



Partnering to Improve Access to
Evidence-Based Information

WRHA and the UM Health Sciences Libraries

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Objectives

- Review history
- Describe administration, services, staffing, technology, collections in relation to regionalized model
- Discuss why it worked
- Suggest what is transferable to other jurisdictions in Canada
- Describe future plans





Who else is regionalizing?

This is a trend in Canadian libraries:

- Health Sciences Consortium of Toronto
- Queen's University
- Calgary Region and Health Information Network
- UBC
- Health Knowledge Network (Alberta)
- Saskatchewan Health Resources Information Partnership
- Atlantic Health Knowledge Partnership





Why did we get here?

- Inequalities in access provision and resources
- Little training being offered
- Technology rapidly changing
- Limited coordination of library services within Winnipeg
- Fee-based services a barrier to access





How did we get here?

- 1996 - Brand new NJMHSL becomes the primary resource for health professionals at the Health Sciences Centre.
- 1997 - *The Regional Health Authorities Act* legislation of Manitoba came into force. WHA and WCA formed to cover Winnipeg
- 1998 – Schools of Nursing closed in hospitals and program transferred to UM and Red River College





How did we get here?

- 1998 - after a two-year negotiation period, the St. Boniface General Hospital Library became a unit of the NJMHSL.
- 1999 – Victoria General Hospital approaches NJMHSL about managing library services.
- 2000 – WHA and WCA merged to form the WRHA





How did we get here?

- 2000 – WRHA approaches NJMHSL about management of other hospital libraries – Subsidiary Affiliation Agreement is written and signed
- April 2002 - Grace General Hospital and Seven Oaks become units of NJMHSL
- September 2002 - Concordia joins





How did we get here?

- December 2004 – WRHA approaches NJMHSL to write a needs assessment for Long Term Care
- February 2005 – Agreement in principle to bring Deer Lodge, Misericordia, and Riverview Health Centre in as unit libraries. Also to provide services to 35 personal care homes





What do we look like now?

- One large academic health sciences library (part of UM Libraries) that also serves the largest teaching hospital
- Seven hospital libraries
- Outreach services to:
 - WRHA Corporate Offices
 - WRHA community areas
 - 35 personal care homes
 - Riverview Health Centre (long term care facility)





How does it work?

- NJMHSL is the central library with hospital librarians reporting to the Head
- Hospital Library – minimum librarian and library technician at each site
- Part-time librarian at WRHA Corporate Office
- Community Areas of WRHA – each hospital supports





Victoria Hospital Library
Ft. Garry and River Heights

St. Boniface Hospital
Library
St. Boniface and St. Vital

Concorida Hospital
Library
River East and Transcona

Seven Oaks Hospital
Library
Seven Oaks and Inkster

Grace Hospital Library
St James and Assinaboine South

Deer Lodge Centre (J.W.
Crane Library)
Personal Care Homes and
Riverview Health

Neil John Maclean
Point Douglas, Downtown
(includes WRHA Corporate Office)



How does it work?

- Library is a WRHA Program and reports through the Executive Director Research, Quality, and Health Information Management

- Library Program Liaison Committee

- Meetings
 - All librarians biweekly
 - Section Heads meet monthly





What services are offered

- Literature searches
- Document Delivery
- Table of Contents (Electronically via CISTI Source and in print)





What services are offered?

- Electronic Access
 - Onsite access to databases and e-journals in hospitals.
 - Online access for those with UM faculty appointments (many physicians, nurses, and health care administrators)

- Training and House Calls





What about collections?

- Hospitals collect in areas of specialization (e.g. Concordia –orthopedics, SBGH & Grace – palliative care)
- Duplicate serials cancelled
- New serials purchased
- Centralized processing





What about collections?

- All holdings in one place
- Access to all UML collections
- Technology additions – SFX
- Serhold and DOCLINE coordination
- Online databases (120) and e-journals (10,000+) across all disciplines





What about connections?

- Leased computers to ensure a three year renewal – technology is a priority not an afterthought . Ariel receive at each site
- Supported by centralized computer support department (LETS)
 - 1.5 positions added
- Web presence on WRHA intranet, UM Libraries website





Why it worked?

- Luck, timing, hard work and persistence!
- Initial early success with HSC and SBGH...Resulting in champions and supporters
- Consistent dealing with same WRHA administrators and a flexible UM Library administrators
- Program Management Model





Why it worked?

- Buy-in by hospital CEOs
- Not all at once...gradually bringing in interested hospitals. No one was forced.
- Asking for a “reasonable” amount of money
 - Do not be martyrs but don’t be greedy
 - Stuck to a minimum standard of money and staffing





Why it worked?

- No staff job losses so unions were not upset
- Increased presence at corporate office
- Cooperation between Minister of Education and Health for transfers of funds





What is transferable ?

- University Staff...lose your ego
 - Hospital libraries are doing good things that you can learn from
 - Customer service is king in the hospital libraries
 - Small is beautiful





What is transferable?

- Hospital Staff...lose your ego too!
 - Think about you will gain and not what you will lose
 - Bigger can be better for your clients (resources are expensive)

- Cooperation and collaboration for an overall plan of delivery of services, resources, and staffing for a region





What is transferable?

- Baseline transfer of funds (essential)
- Integrating into the administrative structure of the region
- Maintaining an on-site presence in the hospitals
- Serving the regional staff in associated community areas





What is transferable?

- Keep the baby and the bathwater – hang on to what is working well
- Collection rationalization
- University libraries can and should be leaders! We have responsibility to help





What is transferable?

- Realize and accept the fundamental tension between centralization and decentralized services.
- Meeting frequently so that communication is maintained...joint planning and sharing of responsibilities and initiatives.





What's next for us?

- More promotion to Community Areas
- Strategic objectives articulated
- User satisfaction survey
- Expansion to long term care





What's next for us?

- Simplify requesting procedures
- Apply for grants
- Extending electronic access and services across Manitoba (the dream!)





Questions?



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