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Himmelfarb Library Annual Report

Himmelfarb Health Sciences Library

2012

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George Washington University, Himmelfarb Health Sciences Library

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Annual Report

Himmelfarb Health Sciences Library

The George Washington University

July 2011 – June 2012

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The mission of the Himmelfarb Health Sciences Library is to meet the information needs of the faculty, staff, and students of the George Washington University Schools of Medicine and Health Sciences, Public Health and Health Services, and Nursing, and to support their 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

The Library strives to understand and respond to users' information needs through a variety of avenues for evaluation and planning. These include analyses of collection utilization and interlibrary loan requests, input from faculty and students received via comment/request buttons on the web page, regular faculty consultations, e-mail and in-person feedback, input from the Library liaison program, and surveys.

Faculty Journals Assessment

The Library undertook two major initiatives during the spring of 2012 to evaluate its collection and services. A faculty journals survey was conducted during April and May. As in prior years, faculty members were asked to rate the journal collection in their

"I would just like to say that I have always been very impressed with everyone at Himmelfarb, and I really appreciate all of your hard work!"

-from Student Survey



subject areas and to identify titles for addition and deletion. While survey results are still being analyzed for implementation in January 2013, some interesting initial conclusions can be made.

Although faculty members requested 176 titles, 108 of these titles were already owned or available through open access options. Of the remaining requests, access will be added for 45 new titles: 24 new titles will be added to the core collection and 21 titles to the access only collection. The Library's Collection Development Committee is exploring options to expand the collection in terms of evaluation literature. However, the high number of requests for titles in the collection indicates a need to simplify access through stronger linkages and increased outreach efforts, beginning with full reports on the survey back to each department in early fall 2012.



This year, we also asked faculty members how frequently they used journals, which methods they used to access journals, and how well full-text links worked. Faculty members are heavy users of the electronic journal collection, with nearly 80% using the collection 1, 2 or 3 times a week. Use of print collections, including the Browsing Collection, is negligible. Overall satisfaction with the journal collection appeared to be high, averaging about 80% among respondents. Faculty members in the School of Public Health and Health Services (SPHHS) requested more access to interdisciplinary titles, and faculty members in the School of Nursing (SON) expressed dissatisfaction with the amount of full-text articles available to them. Faculty members in all 3 schools reported a significant number of access issues such as faulty linking, VPN/ALADIN login difficulties, and limited GW Hospital access. Several steps have already been taken to address these problems. Additional links to other campus holdings in economics, health promotion, psychology, sociology, bioinformatics, computational biology and management of health organizations have been added to the Himmelfarb web page, and the full-text holdings in the Cumulative Index to Nursing and Allied Health Literature (CINAHL plus Full Text) expanded. A new linking system for full-text articles has also been implemented. Exploration of means to accomplish simpler, more reliable linking remains a high priority for next year.

Student Survey

The Library's second major initiative to evaluate collections and services was a survey of all students in the 3 schools served (SMHS, SPHHS, and SON). Within the SON, graduate students expressed a high level of satisfaction with resources and services. Undergraduate nursing students on the Ashburn campus expressed less satisfaction with the Library's collections. This fact is not surprising since students on the Ashburn campus do not have access to the full range of resources available on the Foggy Bottom campus due to licensing issues. Few students utilized online reference services or were aware of mobile resources available to them. Future plans call for the purchase of all required textbooks to be housed in the Enterprise Hall Library, the expansion of licenses to the Ashburn campus where

possible, and the increased promotion of online reference and mobile services to both graduate and undergraduate nursing students.

Within the SPHHS, students reported heavy and regular use of the Library's web page and electronic collections. Over 70% of respondents use the Library's resources from home or work. In addition, 79% of respondents who visit the Library in person do so daily or weekly. When students in the SPHHS come to the Library, they are usually to always able to find a computer, study carrel, table or room to use. They value both quiet study and collaborative work space. Printing, copying, interlibrary loan, reference/consultation, and circulation services were also rated highly. 82% of students who had a librarian as a guest lecturer on information sources in their field rated the presentation as useful or very useful. Students did express some concerns—mostly about the facility in terms of atmosphere and cleanliness and also reliability of the wireless network. Himmelfarb is working with Facilities Management to address housekeeping issues and with Computer Applications and Support Services (CASS) to work on printer and network reliability issues. The B1 level was refurbished over the summer. Future plans call for additional outreach to students in the SPHHS to promote the use of remote consultations and reference, utilization of liaison librarian services, and increased incorporation of instruction into the classroom. One particular area of outreach will be the promotion of statistical and other applications software housed within the Library. Several students requested the purchase of software that is currently available.



Within the SMHS, students are heavy Library facility and web page users, and they are generally satisfied with services and resources. Students in all years and programs reported heavy use of Library resources from home. Weekday afternoons and early evenings were reported as preferred study times on-site followed by noon to four on Saturdays and Sundays. Medical students reported the highest regular use of the Library overnight. While all SMHS students ranked quiet study space as a major reason for visiting the Library, physician

assistant students are also interested in collaborative study space. There was less satisfaction with the Library's physical facility and printing services. Only 77% of respondents rated printing services as satisfactory to excellent. A few students also commented on the reliability of the wireless network for printing. Space continues to be an issue with only 79% of all SMHS students usually to always able to find study space. 18 respondents commented on the need for more group study rooms, more individual study rooms and/or more study space in general. Students also reported low use of the Bloedorn Technology Center. Future plans call for continued collaboration with Facilities Management and CASS on housekeeping and computer/networking/printing issues.

Introduction of the “virtual desktop” in fall 2012 may resolve some networking and updating issues. The Library’s collection of board review materials will be reviewed for additional coverage and currency. The level and quality of support provided by the Bloedorn Technology Center will be enhanced through additional staff training with the goal of delivering quality service and increasing use of study materials.

Two areas of the collection reviewed and updated independently of faculty and student surveys were the Reference and AV collections. Collection development policies for Reference were updated and the collection itself was consolidated in one location and new materials ordered. The AV collection was enhanced with additional board review materials.

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

The 2011/12 academic year saw a number of behind-the-scenes changes to library systems with the goals of increasing communication with users and making resources more accessible. Chief among these systems upgrades were the following:

- Introduction of new blog software on the Library’s home page. The increased flexibility and reliability of this software has already proved invaluable by providing us with the ability to post alerts regarding construction, changes in hours, and the availability of the B1 level at a moment’s notice.
- New messaging software for online reference. Again this software’s increased flexibility and reliability has allowed us to expand outreach to students at a distance for reference services and consultation.
- Implementation of the Health Sciences Research Commons through Digital Commons, a product from BE Press. This software platform serves as an institutional repository for many types of faculty scholarly communications as well as an archive of publications from the 3 schools.

Browse Research and Scholarship

- [Browse all collections](#)
- [Himmelfarb Health Sciences Library](#)
- [School of Medicine and Health Sciences](#)
- [School of Public Health and Health Services](#)
- [School of Nursing](#)



HEALTH SCIENCES RESEARCH COMMONS

- Installation of 3 Xerox multi-function workstations. These workstations provide standard copying services as well as network printing and scanning.
- Installation of a turnstile at the Library entrance to enhance enforcement of access policies.
- Implementation of new link resolving software to improve linkages to full-text articles from databases and the electronic journals page.
- Introduction of the “Health Information@Himmelfarb” search box and system on the Library’s web page to facilitate access to books and journal articles from a single location. This search box allows users to search across the Library’s catalog and databases seamlessly with free-text—just like they do on the web!
- Integration of electronic textbooks into the electronic serials management system, thereby streamlining access to e-texts.

Many of these upgrades will address issues raised by faculty and students in the surveys completed this spring. We will carefully review linkages to full-text books and articles and the health information search box to determine if access to electronic resources improves. We will also evaluate the use of the new printer/copiers for reliability and to determine if they help distribute network loads more evenly. We will promote online reference service both through instant messaging and e-mail to students using our resources off-site.

The Library continued to work to promote scholarly communication across the three schools—Medicine and Health Sciences, Nursing, and Public Health and Health Services. Faculty publications for 2011 were compiled and uploaded to the GWUMC Faculty

Himmelfarb Library

is a book;
 is a book chapter;
 is an edited book;
 is a journal article;
 is an online report;
 is a series book

Abate, L. E., Gomes, A., & Linton, A.. (2011). Engaging students in active learning: Use of a blog and audience response system. *Medical Reference Services Quarterly*, 30(1), 12-18.

Gomes, A., Palena-Hall, E., Abate, L., Sullo, E., Levett, P., & Wilcoxson, M.. (2011). Connecting to our community: extending librarians' roles through collaboration. *Journal of Hospital Librarianship*, 11, 165-174.

Linton, A. M.. (2011). Meeting preview. The Joseph Leiter NLM/MLA Lecture at MLA '11. *MLA NEWS*, 51(3), 11-11.

FACULTY PUBLICATIONS DATABASE

Publications database (<http://www.gwumc.edu/library/facpubs/>). The compilation of publications from 2012 is in process. Plans call for the Faculty Publications database to be moved to the Health Research Commons platform by May 2013. The new platform will provide more search and output features as well as links to the published articles. October 2011 saw a celebration of “Open Access” which closed with an Open Access Publishing Forum on October 24, led by Dr. Leighton Ku, Dr. Rajit Kumar, Dr. Leo Chalupa, and Ms. Anne Linton, and moderated by Dr. Stephen Ehrmann. The University and Himmelfarb Library worked with the CTSI-CN to promote collaboration for interdisciplinary clinical and translational research through the introduction of the SciVal Experts program

(<http://experts.scival.com/ctsicn/>) available on the Library's web page. SciVal provides researcher profiles and networks of experts of GW and CNMC faculty.

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

Physical Space

The Library continued to operate on a 24/7 basis for most of the year, with overnight usage remaining highest shortly after midnight and during early morning hours. Use of Library space remained high throughout the year, with some overcrowding apparent during exam periods. To deal with this heavy usage, the Library remained closed to the public and undergraduate students and a turnstile to control access was installed in January 2012. The turnstile was featured in the medical students' annual program of skits *Follies 2012* and the video may be viewed at <http://www.youtube.com/watch?v=Anaxl85MZo4>.



LIBRARY TURNSTILE

While the 2010/2011 academic year saw major renovations to Himmelfarb bathrooms and furniture upgrades, no major renovations were completed in 2011/2012 until the summer. At that time, a long overdue refurbishment of the B1 level was begun. The computer classroom (B103) will be painted, tiled, and rewired, and new software, projection equipment and speakers installed. The books stacks will also be painted and tiled and new brighter lighting installed.

Because upcoming construction projects in Ross Hall may cause disruptions to Himmelfarb's quiet spaces, the Library has been working with the Deans' offices and other campus libraries to identify alternative quiet study space—not an easy task on a land-locked, urban campus! A number of alternative locations on campus have been identified for evening and weekend study and over 300 passes issued. The Himmelfarb Library will remain open during construction on a 24/7 basis.

The Library and CASS are currently working to pilot a virtual desktop to replace the 159 public workstations. There are several advantages to the virtual approach. Login and software response times will be quicker. There should be fewer problems with broken computers as down-time should be drastically reduced. There should be savings in

hardware that can be redirected to other technology projects. Per requests in the student survey, all mechanical mice will be replaced with optical mice for greater reliability.

Virtual Library and Instruction

As the faculty survey clearly indicated, navigating the world of electronic resources is not always simple. The new linking software (360 link), implementation of the “Health Information@Himmelfarb” search box, and the integration of electronic textbooks into the e-journals management system were all designed to simplify and improve linkages to full-text.

To assist patrons further in accessing our nearly all-electronic collection, the Library continued to make outreach and instruction top priorities in 2011-2012. Successful initiatives from past years, such as the Tool of the Week, postcards to new faculty members, monthly liaison letters, and e-distribution of the quarterly newsletter, continued.

Instruction saw real growth. A total of 1,084 instructional sessions was taught with 14,696 attendees. Librarians were embedded in 15 (37 sections) nursing and public health courses and informationist services were provided to the Department of Medicine’s Gold Team.



New initiatives included the implementation of a systematic review service to support faculty members and departments conducting systematic reviews. All librarians attended the workshop, “Leveraging Librarians’ Skills in Searching and Critical Appraisal for Systematic

Reviews,” in April 2012 to hone expert searching skills and improve understanding of the review process. Full details on the Library’s support service for the systematic review process are available at http://www.gwumc.edu/library/services/system_revsrv.cfm. To date, librarians have provided search expertise to 15 reviews. New research guides in key subject areas were added including health information technology, critical appraisal, e-professionalism: social media sources, data management plans, systematic reviews, and health outcomes. Five new classes were taught: Judging Your Impact, Mendeley, Excel II, DMPs for Your Research, and Using Elluminate Live! Several of these classes were taught virtually and had much higher attendance than in-person classes. During 2011-12, the Library revamped its drop-in workshop, *Delving into Digital Dirt: Social Networking for Individuals in Health Care*, which covered social media best practices and how to avoid posting content that could be detrimental to the career of a health professional, so that it could be taught within the curriculum. Sessions were offered to students in all 3 schools. An additional session on good online citizenship covering such topics as copyright, plagiarism, and appropriate use of online resources was added to the first-year medical curriculum.

“I feel like all of you deserve some feedback on the Elluminate Live session conducted last night...this really opened a new frontier for me in terms of research.”

-Faculty Member

Providing access to resources not held at the institution

While the Library has continued to build its research collections to support translational science activities and nursing and public health research, the demand for interdisciplinary research materials remains strong. To meet this need, the Library has partnered with the academic and law libraries to purchase materials in areas of overlapping interest. The Library also continues to provide access to resources not held on campus through interlibrary loan (ILL) and reciprocal borrowing agreements with local academic and health sciences libraries. The Library processed approximately 430 requests for faculty and students last year. The biggest obstacle to use of ILL services has been cost. With no budget line to subsidize borrowing requests, the Library previously charged requestors for these services. During the 2010/11 academic year, ILL staff examined requests from GW faculty and students, reviewed requests from outside borrowers, surveyed regular ILL users, and sampled non-users about impediments to borrowing—all with the purpose of identifying possible ways to reduce or eliminate the cost of ILLs for our faculty and students. In spring 2012, acting on an increase in revenue from outside sources such as contract and Loansome

Doc users, free interlibrary loans were offered to faculty and students on a limited basis. With the exception of grant-funded requests, non-rush loans were made available at no charge to faculty and students of the Schools of Medicine and Health Sciences (SMHS), Public Health and Health Services (SPHHS) and Nursing (SON). Rush requests incurred a rush fee of \$10.00 per request. There was a limit of 15 free requests per user. The program was a great success and will be continued through fall 2012 with a full evaluation of its impact and continued feasibility in spring 2013.

Future Plans

The Library plans to undertake two major initiatives in 2012/13. The first of these, conversion to a new Integrated Library System (ILS), will take place mainly behind the scenes but should result in a more robust catalog and patron database. Selection of the new system will take place in fall 2012 with implementation scheduled for spring 2013. The second major initiative, "Healthy Living at Himmelfarb," is aimed directly at students and will involve programs on exercise, healthy eating, and stress reduction. Books, videos and yoga tools have all been ordered to support the initiative and a website is currently under design. Additional new priorities will include the following:



- Evaluation of success and sustainability of free interlibrary loan program
- Evaluation of the Library's web page to improve usability
- Implementation of findings from the student survey and the faculty subscriptions survey, both conducted in spring 2012, including:
 - Expansion of electronic resources for nursing program on Ashburn campus
 - Implementation of improved linking services for full-text journals
 - Additional linkages to interdisciplinary holdings at the law and academic libraries
 - Improved print services
 - Promotion of online reference services and statistical software to student populations
- Creation of a program of librarian skills enhancement to promote expansion of informationist program
- Ongoing assessment of quiet study space and alternative study venues during Ross Hall construction
- Promotion of the Health Research Commons as a repository for scholarly output

Quick Facts

Himmelfarb Health Sciences Library by the Numbers 2011/2012:

3,526 accessible electronic journals

800+ electronic textbooks

17,129,073 web page views

13,838 reference questions answered

1,084 classes/orientations with 14,696 attendees

645,721 in-person users

Documents delivered:

- 430 documents requested for faculty from other libraries
- 1,901 documents delivered to other libraries

Appendix: Professional Participation and Accomplishments

Committees

Librarians served on the following University committees:

- University Hospital's Patient Education Committee
- Medical Center's Web and Classroom Planning/Facilities Group
- School of Medicine's Curriculum Management Group
- School of Medicine's Practice of Medicine (POM) Group
- Faculty Senate Review Group on GW Libraries
- 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
- School of Medicine's Research in Medical Education Group

Librarians served on the following national committees:

- AAMC Group on Information Resources
- AAHSL Committee on Scholarly Communications
- MLA/Mid Atlantic Chapter 2012 Program Committee
- MLA 2014 National Program Committee
- LiME (Librarians in Medical Education)

Papers

Gomes, A. and Abate, L. (2012) Rethinking Our Mobility: Supporting Our Patrons Where They Live. *Medical Reference Services Quarterly*, Apr-Jun; 31 (2): 140-9

Palena-Hall, E., Gomes, A. (2011). Going Mobile: A Medical Library's Outreach Strategy. *Journal of Electronic Resources in Medical Libraries*, 8(3), 234-242.

Sullo, E. (2011). Healthy DC - Go Local: It takes a village. *Journal of Consumer Health on the Internet*, 15(3), 269-276.

Sullo E., Harrod T., Butera G., and Gomes A. (2012). Rethinking Library Service to Distance Education Students: Analyzing the Embedded Librarian Model. *Medical Reference Services Quarterly*. 31(1): 25-33.

Thompson, J. L. (2011). Enhance and "mobilize" the Library Catalog with Cloud Services. *MLA NEWS*, 51(3), 23-23.

Posters/Presentations

Medical Library Association Meeting, May 19-23, 2012

- Team Spirit: How Three Libraries are Working to Support Health Sciences Libraries in Liberia
Elaine Martin and James Combs, Lamar Souter Library, University of Massachusetts Medical School; Anne M. Linton and Alexandra Gomes, Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University; Darcel A. Bryant and Cynthia L. Henderson, Louis Stokes Health Sciences Library, Howard University
- Broadening our Game: Strengthening E-Professionalism among Students
Alexandra Gomes, Gisela Butera, Tom Harrod, Laura Abate, and Anne Linton, Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University
- Web-Scale Discovery in an Academic Medical Library: Our Experiences with EBSCO's Discovery Service
JoLinda L. Thompson, Kathe S. Obrig, Laura Abate, Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University
- Getting into the Game Inaugurating a Clinical Librarian Program
Laura Abate, Alexandra Gomes, Anne Linton, Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University
- Expanding our Playbook: Librarians as Course Instructors
Anne Linton and Laura Abate, Himmelfarb Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University
(Contributed Paper)

Mid-Atlantic Chapter/Medical Library Association Annual Meeting, 2011, October 10-12, 2011

- Capitalizing on our Strengths: Teaching Health Informatics Courses
Anne Linton, Director and Laura Abate, Electronic Resources and Instructional Librarian, Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037
- Librarians as Participants in a Medical School Advanced Teaching Program
Anne Linton, Director and Laura Abate, Electronic Resources and Instructional Librarian, Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037
- Strengthening Our Collaboration: Building An Electronic Health Record Educational Module
Alexandra W. Gomes, MSLS, MT, Associate Director for Education, Information and Technology Services; Anne Linton, MS, Director; Laura Abate, MSLS, Electronic Resources and Instructional Librarian, Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037; Elizabeth Palena Hall, RN, MIS, MBA, Policy Analyst, Department of Health and Human Services, Office of the National Coordinator
- VHS to DVD--the Media Collection Upgrade Story at Himmelfarb Library
Catherine Harris, Coordinator, Access Services and Educational Technology Resources; Kathe Obrig, Associate Director Collections & Access Services; George Paul, Head, Print Materials; Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037
- Collecting Overdue Library Fines While Simultaneously Benefiting the Community: The Food for Fines Program
Catherine Harris, Coordinator, Access Services and Educational Technology Resources; Kathe Obrig, Associate Director Collections & Access Services; Kathy Lyons, Manager, Circulation; Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037
- Strengthening E-Professionalism: Discussing Social Media Dos and Don'ts With Students and Faculty
Gisela Butera, Reference/Instructional Librarian; Tom Harrod, Reference /Instructional Librarian; Alexandra W. Gomes, Associate Director; Anne Linton, Director; Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037

- Greening of ILL at Himmelfarb Library
Yvonne Lee, Collection and Interlibrary Loan Coordinator, Alek Potrzebowski, ILL/Document Delivery Specialist, Kathe Obrig, Associate Director, Collection and Access Services; Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037

DC SirsiDynix Users Group Meeting, September 20, 2011

- Creating Linkable Subject Bibliographies and New Book Lists in Symphony
JoLinda Thompson, MLS, AHP, Technical Systems Coordinator; Himmelfarb Health Sciences Library, School of Medicine and Health Sciences, The George Washington University, 2300 Eye Street NW, Washington, DC 20037

The George Washington University's Annual Research Day, March 2012

- Analyzing the Himmelfarb Health Sciences Library's Embedded Librarian Service
Elaine Sullo, Alexandra Gomes, Tom Harrod, Gisela Butera. George Washington University's Annual Research Day, Washington, DC, March 28, 2012. (Poster)

International Federation of Library Associations Annual Meeting, August 2011

- Best Practices for Medical Information Needs Assessment and Partnership Building: the experiences of two institutions in two African countries
Anne K. Seymour, Anne Linton, Alexandra Gomes, Dineo Ketshogileng; International Federation of Library Associations and Institutions (IFLA) Annual Meeting, San Juan, Puerto Rico, August 17, 2011. (Presentation)