



CHLA/ABSC

2012

*Cascade of  
Knowledge*

*Cascade de  
savoirs*

JUNE 11-15 JUIN  
HAMILTON, ONTARIO

**Programme 2012**

Canadian Health Libraries Association (CHLA) /  
Association des bibliothèques de la santé du Canada (ABSC)  
2012 Conference • Congrès 2012  
June 11-15 • 11-15 juin  
Hamilton, Ontario

<http://chla-absc.ca/2012/>

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Canadian Health Libraries Association  
Association des bibliothèques de la santé du Canada

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## **Conference Planning Committee**

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## Welcome / Bienvenue From the Conference Chair / De la présidente du congrès

Hamilton gets a bad rap which is totally undeserved. The dedicated planning group for CHLA/ABSC 2012 all live or work here and we love the natural beauty of our surroundings, the energy and creativity of the people and yes, the grittiness of a Steel City. So we are very excited that all of you have come to discover for yourselves the wonders of Hamilton, Ontario.

We have put together a program which will highlight the important work of our colleagues, including our Keynote and Invited Speakers, our CE instructors, and our paper and poster presenters. There will also be the opportunity for everyone to participate in STAT!Talks, the Great Debate and the Interest Group Round Tables. The result? A Cascade of Knowledge!

But that's not all. Thanks to our generous sponsors, there will also be plenty of occasions where you can network with your colleagues: at the opening reception in the magnificent Art Gallery of Hamilton, at the banquet being held in the world famous Royal Botanical Gardens, or during coffee breaks, lunches and sign-up dinners.

Want to talk to one of your vendors or explore new products? We have over 30 exhibitors eager to answer your questions, address your concerns and promote their services.

Worried about all of that sitting around and eating and drinking? We have morning walks planned to get your day started on the right foot – or the left foot if you so choose.

We will be facilitating tours of the nuclear facilities at McMaster and local landmarks. We will also have lots of information on other area attractions, events and tours should you wish to explore on your own. The weekend of June 16-17 marks the 40th anniversary of the Canadian Warplane Heritage Museum with the Hamilton Airshow. You haven't lived until you have seen the Avro Lancaster in flight. T.C. Hammer is also very excited that the Hamilton Tiger Cats will be playing their arch rivals, the Toronto Argonauts, on Wednesday evening. Go Cats Go!

So on behalf of the CHLA/ABSC 2012 Planning Committee, I welcome you to the 36th Annual Conference and our lovely city.



*Liz Bayley  
2012 Conference Chair  
Présidente du congrès 2012*

Hamilton est l'objet de critiques acerbes – critiques totalement injustifiées. Tous les membres dévoués du groupe de planification du congrès 2012 de l'ABSC/CHLA travaillent ou vivent à Hamilton. Nous apprécions à son plus haut point la beauté de la nature et l'environnement, l'énergie et la créativité des gens, et oui, la détermination propre à un «Steel City». Nous sommes donc emballés que vous soyez toutes et tous venus découvrir par vous-mêmes les merveilles de cette ville qu'est Hamilton, Ontario.

Nous avons concocté un programme susceptible de mettre en valeur le travail important de nos collègues, y compris celui de nos conférenciers, de nos animateurs de formation continue, de nos présentateurs d'affiches et d'articles. Tous les membres présents auront aussi l'occasion de participer aux sessions de STAT!Talks, ainsi qu'aux tables rondes des groupes d'intérêts. Le résultat de telles activités ? Une véritable Cascade de savoirs!

Mais ce n'est pas tout! Grâce à nos généreux commanditaires, vous aurez de plus d'innombrables occasions de réseautage avec vos collègues : lors de la réception d'accueil dans la magnifique Galerie d'art de Hamilton, lors du banquet prévu aux Royal Botanical Gardens de réputation mondiale, ou lors des pauses-café, des repas du midi et des dîners sur réservation.

Vous souhaitez discuter avec l'un de nos fournisseurs ou vous informer au sujet de nouveaux produits? Plus de 30 exposants qui ne demandent rien d'autre que de répondre à vos questions, de trouver des solutions à vos préoccupations et de promouvoir leurs services vous attendent avec enthousiasme.

Toutes ces sessions en position assise, toute cette bouffe et toutes ces consommations vous inquiètent ? Nous avons planifié des randonnées pédestres matinales pour démarrer vos journées du bon pied – du pied droit ou gauche seloni c'est là votre préférence.

Nous vous faciliterons la visite des installations nucléaires de l'Université McMaster ainsi que des autres repères locaux. Et si vous préférez partir à l'aventure et explorer à votre propre rythme, nous aurons pour vous plein d'information sur les centres d'intérêt, sur les activités en cours et les excursions. La fin de semaine du 16 et 17 juin marque le 40e anniversaire du Canadian Warplane Heritage Museum. Pour cette occasion, le rallye aérien de Hamilton vous en mettra plein la vue. Voir l'Avro Lancaster en vol fera partie de vos plus beaux souvenirs à vie. T.C. Hammer est fébrile devant la perspective de voir les Tiger Cats de Hamilton jouer contre leurs ennemis jurés, les Argonauts de Toronto mercredi soir. Go Cats Go!

Donc, au nom du comité de planification du congrès 2012 de l'ABSC / CHLA, je vous souhaite la plus cordiale bienvenue au 36e congrès annuel dans notre ravissante ville!

## From the President of CHLA / De la présidente de l'ABSC

We are delighted to be in Hamilton, the City of Waterfalls. And fittingly, we are about to experience a wonderful *Cascade of Knowledge* thanks to the Conference Planning Committee of the Golden Horseshoe Health Libraries Association (GHHLA).

A terrific program, designed to both buoy our spirits and expand our minds, awaits us. The array of topical continuing education opportunities, accomplished and inspiring keynote and guest speakers, as well as the rich variety of contributed papers and posters from our colleagues, is truly impressive.

While you are at the conference, take the opportunity to learn more about your Association and how you can become more involved. Talk to members of the CHLA/ABSC Board of Directors, visit our booth and join your colleagues for our breakfast at the Annual General Meeting. Member engagement is what sustains CHLA/ABSC as a vital and vibrant organization.

Check out Hamilton, a city that embodies change. Take advantage of the opportunities to explore Hamilton recommended by your conference hosts. Reflect upon how this city exemplifies flexibility, creativity, and adaptability – qualities that we, as health library professionals, know are essential to success as we ourselves embrace change in the world of health information.

A conference like this happens only because of commitment, inspiration, energy and hard work. On behalf of CHLA/ABSC's Board of Directors and members, a cascade of thanks to the GHHLA Conference Planning Committee and to the Conference Chair, Liz Bayley, for everything you have all done to ensure another successful CHLA/ABSC conference.

Miriam Ticoll  
President, CHLA/ABSC

Nous sommes ravis de nous retrouver à Hamilton, la Ville des chutes. Quoi de plus approprié que d'y faire l'expérience d'une merveilleuse *Cascade de savoirs*, grâce au comité de planification du congrès de la *Golden Horseshoe Health Libraries Association (GHHLA)*.

Un programme fantastique nous y attend, conçu à la fois pour nous élargir et redynamiser l'esprit. L'éventail de possibilités de sujets de perfectionnement, de conférenciers chevronnés des plus inspirants, ainsi que la richesse et la variété des présentations d'articles et d'affiches réalisées par nos collègues sont autant d'attraits propres à nous impressionner.

Profitez de votre présence au congrès pour en apprendre davantage au sujet de votre association et sur la façon de vous y investir plus à fond. Parlez-en avec les membres du conseil d'administration de l'ABSC / CHLA, rendez-nous visite à notre kiosque et joignez-vous à vos collègues pour le petit déjeuner lors de l'assemblée générale annuelle. L'engagement des membres est ce qui assure que l'ABSC / CHLA demeure un organisme débordant de vitalité.

Faites connaissance avec Hamilton, une ville qui incarne le changement. Profitez-en pour explorer Hamilton à partir de la recommandation des hôtes de votre congrès.

Prenez note de la façon dont cette ville met l'accent sur la flexibilité, la créativité et l'adaptabilité – qualités que nous, professionnels de bibliothèques de la santé, reconnaissons comme essentielles à la réussite puisque nous-mêmes accueillons favorablement le changement dans notre monde de l'information en santé.

Un congrès de cette importance n'est possible qu'en raison de l'engagement, de l'inspiration, de l'énergie et du travail acharné qu'on y consacre. Au nom du conseil d'administration et des membres de l'ABSC / CHLA, nous offrons au comité de planification du congrès de la GHHLA, et à la présidente du congrès, Liz Bayley, une *cascade de mercis* pour tout ce que vous avez fait pour assurer un autre congrès de l'ABSC / CHLA des plus réussis.

Miriam Ticoll  
Présidente, ABSC/CHLA

## Exhibitors

The CHLA/ABSC 2012 Conference Planning Committee would like to thank the Exhibitors for their participation in this Conference. The Committee encourages you to spend time in the Exhibits viewing the many fine products and new services being showcased.

### Exhibit Hours

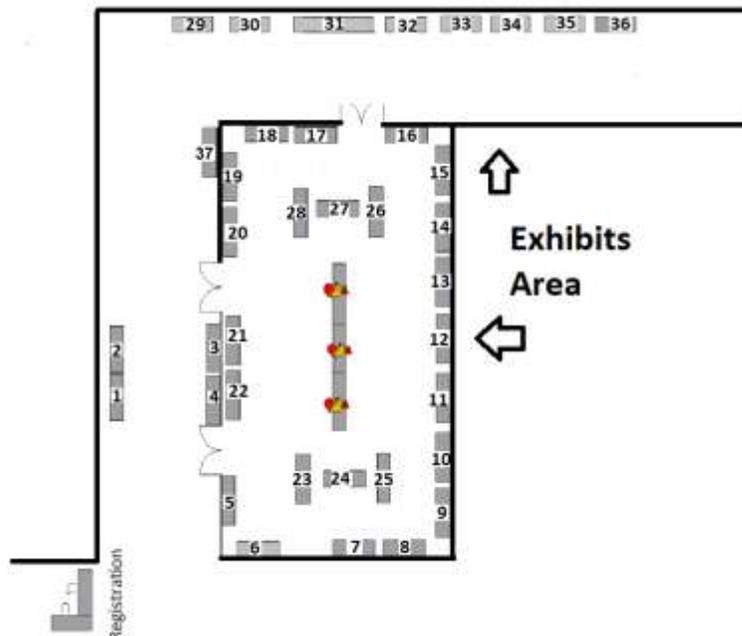
Wednesday June 13th, 2012 10:00 am - 6:00 pm

Thursday June 14th, 2012 10:30 am - 3:30 pm

Lunch and Breaks will be served in the Exhibits Area on Wednesday June 13th and Thursday June 14th.

### List of Exhibitors, Booth numbers

- The JAMA Network (AMA), **16**
- AndOrNot Consulting Inc., **8**
- APA, **5**
- BMJ Group, **24**
- Canadian Agency for Drugs and Technologies in Health, **13**
- Canadian Health Libraries Association (CHLA) / Association des bibliothèques de la santé du Canada (ABSC), **1 & 2**
- Canadian Virtual Health Library (CVHL) / Bibliothèque virtuelle canadienne de la santé (BVCS), **4**
- CHLA 2013, **3**
- Decker Publishing, **11**
- EBSCO Publishing, **29**
- Elsevier, **17 & 18**
- Gibson Library Connections, **19**
- Informa Healthcare, **36**
- Karger Publishing Inc., **6**
- Lexicomp, **37**
- Logical Images, **12**
- Login Canada, **14 & 15**
- McGraw-Hill Ryerson, **22**
- Medical Library Association, **28**
- National Collaborating Centre for Methods and Tools, **21**
- National Research Council, **25**
- Nature Publishing Group, **33**
- Ovid Technologies, **31**
- Oxford University Press, **26**
- Pepid Medical Information Resources, **23**
- ProQuest, **35**
- R2 Digital Library, **9**
- Sage Publications, **10**
- STAT!Ref, **30**
- SWETS, **20**
- TDNet Inc., **34**
- Thieme, **7**
- UpToDate, **32**
- YBP Library Services, **27**



## Continuing Education

**Monday, June 11th, 2012**

### **Knowledge Transfer: Moving from Best Evidence to Best Practice**

**Instructor:** Ann McKibbin

**Date:** Monday, June 11, 2012 1.30pm – 5 pm

**Location:** McMaster Health Sciences Library, 1B20

Getting research findings harnessed and into practice or every-day life is a vital step in the evidence based practice cycle. All people need to be able to adapt their behaviour and make changes in their work or home to keep pace with research findings and changing environments. This change process has many names including knowledge translation, implementation science, translational sciences, diffusion of innovation, and quality improvement. Understanding what knowledge translation is, what makes it work, and how to make it work better and faster is important for all of us. This workshop will be interactive and use the research of knowledge translation as its foundation. Please come to the session with a change that you want to implement in your work situation or daily life.

### **Literature Searching in Systematic Review & Health Technology Assessment: Identifying, Aggregating and Appraising Real-World Evidence**

**Instructor:** Kaitryn Campbell

**Date:** Monday, June 11, 2012

**Time:** 1:30pm - 5:00pm

**Location:** McMaster Health Sciences Library, eClassroom

This intermediate level course is designed for information professionals who currently provide information support for health care research. The focus will be on searching for evidence outside of the randomized controlled trial (RCT) realm. Participants should have experience searching bibliographic databases and familiarity with indexing, Boolean operators, truncation and other basic search tools and techniques. By the end of the session, participants will:

- Improve their understanding of Systematic Review and Health Technology Assessment bibliographic database search methods, especially searching for non-RCT evidence
- Know how to plan a search strategy
- Have the skills to undertake faceted searching using OVIDSP
- Be able to locate and use methodological search filters
- Be able to document the search process
- Have an awareness of how to manage references throughout a review cycle, using reference management software
- Become familiar with 2 popular study quality assessment tools



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and at Booth 33 during CHLA/ABSC 2012

**Tuesday, June 12th, 2012**

**The Art of Effective Feedback**

**Instructor:** Carl deLottinville

**Date:** Tuesday, June 12, 2012

**Time:** 9:00am - 12:30pm

**Location:** McMaster Health Sciences Library, 1B20

Conventional rules for giving and receiving feedback in the work place have been developed, refined and practiced for decades. Despite their aim of preventing harmful feedback from having a negative effect on the employee, feedback given under conventional rules can still come across to others as evaluative and judgemental. Those receiving initial positive feedback often feel patronized when it is followed by the "bad points". This interactive course will explore an alternate set of strategies known as the "Agenda-led, Outcome-based Approach". Participants will have an opportunity to experiment with this communication approach which has proven to overcome many of the disadvantages inherent in traditional feedback methods.

**Emotional Intelligence and Resilience: Keys to Thriving in Uncertainty**

**Instructor:** Sonia Hawrylyshyn

**Date:** Tuesday, June 12, 2012

**Time:** 1:30pm - 5:00pm

**Location:** McMaster Health Sciences Library, Room 1B20

Let's face it -- change is inevitable and it can leave people feeling drained, pressured, fearful of the unexpected and challenge our relationships along the way. As a result we need to embrace new ways of coping. Join this interactive workshop to discover how using emotional intelligence and resilience can arm you with essential skills. Find out why this is important to your role in work and overall life achievements. Leave with helpful tools, resources and techniques to thrive.

**Disaster Health Information Sources for Canadians: The Basics**

**Instructors:** Robin Featherstone and Tara Landry

**Date:** Tuesday, June 12, 2012

**Time:** 9:00am - 12:30pm

**Location:** McMaster Health Sciences Library, eClassroom

*Disaster Health Information Sources for Canadians: The Basics* provides a comprehensive overview of information resources needed to support disaster mitigation, planning, response and recovery activities for health care organizations. This interactive, case-based workshop will cover key sources of disaster information from Canadian and international agencies and organizations (e.g., Public Health Agency of Canada, National Library of Medicine and the World Health Organization). Tools for locating, organizing and disseminating disaster health information will also be discussed (e.g., email lists, RSS feeds and mobile apps).

Please note: The workshop does not teach disaster preparedness/recovery for libraries; rather, its intent is to support librarians who want to play an active role in disaster management.

**Searching Public Health Information Using the Fast Lane****Instructor:** Jessie McGowan**Date:** Tuesday, June 12, 2012**Time:** 1.30pm – 5 pm**Location:** McMaster Health Sciences Library, eClassroom

This course will provide an overview of the basic steps required in searching for public health information. It will be targeted to library staff and public health professionals who need to quickly find high quality information to support evidence-informed decision-making (EIDM).

This course will also provide an overview of searching methods and skills required to search pre-appraised literature, including how to work with research questions, plan a search strategy and evaluate and document the search strategy.

**Workplace Bullying vs. Position Accountability: the Boundaries of Acceptable Behaviour****Instructor:** Jackie McDonald**Date:** Tuesday, June 12, 2012**Time:** 9:00am - 12:30pm**Location:** Sheraton, MacNab Room (Plaza Level)

This course will review three forms of workplace bullying, discuss the difference between manager-staff bullying and position accountability, and introduce strategies for addressing each form of bullying for victims and for witnesses. The workshop will use clips from victims of and witnesses to bullying from health and library settings. Participants will hear about resources that should be available to them and practice responses using different strategies. This workshop is for library staff at all levels.

**Copyright Policies in the Health and Medical Sciences: Emerging issues in Librarianship, Teaching and Research****Instructor:** Samuel Trosow**Date:** Tuesday, June 12, 2012**Time:** 1:30pm - 5:00pm**Location:** Sheraton - MacNab Room

Copyright policies have an increasingly important effect on the day to day work of health librarians and other practitioners in the health and medical fields. Prof. Samuel Trosow will provide an overview of Canadian Copyright Law and will relate his background to the fields in the medical sciences in various health care or research settings (universities, hospitals, public health units, etc.). Current copyright policy developments in the Parliament, in the Courts, at the Copyright Board and at local institutions will also be identified and assessed. The program will be geared towards librarians and other information professionals, but no background in copyright law will be assumed.

Learning objectives:

The participants in this workshop will be able to understand:

- the basic concepts underlying Canadian Copyright law including protected subject matter, requirements for copyright to subsist in a work, owners exclusive rights, infringement and exceptions and limitations to infringement;
- the strategic importance of the fair-dealing doctrine and how it supports the basic functions of teaching, research and scholarship;
- the different venues in which copyright policies are made including the legislature, the courts, the copyright board and local institutions;
- how current events are impacting the direction of copyright laws and policies particularly with respect to universities libraries;
- special issues of concern in the field of health-related research publications (e.g., open access publishing, etc.)

**Wednesday, June 13th, 2012**

9:00am – 10.00am -- Ballroom East & Centre

**Keynote Address:**

Dr. Gordon Guyatt

**Title:** Twenty-one Years Later: Evidence-Based Medicine Comes of Age



**Abstract:** Dr. Gordon Guyatt coined the phrase “evidence-based medicine” and first used it in print in a 1991 ACP journal club article. He will share his reflections on how EBM, its approach and its application, have changed over the past 21 years.

**Bio:** Gordon Guyatt, MD, MSc, FRCPC, is a general internist and a Distinguished Professor of Clinical Epidemiology & Biostatistics at McMaster University. He is known for his work on evidence-based medicine, a term that first appeared in a paper he published in 1991. He has published over 800 peer-reviewed articles and his work has been cited more than 50,000 times. He has also written extensively on health care policy in the popular press. His contributions to quality of life research, randomized trials and meta-analysis have been considered ground-breaking. In 2007, the BMJ launched an international vote to determine the most important contributions to healthcare. Evidence-based medicine came 7th in the line-up, beating the computer. Dr. Guyatt is the co-editor of the Users’ Guides to the Medical Literature, a comprehensive set of journal articles and a textbook for clinicians that wish to incorporate Evidence-based medicine into their practices. In 1979, Dr. Guyatt co-founded the Medical Reform Group, a Canadian organization of physicians, medical students and others in support of universal public health care. He continues to serve as a member of the steering committee and leading spokesperson for this group. Most recently, Dr. Guyatt has been made an Officer of the Order of Canada for his “contributions to the advancement of evidence-based medicine and its teaching.

**Sponsored by**



10.30am – 11.30am -- Ballroom East & Centre

**Invited Speaker**

Ms. Anne McKeage

**Title:** Thanks for the Memory: The Role of the Library in Building and Maintaining Institutional Archives



**Abstract:** Every institution generates a host of documents – reports, newsletters, minutes, not to mention photographs, AV materials, architectural plans, posters, etc. – that together form its history. Libraries can take a proactive role in ensuring that this important material is collected, preserved and organized so that it is readily available for administrative and research needs in the future. Anne will share her experience, give some tips and provide examples of interesting material she has gathered and surprising projects resulting from its use. She will also include some anecdotes from her passion of collecting popular medicine ephemera.

**Bio:** Anne McKeage is the Archivist for Hamilton Health Sciences and for McMaster’s Faculty of Health Sciences. She has been in charge of collecting the records of these two institutions for the past 20 years. She is also the History of Health and Medicine Librarian in the Health Sciences Library at McMaster. Anne graduated from McMaster with an Honours B.A. in History. She worked in a variety of positions at the Royal Hamilton Light Infantry Heritage Museum, the National Museums Library Directorate and Dundurn Castle before completing her Masters of Library and Information Science at what was then called the University of Western Ontario. Her passion for all things historical will be evident in her talk.

**Sponsored by**



1:00pm – 3.00pm Ballroom East & Centre

## Posters

### 1. **A pedagogical description of the Health Literacy Education Intervention (HLEI) for first year family medicine residents: Faculty–librarian collaboration**

**Authors:** Andrea Szwajcer, Kerry Macdonald, Brent Kvern

**Introduction:** Low health literacy has been consistently associated with many poor health outcomes. There is an increasing awareness that health professionals and health systems play an equally important role as the patient in achieving greater health literacy. The Health Literacy Education Intervention (HLEI) was created in recognition of the impact health literacy has in primary care practice.

**Description:** Impetus for the creation of the education series began in the spring of 2009 with 3 core goals: (1) how health professionals' incorporation of health literacy principles into practice can positively impact health outcomes; (2) identifying and incorporating effective health literacy communication strategies with patients; (3) how the use of different technologies could be used to managed and share both in-house created resources and Internet patient education resources to deliver effective education during a patient visit. Selections from the AHRQ's Universal Precautions Health Literacy Toolkit was used as a foundation for the pedagogical objectives of HLEI; however, the content was augmented to address the emerging issue of "Dr. Google" and show how web 2.0 can enhance and build a virtual and real-time interprofessional collaboration for patient education. While three 1 hour sessions were initially developed, presently HLEI is given in two sessions over a 3 hour time period.

**Outcomes:** A pre/post-test survey is ongoing to determine HLEI's impact.

**Discussion:** HLEI has been integrated into the PGY1 University of Manitoba Family Medicine curriculum for both urban stream sites and the Northern Connections stream.

### 2. **Assessment of a patient education resource**

**Author:** Melanie Anderson

**Introduction:** Assess a new patient education resource to be used by the Rehabilitation Centre located at Saskatoon City Hospital.

**Description:** The Rehabilitation Centre (Rehab Centre) approached the Medical Library about providing assistance with patient education materials, and the Library agreed to create and manage an online patient education resource. The Rehab Centre provides inpatient and outpatient services in the Saskatoon Health Region (SHR) to clients over the age of 14 who have physical impairments. Current patient education in the Rehab Centre includes print material and verbal instruction from appropriate health professionals.

**Outcomes:** The structure and contents of the resource are being guided by discussions with stakeholders in the Rehab Centre. Once complete the Rehab Centre and the Library will promote the resource, and volunteers will introduce it to inpatients during one-on-one information-seeking appointments. In addition to tracking the usage data collected for the online resource, we will be able to use information collected by a user satisfaction survey which will be conducted before and after changes are made to the Rehab Centre's patient education practices. Feedback will also be sought from the volunteers introducing the resource to the clients, as well as from the health professionals in the Rehab Centre.

**Discussion:** This project is at the very early stages and there are no results to report. There is interest in other areas of SHR for assistance with patient education materials; as a result we will be able to apply the knowledge gained from this project in future efforts.

### 3. Challenges of collecting usage statistics for an electronic library

**Author:** Maha Kumaran

**Purpose:** The purpose of this poster is to show the challenges of collecting resource usage statistics for an electronic special library that is embedded within an academic library, and is part of at least 2 different consortia and deals with 14 different subscription vendors for over 35 different resource packages and three different e-book collections. With electronic subscriptions on the rise and not all vendors being COUNTER compliant, collecting statistics is a challenge, time consuming, quite often dependent on the vendor and not always accurate.

**Setting:** SHIRP (Saskatchewan Health Information Resources Partnership) is an electronic library. It was established to fill a niche - to fulfill the needs of practitioners who may not otherwise have accesses to authoritative health resources for their evidence-based practice, CE needs or research purposes once they complete school or establish themselves as independent practitioners. It is available to employees from all 13 health regions, post-secondary institutions, the provincial government health department and independent practitioners who may come through IP authenticated computers or from home. SHIRP was developed in phases since 2003 and currently has over 30,000 practitioners all over Saskatchewan as patrons. One of the action items of the Strategic Plan 2011-2014 was to collect usage statistics for its resources and since day one this has been a challenge.

**Method:** A literature review was conducted to determine the best practices in collecting and using resource usage statistics in an electronic environment. The author's experience combined with the literature review is presented in the poster.

**Results:** After almost a year of talking to vendors and establishing contacts with them and consortia to get statistics, it is clear that there is no easy or uniform way to collect usage statistics. It is time consuming and requires a lot of patience since not all vendors are COUNTER compliant, there are different kinds of usage statistics and somehow they need to be compared.

**Discussion:** Librarians are working with vendors to create standards in establishing what and how electronic resource usage statistics are collected. Since not all vendors are following standards, this is still a challenge for an individual librarian who begins collecting usage statistics for a small electronic library not just for the current year, but also for the past available few years since the library was established. Building good relationships with vendors and consortia staff that make statistics available, finding efficient ways to document and present statistics to be used for purposes such as garnering funds, assessing collections and needs for promotion of resources, comparing usage trends of resources over time are all points for discussion.

### 4. Création de la Bibliothèque virtuelle canadienne de santé / Building a Canadian Virtual Health Library Database

**Authors:** Natalie Clairoux, M. Sc., M.S.I., Vivian Stieda, MLS

**Introduction:** Avec l'abondance d'information gratuite disponible en ligne, la tâche de trouver, de trier et d'acheminer de l'information pertinente à l'auditoire approprié peut s'avérer laborieuse. En décembre 2010, la Bibliothèque virtuelle canadienne de santé / Canadian Virtual Health Library (BVCS) a formé un comité d'experts afin d'identifier, d'évaluer, de sélectionner et d'organiser des ressources d'intérêt pour les professionnels de la santé.

**Méthodes:** Cette affiche identifiera les décisions techniques du comité d'experts, incluant le système de gestion de contenus retenu, l'utilisation des éléments Dublin Core et des descripteurs Medical Subject Headings pour la description des ressources, et le développement et l'adaptation de taxonomies à partir de la classification MeSH. La traduction française des descripteurs MeSH à l'aide du portail CISMef sera également abordée.

**Résultats:** Au mois de mai 2011, le comité a lancé la base de données BVCS de ressources en ligne gratuites sur la santé, regroupant plus de 1600 sites web et ressources. Une variété de types de contenus sont représentés, incluant des articles et rapports, des bases de données interactives et des outils de pratique clinique.

**Discussion:** Les bénéfices et défis d'une collaboration pancanadienne virtuelle seront présentés, ainsi que l'inclusion cruciale d'un membre francophone pour composer avec la nature bilingue de la base de données. En lien avec cet aspect du projet, l'affiche sera présentée en français et en anglais.

**Introduction:** With the abundance of freely available online information, the task of finding, filtering and fitting relevant information to the appropriate audience, is daunting. In December 2010 the Canadian Virtual Health Library / Bibliothèque virtuelle canadienne de santé (CVHL) formed an expert committee to identify, evaluate, select and organize resources relevant to health professionals.

**Methods:** This poster will identify the key technical decisions of the expert committee including the content management system used to manage the data, the use of Dublin Core elements and Medical Subject Headings to describe the resources, and the development and adaptation of taxonomies from MeSH classification to catalog resources. The translation of MeSH terms to French using the CiSMeF portal will also be discussed.

**Results:** In May 2010, the committee launched the CVHL database of free web-based health resources. Content ranged from online articles and reports to videos, interactive databases and clinical practice tools, and included more than 1,600 websites and resources.

**Discussion:** The benefits and challenges of a virtual, pan-Canadian collaboration, and the critical inclusion of a Francophone member to address the bilingual nature of the database, will be presented. In keeping with the nature of the project, the poster will be presented in French and English.

#### 5. Demands put on a five year old

**Authors:** Doris Nussbaumer, Lindsay Ogilvie, Mary Beth Forget, and Tara Harvie

**Introduction:** The Seniors Health Research Transfer Network (SHRTN) Library Service in 2005 addressed the issue of Ontario health care professionals (HCPs) in long term- and community-care settings not having access to best practice information and relevant resources. Filling this gap required a variety of clients working within the seniors' healthcare sector and who transfer research into practice for the front line. This continues to offer both a rewarding and challenging opportunity. The rationale for the study is to review the literature relevant to the need of information provided to HCPs and their communities (Urquhart et al., 2010; Smith et al., 2005).

The objective of this study is to showcase:

- 1) The virtual environment where information specialists (IS) support HCPs in the entire province of Ontario utilizing a broad-based network.
- 2) The IS unique partnership with host organizations where the evidence-based (EB) resources reside.
- 3) The five IS roles that support numerous practitioners.
- 4) The impact of providing EB information and support to Ontario's HCPs (both individuals and community networks).

Our scope is to examine the advancement of annual growth in the evolving and innovative services, networks and partnerships that serve up to 5,500 patrons.

**Methods:** Both quantitative and qualitative approaches are utilized, using library statistics, patron surveys and narrative comments. This feedback and perceptions will indicate that services provided are meeting needs for HCPs in Ontario.

**Results & Discussion:** Analysis of our findings will be demonstrated through graphs, tables and charts. An assessment of limitations and recommendation for future research will also be made.

**References:**

Urquhart, Christine, Brice, Anne, Cooper, Janet, Spink, Siân & Thomas, Rhian (2010), Evaluating the Development of Virtual Communities of Practice that Support Evidence Based Practice. Evidence Based Library & Information Practice; 5(1), 48-63.

Smith, Ruth, Knight, David, & Joines, Dawn (2005) Improving the Health of Seniors: A Partnership between a Public Library and an Academic Health Sciences Library. Virginia Libraries 51(4) 25-26.

**6. Designing and implementing a meaningful metrics tool for professional services statistics**

**Authors:** Karla Van Kessel, BA, BEd, MLIS; Jill McTavish, MLIS, Ph.D. Cand.; Gabriel Boldt, MEd, MLIS

**Purpose:** The purpose of this project was to amalgamate several methods and formats for tracking professional services statistics into one single repository of information for Clinical Librarian use.

**Setting:** The project was motivated by several forces: senior leadership's need for monthly and quarterly metrics; the library manager's need for calculating metrics on demand; and the Clinical Librarian team's need for simplicity in data entry, as well as the need for a client relations management tool to enhance services such as information pushing, literature search tracking and instructional courses.

**Method:** The project team consulted library colleagues externally, as well as the internal hospital IT department. It was determined that rather than building a database, an excel spreadsheet would meet the needs of all stakeholders.

Once the beta version of the spreadsheet was completed, Clinical Librarians were invited to work in the new environment. Suggestions and feedback were encouraged and received for several months, helping improve the functionality of the spreadsheet.

**Results:** The spreadsheet has simplified many processes that were previously separate and time consuming, saving Clinical Librarians the effort of entering information in more than one place. It also provides leadership with an engaging way to track and view statistics through Excel pivot tables and scatterplots.

**Discussion:** All stakeholders are pleased with the creation of this new professional services statistics spreadsheet. Inventive statistical management tools, such as this database, have provided Clinical Librarians with the opportunity to save time when entering and accessing statistical information, as well as a tool to track client requests for literature searching and instruction.

**7. Finding evidence for provincial health department staff: Analysis of a literature search service**

**Author:** Carol Friesen MA, MLIS

**Purpose:** The Health System Innovation (HSI) branch was established by Manitoba Health in 2010 to accelerate health system change and innovation. To facilitate research by HSI staff, the Manitoba Health Outreach Librarian performs professional literature searches, with provision of articles through Manitoba's Health Information Knowledge Network (MHIKNET). The purpose of this project is to analyze the types of questions and articles that have been requested by HSI staff in order to understand trends and patterns in their needs for evidence-based information.

**Setting:** The Manitoba Health Outreach Librarian is employed by the University of Manitoba Libraries and spends two days a week at the head office of Manitoba Health.

**Method:** Literature search questions and types of articles requested by HSI staff will be compiled according to main categories of topics and publication types, from early 2010 to the present.

**Results:** Results describing the types of literature search questions and articles requested by HSI staff will be available at the CHLA-ABSC Conference in Hamilton in June 2012.

**Discussion:** This analysis will summarize the types of evidence-based information that are requested by provincial health department staff dedicated to health system improvement and innovation in Manitoba and trends in its use. Next steps include an evaluation of the effectiveness of the literature search service for HSI and all provincial health department staff in Manitoba.

#### 8. Health Data Access Initiative in Academia: Training for the future introduction

**Author:** Neera Bhatnagar, Head of Systems / Coordinator of Research and Graduate Education Support, Health Sciences Library, McMaster University, Hamilton, ON; OCUL Health Data Collection Working Group

**Introduction:** Accessing and analyzing health data can lead to new discoveries including health care services usage patterns, identification of emerging health threats, management of disease outbreaks and overview of health status by neighbourhoods to name a few. These insights help policy makers, government, and health care service providers make informed decisions. Yet, access to good health data can be a major challenge to researchers and students at academic institutions. To address this issue, the Ontario Council of University Libraries (OCUL) is undertaking an initiative aiming to improve access to health data through its data services ODESI and the new Scholars GeoPortal (formally known as the Geospatial and Health Informatics Cyberinfrastructure Portal)

**Description:** OCUL's goal is to increase and improve access to anonymized microdata and aggregate data for students and researchers.

**Outcomes:** This poster will highlight the health data services resources supporting this goal including its use in an undergraduate class, a sample of the results from the health data needs assessment surveys, shared experiences of researchers, physicians, academics, librarians, legal experts and data producers from the Health Data Summit and planned future initiatives. This poster will offer an opportunity for discussion about health data needs and a better understanding of the outcomes OCUL is seeking.

**Discussion:** OCUL's data services will improve access to health data and make it available to authenticated academic institutions in Ontario. Access to "real" data to examine questions and policy pertaining to determinants of health outcomes provides a powerful learning tool that inspires and educates future policy makers and researchers.

#### 9. Information resources from your professional association

**Author:** Gail Nichol

**Purpose:** Professional associations exist for the majority of health care disciplines and offer their members a variety of benefits. This project was designed to document the information resources available as benefits to members of these associations and to explore two main areas. First, could this knowledge inform collection development decisions and second, could the LibGuide be used in instruction sessions to point at resources that would be available after students graduated as well as resources extra-to-the-library while at school.

**Setting:** The Gerstein Science Information Centre is the life and health sciences library at the University of Toronto. The librarians offer a comprehensive information literacy program to students in medicine, nursing, pharmacy, dentistry and other health disciplines.

**Method:** A LibGuide was created to outline the information resources available to members of several health-related professional associations. To compile this information the associations' websites were searched and in some cases their offices were contacted by phone or email.

**Results:** Various levels of access to information resources were found when comparing different health disciplines and their associations.

**Discussion:** The project is ongoing and more discussion will be needed around collection development that can equalize access to resources for all parties at an institution as well as between professionals associated with an institution and others in private practice. We also see a need to ensure that our instruction will meet the student's need to move from our resources and platforms to ones that may be quite different from their professional association.

#### 10. Integrating library resources, technology and point-of-care

**Author:** Bridget C. Conlogue, MLIS, Joanne M. Muellenbach, MLS, AHIP

**Introduction:** In December 2011, The Commonwealth Medical College Medical Library (TCMC) received a \$10,000 grant from NNLM-MAR to entirely fund a tablet computer project. The project goals were to increase usage of library resources, expand access to library resources for our volunteer clinical faculty; assess the usefulness of point-of-care resources via mobile devices in a primary care setting; and to enhance patient education.

**Methods:** In January 2012, TCMC librarians purchased ten Dell tablets for use by second-year medical students, to enable convenient access to clinical and health information via library resources. The project was announced to our students and nine were selected by lottery, with the tenth computer used by the librarians, for monitoring purposes. In early February, the students participated in an orientation session that included project goals; policies and procedures; project wiki review, and a pre-test, to obtain baseline data about how medical students access information for patient care, education and research. Students used the tablets from February through April, which included their Community Week experience. Tablets were loaded with MS Office, and a suite of medical applications. At the project's conclusion, a post-test was conducted to determine if tablets made it easier to access library resources.

**Results:** Project data gathered will be provided and analyzed.

**Discussion:** Results of the tablet project will inform the library regarding the use of our point-of-care resources, if tablets enhanced the students' access to library resources in support of patient care, education and research, and whether the college should migrate from laptop to tablet technology.

#### 11. Library services and internal medicine: Collaborative evaluation of evidence-based point-of-care medical applications for mobile devices

**Authors:** Robyn Butcher, Kathleen Gadd

**Introduction:** We present the initial results of a three-way collaborative study between the UNBSJ library, Horizon Health Network Saint John Library Services and the HHN internal medicine teaching unit in which librarians and resident physicians independently evaluated medical apps. A scoring rubric was developed to evaluate point of care medical apps. The rubric can be used by any health care professional to assess diagnosis and treatment apps that enter the market.

**Methods:** Two librarians conducted literature reviews in the spring of 2011 to seek out validated tools for evaluating medical apps. None were found, thus published reviews of desktop point of care products were consulted. This literature along with professional experience was used to create the scoring rubric which grades apps out of a possible 100 points. The apps were assessed in the following areas: content, transparency and evidence. The rubric was distributed for peer-review and the final iteration was used independently by two librarians.

**Results:** The apps that scored over 50 were chosen to move on to assessment on the floor by residents (ongoing). The apps were nearly equivalent in transparency. The highest variation was in content. Evidence showed the greatest polarization: apps either scored high or low.

**Discussion:** The range of scores in our study demonstrates the difference in quality among apps. Nearly all of them market themselves as evidence-based however there are no standard criteria to define the term. Librarians should evaluate point of care medical apps based on the evidence for the health care professional community.

## 12. MacPLUS Federated Search: ACCESSSSing the best evidence: A centralized internet based resource for healthcare professionals

**Authors:** Emma Iserman, Nick Hobson, Rick Parrish, Chris Cotoi, & R. Brian Haynes, on behalf of the Health Information Research Unit

**Introduction:** Healthcare professionals need current best evidence to inform their practices and decision making. The high number and variable quality and relevance of published biomedical research articles hamper access to new evidence. We have created an internet based, profession- and training level-customized information service (MacPLUS FS) to support McMaster affiliated healthcare professionals in making evidence-informed clinical decisions.

**Methods and Results:** MacPLUS FS accesses locally licensed and open resources that are evidence-based and that are organized according to modern principles for assessing the quality and relevance of research evidence for clinical care. The service provides both retrieval of current best evidence to respond to clinical queries (“pull”), and user customized alerts to new evidence (“push”). MFS currently has 2000+ registered users, including medical students, residents, faculty, clinicians, nurses, nursing students, and rehabilitation professionals. When a user has a clinical question, MFS accesses locally licensed and open evidence-based resources and organizes them in an innovative output format according to their quality and relevance of research evidence for clinical care. Users can also subscribe to receive alerts to new high quality research evidence customized to their areas of interest.

**Discussion:** We are planning to transform MacPLUS FS into ACCESSSS, taking the existing platform and making it a marketable product for professional organizations, libraries, institutions, and individuals outside McMaster. ACCESSSS is customizable to include high-quality resources for which the purchaser holds licenses, and will provide usage feedback so that institutions can make data driven decisions about where to allocate library subscription dollars.

[1] ACCESSSS: ACCess to Evidence-based Summaries, Synopses, Syntheses, and Studies

## 13. Medical device information: Can we get there from here?

**Author:** Rachel Couban, MA, MIST

**Purpose:** The objectivity of published reports of clinical trials of medical devices in the field of spine surgery has been questioned (1). In order to conduct an unbiased systematic review of lumbar disc arthroplasty, we sought more complete device information from government regulatory agencies.

**Setting:** Cochrane Back Review Group

**Method:** Systematic online search of the US Food and Drug Administration (FDA) suite of device databases and the Medical Device Program (MDP) section of the Health Canada Health Products and Food Branch (HPFB)

**Results:** The FDA’s device classification tools include Product Codes, Regulation Numbers, and Review Panels. However, certain types of spine surgery devices are “unclassified,” and cannot be found with these tools. Health Canada’s Medical Devices Active Licence Listing (MDALL) online query is only searchable by device name. It is not possible to search for types of devices, although further information may be supplied by Health Canada personnel upon request.

**Discussion:** Information about medical devices available from the US Food and Drug Administration and Health Canada is organized for regulatory purposes, such as helping device manufacturers comply with regulations or enabling hospital purchasing departments to verify invoices. When the trade name of a device is known, records can be retrieved, but it is difficult to systematically review the range of devices used for spinal surgery.

(1) Carragee EJ, Hurwitz EL, Weiner BK. A critical review of recombinant human bone morphogenetic protein-2 trials in spinal surgery. *Spine Journal* 2011;11(6):471-91

#### 14. One Health: What is it and where do I find information on it?

**Author:** Mê-Linh Lê

**Introduction:** In June 2010, One Health: Solutions at the Animal-Human-Environment Interface was identified as one of six signature areas of research by the University of Saskatchewan (U of S). The signature areas are all broad, multidisciplinary research topics that draw upon the expertise of numerous experts in different fields. The U of S Library is a partner for each signature area, and as one component of their partnership was tasked with creating a web portal for easy access to the literature and core resources by One Health researchers

**Description:** A literature search and review of online resources (guides, tutorials, ebooks, etc) was conducted to identify key resources. The web portal was created using the LibGuides program.

**Outcomes:** To aid researchers at the U of S, a One Health LibGuide was created in Summer 2011. The first of its kind in Canada, this comprehensive guide contains background information on One Health as well as key resources in the field, including books, journal databases, online resources, tutorials, and more. Core reports and congresses are listed, as well as upcoming meetings and conferences. It is a “one-stop shop” for researchers at any stage of their projects.

**Discussion:** One Health is an emerging topic within the Health Sciences, and difficulties locating information related to it are compounded by its multi-disciplinary nature and its strong linkage with Public Health information, which is problematic to find at the best of times. This poster will provide Health Sciences librarians with an introduction and starting off point when assisting patrons interested in One Health. In addition, many of the resources included are available for free.

#### 15. Online library for faculty development in the health professions

**Author:** Rita Shaughnessy BA, MLS

**Introduction:** In response to recommendations of a university program review panel to improve faculty development programs for health science faculty, the library is enhancing information services that support teaching and learning programs for faculty. The aim is to develop resources to meet faculty continuing education needs and make them readily accessible online.

**Description:** Four information resources were created:

1. A Faculty Development and an Academic Leadership literature database.
2. Pre-constructed, expert searches of most-frequently-searched education topics, such as giving feedback, small-group teaching and clinical supervision. Each topic links to a live search in PubMed.
3. Teaching & Learning Research Guide including: e-books, major journal titles, most useful databases, key articles, multimedia repositories, video clips, and websites.
4. Article alerting service: Newly published articles are e-mailed monthly, enabling faculty to keep up-to-date on the latest literature. Faculty can select from a list of existing alerts, or request a new, customized search.

**Outcomes:** Now our faculty and graduate students can quickly access the academic leadership and teaching-and-learning literature. RefShare versions provide the university community with access to the full text of the library’s licensed e-journals. Faculty save time and receive quality information by using the “expert” searches and the research guide. The emailed articles conveniently keep them up-to-date.

**Discussion:** Ongoing funding has been provided for an information professional to systematically update and develop resources. Next steps include the addition of ERIC expert searches of common health education topics. The university’s program directors have recognized the value of these services and actively promote their use.

#### 16. The PEN Collection: A single access point for consumer health information in a hospital setting

**Authors:** Francesca Frati, MLIS, Joanna Bailey, BA, MSc(A), RN

**Introduction:** Informed patients are better able to participate in healthcare decisions. Information needs are best met with a combination of available consumer health resources and materials developed in-house. Patients often do not know what is available and must look in several places to find it. Staff are not always aware of what has already been created in-house.

**Description:** Our solution was to provide a single bilingual access point for accessing consumer health information in a variety of formats including in-house material. After an environmental scan did not reveal any affordable products that would meet our specific needs, we chose to collaborate with web developers to create a database to our specifications in incremental phases completed as funds became available.

**Outcomes:** Phase 1 was an online data entry interface building on a Canadian Health Network controlled vocabulary for keyword indexing. Phase 2 was a bilingual interface that allowed for keyword searching and refinement using limits. Results are sorted by format and IP recognition allows restricted access to in-progress materials. The resource was integrated into our website and launched in beta form in early 2012. Usage statistics generated using Google Analytics will be presented in the poster.

**Discussion:** The PEN Collection has improved access to consumer health information for patients and staff and raised awareness of hospital-wide projects through promotion and indexing of in-house materials. The current product is affordable and can be easily integrated into an existing website and modified to suit the needs of other institutions looking to streamline access to consumer health information.

#### 17. Toronto Addis Ababa Academic Collaboration - Library Science Program web design course, October 2011

**Authors:** Jeanna Hough, Alemayehu Bisrat, Carla Hagstrom, Sandra Kendall

**Purpose:** A TAAAC LSP Web Design course was offered in Ethiopia to introduce the basics of HTML and CSS to enable librarians and information professionals to further develop their internal library websites.

**Setting:** In-country training at Addis Ababa University, Ethiopia in October 2011 for librarians and information professionals.

**Method:** 2-day classroom style course, created and taught by Jeanna Hough (with TAAAC colleague support), on basic HTML and CSS with practical exercises and individual website design.

**Results:** 21 participants from the Central Medical Library, Pharmacy Library, the Aids Resource Centre as well as participants from the Law Library and Technology Libraries.

**Discussion:** This course proved a great success but likewise posed challenges. Challenges included: the inability of the Instructor to undertake a needs-assessment beforehand, adhering to a two-day timeline despite the subject complexity, and ranging participant expertise. Programs such as Dreamweaver, Joomla, and Wordpress were decided against in favour of the foundations of basic HTML and CSS. Participants would then be able to apply this knowledge into any web design software. Three reference e-texts were donated by Sitepoint and loaded onto Ovid USB's for each student alongside all six training modules and files for a mock Library website created prior to the October training. Students were able to edit these files and markup to create their own website. Overall the consensus of participant feedback showed the content to be very useful but a longer time frame would be considered ideal. A possible follow up course is in discussion for 2012.

## 18. Using Google Custom Search (GCS) to search selected grey literature websites

**Authors:** Emmanuel Nkansah, Nina Frey, Caitlyn Ford

**Purpose:** To evaluate the reliability of GCSE as a tool to optimize searching of seventy-three websites routinely searched for grey literature in support of CADTH's Rapid Response service.

**Setting:** Information Services department of the Canadian Agency for Drugs and Technologies in Health (CADTH).

**Method:** Reliability involved a three-step process: first, since URLs are changeable entities, each URL had to be authenticated for accuracy. This phase was handled by a free Firefox browser add-on, Link Checker. Link Checker authenticated a list of URLs saved in html format. Second, any site requiring a password was excluded because it is impossible to provide passwords through GCSE. Third, the remaining URLs were collectively saved on GCSE as a test database. Using MS Internet Explorer, each website in the GCSE test database was searched to retrieve a document. Keywords from the title of this known document were used as search terms in GCSE. If GCSE retrieved the document previously located, then it was deemed to be verified. If GCSE did not retrieve it, then the URL associated with the document was dropped.

**Results:** Fifty-eight checklist websites (without password access) were tested in GCSE. Twenty-eight (48%) websites passed the verification test and were included in the Google Custom Search Engine. Thirty (52%) failed the verification test and were excluded. One excluded website was not testable because its site was being re-designed.

**Discussion:** Using GCSE with the twenty-eight verified web sites significantly reduces time spent to search the collection of grey literature sources routinely searched for the Rapid Response service. GCSE performs these searches without compromising the quality of retrieval, and without cost. GCSE is a viable solution for efficient grey literature searching in all areas.

## 19. Web Analytics: Using segmenting, filters and dimensions to attain a better understanding of user behaviour

**Author:** Susanna Galbraith

**Introduction:** The website of the Health Sciences Library at McMaster University is undergoing analysis to identify problems and areas of opportunities for improvement. Web analytics, combined with survey feedback and usability tests will be used to gain insight into user behaviour and to make iterative design changes. This poster will focus on the web analytics portion of our analysis.

**Methods:** Data collected in the winter term of 2011 using Google Analytics was used for this analysis. Google Analytics generates reports on traffic sources, most visited content and more. By segmenting and filtering these reports we can gain a better understanding of user behaviour by different user types.

**Results:** From our analysis much was learned about our users' behaviour. For example, most visitors access our website through referral sites, in particular the University Libraries website and the proxy login page. Our traffic from search engines is relatively low in comparison to the average website. Our analysis also show pages with external links have high bounce rates, as expected. However, when filtered by new visitors we found pages that do not have links to external resources yet have high bounce rates, which can be an indication of a potential problem. Further investigation will be required.

**Discussion:** Google Analytics has uncovered potential problems and identified areas of the web site that could be improved. The next phase of the project will be to conduct further investigations with usability testing or user surveys. Alternatively, small changes causing minimal disruptions can be made to the site and then monitored through Google Analytics.

**20. Working to reverse the global epidemic of addiction library closures: A tale of 5 librarians' adventures in advocacy**

**Author:** Sheila Lacroix

**Purpose:** This presentation shares the challenges, accomplishments and ongoing strategies of a team of 5 librarians (the Committee) advocating for special library services and collections in the Alcohol Tobacco and Other Drug (ATOD) field since 2004. The librarians, members of SALIS (Substance Abuse Librarians and Information Specialists), are from Great Britain (1), Canada (1) and the US (3).

**Setting:** Late 2003, members of SALIS learned that the National Institute on Alcohol Abuse and Alcoholism planned to defund its Alcohol Research database, ETOH. This was a valuable tool for alcohol research, being comprehensive, well indexed, and multidisciplinary. This marked the beginning of a trend in library service cutbacks, closures and the loss of collections and bibliographic access, and the beginning of the ongoing work of the advocacy Committee. SALIS is an international organization, with hubs in Canada, the US, Europe and Australia, with a close relationship with Elisad (European Association of Libraries and Information Services on Addictions). SALIS and Elisad maintain strong networks that include researchers and other ATOD experts.

**Method:** The Committee's work involves: Maintaining a log of affected ATOD information services; Writing and disseminating position statements; Presenting at meetings (librarian and other); Networking with research communities. A chronology of key events is provided. All is done in recognition that innovative, constructive change is necessary.

**Results:** One recent accomplishment will be highlighted. An editorial by the Committee, "Collective amnesia: Reversing the global epidemic of addiction library closures", has been accepted for publication in the journal *Addiction*, offering opportunities to further disseminate the message.

**Discussion:** Although the trend in cutbacks continues, the importance of ongoing advocacy work, and maintaining or possibly recreating roles for special librarians and information services, will be discussed.



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3:30 pm – 5:00 pm -- Ballroom East & Centre  
**CISTI/CVHL Updates**

5:00pm - 6:00 pm – Ballroom **East & Centre**  
**Interest Group Round Tables**

Mentorship Group; Social Media Portal; Leadership; Open Access; Value of Libraries Study

**Thursday, June 14th, 2012**

9.30am – 10.30am -- Ballroom East & Centre

**Invited Speaker**

Dr. Alan Taniguchi

**Title:** End of Life Planning: Beyond the DNR order



**Abstract:** Everyone wants a peaceful and pain free death. However, as anyone who has experienced the end of life with a close friend or relative knows, this doesn't always happen. Dr. Alan Taniguchi will describe his work with end-of-life planning and palliative care, particularly his role in the implementation of the "Allowing Natural Death" initiative in Hamilton hospitals and community care. This thought-provoking talk will help participants to identify the issues and to start planning for this important phase of all of our lives.

**Bio:** Alan Taniguchi, MD, CCFP, FCFP, is a palliative care consultant physician and an assistant clinical professor and the palliative care residency program director in McMaster's department of family medicine. He is known to colleagues and students in McMaster health sciences as a leader and visionary in palliative care whose dedication is enhancing education and ultimately improving patient services. In 2008, he won the John C. Sibley award for his outstanding contributions to the education of health professionals and in 2011 the Undergraduate MD program Outstanding Preceptor Award - Family Medicine. He has spoken and written extensively on the needs for health care practitioners and their patients to discuss and plan for end of life and palliative care.

**Sponsored by**



11.00am – 12.00pm -- Ballroom East & Centre

## **STAT!Talks**

The STAT!Talks session will consist of 3 minute talks delivered in a rapid succession. A STAT!Talk can be prepared in advance or crafted on the fly. It can be serious, lighthearted, or both. The primary goal is to share an idea with the audience in 3 minutes or less. Anyone can participate. NOTE: To keep the flow of ideas uninterrupted NO AV will be available – you will just talk! A warning -- you WILL be hauled off the stage after 3 minutes, but folks will be able to catch up with you at the break for further mind melding.

If you already have an idea, forward your topic by email to Jean Maragno, Program Chair CHLA/ABSC Conference. Email address: [jmaragno@stjoes.ca](mailto:jmaragno@stjoes.ca)

If talking with your colleagues gives you an idea you want to share, sign-up sheets will also be available at the Registration Desk in the Sheraton Hotel starting on Wednesday June 13th.

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1:30pm – 3:00pm

## Concurrent Contributed Papers Session 1A

Sponsored by: SWETS

Location: Ballroom East

SWETS

### 1. Methodology for examining the efficacy of screen-capture tutorials: A pilot study

**Authors:** Catherine Boden<sup>1</sup>, Christine Neilson<sup>2</sup>, Jennifer Seaton<sup>1</sup> (<sup>1</sup>University of Saskatchewan, <sup>2</sup>SHIRP)

**Purpose:** This pilot study evaluated a research methodology for examining the efficacy of screen capture tutorials in teaching database search skills.

**Setting:** Nine mental health practitioners from various practice settings and levels of experience with database searching participated in the study. Participants were randomly assigned to the experimental (n=5) or control group (n=4).

**Method:** Each study session was conducted in the participants' workspace using the researchers' equipment. First, the participants' stage in the information search process and their existing mental model of the topic were assessed using a questionnaire (Spink & Dee, 2007) and concept mapping. Participants then searched PsycINFO® for articles on a research topic of their choice, watched a 10-minute screencast tutorial (experimental video demonstrated search tactics; control video described the Saskatchewan Health Information Resources Partnership), then re-conducted the search. Screen activity during searches was recorded using Morae software. Finally, participants completed a short structured interview, which was recorded on an iPad using Dictamus.

**Results:** The Morae software was effective for recording, coding and exporting search variables for analysis and provided rich information about participants' searches. Dictamus produced good quality recordings, which were easy to export from the iPad for transcription. Internet access was frequently problematic because of workplace security concerns.

**Discussion:** The combination of concept maps, information stage questionnaire and Morae recording provided rich information about health practitioners' research questions and search strategies. This method can prove useful for evaluating the efficacy and development of screencast tutorials.

### 2. A new approach to client outreach: The RQHR Library's experience with creating a webinar series

**Author:** Caitlin Carter (Regina Qu'Appelle Health Region)

**Introduction:** In the fall of 2011, work began on a series of webinars for the RQHR Library's clientele. There were several reasons to embark on this project: "Telehealth" was no longer an effective means of delivering library training; librarian burnout from repetitious training sessions; and the inability of many library users to attend the scheduled in-person training classes. The main goal is to conduct and record effective webinars to increase user comfort level with the library's website and electronic resources. Recorded webinars would be available for access 24/7.

**Description:** Through a series of rigorously marketed live and recorded webinars created using WebEx software, patrons will learn how to effectively use the electronic resources provided by the RQHR Library. A calendar listing of the webinars will be available electronically for registration to allow users to match their schedules. The main clientele to be reached include those who are unable to attend our in-person training sessions (e.g. nurses and those on opposite shifts), as well as the rural staff. The webinar series is planned as an on-going project, as the library's website and resources change.

**Outcomes:** Results from the webinar feedback surveys will be presented. These results will illustrate any changes in client behaviour and their thoughts on the new service.

**Discussion:** Any challenges encountered during the project will be discussed, as well as advice for those considering implementation of a similar endeavour. Future directions may include partnering with other institutions, as a way for libraries to share resources.

### 3. **Best practices for very large team teaching: A case study of a graduate course in health librarianship**

**Authors:** Dale Storie<sup>1</sup>, Sandy Campbell<sup>1</sup>, Trish Chatterley<sup>1</sup>, Marlene Dorgan<sup>1</sup>, Linda Seale<sup>1</sup>, Linda Slater<sup>1</sup>, Lisa Tjosvold<sup>1</sup>, Liza Chan<sup>1</sup>, Liz Dennett<sup>1</sup>, Dagmara Chojecki<sup>1</sup>, Thane Chambers<sup>1</sup> (<sup>1</sup>University of Alberta)

**Introduction:** Librarians at a large academic health sciences library developed and taught the graduate level "Introduction to Health Sciences Librarianship" course at the university's School of Library and Information Studies. A research project was undertaken to assess the perceived effectiveness of very large team teaching.

**Description:** Eleven librarians participated in the development of a new curriculum, including assignments. Each librarian taught part or all of at least one class, several helped grade assignments, and several more mentored students for their systematic review searching assignment. This active involvement in several stages differentiates the course from others that are organized by one instructor but taught primarily by guest lecturers. To evaluate the effectiveness of this team approach, evaluations were distributed to students at the mid-point of the course and again upon its completion. The librarians involved were also surveyed about their contributions and their feelings of integration with the team.

**Outcomes:** Results show that the students are very happy with the large team teaching approach and find benefit in being exposed to the expertise of a large number of practising professionals. The instructors valued high levels of communication among themselves and recognized the importance of consistent communications with the students.

**Discussion:** The experience and the survey results were used to establish best practices for large team teaching, including using consensus building to establish consistency in expectations and grading, maintain effective communication among instructors, and ensure course content follows a logical order

### 4. **The value and impact of library and information services: The Canadian perspective**

**Author:** Joan C. Bartlett (McGill University)

**Introduction:** In 2010, a replication of the Rochester study again highlighted the value of hospital library services and their impact on patient care. The large study population included a number of Canadian sites, although the results were aggregated along with the American data. This paper presents the findings from Canadian sites and a comparison with the American findings.

**Methods:** Data were collected using an online survey, with questions relating to the value of library and information services, their impact on patient care outcomes, as well as the use of library and information services. A total of 1231 healthcare providers (including 371 physicians, 125 residents, and 560 nurses) from four Canadian healthcare sites responded to the survey. Follow-up qualitative interviews will supplement the survey findings.

**Results:** According to respondents the information provided by the hospital library was valuable, leading to changes in patient care (83%), avoidance of adverse events (53%), and improved management of the clinical situation (71%), as well as saving time for the healthcare provider. Library resources were considered very important, ranking more highly than other resources such as colleagues or laboratory tests. The findings also identified the library resources most typically used, and their access points.

**Discussion:** Library and information services continue to be considered valuable to healthcare providers, and have a positive impact on patient care outcomes. Implications for healthcare library and information services will be discussed, as well as the future potential and plans for a Canada-wide replication of this research.

1:30pm – 3:00 pm

## Concurrent Contributed Papers Session 1B

Location: Ballroom Centre

### 1. **Googling the Grays—tips for searching beyond health databases and turning that information into insights**

**Author:** Sarah Bonato (Centre for Addiction and Mental Health, Toronto)

**Introduction:** Health information professionals are very accustomed to conducting database searches, but a gray literature search in Google can really compliment search results from the published literature. However while Google is great for locating sources of gray literature, it can take too much time to filter through piles of meaningless results. Geographical location could be influencing search results immensely, because search results are becoming increasingly filtered.

**Description:** This paper will demonstrate how to use the various features of Google to find quality results faster. Using Google Search, Google UK, Google Canada, Google New Zealand, and Google Australia can be a great way to locate quality documents that might be otherwise missed in just a Google search. Gray literature searches for health topics will be demonstrated. Additionally, this paper will address how certain factors like IP location and Internet browser version can unknowingly influence your search results and suggest practical steps one can take to neutralize this bias. Tips for turning gray literature search results into insights for clients will also be discussed.

**Outcomes:** Attendees will learn how to obtain higher quality results from their Google searches.

**Discussion:** Overall this session will address the topics of identifying quality internet resources, navigating strategies and techniques, and search engine tips. And how to outsmart Google in order to find the information you need.

### 2. **EIDM (Evidence Informed Decision Making) for the masses: Lessons learned in a new Rapid Review process in public health**

**Authors:** Diana Robertson<sup>1</sup>, Rebecca Strange<sup>1</sup>, Jessie McGowan<sup>2</sup> (<sup>1</sup>Peel Public Health, <sup>2</sup>Healthcare and Library Consultant, Toronto)

**Introduction:** Peel Public Health has revolutionized the way it delivers library services in the past three years. The change has come about in answer to the need to provide a high level of library services to support evidence-informed decision-making (EIDM).

**Methods:** The staff and organization of the library have changed to reflect the evidence-based model. Currently, two masters level librarians work in the library. The new focus is on the provision of evidence-based library services, in particular, the specialized support of rapid reviews (RR's). New processes have been developed to support RR's, which are being produced in-house. Data was collected on completed RR literature searches from Jan 2010 to November 2011. A searching protocol was developed to support RR's which uses pre-appraised literature based on the 6S model.<sup>1,2</sup> The goal of the protocol is to provide a framework for the searches and transparency of the process.

**Results:** A total of fifteen RR's were completed (n=15). The goal of the literature search is to find three to five pre-appraised sources of evidence for each RR. The average number of articles found per search for each RR was 3.6. The average time spent searching was 4.6 hours. The majority of citations included in the RR were identified by a MEDLINE search (79.6%), with the remainder being identified by other searches, including grey literature, other databases and hand searching.

**Discussion:** The searching protocol is an efficient tool for the Peel Public Health librarians to perform literature searches to support the RR process. The protocol is iterative and is being continually revised. The process will be presented and discussed, including the specific resources used.

**References:**

1. DiCenso A, Bayley L, Haynes RB. *ACP Journal Club*. Editorial: Accessing preappraised evidence: fine-tuning the 5S model into a 6S model. *Annals of Internal Medicine* 2009;151(6):JC3-2, JC3-3.
2. Robeson P, Dobbins M, DeCorby K, Tirilis D. Facilitating access to pre-processed research evidence in public health. *BMC Public Health* 2010;10:95.

**3. Using grounded theory to develop a model of information seeking behaviour of senior nursing students**

**Author:** Vicky Duncan (University of Saskatchewan)

**Introduction:** Nursing student education requires a strong emphasis on “evidence based” knowledge, requiring advanced information seeking skills. Yet a number of studies reveal that nursing students, as well as practicing nurses, are not confident in their library research skills. This interdisciplinary, grounded theory study examines strategies used by students to locate resources and information for a class assignment, and identifies barriers to their success.

**Methods:** Purposive sampling was used to recruit eleven participants. Students were asked to journal their researching process while completing a class assignment; and semi-structured, open-ended, audiotaped interviews took place to discuss the students’ journals and solicit additional data. Patterns of information seeking, strategies used to find information, and barriers to researching were identified.

**Results:** Students’ main concern was frustration caused by the challenge of choosing of words or phrases to query databases or resources. The basic social process was “discovering vocabulary”, which was comprised of four sub-processes: confirming principles, testing the waters, selecting search terms, and adjusting search strategy. Results were compared to previous studies done with nursing students and clinical nurses.

**Discussion:** Identifying students’ main concern, basic social process and sub processes using grounded theory methodology were key in the development of an information seeking model for senior nursing students. The study also highlighted the importance of teaching nursing students searching skills, especially their primary database, CINAHL. Health sciences librarians can assist students by helping them identify strategies of identifying alternate vocabulary when querying information resources.

3:30pm – 5:00pm

**Concurrent Contributed Papers Session 2A**

**Location: Ballroom East**

**1. An analysis of surgical content in evidence-based resources**

**Authors:** Laura Banfield<sup>1</sup>, Nasir Husain<sup>1</sup>, Sarah Turvey<sup>1</sup>, Mohit Bhandari<sup>1</sup> (<sup>1</sup>McMaster University)

**Introduction:** There are many evidence-based resources available, particularly at the summaries level, e.g. UpToDate and FirstCONSULT. However, they are broad in scope and it can be challenging to determine the extent to which individual medical specialities, such as surgery, are covered. As subscription rates continue to increase and the field of evidence-based surgery continues to expand, there is a growing need to identify resources with high levels of surgery relevant content. The purpose of this study is to develop and carry out a method for analyzing and quantifying evidence-based summary resources for surgery content.

**Methods:** Based on the subscriptions available through an academic health sciences library, five summary resources were chosen for comparison, Clinical Evidence, DynaMed, FirstCONSULT, PIER®, and UpToDate. Sufficient similarities in the structure and organization of these resources exist to permit the same search strategy to be used and for individual topic summaries to be retrieved. Using agreed upon criteria developed by a multidisciplinary team, the results from each resource were analyzed for relevance and categorized by surgical sub-discipline(s).

**Results:** Preliminary results suggest that based on the evaluation criteria used, there is relatively little surgery relevant content, 8-11%, within these resources.

**Discussion:** Through analyzing evidence-based summary resources from the perspective of surgery, the results of this study may be used by library staff and surgeons when selecting appropriate resources for their hospitals, clinics or for personal subscription. Further, the methods developed through this study may be used to conduct a similar analysis for other medical specialties.

**2. A portal for the Canadian Virtual Health Library / Bibliothèque virtuelle canadienne de la santé (CVHL/BVCS): Accomplishments and possibilities, scope and structure - a review of best practices**

**Authors:** Jim Henderson (McGill University), Wendy Stark, Natalie Clairoux, Tom Flemming, Dean Giustini, Vivian Stieda

**Introduction:** Coordination through CVHL/BVCS gives Canadian health libraries access to information technology they could not offer individually, thereby enhancing the library services offered to Canadian health professionals. An example is the portal being developed. Portal best practices are of increasing interest (usability.gov; Wikipedia portals; JISC subject portal project; Stanford clinical portals) but conclusive research is not yet available. This paper will identify best practices for a portal bringing together knowledge for Canadian health professionals supported through a network of libraries.

**Description:** The portal for Canadian health professionals will include capabilities such as:

- Authentication
- Question referral
- Specialist “branch libraries”
- Integration of commercial resources, web resources and health systems data
- Cross-resource search engine
- Infrastructure to enable links from EHR and decision support systems
- Knowledge translation tools, such as highlighting of best evidence

Best practices will be determined by studying the capabilities of existing portals, including consortia/networks and individual institutions, and through a literature review.

**Outcomes:** Best practices in portals will be reviewed. The collaboratively developed Virtual Library, currently the heart of cvhl.ca, is a unique database collecting high quality, free web documents and sites relevant to Canadian health care. The evident strengths of the Virtual Library will be discussed in light of best practices.

**Discussion:** Identification of best practices will support cost-benefit analysis of options and provide direction for CVHL/BVCS. Open discussion with stakeholders (libraries and professionals) informed by this review will lead to adoption of the best technical solutions supporting Canadian health libraries and their users.

**3. Deciding to pursue answers to clinical questions: An exploratory study of stroke clinicians**

**Authors:** Lorie A. Kloda<sup>1</sup>, Joan C. Bartlett<sup>1</sup> (<sup>1</sup>McGill University)

**Introduction:** In evidence-based practice, formulating a clinical question is the first step in a process that is intended to lead to effective information seeking. Research has demonstrated that clinicians, however, do not pursue answers to some of their questions. This study explores the information needs of occupational therapists, physiotherapists and speech-language pathologists working with patients with stroke and investigates how clinicians decide whether or not to pursue answers to their clinical questions.

**Methods:** Through purposive, maximum variation sampling, 15 stroke clinicians with a range of 1 to 35 years experience were recruited into the study. Clinicians recorded their clinical questions in a journal over several weeks; a follow-up interview elicited more details about the questions recorded in the journal. Using thematic analysis, constraints and enablers to pursuing and answering clinical questions were identified.

**Results:** Decisions to pursue answers to clinical questions are complicated and multifaceted. Emerging themes include intrinsic reasons such as the clinician's belief in the existence of an answer and perceived self-efficacy. Extrinsic reasons include the perception of organizational support and workload demands. Clinicians' abilities to answer clinical questions are mediated by their awareness of sources and strategies for managing these sources in the context of their practice.

**Discussion:** While information literacy skills and the availability of a librarian are important, many of the emergent themes suggest that the decision to pursue answers to clinical questions is far more complicated. Implications for health sciences librarianship will be discussed.

#### 4. **Measuring the change in core practice-driving medical knowledge**

**Author:** Brian S. Alper (DynaMed/Ebsco Publishing)

**Introduction:** Medical knowledge is estimated to double every two to nineteen years, most often estimated at seven to ten years. Sixteen percent of high cited original research is subsequently contradicted. However we do not know how often medical knowledge changes in areas which affect clinical decision-making in daily practice. We will sample evidence syntheses guiding diagnosis and treatment for clinically important topics to determine how much the content has changed in the prior year, and how many of those changes reflect new evidence or guidelines that can change practice.

**Methods:** Two hundred DynaMed topics representing common or serious conditions will be evaluated. Overview sections (syntheses of the best evidence and guidance informing clinical action) will be analyzed and compared to a date about 1-2 years prior. We will analyze the number of words, lines, concepts and evidence grades that have changed. We will classify each change as resulting from new evidence or guidance (the primary outcome for this analysis) or from user feedback or quality improvement.

**Results:** Results are expected by June 2012.

**Discussion:** This will provide the first representation of how frequently the core content guiding clinical practice is changed. In an era of evidence-based medicine and electronic data management using textbooks as a marker of standard practice is no longer warranted. Quantifying the frequency of change affecting core clinical practice has significant implications for the frequency of updating evidence-based clinical references, guidelines, medical education, and medical informatics applications.

3:30pm – 5:00 pm

### **Concurrent Contributed Papers Session 2B**

**Location: Ballroom Centre**

#### 1. **Mobile device use by health care practitioners in Saskatchewan**

**Authors:** Susan Baer (Regina Qu'Appelle Health Region), Ashley Farrell, Chau Ha, Christine Neilson, Joanne Franko, Dr. Michelle McCarron, Jeff Mason

**Introduction:** Delivery of evidence-based information at the point-of-care can be challenging with several barriers impeding use. Mobile devices have the potential to address this challenge. Saskatchewan medical libraries are interested in learning what devices are being used and for what purposes in clinical practice. Existing literature is outdated, tends to focus on physicians, and does not cover new devices and applications. A snapshot of use/need by several professional groups would provide a more complete picture for support in Saskatchewan.

**Methods:** A multi-institutional, multi-disciplinary team primarily composed of Saskatchewan medical librarians selected twelve professional groups to survey across Saskatchewan. A systematic review of the literature was conducted. Research Ethics Board approval was received prior to surveys being distributed with the cooperation of the professional licensing body. A combination of paper and electronic surveys were distributed based on the licensing bodies' requirements.

**Results:** The process of conducting the survey will be described. Frequency and descriptive statistics will be reported, along with between-groups comparisons.

**Discussion:** Similar surveys focus on physician use of mobile devices. There are other professionals who could improve patient care by using a mobile device as well. The results of this survey will provide information on various uses and/or needs by different health care professionals in Saskatchewan. A separate publication of the systematic review of the literature in this area is planned for the future.

## 2. Evaluating a chat reference service in a hospital library network

**Authors:** Kathryn M. E. Ranjit<sup>1</sup>, Marcus Vaska<sup>1</sup>, Yongtao Lin<sup>1</sup> (<sup>1</sup>Health Information Network Calgary)

**Introduction:** Recent years have seen growing demands for libraries to provide 24/7 access to resources and services. Chat reference creates new and exciting opportunities for information reference services to address the challenges in using online information services, promoting the spectrum of library services to clients and identifying areas for staff competency training. The objective of this study was to characterize how chat reference has been implemented in the Health Information Network and examine its usage by health care professionals since November 2009. The authors also intend to compare these services between hospital libraries and those in other academic library institutions, and identify future strategies to improve the service.

**Methods:** A retrospective look at this service was taken from service development, implementation to one year later. Chat transcripts from November 2010 - January 2012 were analyzed using a grounded theory approach to identify the pattern of chat reference questions, and examine the usefulness and quality of service. Library staff was surveyed for feedback about how this service was implemented and how to provide further training.

**Results:** Health care staff used this service for a wide variety of reasons including document delivery, literature search help, and general information about library services. Staff training in using chat for reference was important for service quality.

**Discussion:** Chat reference has been viewed as a valuable addition to the library services in this environment. Staff has embraced this medium for providing reference services to clients. Future directions for this service will include improving reference interviewing techniques in the online medium.

## 3. The health librarian and the iPad: Mobile devices and their use in professional practice

**Authors:** Susan Murphy<sup>1</sup>, Vicky Duncan<sup>1</sup>, Maha Kumaran<sup>2</sup>, Mê-Linh Lê<sup>1</sup> (<sup>1</sup>University of Saskatchewan, <sup>2</sup>SHIRP)

**Introduction:** While the literature and anecdotal experience indicate that mobile devices are being heavily adopted by health sciences faculty, students and practitioners, there is little evidence of how this technology is being used by health librarians in their professional practice. In January 2011 health sciences librarians at the University of Saskatchewan embarked on a project to familiarize themselves with iPads and identify best practices for using them as professional tools.

**Methods:** Over a period of eight months, eight health sciences librarians with different liaison and administrative roles journalled their experiences using the iPad, and documented information such as usage type (e.g., reference questions, meetings, conference attendance), recommended apps, technical issues, recommended readings, and general comments. In addition, monthly meetings were held to share knowledge and expertise. Summative reports submitted at the end of the project revealed a wide spectrum of experiences and opinions.

**Results:** Numerous factors were found to impact the frequency of iPad use and satisfaction with it as a tool to aid in professional practice, including personal preferences (e.g., paper vs. electronic), past experience with Apple products, specific job function, and more.

**Discussion:** A core suite of iPad apps relevant to academic health sciences librarians and their professional practice was identified and shared amongst colleagues at the University Library. This project highlighted the benefits and limitations of using iPads as a professional tool for academic health sciences librarians and will help other librarians determine if the purchase of iPads is worthwhile.

#### 4. **Knowledge on the go: A survey of mobile device usage in medicine**

**Authors:** Jill Boruff<sup>1</sup>, Dale Storie<sup>2</sup>, Dagmara Chojecki<sup>2</sup>, Helen Lee Robertson<sup>3</sup>, Lee-Anne Ufholz<sup>4</sup>, Tania Gottschalk<sup>5</sup>, and Sherri Vokey<sup>5</sup>. (<sup>1</sup>McGill University, <sup>2</sup>University of Alberta, <sup>3</sup>University of Calgary, <sup>4</sup>University of Ottawa, <sup>5</sup>University of Manitoba)

**Introduction:** Little is known about medical trainees' and clinicians' current use of mobile devices for information-seeking, including the resources they use and in what context. This study was designed to better understand what types of mobile information resources this population finds valuable, how and why they find them valuable, what criteria they use in selecting resources, and what kinds of problems they encounter in using mobile resources. It investigates how students, residents and faculty members in Canadian medical faculties use mobile devices such as smart phones (e.g. iPhone, Android, Blackberry) and tablet computers (e.g. iPad), specifically in relation to their studies and professional environment.

**Methods:** This is a multi-site study at five Canadian universities. An electronic survey was distributed by medical librarians at each university to medical students, residents, and faculty members via departmental listservs, personal contacts, and relevant websites. The survey investigates the types of information sought, frequency of and reasons for mobile device use in medical information-seeking, access barriers, support needs, familiarity with institutionally-licensed resources, and personal purchasing of resources. Qualitative information was solicited by asking for a specific incident in which a mobile device was used to answer a clinical question. Participants could choose to be contacted for a follow-up interview; however, those results will not be presented here.

**Results:** Data from over 800 survey responses, demonstrating the trends at the participating universities, will be presented.

**Discussion:** The discussion will address how academic health libraries can effectively support mobile technology and collections in light of survey results.

3:30 pm – 5:00 pm

### **Concurrent Contributed Papers Session 2C**

**Location: MacNab Room**

#### 1. **An undergraduate medical school curriculum database: Structure, taxonomies, and applications within the Michael G. DeGroote School of Medicine at McMaster University (case report)**

**Author:** Laura DiCarlo (McMaster University)

**Purpose:** To create an online curriculum database, searchable by planners and students, which describes and creates multiple points of access to undergraduate medical curriculum.

**Setting:** The Undergraduate Medical program at the Michael G. DeGroote School of Medicine at McMaster University. The program admits 203 students each year and has 3 campus locations (Hamilton, Waterloo and Niagara). The three-year program in Medicine uses a problem-based approach to learning.

**Method:** The curriculum database has been conceptualized into three main categories: objectives, activities and assessments. Each of these three 'categories' are extensively described using a number of 'Taxonomies' or vocabularies (i.e. MeSH) and then inter-connected to create a rich relational database of curricular information. The curriculum database uses an XML and web services-based approach to allow flexibility of syndicating data to other curricular web applications, and conform to emerging standards (such as Medbiquitous Curriculum Inventory schema).

**Results:** Users can search undergraduate medical curriculum by keyword, discipline, medical subject, time blocks, Medical Council of Canada (MCC) presentations or the Royal College of Physicians and Surgeons' CanMEDS (Canadian Medical Education Directives for Specialists) roles framework.

**Discussion:** The curriculum database also acts to inform other applications within the school, such as the Media Catalogue and the Essential Clinical Experience (ECE) Tracker. The Media Catalogue, a repository of lectures from the undergraduate MD program, 'pulls' tags from the curriculum database related to activities in order to leverage the cataloguing already occurring in the Curriculum Database. The ECE Tracker, an assessment tool used by medical clerks to track clinical encounters, uses web services to 'pull' clinical experiences from the curriculum database, to form the core list of presentations students must experience to complete their clerkships. Future directions include the creation of a fourth 'category' within the database that will track 'resources' and link these assets to activities and objectives.

## 2. **Getting integrated: A “subversive activity” at McMaster University’s Health Sciences Library**

**Author:** Elizabeth Yates (McMaster University)

**Purpose:** To highlight both successes and “lessons learned” and create recommendations for best practices to help information specialists/librarians build successful working relationships with their client groups.

**Setting:** This case study explores instructional partnerships between liaison librarians and faculty members in the Faculty of Health Sciences at McMaster University, in Hamilton, ON. McMaster's Health Sciences Library has a notable history of liaison librarianship; as well, the novel teaching methods used in McMaster's health professional programs such as medicine, nursing, and rehabilitation sciences have fostered intriguing collaborations between faculty members and librarians.

**Method:** Semi-structured interviews were conducted with six liaison librarians and five faculty members between February 2011 and January 2012. Participants agreed to be named in published reports, enhancing the validity of the results.

**Results:** McMaster's focus on evidence-based practice and problem-based learning enhance the role of health sciences librarians, who are integral components of programs including nursing, occupational therapy and physiotherapy. Integration into the medical program is less robust, reflecting a resistance to training in soft skills.

**Discussion:** Major themes emerged showing that successful collaborations are built around acculturation; making strategic connections; and getting involved in institutional activities. Challenges include time pressures; communication missteps; and lack of “big picture” planning. Interestingly, contrary to other research findings, faculty members in this study expressed respect and admiration for their librarian colleagues. Although this study examined the environment at just one library, the results reflect and deepen the body of LIS research into faculty-librarian collaboration and could potentially be generalized to a wider population.

**3. Library services for medical students, clerks and residents at a hospital site: Needs assessment and negotiation**

**Authors:** Brooke Ballantyne Scott<sup>1</sup>, Allison Lambert<sup>1</sup> (Fraser Health Authority)

**Introduction:** Medical library services are often made available to medical students, clerks and residents while they are on rotation or placement at a hospital or in other health care organizations, but they do not demand the same type of services as our regular roster of clinical and support staff or consumer library users. Because of the unique needs and usage patterns exhibited by medical students, clerks and residents who access the Royal Columbian Hospital (RCH) library, we conducted a needs assessment to help better serve these users.

**Methods:** A quantitative and qualitative survey was designed to further investigate library usage and perception, with a focus on missing and overdue items. The survey was made available in print and electronic form to both medical students and residents as they began their placements at RCH. Draw prizes of Toronto Notes Clinical Handbooks were offered as incentives to complete the survey.

**Results:** The preliminary results of the survey indicate that a predominant proportion of medical students, clerks and residents visit medical libraries to use the computer/internet (97%), or to use the photocopier/fax/printer (86%). 42% of respondents indicated that forgetfulness was the primary reason for keeping library items past their due date; 76% indicated that overdue notices were preferred via email, and 71% that multiple and/or electronic copies of popular titles was preferred as the measure for reducing the incidence of missing and overdue items.

**Discussion:** This survey further emphasizes the need to engage library users in order to understand their perceptions and reasons for how they use library services. This knowledge, in turn, will help library staff to better meet their needs within the confines of a prescribed health care organization and budget.

**4. Optimizing an informatics curriculum: Using CanMEDS and ACRL standards to review our instruction**

**Authors:** Mindy Thuna<sup>1</sup>, Elena Springall<sup>1</sup> (<sup>1</sup>University of Toronto)

**Introduction:** The CanMEDS Framework, produced by the Royal College of Physicians and Surgeons of Canada, lists the competencies they feel are essential in medical education and practice and are a guiding document for medical education across Canada. Our objective in this study was to ensure that the informatics curriculum at our university addresses all the required competencies for a 4-year undergraduate medical program and, if it did not, to determine the most efficient way to address these gaps.

**Method:** A committee of academic and teaching hospital librarians identified the need for a curriculum review of our undergraduate medical offerings. A working group was formed to identify CanMEDS competencies relevant to information literacy instruction, using the ACRL standards as a reference point. With the assistance of pertinent faculty of medicine instructors, these competencies were mapped to the existing curriculum, missing elements were identified, and strategies for ensuring the comprehensiveness of the curriculum were discussed.

**Results:** The main results were the removal of a redundant class, restructuring of current offerings, and the addition of three new interventions.

**Discussion:** This curriculum review identified that there were required competencies that were not being addressed. Our curriculum review drastically reshaped the way we provided informatics instruction at the time, and opened the door for ongoing discussions. A comprehensive informatics curriculum needs not only attention to required competencies, but open and ongoing dialogue between librarians, faculty, and students

Friday, June 15<sup>th</sup>, 2012

9.00am – 10.00am -- Ballroom East

### The Great Debate

**Facilitated by:** Liz Bayley and Jeff Mason  
**Moved that:** “Health Libraries are Obsolete”

10.30am – 11.30am -- Ballroom East

### Closing Keynote

Mr. Chris Heysel

**Title:** McMaster: “Canada’s Nuclear University”



**Abstract:** Many people didn’t realize that McMaster University had a nuclear reactor in the middle of its campus until 2009 when the problems with the reactor in Chalk River resulted in a major international shortage of medical radioisotopes. Chris Heysel will give an informative overview of the reactor, which opened in April 1959, and the new cyclotron facility, which opened in September 2011, and their important role in education, research and medical applications. A lucky 30 people will also be able to sign up for a tour of these facilities on Friday afternoon.

**Bio:** Chris Heysel is the Director of Nuclear Operations and Facilities at McMaster University. A graduate in chemical engineering from Queens University, he spent 14 years at AECL’s Chalk River National Laboratory working at AECL’s 135MW research reactor. Chris joined McMaster in June 2001, and is responsible for the safe and effective operation of all University operated Nuclear Facilities. In June 2009 he appeared before the House of Commons Committee on Natural Resources to discuss the Chalk River facility and McMaster’s proposal for the production of medical isotopes. In 2010 Chris was part of a University team which successfully obtained and implemented a \$22 million Knowledge Infrastructure Award centered around expanding the University’s medical isotope production and research capabilities.

### Sponsored by



11:30am -- Ballroom East

**Conference Closing**  
**2013 Conference Preview**

## Social Events

### First Timers' Reception:

Tuesday, June 12th, 2012. 5:00 pm - 6:00 pm.  
Art Gallery of Hamilton

### Opening Reception:

Art Gallery of Hamilton. 6.00pm - 8.00 pm. (located across the street from Sheraton Hotel)

**Sponsored by:** EBSCO and McMaster University Faculty of Health Sciences



### Morning Runs & Walks:

Wednesday and Friday -- 7.00am - 8.00am; Thursday – 6:30am - 7:30 am (meet in Sheraton Lobby)

### Breaks and Lunches:

Wednesday, June 13:

Morning Break	10:00-10:30	Sponsored by Login Canada
Lunch	11:30-1:00	Sponsored by Elsevier
Afternoon Break	3:00-3:30	Sponsored by New England Journal of Medicine

Thursday, June 14:

AGM Breakfast	7:45-9:15	
Morning Break	10:30-11:00	Sponsored by The JAMA Network
Lunch	12:00-1:30	
Afternoon Break	3:00-3:30	Sponsored by CADTH

Friday, June 15:

Morning Break	10:00-10:30	Sponsored by Faculty of 1000
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The JAMA Network



### Conference Banquet:

Thursday, June 14th, 2012. Royal Botanical Gardens. Buses start to leave at 6.00 pm Sharp! Meet in the Sheraton Lobby.

**Sponsored by:** Ovid Technologies



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### Sign Up Dinners:

Sign up sheets and restaurant lists available at the Registration Desk.

## Biographies

### Alper, Brian S.

Brian S. Alper, MD, MSPH is the founder and Editor-in-Chief of DynaMed and the Medical Director of EBSCO Publishing. DynaMed provides the most useful information to health care professionals at the point of care, and is maintained by systematic literature surveillance. Dr. Alper has completed residency, fellowship training and faculty service in family medicine.

**Paper:** Measuring the change in core practice-driving medical knowledge

### Anderson, Melanie

Currently a librarian for the Saskatoon Health Region, Melanie Anderson has been involved in health libraries since 2006. While the majority of her work has been supporting health professionals and students, Melanie is also interested in subjects around consumer health information, patient education, and health literacy.

**Poster:** Assessment of a patient education resource

### Baer, Susan

Susan Baer, BPHE (Laurentian), MLS (UBC) is Director of Libraries & Archives, Regina Qu'Appelle Health Region. Susan has worked at the Dr. Otto Schaefer Health Resource Centre (NWT), the NWT Court Library, and the Law Society of Saskatchewan Libraries. Prior to returning to health libraries in 2009, Susan was involved in the development of CanLII, [www.canlii.org](http://www.canlii.org).

**Paper:** Mobile device use by health care practitioners in Saskatchewan

### Bailey, Joanna

Joanna Bailey is a Clinical Nurse Specialist at the Jewish General Hospital passionately committed to the implementation and continued evolution of an innovative program which aims to maximize the informational and psychological support offered to individuals and families faced with life threatening illness in the Intensive Care Unit. She is also the co-chair of the JGH Patient Education Network.

**Poster:** The PEN Collection: A single access point for consumer health information in a hospital setting

### Ballantyne Scott, Brooke

Brooke Ballantyne Scott is a Fraser Health librarian based at Royal Columbian Hospital. Previously Brooke worked as the clinical librarian for BC Mental Health and Addictions Services. She is the 2011/2012 Past President of the Health Libraries Association of BC, and has been the convener of the CHLA Mentorship Interest Group since 2009.

**Paper:** Library services for medical students, clerks and residents at a hospital site: Needs assessment and negotiation



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**Banfield, Laura**

Laura Banfield is the liaison librarian for the School of Nursing, Midwifery and Global Health at McMaster University. She provides instruction and support to students, faculty, and researchers. Laura also holds a clinical faculty appointment in the School of Nursing where she has tutored courses in international health, critical appraisal and research methods, and guided research. She is actively involved in collaborative research projects with faculty in medicine and nursing. Her research interests include circumpolar health and wellbeing, the role of information literacy in entry to practice competencies of new graduates, and evidence based practice.

**Paper:** An analysis of surgical content in evidence-based resources

**Bartlett, Joan**

Joan Bartlett, Ph.D. is Associate Professor in the School of Information Studies at McGill University, and a member of the McGill Centre for Bioinformatics. Her research focuses on information behaviour and information interaction, particularly in the biomedical domain. She teaches in the areas of biomedical information and information literacy.

**Paper:** The value and impact of library and information services: The Canadian perspective

**Paper:** Deciding to pursue answers to clinical questions: An exploratory study of stroke clinicians

**Bhatnagar, Neera**

Neera Bhatnagar, BSc, MLIS, is the Head of Systems, Coordinator of Research and Graduate Education Support, and School of Rehabilitation Science library liaison at the Health Sciences Library, McMaster University. She is an expert searcher and is actively involved with research teams working on systematic reviews, practice guidelines and other complex topics. Neera's other interests include exploring the use of educational technologies and evidence-based practice in healthcare. She is the librarian coordinator for the How to teach evidence-based clinical practice workshop held annually at McMaster.

**Poster:** Health Data Access Initiative in academia: Training for the future introduction

**Bisrat, Alemayehu**

Alemayehu Bisrat is full-time academic staff and Head of the Central Medical Library at Black Lion Teaching Hospital at Addis Ababa University in Ethiopia. He has worked as Head of the AAU Law Library and Head of the Reference Department at the John F. Kennedy Memorial Library.

**Poster:** Toronto Addis Ababa Academic Collaboration - Library Science Program web design course, October 2011

**Boden, Catherine**

Catherine Boden received her MLIS and PhD from the University of British Columbia. She has been working as a Health Science Liaison Librarian at the University of Saskatchewan since 2009, with responsibilities in Clinical Medicine and Physical Therapy. Her research focuses on information literacy instruction in a distributed learning environment.

**Paper:** Methodology for examining the efficacy of screen-capture tutorials: A pilot study

**Boldt, Gabriel**

Gabriel Boldt is a Clinical Librarian working at the London Regional Cancer Program (LRCP). He received his MLIS from The University of Western Ontario in 2007, and now primarily focuses his activities on cancer related research in experimental, radiation, and medical oncology. His research has appeared in *Radiotherapy and Oncology* and *JMLA*. He is currently the past-president of the Southwestern Ontario Health Libraries Information Network (SOHLIN), a local chapter of the Canadian Health Libraries Association (CHLA/ABSC).

**Poster:** Designing and implementing a meaningful metrics tool for professional services statistics

**Bonato, Sarah**

Sarah Bonato is a health science librarian at the Centre for Addiction and Mental Health in Toronto, ON. She is involved with many research activities at CAMH and is also involved with bibliographic instruction at CAMH and the University of Toronto. Her current research interests include the promotion of open access journals and Web 2.0 applications. Her outside of work interests include wine tasting, gardening, Italian cooking and she is also the owner of 3 "plus grand" cats.

**Paper:** Googling the Grays: Tips for searching beyond health databases and turning that information into insights

**Boruff, Jill**

Jill Boruff is Liaison Librarian, Rehabilitation Sciences, at the Life Sciences Library at McGill University. Her research interests include information literacy competencies in the education of health professionals and the use of mobile devices in academic settings

**Paper:** Knowledge on the go: A survey of mobile device usage in medicine

**Butcher, Robin**

Robyn Butcher received her MLIS from the University of Western Ontario in 2009. She has been working as the health sciences librarian for Horizon Health Network, Saint John zone since 2010. Her primary areas of interest are information literacy and applying new technology to health sciences librarianship.

**Poster:** Library services and internal medicine: Collaborative evaluation of evidence-based point-of-care medical applications for mobile devices

**Campbell, Kaitryn**

Kaitryn Campbell is a Research Coordinator / Information Specialist at PATH (Programs for Assessment of Technology in Health) Research Institute, affiliated with St. Joseph's Hospital and the Department of Clinical Biostatistics and Epidemiology, McMaster University, Hamilton. Her responsibilities include the provision and management of information in support of the needs of all PATH faculty and programs. She has contributed to numerous health technology assessments and systematic reviews in her more than 10 years in healthcare research, and provides instruction on search resources and methods on an ongoing basis. She holds undergraduate and teaching degrees from Queen's University and a Master of Library and Information Science (MLIS) degree from the University of Western Ontario.

**Course:** Literature Searching in Systematic Review and Health Technology Assessment: Identifying, Aggregating and Appraising Real-World Evidence

**Carter, Caitlin**

Caitlin Carter is a Client Services Librarian at the Regina Qu'Appelle Health Region and holds an MLIS degree from the University of Western Ontario (2010). Caitlin's duties include providing reference services and instruction to health region staff. Prior to working at RQHR, Caitlin worked at the Health Canada Science Library. Her interests include the application of new library technologies and partnering with the public library to deliver health literacy information sessions.

**Paper:** A new approach to client outreach: The RQHR Library's experience with creating a webinar series

**Clairoux, Natalie**

Natalie Clairoux (M.Sc. Information Science, Université de Montréal 2008) joined UdeM's Health Library a few months after graduation. Her duties include reference services, information literacy workshops and Health Sciences Libraries website coordination. In a previous life, Natalie worked as a research assistant in various academic labs, specialized in molecular microbiology. She holds a B.Sc. (McGill 1990) and an M.Sc. (Laval 1992) in microbiology and immunology.

**Poster:** Création de la Bibliothèque virtuelle canadienne de santé / Building a Canadian Virtual Health Library Database

**Paper:** A portal for the Canadian Virtual Health Library / Bibliothèque virtuelle canadienne de la santé (CVHL/BVCS): Accomplishments and possibilities, scope and structure - a review of best practices

**Conlogue, Bridget**

Bridget Conlogue is Public Services Librarian at The Commonwealth Medical College in Scranton, Pennsylvania. Prior to this she was Reference Librarian at Abington Community Library. She received her MLIS from the University of Pittsburgh. Her favorite library activity is teaching students how to use databases, especially Pub Med.

**Poster:** Integrating library resources, technology and point-of-care

**Couban, Rachel**

Rachel Couban worked as a chiropractor's assistant while attending the Faculty of Information Studies at the University of Toronto. She has supported systematic reviews of the effectiveness of healthcare interventions for back and neck pain for the Cochrane Back Review Group at the Institute for Work & Health since 2006.

**Poster:** Medical device information: Can we get there from here?

**deLottinville, Carl**

Carl deLottinville is a Graduate Social Worker with 30 plus years of experience as a Psychiatric Social Worker, Hospital Administrator and as an Associate Clinical Professor in Psychiatry in the Faculty of Health Sciences at McMaster University. He has devoted most of his academic career to the field of teaching and learning interpersonal communication skills in the health sciences disciplines.

**Course:** The Art of Effective Feedback

**DiCarlo, Laura**

Laura DiCarlo completed her MLIS degree at the University of Western Ontario in 2008. Laura is currently an Information Specialist in the Division of E-Learning Education at the Michael G. DeGroote School of Medicine at McMaster University. Laura has worked in various library settings since 1995.

**Paper:** An undergraduate medical school curriculum database: Structure, taxonomies, and applications within the Michael G. DeGroote School of Medicine at McMaster University (Case Report)

**Duncan, Vicky**

Vicky Duncan has been a Health Sciences librarian at the University of Saskatchewan for the past 10 years. Prior to that, she worked in various hospital libraries in her home province of Ontario. She is currently the Senior Editor of JCHLA.

**Paper:** Using grounded theory to develop a model of information seeking behaviour of senior nursing students

**Paper:** The health librarian and the iPad: Mobile devices and their use in professional practice

**Farrell, Ashley**

Ashley Farrell is a Client Services Librarian at the Regina Qu'Appelle Health Region, where she works as a liaison to hospital's physicians, pharmacists, and critical care nurses. She is the upcoming president of the Saskatchewan Health Libraries Association (SHLA). Ashley previously presented a Stat!Talk at the CHLA 2011 Calgary conference.

**Paper:** Mobile device use by health care practitioners in Saskatchewan

**Featherstone, Robin**

Robin Featherstone is a liaison librarian at McGill University's Life Sciences Library. Robin is excited to combine her passion for teaching with her research interest in libraries and disasters. She began her investigations as an associate fellow at the National Library of Medicine, where she conducted an oral history project on library roles in disaster response. With a desire to further understand disaster information needs, she completed a qualitative case series with a team of hospital and academic health sciences librarians of disaster information provision to health care providers during the H1N1 pandemic. She is currently working to develop courses on disaster information for hospital administrators and emergency managers.

**Course:** Disaster Health Information Sources for Canadians: The Basics

**Ford, Caitlyn**

Caitlyn Ford is an Information Specialist at CADTH (Canadian Agency for Drugs and Technologies in Health), and holds a Master's of Library and Information Science from the University of Western Ontario (2009). Her primary areas of interest within health librarianship include the use of social media in special libraries, public and mental health topics and consumer health information.

**Poster:** Using Google Custom Search (GCS) to search selected grey literature websites

**Forget, Mary Beth**

Mary Beth Forget, a member of the SHRTN Library and Information Service Team, telecommunicates and truly engages in the virtual aspect of a library service. She is based out of Baycrest Staff Library. Using her research and librarianship skills, she assists patrons from the Toronto and GTA areas, as well as from across the province with answering queries about aspects of the Seniors Healthcare field.

**Poster:** Demands put on a five year old

**Fрати, Francesca**

Francesca Frati is a librarian at the Jewish General Hospital Health Sciences Library and the co-chair of the JGH Patient Education Network. She strongly believes in the importance of informing patients so that they can be active partners in their care, and is interested to explore the role librarians can play in the shared decision-making process.

**Poster:** The PEN Collection: A single access point for consumer health information in a hospital setting

**Frey, Nina**

Nina Frey is an Information Specialist for the Canadian Agency for Drugs and Technologies in Health (CADTH), where she contributes to health technology assessments and systematic reviews for drugs, devices, and other health technologies. Nina holds an MLS degree from Université de Montreal.

**Poster:** Using Google Custom Search (GCS) to search selected grey literature websites

**Friesen, Carol**

Carol Friesen (MA, MLIS) is the Manitoba Health Outreach Librarian at the Neil John Maclean Health Sciences Library, and an Assistant Librarian with the University of Manitoba. Carol has also worked as a Research Librarian with the Alberta Research Centre for Child Health Evidence in Edmonton, where she conducted searches for systematic reviews and presented a poster on the effectiveness of searching for grey literature at the 2005 Cochrane Colloquium in Melbourne, Australia.

**Poster:** Finding evidence for provincial health department staff: Analysis of a literature search service

**Gadd, Kathleen**

Kathleen Gadd is the Information Services librarian for Dalhousie Medicine New Brunswick, which is Dalhousie School of Medicine's fully distributed undergraduate medical education program in Saint John New Brunswick. She has worked at Dalhousie since 2007, supporting the curriculum renewal process in Halifax and then moving to New Brunswick to work with the new distributed program which began in 2010. Her passion is medical education.

**Poster:** Library services and internal medicine: Collaborative evaluation of evidence-based point-of-care medical applications for mobile devices

**Galbraith, Susanna**

Susanna Galbraith has worked as the Virtual Services Librarian at the Health Sciences Library at McMaster University since 2009. With a background in web design, she obtained her MLIS from the University of Western Ontario in 2006. Her interests include web usability, information architecture and social media.

**Poster:** Web Analytics: Using segmenting, filters and dimensions to attain a better understanding of user behaviour

**Hagstrom, Carla**

Carla Hagstrom is a librarian at the Gerstein Science Library, University of Toronto. She has taught health informatics in several disciplines, including social work, physical education, medicine, occupational therapy, physical therapy, and speech language pathology. Carla specializes in literature searching for systematic reviews and bibliographic management tools like RefWorks and Wizfolio.

**Poster:** Toronto Addis Ababa Academic Collaboration - Library Science Program web design course, October 2011

**Harvie, Tara**

Tara Harvie has been an Information Specialist with SHRTN since July 2009. She obtained her MLIS degree at the University of Western Ontario and has worked in variety of library settings. Tara takes pride in serving the information needs of healthcare providers working to improve the care of older adults.

**Poster:** Demands put on a five year old

**Hawrylyshyn, Sonia**

Sonia Hawrylyshyn, Manager Employee Career Services, Human Resources Services, McMaster University.

A career professional with 20 plus years in coaching, corporate consulting and training, Sonia launched Employee Career Services at McMaster, now operating successfully in its 8th year. Her program offers a full range of services supporting the career development needs of employees at all levels of the University.

Formerly, a Senior Career Management Consultant with a Niagara HR Firm and independent Corporate Trainer, Sonia provided career and job search coaching, outplacement and transition services, workshops on career planning, teamwork, leadership, change and transition and communication for businesses / organizations in not-for profit, public service, education, industry / manufacturing, hospitality, health care and marine industry sectors of Southern Ontario.

Sonia is a member of the Association Career Professionals (ACP International), a Career Management Fellow (candidate) with the Institute of Career Certification International (ICCI). She possesses undergraduate degrees in Psychology and Education, is qualified to administer various career assessments, and completed professional training in coaching, adult education and career development facilitation. Her resourceful and genuine style has inspired many individuals to embrace learning and pursue their career dreams.

**Course:** Emotional Intelligence and Resilience: Keys to Thriving in Uncertainty

**Health Information Research Unit, McMaster**

Dr. R. Brian Haynes is a professor of Clinical Epidemiology and Medicine at McMaster University and the Chief of the Health Information Research Unit. His research is in health informatics and clinical trials and his clinical practice is in Diabetes care. The Health Information Research Unit's programming team is led by Chris Cotoi, manager, and includes Rick Parrish, programmer/analyst, and Nicholas Hobson, lead programmer for MacPLUS FS. Emma Iserman is a research coordinator who manages ongoing research projects within MacPLUS FS and is also responsible for data analysis.

**Poster:** MacPLUS Federated Search: ACCESSSSing1 the best evidence: A centralized Internet based resource for healthcare professionals

**Henderson, Jim**

Jim Henderson is now a consultant, having retired from the McGill Life Sciences Library in Dec. 2011. Previous positions were with the BC College of Physicians and Surgeons Library and UBC. He has been active with CHLA/ABSC, including serving as Treasurer for 4 years. He was awarded the Association's Award of Outstanding Achievement for his role in the introduction of DOCLINE into Canada. Current interests include the Canadian Virtual Health Library/Bibliothèque virtuelle canadienne de la santé (Board member; CIHR grant Co-Investigator), library consortium management, global health, and First Nations and Inuit health.

**Paper:** A portal for the Canadian Virtual Health Library / Bibliothèque virtuelle canadienne de la santé (CVHL/BVCS): Accomplishments and possibilities, scope and structure - a review of best practices

**Hough, Jeanna**

Jeanna Hough is the Library Manager at Halton Healthcare Services in Oakville Ontario. Her work includes EBM, web design and information 'ePortals', consumer health programs, marketing and change management. She has presented to various library association groups and is creator/author of Info Wading Room an information blog for clinical staff.

**Poster:** Toronto Addis Ababa Academic Collaboration - Library Science Program web design course, October 2011

**J.W. Scott Librarians**

J.W. Scott Librarians' Biography - Sandy Campbell, Trish Chatterley, Marlene Dorgan, Linda Seale, Linda Slater, Lisa Tjosvold, Liza Chan, Liz Dennett, Dagmara Chojecki, Thane Chambers

The librarians at the John W. Scott Health Sciences Library, University of Alberta, collectively possess over one hundred years of experience in health librarianship, with expertise in systematic review searching, evidence-based medicine, collection development, allied health literature, health economics, health technology assessment, and health statistics.

**Paper:** Best practices for very large team teaching: A case study of a graduate course in health librarianship

**Kendall, Sandra**

Sandra Kendall is Director of the Mount Sinai Hospital Library in Toronto. She has worked in corporate, public and not-for-profit libraries and has extensive business experience. She has presented at major library conferences including Internet Librarian and the Medical Libraries Association, and has published in major Canadian journals.

**Poster:** Toronto Addis Ababa Academic Collaboration - Library Science Program web design course, October 2011

**Kloda, Lorie**

Lorie Kloda, MLIS, AHIP is Associate Librarian at McGill University Libraries and PhD candidate at the McGill School of Information Studies.

Her interests include the information needs of health professionals, expert searching for systematic reviews, and evidence-based practice. Lorie is Associate Editor of the open access journal, *Evidence Based Library and Information Practice*.

**Paper:** Deciding to pursue answers to clinical questions: An exploratory study of stroke clinicians

**Kumaran, Maha**

Maha Kumaran has served as SHIRP (Saskatchewan Health Information Resources Partnership) coordinator and librarian in Saskatoon since July 2010. Before moving to SHIRP, Maha was the Virtual Reference Services and Adult and Young Adult librarian at the Saskatoon Public Library. She holds an MLIS degree from UBC.

**Poster:** Challenges of collecting usage statistics for an electronic library

**Paper:** The health librarian and the iPad: Mobile devices and their use in professional practice

**Kvern, Dr. Brent**

Dr. Brent Kvern is an academic family physician in Winnipeg, MB and is a Masters candidate of Health Professions Education. His research interests include a focus in EBM approaches to practice and the medical interview. He is the newly appointed chair of the Editorial Advisory Board for *Canadian Family Physician* journal.

**Poster:** A pedagogical description of the Health Literacy Education Intervention (HLEI) for first year family medicine residents: Faculty-librarian collaboration

**Lacroix, Sheila**

Sheila Lacroix has a BSc (Biochemistry), from McMaster University, and many years later earned a MLS from the University of Toronto in 1991. Currently Sheila is the Library Coordinator at the CAMH (Centre for Addiction and Mental Health) Library in Toronto, Canada, where her primary focus is reference and research services. She is currently President of the Toronto chapter of CHLA/ABSC and remains active in the Health Science Information Consortium of Toronto and SALIS (Substance Abuse Librarians and Information Specialists) where she is a past Chair.

**Poster:** Working to reverse the global epidemic of addiction library closures: A tale of 5 librarians' adventures in advocacy

**Lambert, Allison**

Allison Lambert graduated from the University of the Fraser Valley in 2004 with a diploma in Library and Information Technology and has worked for Fraser Health Authority ever since. In addition to her formal education, Allison has taken a variety of continuing education courses on database searching and conducting literature reviews.

**Paper:** Library services for medical students, clerks and residents at a hospital site: Needs assessment and negotiation

**Landry, Tara**

Tara Landry is a librarian at McGill University Health Centre's Montreal General Hospital Medical Library. Tara's interest in disaster management stems from her early career as a consultant in a Montreal-based occupational health & safety firm. Since receiving her MLIS from McGill University in 2007, Tara has worked within Quebec's health and social services network, giving her a first-hand perspective on disasters and health-related emergency preparedness. She is currently working with Robin Featherstone to develop courses on disaster information for hospital administrators and emergency managers.

**Course:** Disaster Health Information Sources for Canadians: The Basics

**Lê, Mê-Linh**

Mê-Linh Lê, MA, MLIS, is a Liaison Librarian at the University of Saskatchewan Health Sciences Library, where she is responsible for the School of Public Health, Nursing, and the Department of Community Health and Epidemiology. She received her MLIS from the University of British Columbia.

**Poster:** One Health: What is it and where do I find information on it?

**Paper:** The health librarian and the iPad: Mobile devices and their use in professional practice

**Lin, Yongtao**

Yongtao Lin is a Health Information Network librarian, responsible for library services to families, the public and staff in Alberta Health Services Cancer Care (South); she is interested in the impact of grey literature in health care and a strong believer of evidence-based practice. Yongtao is the 2011 recipient of the CHLA/ABSC Hospital Librarian of the Year award.

Email: yol@ucalgary.ca

**Paper:** Evaluating a chat reference service in a hospital library network

**Macdonald, Kerry**

Kerry Macdonald is the librarian at the Seven Oaks General Hospital Library, Winnipeg, MB. She provides information services and programs to support the hospital staff, patients and families, University of Manitoba faculty and students, as well as staff of proximate Winnipeg Regional Health Authority community-funded agencies.

**Poster:** A pedagogical description of the Health Literacy Education Intervention (HLEI) for first year family medicine residents: Faculty-librarian collaboration

**McDonald, Jackie**

Jackie MacDonald is a full-time healthcare services manager in rural Nova Scotia. She instructs the health information course at Dalhousie School of Information Management (SIM) and is an adjunct professor at SIM and in Medical Informatics, Dalhousie Faculty of Medicine and has worked as an academic librarian at U of Saskatchewan and Dalhousie Health Science libraries. She is currently completing a year long leadership development course.

**Course:** Workplace Bullying vs Position Accountability: The Boundaries of Acceptable Behaviour. A Workshop.

**McGowan, Jessie**

Jessie McGowan has over eighteen years experience working with health libraries and medical informatics. Before joining the Institute of Population Health (IPH) at the University of Ottawa, she was a director at The Ottawa Hospital. She is a proponent of evidence-based philosophies, health services research, the integration of technologies with health information, knowledge translation from a number of perspectives, including decision aids, and knowledge dissemination. She completed a PhD which included an RCT of an ICT enabled question and answering service in primary care and a Cochrane review of electronic retrieval of health information. She is Co-Chair of the Steering Committee of the National Network of Libraries for Health, a task force of the CHLA/ABSC whose goal is to provide equitable access to information for health care providers in Canada. She presently works with IPH from a distance and provides consulting services in Toronto.

**Course:** Searching Public Health Information Using the Fast Lane

**Paper:** EIDM (Evidence Informed Decision Making) for the masses: Lessons learned in a new Rapid Review process in public health

**McKibbon, Ann**

Ann McKibbon holds a faculty position in the School of Medicine at McMaster University. She has authored numerous articles and monographs, including the PDQ Evidence-Based Principles and Practice (B.C. Decker, Hamilton, 1999), over 50 peer reviewed articles and taught 200+ workshops in information retrieval, evidence based medicine and knowledge translation. McKibbon's current research interests are in medical/health informatics, translational medicine and information retrieval. She is interested in how health professionals use electronic information resources, the results they get and how identified information is used in practice. Most recently, she was involved in setting up a new Masters program in eHealth.

**Course:** Knowledge Transfer: Moving from Best Evidence to Best Practice

**McTavish, Jill**

Jill McTavish is a clinical librarian for nursing and allied health at the University Hospital, London, Ontario and a Ph.D. candidate in Library and Information Science at Western University. Her dissertation research examines how individuals take up healthy eating discourses in their everyday information practices.

**Poster:** Designing and implementing a meaningful metrics tool for professional services statistics

**Muellenbach, Joanne**

Joanne is Library Director at The Commonwealth Medical College, in Scranton, Pennsylvania. Previously, Joanne was Library Director for the Northern Ontario School of Medicine, in Thunder Bay, Ontario. Joanne received her MLS from the University of Wisconsin and has over twenty years of health sciences library experience in the United States and Canada.

**Poster:** Integrating library resources, technology and point-of-care

**Murphy, Susan**

Susan Murphy is Head of the University of Saskatchewan Health Sciences and Veterinary Medicine Libraries. Her library career has included liaison positions in the social sciences, sciences, and health sciences, as well as staff training and development, assessment, and reference service coordination roles.

**Paper:** The health librarian and the iPad: Mobile devices and their use in professional practice

**Neilson, Christine**

Christine Neilson received her MLIS from the University of Alberta in 2003, and has been a librarian with the Saskatchewan Health Information Resources Partnership since 2007. Her research interests are mainly tied to the topic of adult learners located in a professional setting.

**Paper:** Methodology for examining the efficacy of screen-capture tutorials: A pilot study

**Paper:** Mobile device use by health care practitioners in Saskatchewan

**Nichol, Gail**

Gail Nichol is a reference and collection development librarian at the Gerstein Science Information Centre at the University of Toronto. Her liaison areas include pharmacy, pharmacology, and nutritional sciences.

**Poster:** Information resources from your professional association

**Nkansah, Emmanuel**

Emmanuel Nkansah is an Information Specialist for the Canadian Agency for Drugs and Technologies in Health (CADTH), where he contributes to health technology assessments and systematic reviews for drugs, devices, and other health technologies. Emmanuel holds an MLS degree.

**Poster:** Using Google Custom Search (GCS) to search selected grey literature websites

**Nussbaumer, Doris**

Doris Nussbaumer MA, MLIS, enjoys supporting people's curiosity to learn through the library. Relying on her abilities, skills, and interest in inquiries, Doris also promotes library use where possible. As an Information Specialist requires flexibility and tenacity, she deals with change by adding collaboratively to the extraordinary environment of SHRTN Library Service.

**Poster:** Demands put on a five year old

**Ogilvie, Lindsay**

Lindsay Ogilvie is an information specialist with SHRTN and St. Joseph's Health Centre. Experience in adult literacy gives her an understanding of knowledge to practice challenges. Lindsay believes the SHRTN network environment stretches the imagination and stimulates creativity given the library team's extraordinary mix of talent, skill, relationship building and the ability to listen.

**Poster:** Demands put on a five year old

**Ranjit, Kathryn**

Kathryn M. E. Ranjit is the librarian manager of the Peter Lougheed Knowledge Centre with the Health Information Network Calgary. She completed her MLIS from the University of Western Ontario in 2008. Her areas of interest include web development, online reference and health literacy. Email: kathryn.ranjit@ucalgary.ca

**Paper:** Evaluating a chat reference service in a hospital library network

**Robertson, Diana**

Diana Robertson has worked in information services for over 20 years. Her experience has included working in law and medical libraries. Diana was recently fulfilling librarian contracts at St. Joseph's Health Care in London and at McMaster University and recently obtained a permanent position at Peel Public Health.

**Paper:** EIDM (Evidence Informed Decision Making) for the masses: Lessons learned in a new Rapid Review process in public health

**Seaton, Jennifer**

Jennifer Seaton received her MA from Athabasca University in 2011 and is currently a Doctoral student at the University of Saskatchewan. Her research focuses on relationship formation and community building in online environments and she is currently working with the departments of Education and Computer Science to develop an online social application that enhances communities of practice.

**Paper:** Methodology for examining the efficacy of screen-capture tutorials: A pilot study

**Shaughnessy, Rita**

Rita Shaughnessy manages the library of the Department of Family & Community Medicine at the University of Toronto and has taught extensively on database and Internet searching for students and faculty in medical education. She has been the Department's newsletter editor and co-author of several articles published in *Canadian Family Physician*.

**Poster:** Online library for faculty development in the health professions

**Springall, Elena**

Elena Springall is acting coordinator of resource sharing at the Gerstein Science Information Centre, as well as the liaison librarian for undergraduate medical education, and chair of U of T Libraries' mobile committee, mUTL. Elena has a BSc in Zoology from the University of Guelph, and got her Master's in Library Science from Western after chasing caterpillars and birds around British Columbia, Ontario, New Brunswick and Nova Scotia in the name of science.

**Paper:** Optimizing an informatics curriculum: Using CanMEDS and ACRL standards to review our instruction

**Stieda, Vivian**

Vivian Stieda is the General Manager of the Health Knowledge Network (HKN) at the University of Calgary where she has worked since 2002. Her role is to identify and deliver patient care information and health research by negotiating license agreements on behalf of the academic and health practitioner community across Alberta, Saskatchewan and Manitoba. In 2010/11, Vivian was seconded to the Canadian Virtual Health Library where she was responsible for developing a cost-recovery model for identifying, procuring and redistributing licensed content on behalf of consortia across the Canada. Prior to moving to Calgary from Vancouver, Vivian also managed the development of various non-profit and commercial databases in the health and architecture sectors.

**Poster:** Création de la Bibliothèque virtuelle canadienne de santé / Building a Canadian Virtual Health Library Database

**Paper:** A portal for the Canadian Virtual Health Library / Bibliothèque virtuelle canadienne de la santé (CVHL/BVCS): Accomplishments and possibilities, scope and structure - a review of best practices

**Storie, Dale**

Dale Storie is Public Services Librarian at the John W. Scott Health Sciences Library at the University of Alberta. He is liaison to the medical faculty and the School of Public Health. He is interested in information literacy and in the use of new technologies in library services.

**Paper:** Knowledge on the go: A survey of mobile device usage in medicine

**Paper:** Best practices for very large team teaching: A case study of a graduate course in health librarianship

**Strange, Rebecca**

Rebecca Strange has over 22 years experience working as an information professional. She has managed a large teaching hospital library, business libraries, corporate libraries within the pharmaceutical sector and worked in training/sales for a major vendor. She was a Fellow in the NLM Biomedical Informatics course in Woods Hole, MA and completed a Rotman Leadership Institute program.

**Paper:** EIDM (Evidence Informed Decision Making) for the masses: Lessons learned in a new Rapid Review process in public health

**Szwajcer, Andrea**

Andrea Szwajcer is the clinical librarian at the Carolyn Sifton-Helene Fuld Library, St. Boniface Hospital, Winnipeg, MB. She serves the information needs of staff and researchers at St. Boniface Hospital and Research Campus, University of Manitoba faculty and students, and staff of proximate Winnipeg Regional Health Authority community-funded agencies.

**Poster:** A pedagogical description of the Health Literacy Education Intervention (HLEI) for first year family medicine residents: Faculty-librarian collaboration

**Thuna, Mindy**

Mindy Thuna is a Science Liaison Librarian at the University of Toronto Mississauga. Prior to librarianship, Mindy completed her BSc. in Palaeontology and her MSc. in Vertebrate Morphology. As well, she has worked as an educator in a variety of eclectic locations. Wearing her librarian hat, Mindy liaises with the subject areas of Astronomy, Biology, Biomedical Communication, Biotechnology, Chemistry, Physics, and Medicine.

**Paper:** Optimizing an informatics curriculum: Using CanMEDS and ACRL standards to review our instruction

**Trosow, Samuel**

Samuel Trosow is an Associate Professor at the University of Western Ontario holding a joint appointment in the Faculty of Information & Media Studies (FIMS) and in the Faculty of Law. Before joining the Western faculty in 2001 he was a law librarian at the Boalt Hall Law Library at the University of California at Berkeley and was previously engaged in private law practice in California. His doctoral work in the Department of Information Studies at UCLA focused on information policy issues.

Professor Trosow is currently a Network Investigator and Theme Leader with the Graphics, Animation and New Media, Network of Centres of Excellence (GRAND NCE). He also serves on the Librarians Committee of the Canadian Association of University Teachers (CAUT) and is a founding member of the London Ontario chapter of the Progressive Librarians Guild (PLG). He is the co-author of Canadian Copyright: A Citizen's Guide (with Laura Murray, Between the Lines Press, 2007) which is currently being revised for a second edition and he maintains a website at <http://samtrosow.ca> which focuses on copyright policy issues.

**Course:** Copyright Policies in the Health and Medical Sciences: Emerging issues in Librarianship, Teaching and Research

**Van Kessel, Karla**

Karla Van Kessel has been with London Health Sciences Centre (LHSC) since 2005. She has worked as a Clinical Librarian, Interim Manager and now Manager of the multi-site Health Sciences Library. During this time, Karla was granted a one-year leave to work as the Nursing & Paediatrics Librarian for the University of Queensland/Royal Brisbane Hospital in Brisbane, Australia.

Karla's professional interests include health professional education, information literacy, and clinician application of EBCP principles in daily clinical practice.

**Poster:** Designing and implementing a meaningful metrics tool for professional services statistics

**Vaska, Marcus**

Marcus Vaska is a librarian with the Health Information Network Calgary, Holy Cross Site, providing research and information support at an Alberta Cancer Care research facility. Marcus' current interests focus on educational techniques aimed at creating greater awareness and bringing grey literature to the forefront in the medical community. A firm supporter of embedded librarianship, Marcus engages himself in numerous activities, including instruction and research consultation, with research teams at Holy Cross. Email: [mmvaska@ucalgary.ca](mailto:mmvaska@ucalgary.ca)

**Paper:** Evaluating a chat reference service in a hospital library network

**Yates, Elizabeth**

Elizabeth Yates, MLIS is Special Projects at the Health Sciences Library, McMaster University. Her LIS interests include multimedia collection development, public services, outreach and assessment. Before entering library school in 2009, Elizabeth was a newspaper reporter and editor. Find her online at [elizabethyates.wordpress.com](http://elizabethyates.wordpress.com), LinkedIn and Twitter (@LibraryWriteHer).

**Paper:** Getting integrated: A "subversive activity" at McMaster University's Health Sciences Library

## Volunteers

The CHLA/ABSC 2012 Conference Planning Committee would like to thank all the volunteers for making this conference possible. There are so many people that have been working behind and in front of the scenes to make this a successful conference. It has been a privilege working with everyone.

A special thank you to Tom Flemming for the fantastic pictures that he has shared with us from around Hamilton and those candid shots from the conference, and to Danielle Lardie for all her expertise in putting the printed program together.

A BIG THANK YOU to All!



National Collaborating Centre  
for Methods and Tools

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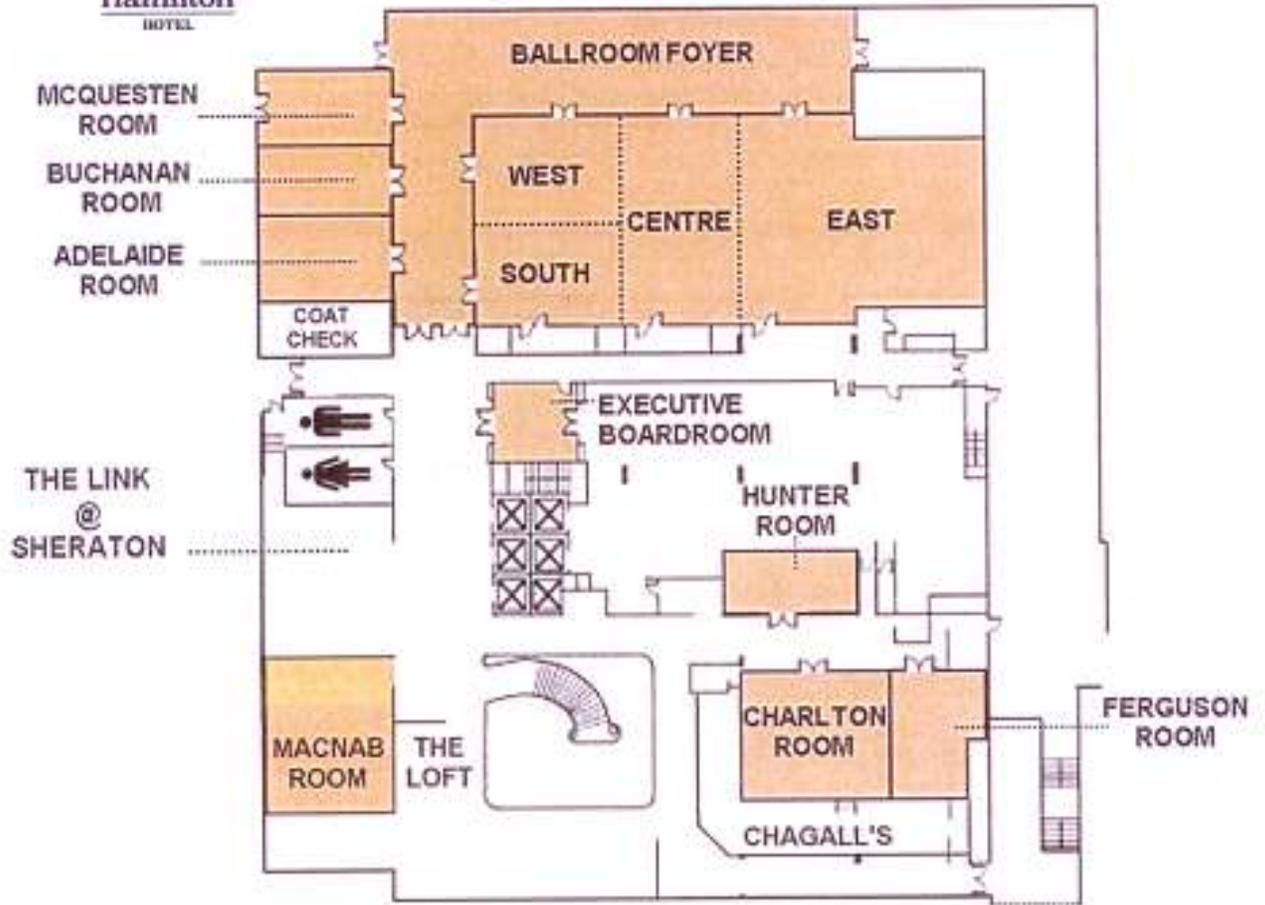
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**Sheraton**  
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## 2nd PLAZA LEVEL



**Sessions:** East and Centre Ballrooms

**Contributed Papers Session 2C:** MacNab Room

**Exhibits:** West and South Ballrooms combined + Ballroom Foyer

**Board Meetings:** Ferguson Room

**AGM Breakfast:** East and Centre Ballrooms

**Chapter Presidents' Lunch:** MacNab Room

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## CHLA/ABSC CONFERENCE 2012 – CONFERENCE AT A GLANCE *(revised May 16, 2012)*

Monday, June 11	Tuesday, June 12	Wednesday, June 13	Thursday, June 14	Friday, June 15
	8:00-9:00 REGISTRATION	7:00-8:00 Morning Walk	6:30-7:30 Morning Walk	7:00-8:00 Morning Walk
	9:00-5:00 CHLA BOARD MEETING	8:00-4:30 REGISTRATION	7:30-4:30 REGISTRATION	8:00-9:30 REGISTRATION
	9:00-12:30 CE Courses (Concurrent)	8:45-9:00 WELCOME	7:45-9:15 AGM BREAKFAST	
		9:00-10:00 Opening Keynote Dr. Gordon Guyatt	8:00-9:15 Annual General Meeting	9:00-10:00 THE GREAT DEBATE
		10:00-10:30 Opening of Exhibits Refreshment Break	9:30-10:30 Invited Speaker Dr. Alan Taniguchi	10:00-10:30 Refreshment Break
12:30-1:30 REGISTRATION	12:30-6:00 REGISTRATION	10:30-11:30 Invited Speaker Ms Anne McKeage	10:30-11:00 Refreshment Break Exhibits and Posters	10:30-11:30 Closing Keynote Mr. Chris Heysel
1:30-5:00 CE Courses (Concurrent)	1:30-5:00 CE Courses (Concurrent)	11:00-12:00 STATTalks	11:00-12:00 STATTalks	11:30 CONFERENCE CLOSING 2012 Conference Preview
	5:00-6:00 First Timers' Reception	11:30-1:00 Lunch in the Exhibits Poster Set-up	12:00-1:30 Lunch in the Exhibits Chapter Presidents' Lunch	12:00-4:00 CHLA BOARD MEETING
	6:00-8:00 OPENING RECEPTION Art Gallery of Hamilton	1:00-3:00 Opening of Posters	1:30-3:00 Contributed Papers (Concurrent)	
		3:00-3:30 Refreshment Break Posters and Exhibits	3:00-3:30 Refreshment Break Closing of Exhibits and Posters	
		3:30-5:00 CISTI/CVHL	3:30-5:00 Contributed Papers (Concurrent)	
		5:00-6:00 Interest Groups		
		6:30 Sign-up dinners	Banquet and Awards Royal Botanical Gardens Buses leave at 6:00 sharp	