandemic emerged. The following titles were the most frequently read titles in the 2019-2020 academic year:

<table>
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<tr>
<th>Title</th>
<th>Usage</th>
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<tbody>
<tr>
<td>New England Journal of Medicine (NEJM)</td>
<td>43,586</td>
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<tr>
<td>Journal of the American Medical Association (JAMA)</td>
<td>28,901</td>
</tr>
<tr>
<td>Nature</td>
<td>26,914</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>12,024</td>
</tr>
<tr>
<td>Health Affairs</td>
<td>10,211</td>
</tr>
<tr>
<td>American Journal of Public Health</td>
<td>9,706</td>
</tr>
<tr>
<td>Social Science &amp; Medicine</td>
<td>8,897</td>
</tr>
<tr>
<td>Cell</td>
<td>6,700</td>
</tr>
<tr>
<td>JAMA Internal Medicine</td>
<td>5,889</td>
</tr>
<tr>
<td>Journal of Biological Chemistry</td>
<td>5,702</td>
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The most heavily used electronic books included the following:

**Medicine and Health Sciences**
- Introductory Textbook of Psychiatry
- Harrison's Principles of Internal Medicine (20th Edition)
- Comparative Health Systems
- Medical Terminology Systems A Body Systems Approach
- Textbook of Family Medicine (9th Edition)
- Laboratory Management
- Symptom to Diagnosis: An Evidence-Based Guide (4th Edition)
- IM Essentials
- Leadership for Health Professionals: Theory, Skills, and Applications
- How to Write, Publish, & Present in the Health Sciences

**Public Health**
- Essentials of Health Policy and Law
- Basic & Clinical Biostatistics 4e
- Diagnostic and Statistical Manual of Mental Disorders
- Population Health
- Essentials of Health Policy and Law
- FDA Regulatory Affairs: Third Edition
- Global Health 101
- Gordin Epidemiology
- Shortell and Kaluzny’s Health Care Management Organization Design and Behavior
- Global Health

**Nursing**
- Pharmacotherapeutics for Advanced Practice Nurse Prescribers, 4th Edition
- Quality and Safety in Nursing: A Competency Approach to Improving Outcomes
- Genetics and Genomics in Nursing: Guidelines for Conducting a Risk Assessment
- Genetics and Genomics in Nursing and Health Care
- Nurse Practitioner’s Business Practice and Legal Guide
- Evidence-Based Medical Monitoring
- The Art and Science of Nurse-Coaching
- Clinical Practice Guidelines For Midwifery & Women's Health
- A History of American Nursing
- Nursing Research: Methods and Critical Appraisal for Evidence-Based Practice

The most heavily downloaded articles from the Health Sciences Research Commons were:

- Balicas, DNP, MS, ANP–BC, M. R. (2018). The Effect of Palliative Care Nursing Education to Improve Knowledge in Palliative Care of Hospital-Based Nurses Caring for Patients with Chronic, Serious Illness. Retrieved from https://hsr.himmelfarb.gwu.edu/son_dnp/33
BEHIND THE SCENES

Each year, a number of activities take place behind the scenes to improve access to our collections and even the resources beyond Himmelfarb! Some of these activities are highlighted here.

During 2019, students in the GW SMHS and GWSPH were recruited to help with usability testing of the Library’s central search tool, Health Information @ Himmelfarb. The testing resulted in several student-recommended enhancements to the system. Additional usability testing was done in partnership with the Washington Regional Library Consortium in 2020. A Special Collections gallery in Health Information @ Himmelfarb was created to improve searching and visibility of the Library’s special collections content. Users can now browse or search the Humanities in Health, Healthy Living, and Historical Collections. Additional resources lists for MD Program First and Second Year Resources, Diversity and Disparities in Health Care, Public Health Student Reserves, and Equipment for Check Out are also available here. Himmelfarb Library also transitioned to a new interlibrary loan platform during the 2019-2020 academic year which incorporated the University’s single sign-on process and eliminated the need for an additional password. Holdings files that support the interlibrary process through the Docline and OCLC systems were updated. In spite of a temporary shutdown of book loans due to the pandemic, the Consortium Loan Service (a borrowing service among the libraries of the Washington Research Library Consortium) saw robust activity as Himmelfarb Library patrons requested a total of 2709 items through the Consortium Loan Service (CLS). The External Continuity Agreement that provides coverage for key reference and document delivery services in the case of a catastrophic event was extended for another three years. Five geographically distanced academic health sciences libraries have signed on to the agreement for mutual aid.

“A Special Collections gallery in Health Information @ Himmelfarb was created to improve searching and visibility of the Library’s special collections content.”

The Himmelfarb Library also sought feedback from its student users in the summer and fall of 2019 through a short survey. Overall results were favorable: most students reported satisfaction with collections and equipment such as printers. Several respondents reported issues accessing electronic resources. Librarians were aware of most of these problems (e.g., links taking users to a table of contents instead of a specific article) and many of this year’s behind-the-scenes activities involved updating links and improving ease of pulling down PDFs of articles. Himmelfarb implemented a number of tools to improve access to electronic resources using the LibKey platform. On-campus students were asked why they come to the Library. Primary reasons to visit the Library were individual study, group study, and work on collaborative projects. Other top reasons for coming to the Library include checking out books and reserves, and consulting with a librarian. Students were generally satisfied to very satisfied with the Library as a place for group (77%) and individual (86%) study. There were a number of requests for larger study rooms in the 5- to 10-person range. Students were also asked about support from library staff. A large number of students reported not having sought assistance from librarians. Of those who did, the majority were very satisfied. Heaviest service points in terms of use were in-person and email followed by instant message. Seventy-seven percent of students also reported that they had received adequate instruction on using collections and resources to support academic goals. In summary, the student survey was positive regarding resources and collections indicating that, at least for the respondents, we are on target in terms of collection development, reference and instruction. The survey identified a number of problems with electronic access that can be or already have been addressed and raised the issue of possibly reconfiguring space in the future to accommodate mid-sized group study rooms. Usage statistics within the serials department indicate a decrease in questions about access problems. The serials department responded to 29 error reports during AY2019-20—a 35% decrease in error reports from AY2018-19.

CHILDREN’S NATIONAL HEALTH SYSTEM LIBRARY PARTNERSHIP

Himmelfarb Library continued its partnership with the Children’s National Health System (CNHS) Library in an effort to improve access to information resources for hospital faculty, physicians, staff and students. Himmelfarb shares a subscription to ScienceDirect with CNHS and manages the CNHS subscription to Serials Solutions. Educational outreach included sessions on conducting meta-analyses and predatory publishing.

FUTURE PLANS

In the 2021-22 academic year, the Himmelfarb plans to review its current strategic plan to bring it into alignment with the University’s and the SMHS’ emerging plans. The current pandemic has posed many challenges in terms of providing services at a distance and ensuring that limited budgets provide the best mix of online resources for students, faculty and researchers. Librarians have learned the importance of flexibility and outreach. New technologies are emerging that can support education in a hybrid environment effectively. Partnerships within schools and across institutions will be pivotal going forward. One area that will be implemented shortly is the introduction of 3D anatomy software that students can use for study and review on-site and which can also be used to create online teaching modules. We look forward to working with faculty on this and other exciting new projects as they emerge.
QUICK FACTS

- 6,396 core accessible electronic textbooks
- ≈4,900 electronic journals
- 137 databases
- 2,294,703 page views (research guides)
- 5,882 circulations
- 5,900 in-depth reference questions answered
- 714 education sessions with 9,700 attendees
- 145,698 in-person visitors
- 151 research guides
- 27 online tutorials
- 1,734 document requests for faculty from other libraries
- 1,020 documents delivered to other libraries
- 131,193 sessions per month (Health Information@Himmelfarb)
- 108,192 full-text downloads monthly (Health Information@Himmelfarb)

PUBLICATIONS AND SERVICE

Service
Librarians served on the following University committees:
- School of Medicine's Educational Technology Committee
- School of Medicine's Practice of Medicine (POM) Group
- School of Medicine's Clinical Skills and Reasoning Committee
- School of Medicine's Themes Curriculum Committee
- School of Medicine's Pre-clinical and Clinical Groups
- School of Medicine's Admissions Committee
- School of Medicine's Server Committee
- School of Medicine's Peer Teaching Consultant Team
- School of Medicine's Healthy Living/Be Well Committee
- The George Washington University's Committee on Human Research/Institutional Review Board
- Review Board, Panels #1 and #2
- Faculty Senate Committee on Libraries
- GW Software Licensing Working Group
- Review Committee, Medical and Health Science Education Research Grant Awards
- University Hospital’s Patient Education Committee
- University Hospital’s Nursing Research Council
- Ross Hall Floor Warden Team

Librarians served on the following professional committees:
- AAMC Group on Information Resources
- AAHSL Future Leadership Committee (Association of Academic Health Sciences Libraries)
- Mid-Atlantic Chapter of the Medical Library Association
- Communications Committee
- Mentorship Committee
- Nominating Committee
- Professional Development Committee
- Program Committee
- Research and Assessment Committee
- Medical Library Association
- Education/Research and Evidence-Based Practice Curriculum Committee
- Journal of the Medical Library Association (JMLA) Reviewer
- Eugene Garfield Research Fellowship Jury
- National Network/Libraries of Medicine South East Atlantic Region Medical Librarian Program Advisory Committee
- EBSCOhost Advisory Board
- JAMA Network, Library Advisory Board
Publications and Presentations


- Sullo, E. J. (2019). Updated survey information about librarian-researchers prompts authors to consider revising the curriculum for their institute for research design in librarianship course. Evidence Based Library and Information Practice, 14 (2). http://dx.doi.org/10.18438/eblip29562


Posters/Presentations


2019 STAFF WORK ANNIVERSARIES AT HIMMELFARB LIBRARY

From left to right: Valerie Bowles, J. Marie Miller, Anne Linton, Laura Abate, and Alex Gomes

150 years of combined service

- 20 Years
  Laura Abate
  Assoc. Director for Library Operations

- 35 Years
  Anne Linton
  Director

- 45 Years
  J. Marie Miller
  Executive Coordinator

- 30 Years
  Valerie Bowles
  Accounting Analyst
THANKS

“I had to do a presentation today for one of my clerkships and I just wanted to let you know that it was beyond helpful to have a good understanding of the online databases and how to navigate them. Preparing for this presentation was extremely efficient and I knew exactly where to look and how to search for it (I even knew to go to clinicaltrials.gov for studies in progress!). Anyways, it’s probably one of the greatest take-aways I have from Intro to Systematic Reviews, and I just wanted to let you know how much I appreciate that wealth of information.” —3rd year medical student

“Thank you again for your help. I was able to download the RefWorks citation manager and find relevant articles for my paper. Your assistance in this matter has been a lifesaver. Now, I know how to properly research and use a citation manager”. —MPH student

“I just wanted to take the time to thank you for your assistance with the systematic review process for my CE! I completed my presentation today and am so appreciative of the help you provided navigating the library resources and conducting the review itself. Truly could not have done it without your guidance!” —MPH student

“Shout-out for the most user-friendly library website! I just online chatted with a helpful librarian who answered so quickly. I choose Himmelfarb over JHU’s Welch Library every time I need to do research for my MPH because it is so much easier to use. Thank you [Laura Abate] for continuing to be my co-favorite librarian! Elaine Sullo gets the other top billing!” —MPH student

Students chatting post-exam on the library first floor (pre-COVID)