



London Health Sciences Centre



Refocusing the HSL: Shifting to a Services Paradigm

Peggy O'Neil B.Ed.; M.Ed. Manager,
Health Sciences Library and Student Affairs, LHSC

Shauna-Lee Konrad B.A.; B.Ed.; MLIS
Reference Librarian,
J.C. Rathbun Library, Children's Hospital, LHSC

Jessica McEwan B.A.; MLIS, Reference Librarian
London Regional Cancer Program, LHSC

Presentation Objectives

1. Program in 2004/05
2. Environmental factors prompting change
3. Ideologies behind the new model
4. Challenges to implementation
5. Overview of the new model
6. Successes
7. Moving forward

Library Program – 2004/05

- Staff Mix:
 - 2 librarians; 8.8 library technicians
- Library Facilities:
 - 5 531 square footage of library space, including office space
- Collections:
 - 5 663 catalogue records, 7% digital
 - 597 journal titles, 35 % digital
- Articles Delivered: 10 072 (includes ILL and DD)
 - Docline net lender (some sites)
- Literature Searches: 60
- Information Literacy:
 - 21 classes; 143 attendees; 5 subjects

Environmental Factors Prompting Change

External:

- Evidence-based practice evolving as standard in clinical setting
- Emerging requirement for competency in searching health literature
- Increased participation/interest in research – Health professionals with graduate-level education
- Increased availability of digital health information

Internal:

- Inflation of health information resources
- External review of corporate financial situation
 - Unilateral budgeting formula proposed
 - Result: 41% cut to library operating budget
71% cut to some collections budgets
= \$200,000 approximate overall reduction
- Request to reconcile the variance
- Library under extreme corporate scrutiny

Ideologies Behind New Model I

1. The collection is a commodity and can be provided through consortial agreements. Clients need to be routed to the collection best-suited to their needs.
2. The collection is necessary and must be provided for, but should not be the sole purpose of the library.
3. A geography-based approach to health librarianship is inconsistent with the emphasis on digital resources and inconvenient for busy clinicians.

Ideologies Behind the New Model II

4. The volume of health information published is overwhelming; new technologies may pose a barrier to access. Professional library expertise is necessary to overcome these challenges.
5. There are inter-professional health information needs across all clinical programs.
6. Professional library services are only available 8 hours/24 hours each business day. The library needs to enable clinicians through instruction.

Critical Juncture for LHSC HSL

External & Internal Factors
+ New Model Ideologies
Library Transformation

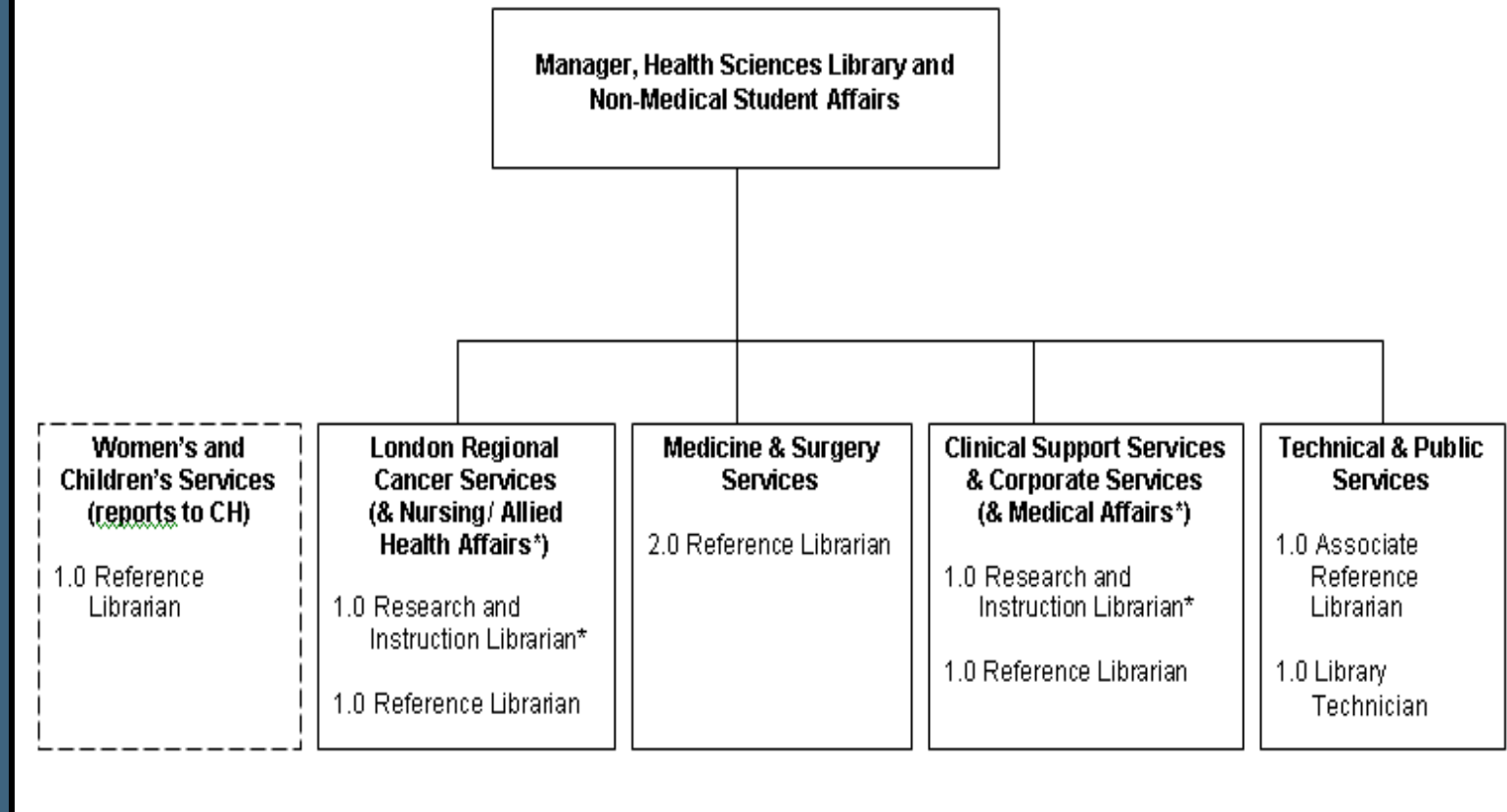
Peripheral role, ceremonial corporate structure



Truly integral partner in care,
teaching and research activities

New Model: Overview of Clinical Assignments

Organization Chart Health Sciences Library 2007-08



Challenges to Implementation

- Building corporate/clinical support and confidence in new library model
- Budget (recovered 200K, but no new \$ to support changes)
- Human Resources
 - Handling a shift in the labour mix sensitively
 - Determining the librarian client assignments
 - * Program size
 - * Program needs
 - * Unrepresented programs
 - * Designation by geography/program
- Overcoming past perceptions by promoting and building a culture of respect and merit for library
- Health Librarian Professional Practice
 - Defining it
 - Achieving consistency
 - Exploring risk/trust

Successes: Quantitative (2007/08)

- Staff Mix:
 - 2 research & instruction librarians
 - 5 reference librarians
 - 1 associate reference librarian
 - 1 library technician
- Library Facilities:
 - 3 614 square footage of library space, including office space
- Collection:
 - 6 021 catalogue records, 30% digital
 - 1 669 journal titles, 91 % digital
- Articles Delivered: 5 648 (strictly ILL)
 - Docline net borrower (all sites)
- Literature Searches: 585
- Information Literacy: 46 classes; 227 attendees; 12 subjects
- Additional Services: Publishing Support

Successes: Qualitative (2007/08)

- Partnerships
 - Pharmacy: Ongoing participation in Pharmacy EBM Team
 - Attendance at weekly meetings
 - Assistance in the EB review process of staff-recommended drugs to hospital formulary
 - Research/education program for surgical robotics
 - Literature search support to demonstrate cost-effectiveness of program's research
 - Literature search support for collaborative academic/government/LHSC working group
 - Organizational knowledge management project
 - Participation in project team meetings to offer research and practical guidance implementation and KM solution evaluation

Successes: Qualitative (2007/08)

- Rounds Involvement
 - Bibliographic support materials (Oncology)
 - Information literacy sessions (Urology)
- Literature searches for upper management to support policy development and planning initiatives city-wide
- Prominent library relocation (2010) with computer training facility
- Client Satisfaction Survey (Fall 2007)

| | Importance | Satisfaction |
|---------------------|------------|--------------|
| Overall | 90% | 95% |
| Literature Searches | 94% | 99% |
| Instruction | 85% | 97% |
| Publishing Support | 83% | 97% |

Moving Forward

- Exploring shift from “Library” to “Resource Centre for Evidence–Based Practice”
- Refining librarian roles and compensation for contribution
- Further develop/standardize health librarianship as a profession
- Formally documenting our findings and journey
- Continue to solidify the library as an integral partner in patient care, teaching and research

Acknowledgements

Alla Iansavitchene B.Sc.; MLIS
Reference Librarian, LHSC

Sylvia Katzer B.A.; MLS
Research & Instruction Librarian, LHSC

Erin Stuart B.A.; MLIS
Reference Librarian, LHSC

Karla Van Kessel B.A.; B.Ed.; MLIS
Research & Instruction Librarian, LHSC

Contact Information

Peggy O'Neil, Manager

Peggy.oneil@lhsc.on.ca

Shauna-Lee Konrad, Reference Librarian

Shauna.konrad@lhsc.on.ca

Jessica McEwan, Reference Librarian

Jessica.mcewan@lhsc.on.ca