

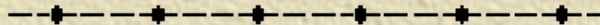
Virtual Libraries in Southeastern Ontario: The People Factor

CHLA 2005 Annual Conference

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Presented by:

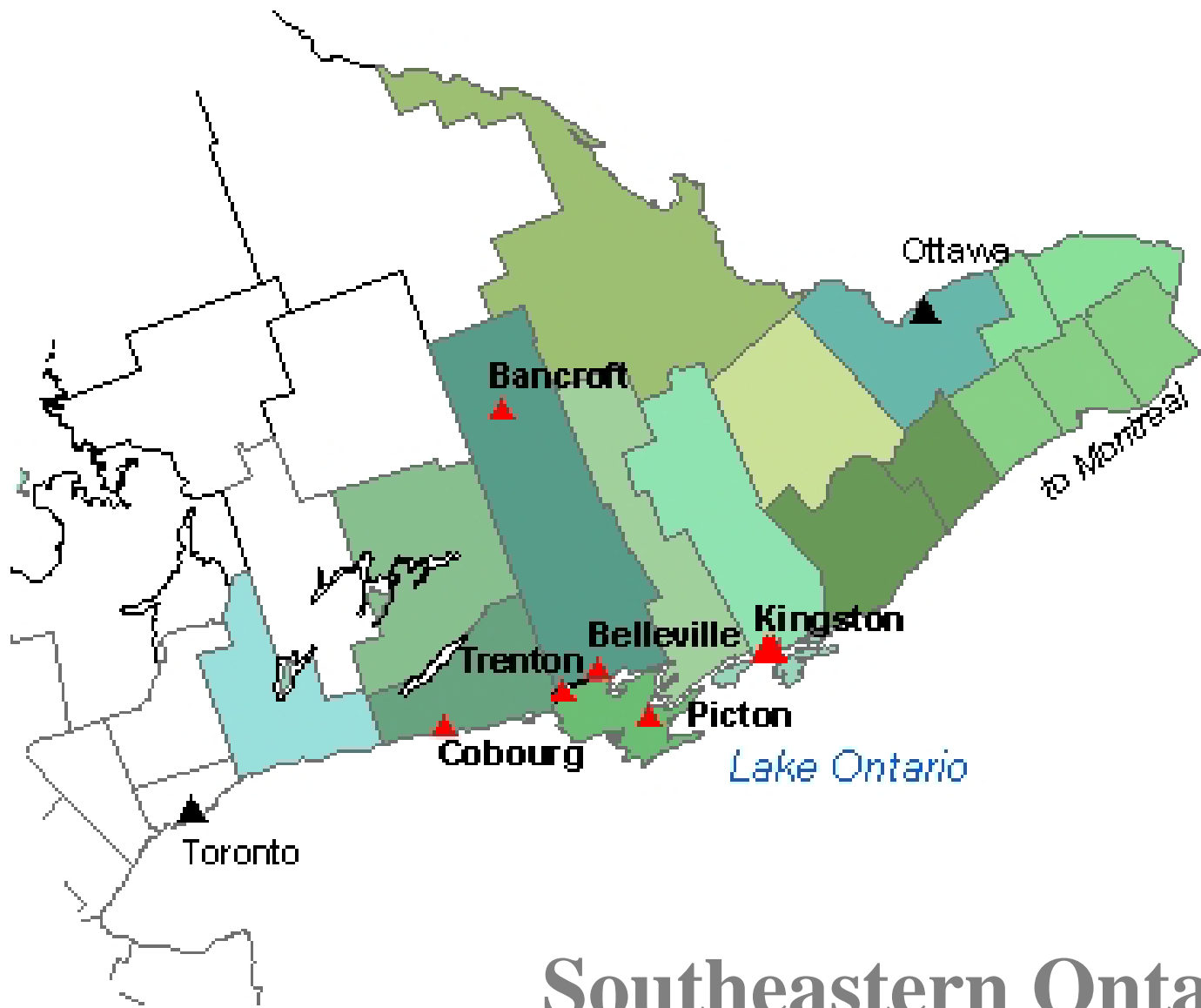
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*Bracken Health Sciences Library
partners with community health
organizations in Southeastern
Ontario to provide health
information resources and services
to all their professional staff.*

Current Partners in Southeastern Ontario

- ✦ Kingston Regional Cancer Centre (1996-2004)
- ✦ Quinte Healthcare (2001 -)
- ✦ KFL&A Public Health (2003 -)
- ✦ Hotel Dieu Hospital (2003 -)
- ✦ Northumberland Hills Hospital (2004 -)
- ✦ Kingston General Hospital/KRCC (2004 -)



Southeastern Ontario

Target Audience

- ✦ All health care professionals and administrators are eligible for access
 - Physicians
 - Nurses
 - Pharmacists
 - Physiotherapists
 - Social Workers
 - etc.

Description of Services

- 1) Administration
- 2) Information & Reference
- 3) Resources
- 4) Document Delivery
- 5) Education

1) Administration

- ✦ Web page: 24/7 access to a customized suite of electronic resources
- ✦ Vendor/publisher negotiations
- ✦ Marketing
- ✦ Presentations
- ✦ Invoicing
- ✦ Clinical Outreach Services Librarians

2) Information & Reference

- ✦ Access to Reference Services
 - Toll free phone number, email, web-based “Ask a Bracken Librarian” form, office hours, pager
- ✦ Post-training search strategy formulation help
- ✦ Customized literature searches
- ✦ Alert/TOC services
- ✦ Trouble-shooting

3) Resources

- ✦ Point-of-need access to a customized suite of online resources
 - Databases e.g. Medline, CINAHL
 - Electronic full text journals
 - Electronic full text books
 - Evidence-based practice resources
- ✦ Serials Solutions
- ✦ Ongoing collection analysis to ensure proper fit

4) *Document Delivery*

- ✦ Journal articles, book chapters, conference proceedings upon request
 - Requests submitted in person, using an online or hard copy form, fax, or directly from within Ovid
 - Articles etc. delivered by fax, mail or campus mail
- ✦ Books delivered directly to user by courier for 2-week loan

5) *Education*

- ✦ Education is an integral component of our outreach programme
- ✦ Learning opportunities:
 - orientation presentations
 - group training: customized or general
 - 1-on-1 hands-on
 - workbooks and online course notes
- ✦ Continuing professional development
 - Credits, certificates

What is “The People Factor”?

- ✦ Partnerships work because of relationships not agreements
- ✦ Onsite liaison is a requirement
- ✦ Examples of onsite liaisons within community healthcare institutions include:
 - Clinical Practice Leader
 - Manager, Education & Organizational Development
 - Director, Professional Practice

Liaison Librarian's Responsibilities

- ✦ Coordination with onsite liaison
- ✦ Communication link between institutions
- ✦ Provision of library training sessions
- ✦ Development of access agreements, library cards and passwords
- ✦ Development and editing of promotional materials
- ✦ Survey development and analysis
- ✦ Statistics collection and reporting
- ✦ Maintenance of onsite collections where applicable

Onsite Liaison's Responsibilities

- ✦ Integration of library training sessions into existing education and orientation programming
- ✦ Obtaining staff status for the liaison librarian
- ✦ Onsite room bookings
- ✦ Session registration and evaluation
- ✦ Administration of access agreements, library cards and passwords
- ✦ Distribution and contribution of promotional materials
- ✦ Survey development
- ✦ Communication of relevant internal issues to liaison librarian e.g. changes to Intranet

Evaluation

✦ How is this assessed?

– QUANTITATIVE

- Usage statistics from resources (reference desk, doc del, sessions sign-up/attendance stats, number of lit searches requested)
- User and non-user surveys

Evaluation, cont'd

✦ How is this assessed?

– QUALITATIVE

- Participant evaluations after courses
- Nature of reference desk contact
- User feedback e.g. comments on evaluations, surveys, unsolicited email or website feedback
- Requests for additional resources
- Library user committees

Challenges

✦ Time

✦ IT

– Access to computers

– Firewalls

✦ Information literacy vs computer literacy

✦ Diverse target audience

✦ Distance

Solutions

- ✦ Buy-in from administration
- ✦ Charming the IT department
- ✦ Flexible scheduling and location
- ✦ Integration with education/orientation programming
- ✦ Adaptive sessions to suit computer comfort and learning styles
- ✦ CME incentive and certificate provided for portfolio
- ✦ Facilitated literature searches: “Ask a Librarian” feature
- ✦ Regular onsite face-to-face visits

Trends

- ✦ Computer literacy vs. Information literacy
- ✦ Quality assurance
- ✦ Evidence-based practice
- ✦ Interdisciplinary teams
- ✦ liaison shift

Future Directions

- ✦ Greater emphasis on continuing professional development
- ✦ Increased role for clinical librarian
- ✦ e-health records and evidence-based information
- ✦ Province-wide access to information resources for all health care professionals
- ✦ Access to resources more seamless
- ✦ Implementation of video-conferencing/webcasts/virtual reference

For Further Information...

Visit us on the web:

<http://library.queensu.ca/webmed/>

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