

# Dana Medical Library 2007 Annual Report

May 2008

Having engaged in comprehensive strategic planning during 2006, faculty and staff of the Dana Library set the following priorities for 2007:

- Improve patron access to electronic resources for research and clinical support;
- Expand patron services beyond the Library walls through the Liaison Program;
- Expand health science information literacy programming in the medical and health sciences curricula;
- Integrate new technology in our work and service provision.

As you will see below, many developments and improvements occurred in each of these priority areas. The changes were not always easy and some are modest steps. Many changes and developments will undoubtedly continue in 2008, particularly in the area of electronic access to research journal literature and databases, as the Dana Medical Library continues its flexible, proactive approach to meeting the changing needs of its diverse patron groups.



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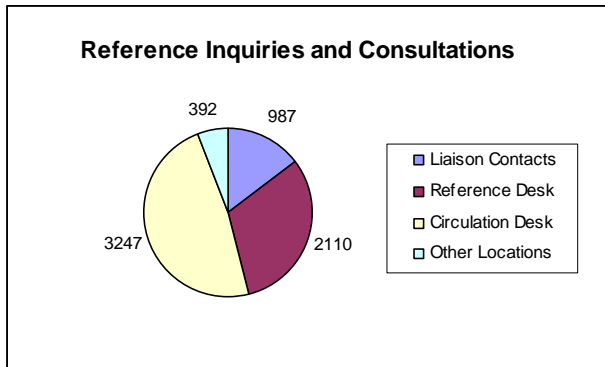
## **PRIORITY 1: IMPROVED ACCESS TO ELECTRONIC RESOURCES**

These days many health sciences information seekers access a variety of resources from their offices and laboratories on the UVM/FAHC campus, and from multiple off-campus locations. To meet these users' needs Dana Resource Management Head, Library Professor Tina Kussey, and technical services staff focused on acquiring, presenting, and assisting patrons with electronic resources.

- A breakthrough contract with Elsevier, negotiated by the University Libraries with funding approved by University Provost John Hughes, added over **1,000 new electronic journals** titles to the Libraries electronic journal list, many of them in medicine and the bio-sciences.
- Library staff increased their effort in building and **maintaining links** from bibliographic databases such as *PubMed* and *OVID Medline* to licensed full text journal articles, greatly improving clinician and scientist access to full text evidence and research findings.

- An **e-resources problem reporting button** was placed prominently on the Dana website, providing patrons and staff rapid assistance when a link to a journal or article does not work correctly.

## PRIORITY 2: EXPAND PATRON SERVICES THROUGH THE LIAISON PROGRAM



The development of active outreach to all academic health center programs is crucial to accomplishing the Library's mission. As liaisons, librarians assigned to education and departmental programs provide a variety of services: communicating Library services and collections news; monitoring research developments in departments; meeting with individuals or groups to review information and collection needs; tailoring instructional programs to specific department or program requirements; providing assistance on difficult, specialized research problems; and communicating with departments about electronic

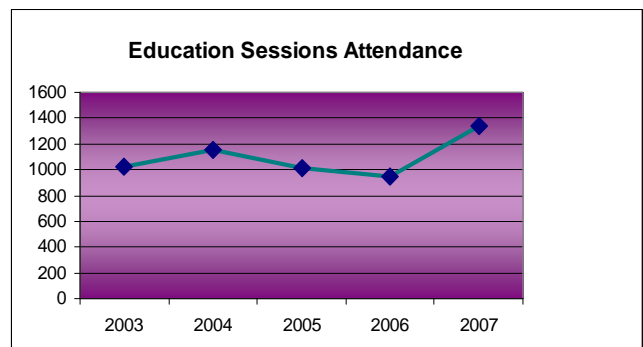
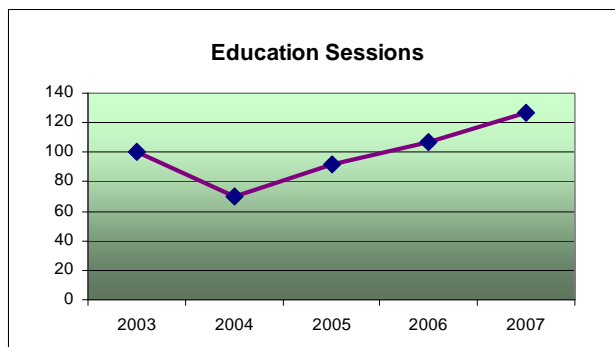
access issues. Laura Haines, Assistant Library Professor, coordinated the program as it completed its second full year of operation in 2007 with many accomplishments.

- Library faculty initiated communications about new collection resources and responded to literature search or instruction requests from **25 departments and programs** in the College of Medicine, College of Nursing and Health Sciences, and Fletcher Allen Health Care.
- Liaison interactions **increased over 50%** from last year.
- **One third of the reference questions** answered in 2007 were initiated by contacts through the Liaison Program, an increase over last year.
- Librarians performed over **725 detailed literature searches** responding to clinical and research questions; **45%** of those were generated from relationships developed **through the Liaison program**.

These numbers indicate a growing level of awareness of the Liaison Program. Professional librarian information services at the reference desk remained strong and vibrant, but the effort that library faculty members put into developing relationships with their liaison departments proved effective.

## PRIORITY 3: EXPAND INFORMATION LITERACY PROGRAMS IN THE CURRICULA

Education standards in medicine, nursing and the health sciences require specific information literacy competencies, including asking clinical questions and evaluating and using medical literature and other information in clinical practice. Dana Library faculty members spent concerted effort this year articulating their role in helping students meet information competencies within the health sciences curricula. Course-integrated instruction remained strong in the Vermont Integrated Curriculum, as well as physical therapy, nursing, and MLRS courses.



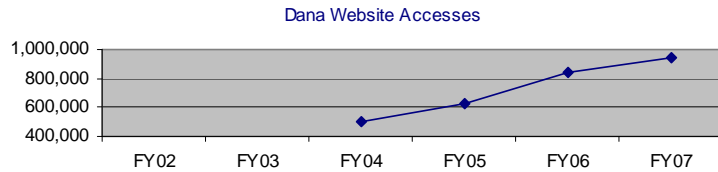
The Dana Education Team also developed and tested a tool for planning instruction with teaching faculty, chief residents, nurse managers and others who request Library instruction services for their students, and a follow-up questionnaire instrument to evaluate the instruction session. The team is currently developing a peer observation process whereby Library faculty will provide feedback on colleagues' instructional sessions, offering encouragement for successful techniques and suggestions for new approaches.

## **PRIORITY 4: INTEGRATE NEW TECHNOLOGY SYSTEMS AND TECHNOLOGY SERVICES**

Web technology has been an important component of library information services for years. This year Dana Library made it a priority to learn about and integrate new technologies, particularly Web 2.0 or social networking tools, into internal work and public services.

The systems group members Lida

Douglas, Lesley Boucher, Laura Haines, and Donna O'Malley planned the structure of a Dana wiki and Dana blog. Circulation staff loaded access services procedures and protocols onto the wiki allowing for easy access to and modification of the information. The Dana wiki and blog are both learning tools and a storehouse of shared knowledge that will continue to be developed with the goal of streamlining work flow and improving communications throughout the organization. The Systems group also worked on a variety of Web and hardware installation projects:



- A UVM Libraries website redesign has begun and will be completed in 2008.
- Systems group members planned and installed both portable and fixed computer equipment in the Dana Conference Room. Network access is now simpler and faster for staff and patrons using the room for presentations and meetings.
- The wall mounted plasma screen and wireless keyboard and mouse are other welcome additions.

## **STILL USING THE LIBRARY: THE PHYSICAL SPACE TWO YEARS AFTER OPENING IN THE NEW LOCATION**



While the use of electronic library resources is larger than the use of print resources, Library patrons are still using both print and electronic resources in high numbers within the walls of the library. In fact, statistics on the use of the Dana Library website indicate that the highest number of Library website accesses originate from computers located in the Library.

Due to this and an increase in the number of medical and health sciences undergraduate and graduate students on campus, three years after its opening in the Medical Education Center, the new Library is heavily used and at times bursting at the seams. For these reasons, it became apparent that the Library needed to know more about various patrons' needs, if it was going to meet them effectively. During 6 one-hour periods spread out over the course of two weeks in April 2007, Dana Library conducted a survey of its patrons. Crowding, especially near exams and when papers are due, and inappropriate use of space by non-UVM clientele, were concerns expressed in the comments of those surveyed.

As a result of the survey the Library took steps to enhance the experience and security of students studying in the Library through the following:

- UVM identification needed for Library entry after 9 pm;
- Improved lighting in concourse area in the evening;

- Sign up required for the use of the small AV study rooms;
- Signage requesting courtesy and suggestions for finding quiet study areas in the library;
- Password-protected computers limit guest use to 30 minutes per day.

These steps have received positive feedback from students, and we will continue to monitor the situation and take additional steps if necessary.

## FLETCHER ALLEN HEALTH CARE SERVICES OVERVIEW

As the affiliated hospital of the University of Vermont, Fletcher Allen Health Care providers, staff and administration receive access to all resources and services provided by the Dana Library. All new residents are welcomed to the Library with an orientation, a library barcode and an electronic tour of the Libraries' resources and services. In June 2007, the Library welcomed 90 new FAHC residents and fellows who visited the Library to learn about the services and resources available to them. Clinical resources highlighted included *Access Medicine*, *FIRSTConsult*, *UpToDate* and *DynaMed*. Fletcher Allen employees were significant users of Dana services overall.

- Of the **725 literature searches** performed by library faculty in 2007, 284 (or **39 %**) were **requested by attending physicians, nurses or residents**.
- Over **350 FAHC employees attended 65 classes** and workshops. The Dana classes were most popular with the nursing staff. Other sessions were attended by medical residents, pharmacists, cytotechnologists, and speech-language pathologists.
- Nearly **25% of the over 900,000 accesses of the Dana website originated from FAHC** computer addresses.
- **352 of the total 934 liaison interactions of 2007 were with FAHC** physicians, nurses, or residents.

## SPONSORED PROGRAMS, CONTRACTS & COMMUNITY INVOLVEMENT

- Dana continued for the 11th year to provide information services to the medical and professional staff of **Porter Hospital, Middlebury, VT** through a contract for literature searches, journal articles, and educational programs. Dana Library Professor Angie Chapple-Sokol provides these services on-site at Porter and through electronic communication from Dana Library.
- Dana's **Health Research Affiliate** program provides fee-based information services, including journal article delivery, to 27 community, public health, non-profit, legal, and research health professionals and organizations in Vermont.
- Dana Library in collaboration with Fletcher Allen Community Health Improvement, and the Department of Family Medicine of the University of Vermont, received funding from the National Network of Libraries of Medicine – New England Region for a project entitled **Connecting Patients, Providers and the Community to Quality Health Information**. The objective of the project is to integrate quality consumer health information into patient-provider interactions. \$40,000 was awarded for the project.

## DANA FACULTY & STAFF ACTIVITY

Burke, M., O'Malley, D., and Jemison, J. *Information Literacy in the Age of Google*. Poster presented at the American Association of Medical Colleges Annual Meeting, November 2006.

Chapple-Sokol, A., Light, J., Delwiche, F., Bianchi, N., O'Malley, D., and Phillippe, S. *Statistically Speaking: On and Off the Reference Desk*. Poster presented at the Medical Library Association Annual Meeting, May 2006.

Delwiche, F. and Bianchi, N. Transformation of a Print Reference Collection. *Medical Reference Services Quarterly* 25 (2): 21-9, Summer 2006.

Delwiche, FA and Hall, EF. Mapping the Literature of Athletic Training. *Journal of the Medical Library Association*, 2007 Apr. 95(2):195-201.

Sandra Aldrich, Library Support Senior received the Delmar Janes Staff Excellence Award for exemplary work in the Acquisitions and Cataloging Department.

Angie Chapple-Sokol, Library Assistant Professor in the Reference Department received the Faculty Excellence in Educational Mission (Teaching & Advising) Award.

Frances Delwiche, Library Assistant Professor in the Reference Department, received the award for Faculty Excellence in Research.



## PERFORMANCE HIGHLIGHTS

Services	2004-05	2005-06	2006-07
Reference questions answered	3,627	7,365	6,186
Items checked out or used in library	36,063	31,253	23,606
Document & article delivery	3,420	2,357	2,117
Items loaned to other libraries	2,365	3,029	2,751
Interlibrary resources supplied to UVM/FAHC patrons	4,649	4,109	3,576
Gate count (library onsite use)	182,106	171,973	194,654

## Educational Programming

Sessions	92	107	127
Attendees	1,014	949	1,344
Outreach sessions to community members	7	49	31

## The Collection

Collection spending	\$1,138,397	\$1,269,113	\$1,256,109
Overall budget	\$2,161,709	\$2,339,464	\$2,345,685
Print volumes in collection	121,936	123,767	126,680
Print books added	851	375	1,427
Electronic books	148	162	188
Electronic full-text journal subscriptions	1,318	3,235	4,327
Journal subscriptions electronic & print	1,949	3,604	5,084

## Personnel (FTE as of June 30)

Faculty	8.25	8.25	8.25
Staff	13.75	13.75	13.75

## **THANK YOU TO DONORS AND ADVISORY COMMITTEE**

Donor contributions help the Library in its support of health sciences research and education to UVM students, faculty, and staff, and the wider health care community of Vermont. The Dana Library thanks the following individuals for their gifts in kind:

Robert G. Bing-You, MD, M.Ed.  
Matthew Coates, PhD, MD  
Countway Library of Medicine at  
Harvard Medical School  
Kristen DeStigter, MD

Arnold Golodetz, MD  
Brian McNally  
Gerry Silverstein, MD  
Elizabeth Wallman  
Cynthia Warshaw

The Library also received funds from endowments in memory of Dr. Charles T. Schechtman and Dr. Brigham H. Stone.

Dana Library thanks the Library Advisory Committee for its guidance and support during the year. Members of the committee in 2007 included: Mara Saule, Dean of Libraries and Learning Resources; Russell Tracy, Senior Associate Dean of Research in the College of Medicine; John Fogarty, Interim Dean of the College of Medicine; Mark Phillippe, Chair of Obstetrics and Gynecology in the College of Medicine; and Brian Reed, Associate Dean of the College of Nursing and Health Sciences.