HEALTH SCIENCE LIBRARY ANNUAL REPORT

July 1, 2012 to June 30, 2013

EXECUTIVE SUMMARY

For the Health Sciences Library, fiscal year 12/13 has been, like life in general, a series of gains and losses. Our most serious losses occurred in personnel. In May, Deborah Werth-Kapstafer was working at her post at the Info Desk on a Saturday when she was immediately transferred to the UWMC, suffering a heart attack. Believing she had begun recovery and would be returning to HSL following recuperation, we lost Deb the following week. We learned early this summer that Wayne Gloege, who had celebrated his retirement in the spring, died following a short illness. Another valued staff member in Info Services, Dale Soules, retired, and we miss him very much, too.

And though we had to say goodbye to some wonderful co-workers, we said hello to some great ones as well. We gained a new translational research and collaboration librarian in Diana Louden; Deric Ruhl, senior computer specialist working in both Web-STOC with Michael Boer and Systems with Ann Gleason; and Maddie Romansic, a former student with RML, came on board as RML program assistant. Paul Ludecke, who has led the HSL Commons since 1988 under the auspices of *Health Sciences Administration*, officially joined the HSL Systems staff in June 2013. All newcomers hit the ground running and quickly became very welcome additions to HSL (although Paul isn't a newcomer, he continues to be a very valued "addition" to HSL).

Our gains included serving more students through our 24/7 library access. As additional SOM departments signed on and distributed ProxCards to students, we gained more users during more hours of the day. This has turned into a very well received, appreciated service and will continue indefinitely.

An under-utilized staff space was identified in the library that needed repurposing to enhance staff space and promote communication, connection and collaboration. We hired Pfeiffer Partners to develop an architectural floor plan for new and future uses of this area. An updated administrative area is nearly complete, and we've jettisoned some very worn carpeting and outdated cubicles. Still to undergo change are areas dedicated to updated meeting and training spaces that will provide more opportunities to accommodate our staff and patrons' needs. On the third floor, the Commons received a coat or two of invigorating red paint on the west wall. Please see the final floor plan.

Tania Bardyn and Val Lawrence attended legislative sessions in Olympia to witness continuing evolution of the HEALWA program, bringing evidence-based information to a growing number of healthcare professionals in the state of Washington. Effective January 2014, six more professions will be added to those now accessing health information provided by HEALWA online.

To consolidate efforts and develop a coordinated message to the schools and Medical Centers, liaisons launched a systematic review service. Ann Gleason and Paul Ludecke pilot-tested using the Commons for medical school examinations (a total of 30 last year), in what has turned out to be a successful new service. Effective inter-professional and trans-disciplinary information service requires a cooperative and collaborative approach to teaching, learning, and research.

1. **Major activities, accomplishments, significant changes and issues, grants and gifts**

   INFORMATION SERVICES:
   - Convened a student advisory committee with representatives from 6 health sciences schools.
   - Reviewed provision of reference services at HSL. Transitioned to reference by appointment model. Trained Information Services staff to answer basic reference questions using the READ Scale for triage and referral. Transitioned QP Chat service from subject liaison librarians to ISCS staff and HSL staff volunteers.
   - Expanded after-hours keycard access for more Health Sciences students and UWMC residents and fellows. Established and posted "rules of the road."
   - Participated in NLM MedPrint contract by identifying HSL holdings and titles to retain.
   - Replaced HSL copiers with Dawg Prints scanning stations. Added a color printer.
   - Sign committee, led by Mary Van Court, revised maps and signs in the library. Installed decals on walls and signage for quiet area.
   - Created an "Unrequired Reading" corner. Moved book exchange to Lower Level. Discontinued 24-hour hold shelf.
   - Hosted HSL Open House in October 2012.
   - Created a 3rd floor presentation area with a 70" LCD TV monitor, a podium and mobile furniture.
   - Reorganized the Information Services and Course Support staffweb pages.

   SYSTEMS:
   - Received STF funding to replace and upgrade desktops and laptops for HSL and RML librarians and staff.
   - Replaced backup tapes and UPS batteries for server backups and server room infrastructure.
   - Setup up Mac server and created Mac images in preparation for setting up iMacs in public areas.
   - Rebuilt Systems utility server and Request Tracker.
   - Moved entire Nagios server monitoring/paging software and configurations to a new installation on the Systems dept. server, and improved configurations for future maintainability and efficiency.
   - Implemented new Libraries-wide room reservation system.
   - Developed and designed game called RELM to teach clinical faculty how to practice EBM; presented at WGEA.
   - Training for Canvas administration support for the School of Social Work.
   - Primo Communications Task Force and website changes for new ILS.
   - Rollout of IPV6 for two of our subnets.
   - STF Award 2013-037, Upgrade of Health Sciences Library Computer Lab iMac computers, $18,778.
   - STF Award 2013-038, Upgrade of Health Sciences Library Public Computers, $50,436.

   HEALWA:
   - Val Lawrence monitored legislative activities and responded to information requests pertaining to legislation affecting the status of HEALWA.
   - As a result of SB 5206, over 20,000 additional healthcare professionals will have access to HEALWA beginning in January 2014.
   - SB 5206 added six new professional groups, including: Licensed Practical Nurses, Occupational Therapists, Occupational Therapy Assistants, Dietitians, Nutritionists, and Speech-Language Pathologists to eligible program participants.
   - Tania Bardyn renegotiated the 2013-2015 HEALWA contract between the DOH and UW Health Sciences Library.

- Changed name from HEAL-WA to HEALWA.
- Held the first ever HEALWA Retreat with key stakeholders on July 31, 2012, which informed long-range strategic goals.
- Val was an invited presenter at the IOM's Continuous Learning and Digital Infrastructure for Informed Clinical Decisions meeting in Washington, DC.

RML:
- Conducted 77 trainings, presentations and site visits to more than 1,170 people across the 5 states of the Pacific Northwest Region.
- Co-chaired a cross-regional committee that planned and co-hosted "The Research Lifecycle: Partnering for Success" forum on March 15. This interactive session about eScience linked presenters and 85 participants in videoconference studios located in Seattle, Portland, and Salt Lake City.
- Chaired the Disaster Summit on March 26, hosted by network member Emily Glenn of Seattle BioMed. This day-long workshop centered on a Cascadia Magnitude 9 earthquake as the focus for discussions and involved participants from multiple disciplines including librarians, emergency management personnel, emergency response personnel, and clinical staff.
- Created and funded 52 awards to support a wide range of activities across the 5 states of the region, including innovative medical librarian roles to promote evidence-based health information; a regional symposium; professional development; community partnerships; health information services promotion; and community health information outreach.
- Sponsored two network members via a special funding opportunity to support their participation in the DuraSpace/ARL/DLF 2012 E-Science Institute that took place from September 6, 2012, through December 13, 2012.
- In coordination with National Library of Medicine, funded two MOUs for Health Information Resources Development to Northwest Indian College and the Seattle Indian Health Board. The MOUs are designed to encourage use of NLM's Native Voices exhibition resources and to support tribal colleges and Native health centers that contributed to the Native Voices exhibition and/or participated in the Healing Totem Pole celebration.
- Two PNR staff members volunteered to be part of the Supplemental Support Team for the implementation of Computerized Provider Order Entry module of the ORCA electronic health record at the University of Washington Medical Center and Harborview Medical Center. UW Health Sciences librarians and others served as part of a tiered support system and attended training, completed modules, and learned about the EHR in order to provide support as the system went live in the hospital units. Through this experience, participating librarians experienced the work environment of nurses, medical providers, and other health care workers, learning about their information needs, as well as assisting them with questions about the new system.

HSL:
- Janet Schnall and Joanne Rich integrated informatics class modules into the School of Nursing curriculum at the BSN, Masters and Doctoral levels, both on-site and online-only classes.
- Joanne Rich led orientations for the School of Medicine. Medical Information in Decision Making (MIDM, HuBio590) involved nearly every liaison in supporting small group discussions of evidence-based resources (EBP). In preparation for this large group activity, Joanne revised content; the EBP resources lecture; coordinated Seattle activity; coordinated common exam revisions and resource access for WWAMI classes.
- Sherry Dodson assumed responsibility for the Department of Psychiatry; reinstated a Resident Report blog at their request; and attended their monthly Resident Report to answer clinical

questions. In addition, she worked on a systematic review with a junior faculty member on identifying bipolar disorder in a primary care practice.

- Sarah regularly conducts thesis or capstone research skills sessions for graduate students from all departments in the School of Public Health, and for MEDEX.
- Sarah and Leilani St Anna were recognized as co-authors on a number of CIs.
- As the new Translational Research and Collaboration Librarian, Diana Louden began making connections within the Institute for Translational Health Sciences (ITHS). Diana participated in ITHS' Education Core meetings; proposed services and provided assistance to individuals and groups on topics ranging from the NIH Public Access Policy to assessing the research impact of ITHS-trained scholars to resources for Hispanic community engagement.
- Diana conducted outreach efforts to UW bench researchers in biology and the health sciences using a bioresearcher mail list; publicized lab protocols subscriptions; and developed a LibGuide on Lab Protocols and Resources.
- Diana conducted outreach efforts to the suite of ten basic science departments and divisions she now serves through introductory letters to graduate students, postdoctoral fellows, and others.
- Diana also quickly emerged as the point person for the newly-implemented SciVal Experts and SciVal Funding databases. In that vein, she also created a SciVal LibGuide, developed and taught a class on SciVal databases for the Office of Nursing Research faculty and staff, served as the HSL contact person for questions relating to SciVal and provided key overviews and tips to her colleagues.
- Janet Schnall, Joanne Rich, Leilani St. Anna and Ann Gleason created a 9-minute orientation video highlighting a variety of HSL e-resources for the UW School of Nursing. In addition, Janet and Leilani frequently update streamcasts, e.g., *PubMed at the UW* videos (one of top viewed libguides) to ensure the information is always current.
- Joanne Rich extended the library's data support through the creation of the Data Resources in the Health Sciences LibGuide, the first comprehensive health sciences guide to data resources in the libguide community.
- Sarah Safranek participated in and supported scholarship activities of the Family Medicine Residency Network faculty development fellows, including FPIN Clinical Inquiries, eMedRef and HelpDesk Answer projects with Family Medicine residency faculty and residents.
- Using iPads to aid teaching was an important component in leveraging technology to teach critical clinical resources which Sherry Dodson mastered to use with the WWAMI Medicine Clerkship Faculty, the Medicine Residents Teaching Conference and the 3 Point-of-Care Tools sessions and more.
- Amy Harper co-authored an application for UW Medicine to be a pilot site for the Association of American Medical Colleges/American Medical Association joint project, *Learning From Teaching* Pilot Program, which assessed academic medical centers' interest in receiving CME credits for certain academic activities.
- In addition to their individual responsibilities, the P&RS librarians also worked collaboratively in three teams organized around Clinical and Curricular Services; Discovery, Education and Outreach; and Innovation and Research .
- The primary work of the *Clinical and Curricular Services* team (Sarah Safranek, lead; Sherry Dodson, Leilani St. Anna and Adam Garrett, IT representative) centered on developing a Systematic Review (SR) policy and an overview to best practices and procedures.
- The Team also developed a guide to SR searching for students, staff and faculty, and tools for SR project intake, tracking and documentation for librarians. The group finalized the policy in February 2013 and then turned their attention to creating a database to track SR requests, as well as developing a set of professional courtesy guidelines for referring questions/patrons to other librarians and other best practices for communication.

- In addition, the team drafted an overview to systematic reviews for Tania to forward to President Young, in response to a discussion which took place on the Faculty Field Tour.
- *Discovery, Education and Outreach* (Terry Jankowski, lead; Janet Schnall, Ann Gleason and Paul Ludecke, IT representative) undertook the significant task of organizing last fall's HSL Open House.
- The team worked on promoting HSL creating libguides and offered a Spring Training noon-time education series. The group is looking at ideas for new faculty orientation as well as the Research Commons and ways to collaborate.
- In response to frequent conversations about the library's marketing efforts, the group has been tasked with developing a communication plan to serve as a foundation for future planning related to marketing, social media, etc., for sharing news.
- The team reviewed a number of libguides as part of annual clean-up/PRIMO transition and is also updating annual orientation materials and developing a plan for a fall education series and outreach campaign.
- The *Innovation and Research* team (Amy Harper, lead; Diana Louden, Joanne Rich and Ann Gleason, IT Representative) undertook developing a research support process for HSL colleagues. The decision-matrix framework was very thoroughly considered and was a cornerstone of a 2013 MLA presentation on the liaison program reconceptualization.
- To help foster research activities, a journal club is also being developed.
- The team also reviewed library grant statements on peer library sites and made recommendations for ways to update and improve HSL's current statement, including factual information to showcase.
- In response to notices of non-compliance sent by NIH to grant holders, the team prepared an overview to the NIH Public Access Policy, identifying minimum competencies for all librarians and recommendations for levels of service the library can provide. The team investigated other libraries' models and resources and interviewed other librarians as background for preparing their overview. A libguide, slide set and sample presentation script about the policy is also in process for librarians to use in response to requests for information about the policy.
- The HSL website is a significant service point for our users, and librarians spend a considerable amount of time and effort maintaining it. The website regularly receives compliments along the lines of this one from a librarian colleague in Kansas: "I visited your website and WOW!"
- Leilani St. Anna leads the HSL Web Redesign Team, and activities include coordinating and serving as the main editor, managing the clinical content, including clinical specialties, evidence-based practice, and the Care Provider Toolkit (CPT), one of the most heavily used portions of the website. In addition, Leilani serves as the support person for content editors, answering questions and providing training on use of the administrative tools.
- Several librarians serve as website content editors promoting resources in public health, health services, health policy, global health, and health sciences statistics sources, just to list a few topics.
- Joanne Rich attended a workshop on *Advanced XML: Further Adventures with XSLT,* using partial funding obtained through an NN/LM PNR Professional Development Award.
- Investment in the infrastructure of the web site is an ongoing endeavor, and other training completed by P&RS librarians includes *Building Web Applications with HTML5, CSS3, and Javascript: An Introduction to HTML5.*
- Terry Jankowski worked with the Web Team to improve HSL News, an important sidebar on the main HSL page for conveying timely and relevant news to HSL's users.
- As part of our ongoing effort to improve service, Terry Jankowski chaired an HSL Information & Reference Services Taskforce to review how HSL provides reference.

- Several librarians also participated in research projects during the review period including Sherry Dodson who was involved with two pilot projects funded by the National Network of Libraries of Medicine Pacific Northwest Region (NN/LM PNR):
    - The *Evidence on iPads* project used iPads equipped with apps and curriculum to help Medicine Attending Physicians teach evidence-based medicine to their team members at UWMC.
    - *Research and Evidence Literacy in Medicine* (RELM) also aims to teach evidenced-based medicine through an interactive game designed to teach WWAMI faculty members the first two of the 4 steps to practice evidence-based medicine.
- Amy Harper and Erik Van Eaton, MD, were recipients of a Patient Safety Innovations Program (PSIP) grant awarded by Harborview Medical Center which provided funding for Amy to work as a .5 FTE Research Coordinator in the Department of Surgery to further develop their highly regarded project *OCCAM: Online Clinical Care Algorithms and Messages.*
- Janet Schnall received support from School of Nursing faculty member Marla Salmon to assist with a global health literature project by searching over thirty databases.
- Janet Schnall presented HEALWA information at several classes of about-to-graduate undergraduate and graduate nursing students; revising HEALWA information in Life after the U libguide; creating a list of tutorials (video, PowerPoint, pdf, etc.,) for all major HEALWA resources for the HEALWA website, and more.
- Joanne Rich and Lisa Oberg coordinated a book launch and author reading for *I Wasn't Strong Like This When I Started Out: True Stories of Becoming a Nurse,* an anthology edited by Lee Gutkind in which an essay by School of Nursing faculty member Josephine Ensign was included. The April event was held in the Smith Room. Over 100 people attended, and Brian Morrison from University Bookstore was on hand to sell copies of the books as part of a signing attended by writers of six of the contributed essays to the book. Ann Gleason provided much appreciated technical support by recording and videotaping the event.
- Lisa Oberg participated in the program planning committee for the HS Common Book, *The Spirit Catches You and You Fall Down,* by Anne Fadiman, and developed a handout of additional resources for book groups.
- Plans are underway to put together programs and an exhibit in support of the 2013 HS selection, *In the Realm of Hungry Ghosts*: *Close Encounters with Addiction,* by Gabor Maté, who will be visiting the UW on Wednesday, February 19, 2014.
- Staff developed and installed "Mid-Century Medicine," an exhibit focusing on medical and Seattle milestones in commemoration of the 50th anniversary of the 1962 Seattle Expo.
- On a lighter note, a summer-themed display, "Beach Reads," featured recommendations from staff for books with a health sciences element to them in the UW Libraries collection.
- Upcoming traveling exhibits from the National Library of Medicine include *And there's the Humor of it: Shakespeare and the Four Humors* (on display at HSL June 9-July 19, 2014) and *Every Necessary Care and Attention: George Washington and Medicine* (March 16-April 25, 2015).
- HSL has been selected to be the first host for a forthcoming NLM exhibit, *Native Voices: Native Peoples' Concepts of Health and Illness,* when it goes out on tour (date to be determined).
- Unrequired Reading (libguides.hsl.washington.edu/reading), a small browsing collection of popular science and medicine titles, was unveiled at the Open House. The books in the collection regularly circulate among users interested in entertaining reads with a scholarly edge.

2. **Major activities and initiatives anticipated for next year**

   INFORMATION SERVICES:
   - Continue involvement in the Alma/Primo implementation.
   - Complete relocation of Information Services staff from 2nd floor to 3rd floor.

   SYSTEMS:
   - Participate in ACRL Immersion, Teaching with Technology – Ann Gleason.
   - Design and implement failover system for hsl.uw.edu, HEALWA and Ethnomed websites.
   - Purchase, image and install 54 new PC's with large screen monitors in public library area.
   - Purchase, image and install 10 new iMac's in Commons computer lab.
   - Move 10 iMac's to public library area.
   - Apply for NLM Disaster Information Award in spring 2014.
   - Implement Cybertools for HSL ejournal tracking and website A-Z list and consider expanding to ebooks.
   - Evaluate process for holding SOM and other exams in Commons classrooms and monitor usage and consider changes to services and facilities to better accommodate exams.
   - Survey faculty, staff and student users of the Commons for usage trends and satisfaction.
   - Modify public PC image, create login and image for Macs, and update Dawg Prints drivers.

   HEALWA:
   - Hire Web Specialist to redesign web site, develop mobile access, and expand social media presence.
   - Evaluate HEALWA's value to health care providers
   - Investigate methods of adding remaining licensed health care providers to HEALWA eligibility
   - Remove reference to UW Health Sciences Library from legislation.

   RML:
   - Respond and develop initiatives to support the role of libraries and open enrollment in health insurance per the Affordable Care Act (ACA).
   - Convene the Regional Advisory Council with a focus on health disparities and support for the ACA, plus advocacy for emerging roles of the information professional.
   - Implement strategies for three national initiatives, as recommended by their respective task forces whose members include staff from the NN/LM PNR.

   HEALTH SCIENCES:
   - Further development of the scope, goals and activities of the three new subgroups within Public and Research Services: Discovery, Outreach and Education; Innovation and Technology and Clinical and Curricular Services.
   - Participating and support of curriculum reviews taking places in the Schools of Medicine, Nursing and Pharmacy.
   - Integrate library modules into new online learning management system Canvas.
   - Continue efforts toward developing marketing and promotion strategies and priorities.
   - Continue response with the transition and integration of Ex Libris.
   - Continue to develop and expand support for mobile resources and access.

3. Staff roster as of June 30, appointments, promotions, transfers, resignations, and retirements
- **Tania Bardyn**
- **Joy Araki** (.25 FTE-HSL)
- **Susan Barnes** (.80 FTE)
- **Aron Beal**
- **Michael Boer**
- **Catherine Burroughs**
- **Cathy Campbell** transferred to HSL Resources. She continues to work up to 20 hours per week at the Information Desk
- **Nikki Dettmar**
- **Patricia Devine** appointed Network Outreach Coordinator, NN/LM PNR, effective June 10, 2013
- **Sherry Dodson**
- **Kay Douglas**
- **Gail Dyakanoff**
- **Adam Garrett**
- **Ann Gleason**
- **Amy Harper**, promoted to Associate Librarian, July 1, 2013
- **Terry Jankowski**
- **Gail Kouame**, appointed Public Health Outreach Coordinator, NN/LM PNR, effective October 1, 2012
- **Julie Lawell**
- **Valerie Lawrence**
- **Mahria Lebow**
- **Diana Louden**, Translational Research and Collaboration Liaison, hired October 12, 2012
- **Paul Ludecke**
- **Josh, Malamy**
- **Mary McDonald**
- **Susan Meyers**
- **Lisa Oberg**
- **Maddie Romansic,** Program Assistant (part-time), NN/LM PNR, effective December 3, 2012.
- **Joanne Rich**
- **Deric Ruhl**, Linus Systems Administrator (30% HSL, 70% RML), hired January 2013
- **Sarah Safranek** (.80 FTE)
- **Janet Schnall** (.60 FTE)
- **Dale Soules** retired after 12 years of service
- **Leilani St. Anna** (.60 FTE)
- **David Tolmie**, Systems Administrator, resigned December 2012
- **Mary Van Court**
- **Nanette Welton** (.60 FTE)
- **Akram Zouroufchi**

4. Key statistics not reported centrally

INFORMATION SERVICES:

E-Reserves Document Hits - 3 Year Comparison				
	2010/11	**2011/12**	**2012/13**	**Total**
Dentistry	0	0	0	0
Medicine	15335	7709	7048	30092
Nursing	14941	14554	14825	44320
Pharmacy	5860	8277	8553	22690
Public Health	25177	22063	18374	65614
Other	1595	1628	292	3515
Total	62908	54231	49092	

After Hours Access: 21890 (represents an 85% increase from last year)

SYSTEMS:
- HSL website page views - 2,239,046
- Libguides page views - 257,844
- Ethnomed page views - 859,365
- Courses booking in Commons Classrooms – 1,120 (+23%)

HEALWA:
- The HEALWA site received 86,189 page views from 36,946 unique visitors in the period from 7/1/12 to 6/30/13.
- More than 20,000 health care providers in six professions were added to eligibility effective January 2014, including Licensed Practical Nurses, Occupational Therapists, Occupational Therapy Assistants, Dietitians/Nutritionists, and Speech Language Pathologists.
- Added licenses for resources:
  - CINAHL Complete
  - EBSCO Discovery Service
  - Rehab Reference Center w RSMS
  - eBooks Subscription- Clinical Collection
  - SocINDEX with Full Text
  - Social Work Reference Center
  - Primal Pictures Speech Language Pathology

5. Personnel and Staff Achievements.   See attached.