

## Dana Medical Library Annual Report 2009

### DIRECTOR'S SUMMARY

The aim of the Dana Medical Library is to engage with you, the UVM health and bio-medical sciences community, in support of education, research, clinical practice, and community engagement. In our location and websites we strive to encourage collaboration, creativity and inclusion.

In January 2009 the University Libraries completed an exciting new Strategic Plan. Dana Library, a Department in the University Libraries, was heavily engaged in the process. The Libraries identified 4 goals in four programmatic areas to improve the Libraries' resources and services to the UVM community in support of education and research. The programmatic areas and goals are:

Area: Collection Resources and Access

Goal: Understand and act on user and programmatic needs emphasizing discovery tools

Area: Patron services

Goal: Engage university communities in transforming and improving library services

Area: Library as Place, Library Facilities

Goal: Foster discovery in a comfortable technology-rich environment

Area: Digital Initiatives

Goal: Identify and implement digital initiatives to foster University of Vermont research and research collaboration in cultural and other areas

Within each goal, the Libraries identified strategies and activities to move each of the goals forward. At Dana Library, we identified particular strategies and activities as particularly important to our bio-medical academic health center communities. We emphasized progress in these areas through the remainder of 2009 and into 2010. In this report you will see the particular emphases and directions we have taken in pursuit of the goals and a report of continuing essential services.

There were many personnel and organizational changes begun in 2008-9. Some of them are presented in the Personnel section of this report. The faculty and staff at Dana were committed to excellent service to patrons while these changes unfolded and I believe this report shows that we were successful in this effort.



Marianne Burke MLS AHIP  
Library Associate Professor  
Director, Dana Medical Library

## COLLECTION RESOURCES AND ACCESS

In keeping with the Libraries goal to understand and act on user and programmatic needs and emphasizing discovery tools, Dana collections specialists reviewed our journal and database collections in light of health sciences academic needs and the available budget. Our electronic subscriptions continued to grow but difficult decisions were made in order to stay within our budget, such as the decision to cancel the First Consult clinical information database and the print equivalent of nearly 100 print journals. In keeping with the Libraries strategy of providing more electronic content, we added 40 books electronically instead of buying the print version.

<b>Collections</b>	<b>2005-2006</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Print volumes in collection	123,767	126,680	127,903	128,408
Print books added	375	1,427	847	624
Electronic books	162	188	239	270
Electronic full-text journal subscriptions	3,235	4,327	4,958	4,993
Journal subscriptions electronic & print	3,604	5,084	5,288	5,207
Collections Expenses	\$1,269,113	\$1,240,034	\$1,326,721	\$1,419,276

<b>Top science/health science Electronic Journals 2009</b>	<b>Full-text downloads</b>	<b>Top science/health science Electronic Databases 2009</b>	<b>Searches</b>
New England Journal of Medicine	22,681	UpToDate	173,735
Science	15,096	Academic Search Premier	151,966
Journal of Biological Chemistry	14,714	Web of Science	66,814
Proceedings of the National Academy of Sciences	12,247	Ovid Medline	61,206
Nature	9,403	Psycinfo	57,614
Journal of the American Medical Association	9,089	MDConsult	50,361
The Lancet	6,074	CINAHL Nursing & Allied Health	48,254
Pediatrics	5,715	Lexis-Nexis Academic Universe	25,653
Journal of Immunology	5,234	Clinical Pharmacology	24,495
Journal of Neuroscience	5,229	Access Medicine	7,206

## PATRON SERVICES

Dana's patron service points provided the highest degree of service and patron satisfaction in collaboration with the teaching, learning, research and patient care goals of the College of Medicine, College of Nursing and Health Sciences, and Fletcher Allen Health Care. This approach fit well with the University Libraries goal of engaging University communities in transforming and improving library services.

### Teaching Information Competencies

In 2009 Dana librarians taught a total of 144 classes with a total of 1,711 attendees. Nineteen outreach sessions were taught to community members. Attendance at Dana's Lunch and Learn education program classes increased. Lunch & Learn classes were held Wednesdays at noon in the Dana Conference Room during the academic year. Notices were posted weekly in *This Week at UVM* and the *Fletcher Allen Sun* newsletters. The classes reflected a greater focus on finding needed information or resources in clinical practice or research and less on the features of one particular database. Class topics included clinical point-of-care resources and using Google Scholar for research.

<b><u>Educational Programming</u></b>	<b><u>2005-2006</u></b>	<b><u>2006-2007</u></b>	<b><u>2007-2008</u></b>	<b><u>2008-2009</u></b>
Sessions	107	127	158	144
Attendees	949	1,344	1,605	1,711

### **Liaison Program**

Liaisons are the principal contacts for campus departments and programs and are available to provide information and services to faculty and students in assigned departments. Liaisons offer individual research consultations, teach classes to assist students in the successful completion of their research assignments, and work with the collection development and acquisitions librarians to select library materials.

In FY 2009 Dana librarians completed 33 Research Guides <http://danaguides.uvm.edu> for the major subject areas within the liaison program. These guides pull together the most important resources in each subject area. Dana's research guides received 10,016 hits in FY 2009, with each month increasing substantially indicating growing awareness and use of the sites. The highest usage of the Research Guides came from the Fletcher Allen clinical departments. The most accessed guides were: Clinical Care, FAHC Nursing Resources, Physical Therapy and Family Medicine. Individual liaisons reported marketing the guides and integrating them into their teaching. This integration is evident in the promotion of the FAHC Nursing Resources page during monthly new nurse orientation. The web page was also integrated into Fletcher Allen's Nursing Hub and was made a direct link from Prism, the Electronic Health Record system.

### **Reference and Circulation Desk Services**

The Reference Desk was open on Monday – Friday for 30 hours per week reduced from about 40 hours per week in previous years. This change reflected the reduced need for two active service desks at less busy times of day. Librarians provided assistance to students and faculty for research, publication, and literature searching at the desk and also in their offices and other locations where our patrons work. The Circulation Desk was staffed 106 hours per week during the academic year, weekday hours 7:30 am- 12:00 pm. In response to student study needs Dana's service desks provided testing and certification preparation reference works, a Kurzweil reader, and other disability modifications. Electronic Reserves was popular with faculty and students with 227 items provided through the electronic reserves system. Students can access their course readings on their computers from anywhere with this system.

<b><u>Reference &amp; Circulation Services</u></b>	<b><u>2005-2006</u></b>	<b><u>2006-2007</u></b>	<b><u>2007-2008</u></b>	<b><u>2008-2009</u></b>
Reference questions answered	7,365	6,186	6,251	6,377
Items checked out or used in library	31,253	23,606	22,401	22,819

### **Interlibrary Loan and Document Delivery**

2009 was the first full year of "no fee" ILL service for College of Medicine and College of Nursing and Health Sciences students and faculty, and Fletcher Allen employees. Dana filled 8% more ILL requests for UVM patrons in 2009 than in 2008, possibly because of the elimination of the fee.

<b><u>Document Delivery &amp; Interlibrary Loan Services</u></b>	<b><u>2005-2006</u></b>	<b><u>2006-2007</u></b>	<b><u>2007-2008</u></b>	<b><u>2008-2009</u></b>
Document & article delivery	2,357	2,117	1,779	1,193
Items loaned to other libraries	3,029	2,751	3,277	2,538
Interlibrary resources supplied to UVM/FAHC patrons	4,109	3,576	2,852	2,937

## Services to the Community

Dana provided services to unaffiliated users through its Health Research Associates (HRA) program. Journal articles, evidence-based information support and borrowing privileges were provided to health related agencies such as the Vermont Department of Health, Blue Cross & Blue Shield of Vermont, the Vermont Program for Quality in Health Care, and to the Gifford Medical Center in Randolph. Several small clinical office practices and law firms also participated in the program.

<b>Outreach</b>	<b><u>2005-2006</u></b>	<b><u>2006-2007</u></b>	<b><u>2007-2008</u></b>	<b><u>2008-2009</u></b>
Educational sessions for community members	49	31	27	19

## PHYSICAL FACILITY

The overall goal of the Libraries was to foster discovery in a comfortable technology-rich environment. Dana Library became more comfortable in 2009.

To respond to student concerns about crowding and noise in the Library, we created additional casual study space in the front reading area of the Library. To do this we relocated seldom used but still important print indexes located on low shelves in the front of the Library to the compact shelving in the back, and removed two sections of shelving. Several lounge chairs from a crowded and poorly used location were moved into the new space which quickly became a popular study and lounge area. The change provided better walking spaces and produced a sound-absorbing effect in a busy part of the Library. As busy as it was in the Library, the virtual use of the Libraries website and subscribed collections exceeded the physical visits by many orders of magnitude. Plans for the coming year include improving wireless access in the Library.

<b><u>Library Onsite visits</u></b>	<b><u>2005-2006</u></b>	<b><u>2006-2007</u></b>	<b><u>2007-2008</u></b>	<b><u>2008-2009</u></b>
Gate Count	171,973	194,654	195,896	188,998

## DANA FACULTY & STAFF ACTIVITY

### Presentations/Posters

Bianchi, Nancy. "Treasures in the Breast Cancer Literature for Patients, Survivors, and their Families." Invited presentation at the 11th Annual Breast Cancer Conference, Burlington, VT, October 31, 2008.

Bianchi, Nancy. "Liaison Librarian and the Dept. of Pediatrics: Working Together to Improve the Health Care of Vermont Kids." Invited poster presentation at the Vermont Library Conference, *Celebrate Vermont Libraries* event, May 12, 2009.

Haines, Laura. "YouTube: Are we really using it effectively?" Peer-reviewed poster presented at the ACRL 14<sup>th</sup> National Conference, March 13, 2009.

McClung, Colin. "Using Jing to Add Swing to Your Tutorials." Workshop presented at the Dartmouth October Conference on *Staff Development on a Shoestring*. Colin discussed Jing, a free, downloadable program that allows screen capturing, annotation and sharing, and how he has used it to make high-quality "How To" guides for his student worker orientations. He also uses Jing to create many of the visual tutorials now available on the Dana Library web site.

O'Malley, Donna. "Adapting a Learning 2.0 Program." Workshop presented at the Dartmouth October Conference. Donna discussed Dana's adaptation of the Public Library of Charlotte & Mecklenburg County's experiential learning program for Dana's library staff. She noted that Learning 2.0 enabled staff at Dana to use Web 2.0 technologies and become internet contributors as well as consumers.

Phillippe, Shiela. "Vermont Go Local." Invited poster presentation at the Vermont Library Association Conference, *Celebrate Vermont Libraries* event, May 12, 2009.

## Personnel Changes

Departures: Tina Kussey MLS, Head of Dana's Collection Development and Management Unit, accepted a position at Bailey/Howe Library as Interim Director of Collection Development/Acquisitions and later accepted a permanent appointment in that position.

Jeanene Light MLS, Dana Head of Access Services, received a one year temporary assignment as Director of Information and Instruction Services at Bailey/Howe Library.

Donna O'Malley MLS became supervisor of Document Delivery/Interlibrary Loan. The unit has been meeting regularly and has worked on cross-training.

The Library held two staff positions vacant in 2009 in anticipation of budget cuts. These positions were eliminated for 2010 fiscal year. Both were in the collection management area.

Dana Library hired three temporary librarians to fill in gaps for 2009-10 while the Library reorganized and transferred some technical processing to centralized technical services departments located at the Bailey-Howe Library.

Claire LaForce MLS was appointed as temporary part time .20 reference librarian at Dana for the period of October 2008 - October 2009. Ms. LaForce is also Medical Librarian at the Medical Library at Rutland Regional Medical Center.

Benjamin Sandoval MLIS was appointed in April as Temporary Informatics and Digital Projects Librarian. He had recently received his MLS from UCLA .

Thomas Schmiedel MLS was appointed in May as Temporary Content Development Librarian. He came with a strong background in the sciences as a former high school chemistry teacher.

<b>Personnel (FTE as of June 30, 2008)</b>	<b>2005-2006</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Faculty	8.25	8.25	8.25	8.45
Staff	13.75	13.75	11	11

## THANK YOU TO DONORS

Donor contributions help the Library support health sciences research and education for 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:

Dr. Brooke Barss - Bruce Gibbard Memorial Lectureship Committee  
Dr. Keddy Bharathan  
Countway Library of Medicine at Harvard Medical School  
Dr. Kristen DeStigter - Dept. of Radiology  
Mr. John Dewitt  
Ms. Gale Golden  
Dr. Beth Kirkpatrick  
Dr. Dave Lounsbury  
Dr. Thomas and Mrs. Nancy Martenis  
Ms. Jennifer Poland  
Dr. John Tampas, MD and Dr. Jimmy Ghostein - Dept. of Radiology  
Dr. Brenda Waters

Monetary donations were received from:

Ms. Marianne Burke  
Ms. Gale Golden  
Mrs. Mary Kinerson Quimby

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