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**Poster abstracts / Résumés d'affiches**



## ABSTRACTS / RÉSUMÉS

### Beyond a gate count: quick tools to gather data on what is happening in the library

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**Objective/purpose:** To develop processes and tools to collect data which quickly and meaningfully inform practice.

**Research question:** The initial research question of “What’s happening in the library?” was refined to: (1) What do people do when they enter the library?; (2) What spaces do people use in the library and when?; (3) Who is using the library?

**Method:** A literature review of observation and evaluation methods for libraries was done. Observation, a seating sweep and a patron survey approach were used to develop tools for collecting data. The data was organized and collated in an Excel spreadsheet. **Results:** The poster presentation will highlight the tools which were created including a map-based

patron count tool for understanding the spaces patrons use and a “business card” survey tool. These tools provide concrete ways to quickly gather data around who is using the library and the spaces people use. The poster will also highlight some of the formulas used in Excel to collate the data. **Discussion:** The tools which were generated have made a valuable contribution to the McMaster Health Sciences Library by providing an understanding of who is using the space, the kinds of spaces which patrons choose to use and when they use them. These tools provide an effective way to gather data and the concepts may be of use to other libraries looking to explore ways to collect data in their library.

### So what do we do about reference?

Jennifer McKinnell and Shelley Ferrell

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This is an exciting time for Health librarians. Our roles in both academic and clinical settings have expanded in ways we never thought possible and the opportunities for collaboration and innovation seem endless. But the question remains; what do we do about reference? **Question:** The purpose of this study is to explore the question, how does reference service fit into the shifting landscape facing health librarians in educational settings? **Research design (mixed method):** In addition to a literature review, an observational study was implemented. Part of the study involved the development of a reference transaction coding sheet to gather data about the duration, content and complexity of reference transactions occurring at the information desk. Additional information about service expectations will be gathered through interviews with librarians and library

users. **Setting:** The study took place in the Health Sciences Library, McMaster University. **Results:** Although not complete, preliminary findings suggest there is still a need for librarians to engage in “reference type” interactions. However, it is not entirely clear how or where these interactions should take place. **Conclusion:** In light of new technological, educational and professional landscapes, librarians need to be creative when thinking about their role in providing reference help. The McMaster Health Sciences Librarians feel that their involvement in reference plays an important role in supporting the research mission of the Faculty while at the same time promoting problem based learning. But, with scarce resources and increased demands, the question “What do we do about reference?” remains paramount.

## Expérience de collaboration internationale en Haïti [Experience of international collaboration in Haiti]

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**Objectif :** Dans le cadre du Projet d'appui au renforcement des capacités en gestion de la santé (PARC) en Haïti, préparer et dispenser des activités de formation pour développer des habiletés de recherche documentaire auprès des étudiants inscrits au programme de Maîtrise en administration de la santé offert en Haïti avec la collaboration de notre Université. **Situation :** Les activités de formation se sont déroulées à la Faculté de Médecine et de Pharmacie de l'Université d'État d'Haïti du 21 au 29 octobre 2008. Participants : Les 41 étudiants étaient des gestionnaires à l'œuvre dans le secteur de la santé haïtien (médecins et infirmières) appelés à exercer des fonctions de direction et d'influence auprès des acteurs du système. **Programme :** Les activités de formation se donnaient dans un laboratoire informatique donnant accès à Internet et aux ressources de l'Université de Montréal (UdeM). Elles comprenaient une combinaison de présentations et d'exercices pratiques relatifs aux étapes de

recherche d'information, aux ressources Web et aux bases de données pertinentes au secteur. De plus, une aide auprès des étudiants dans leur travail de recherche a été apportée.

**Résultats :** Selon les commentaires reçus de la professeure responsable du cours « Initiation à la recherche scientifique », l'implication d'un bibliothécaire a beaucoup aidé à améliorer la qualité de la recherche documentaire des étudiants. De plus, elle note une plus grande facilité à l'utilisation de l'informatique pour l'accès aux ressources de l'UdeM. **Conclusion :** La dispensation de cours dans les pays en développement demande une préparation particulière et certaines adaptations. Cependant, l'accomplissement d'un tel projet contribue à l'amélioration des programmes offerts et permet au bibliothécaire de participer, à sa façon, à renforcer les capacités de gestion du système de santé en permettant aux gestionnaires de mieux exploiter les données probantes.

## Bridging a gap between students and health librarians: a case report of CHLA / ABSC's Student Interest Group (SIG) from 2006–2009

**Dean Giustini,<sup>1</sup> Dan Hooker,<sup>2</sup> Xuemei Li,<sup>2</sup> and Sue Bradley<sup>2</sup>**

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**Purpose:** This poster reports on the formation and activities of CHLA / ABSC's first student interest group (SIG) at the University of British Columbia's School of Library, Archival and Information Studies (SLAIS) from 2006 to 2009. **Setting:** In June 2006, a group of SLAIS students with an interest in health sciences librarianship began to explore the possibility of forming a student interest group. (No student interest groups have ever existed in the 30-year history of CHLA / ABSC.) They sought the advice of an adjunct faculty member who taught the health libraries course at SLAIS and invited him to a meeting to act as an advisor. At that meeting (i) a list of short-term goals and objectives were

identified, and a list of priorities was developed to establish the SIG; and (ii) the group formed an Executive committee and discussed its next steps, including setting up communication mechanisms, regular meetings and terms of reference for the group. **Methods:** By September 2006 the following was accomplished: (i) the founding members of the SIG had held information sessions to recruit other MLIS students to the student interest group; (ii) the mentor librarian continued on as an ex-officio advisor, attending meetings as necessary, and recommending next steps; (iii) searches of LIS literature and Google Scholar were performed regarding the formation of student library groups and associations, collaboration

with academic health and hospital librarians; (iv) the UBC Health Library wiki (<http://hlwiki.slais.ubc.ca>) and an e-mail listserv were set up for communication and information-sharing among SIG members; and (v) presentations were made to several classes at SLAIS, and official status was sought from the UBC Alma Mater Society. **Discussion:** From 2006–2009, the goals of the SIG were the following: (i) to expand their “mission statement” and receive official status from the UBC Alma Mater Society and eventually from the CHLA / ABSC Board; (ii) to build good relationships with the Health Libraries Association of BC (HLABC); (iii) to learn more about health librarianship; to arrange workshops, tours and social events to complement the exposure to related practical topics covered in the MLIS program; (iv) to create and support practicum, mentoring and professional experiences for members; and (v) to help SIG members obtain part-time & volunteer positions in the health library community in B.C. **Results:** As of May 2009, the SIG has met the following goals: (1) to recruit 25 student and alumni members (see <http://www.slais.ubc.ca/PEOPLE/students/student-groups/CHLA/>); (2) to meet

monthly, and archive minutes from 2006–2009; (3) to organize at least 10 or more library tours, workshops and speakers; (4) to assist in locating work placements for at least 15 students in health libraries; (5) to provide a formal support network for members; (6) to maintain a web presence using a wiki and an accompanying referral website; and (7) to obtain official status as the 1st student interest group in CHLA / ABSC since 1976. **Conclusions:** The CHLA / ABSC Student Interest Group will continue to “bridge the gap” between education and practice by creating and employing a variety of means for members to network and learn from working professional health librarians. SLAIS students now have a variety of academic and peer support as they work to prepare for careers in health librarianship. Based on this model, other Canadian library and information science (LIS) students are encouraged to form their own SIG. The incoming executive for 2009–2010 plans to create a scholarship in health librarianship, work on some strategic planning through 2012 and write up this case study for publication in a future issue of the JCHLA / JABSC.

## “Education-in-a-Box”: delivering evidence-based information for continuing education to personal care home teams

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As resident care in personal care homes becomes more complex, expectations for increased educational opportunities are rising. Meeting the information needs of staff for educational purposes is challenging. Educators often have multiple responsibilities and lack dedicated time to select and evaluate information resources. It is also difficult to reach shift-workers. This poster is based on a unique model for delivering evidence-based information to front-line staff. A librarian in an academic health sciences library serving geriatric practitioners and the Regional Educator with the Winnipeg Regional Health Authority Personal Care Home Program collaborated to create a kit containing materials

suitable for multidisciplinary teams. Four kits, consisting of recent, practical easy-to-read journal articles, videos, and web resources, have been created to date on the following topics: sexuality and the elderly, wandering, falls, person-centred care. Two more boxes (oral hygiene, and caring for the resident with multiple sclerosis) are close to completion. Kits are available through the library on request from educators at the 39 personal care homes throughout Winnipeg. While preliminary feedback has been positive, and the kits are booked up to a year in advance, this poster will evaluate the success of the model using an evaluation form, and focus groups.

## Program objective: To detail the evolution of the Northern Ontario School of Medicine's (NOSM) library through the first four years of operation

**Jennifer Dumond, Patty Fink, Melissa Helwig, and Michael McArthur**  
*Northern Ontario School of Medicine, Thunder Bay and Sudbury, ON, Canada*

**Setting:** Thunder Bay and Sudbury campuses of the Northern Ontario School of Medicine as well as the health care professional community of Northern Ontario. **Participants:** Library staff, students, faculty, staff, residents, health care professionals, communities of Northern Ontario. **Program:** When the Northern Ontario School of Medicine welcomed its charter class in September 2005, the then Health Information Resource Centre (HIRC) opened its doors as an operational academic library designed to support the curricu-

lum and research interests of undergraduate students, faculty, and staff. Since then it has grown in scope to provide services not only to our distributed campuses, but also to communities throughout the vastness that is Northern Ontario. In this capacity it has been renamed the Northern Ontario Health Information Network (NOHIN). Now, as the School prepares to graduate its first class, NOSM librarians reflect upon the vexations and victories of the last four years.

## Using electronic assessment tools in evidence-based medicine instruction in the MD Undergraduate Program at UBC

**Trina Fyfe<sup>1</sup> and Justin Bonzo**

*<sup>1</sup>Geoffrey R. Weller Library, University of Northern British Columbia, Prince George, BC, Canada*

**Purpose:** The healthcare education administration software, One45, was used as a student assessment tool for a first year family practice evidence-based medicine (EBM) assignment. Traditionally, One45 was used as a program evaluation tool for the MD Undergraduate Program at UBC. **Methodology:** The first year family practice course includes an online EBM tutorial, a workshop, and a literature searching assignment for which librarians provide feedback. In the past, the process for assignment submission and providing feedback proved administratively difficult and delayed the feedback delivery to the students. It was proposed that One45 be used as a tool for which the students could submit their assignments and for the librarians to provide feedback. The students and librarians were surveyed using a mixed method questionnaire aimed at gauging the ease of use of

the system for assignment submission and feedback. **Summary of results:** Following the pilot, the process and effectiveness of the tool were evaluated. The working hypothesis was that student familiarity with One45 as a program evaluation tool was beneficial in the adaptability of this software for use as a student assessment tool. It was also hypothesized that One45 required less manual administrative work for the librarians, that the system reduced error on behalf of the students and librarians, and facilitated meaningful feedback to the students. **Conclusions:** Based on the results of the pilot, it was decided to continue to use One45 for the family practice EBM assignment. The adoption of an online process for collecting student assignments and providing feedback complements the distributed nature of the Faculty of Medicine at the University of British Columbia.

## The shape of that cloud in the sky: What is the best way to create and run a Canadian health library consortium?

**Jim Henderson**

*McGill Library, McGill University, Montreal, QC, Canada*

**Objectives:** In creating and running a consortium of health libraries in Canada, issues include those arising from (1) responsibilities split between federal, provincial and regional jurisdictions; and (2) differing priorities for academic, clinical, professional and administrative purposes. This study will identify best practices based on what is working for existing consortia and the results of research studies in the broader literature on partnership management. **Method:** Existing library consortia in Canada and internationally will be identified. The literature on the management of consortia and partnerships and on the collaborative provision of public services will be reviewed, noting means of building trust and reaching consensus and of sharing power between unequal partners. Consortia will be compared according to governance structure and areas of operation, and best practices

identified. Research results from the literature will be applied to the Canadian context to determine the optimal size and configuration for Canadian health library consortia. **Results:** Best practices to achieve various outcomes will be delineated. Reasons for participating in a consortium will be determined. **Discussion:** Existing Canadian health library consortia display a patchwork of configurations reflecting different purposes and the various jurisdictions in which they operate. In some jurisdictions, health professionals have no access to library services. On the other hand, some professionals have access to two or more services. In those jurisdictions where consortia exist, quality of services and extent of collections offered varies. This study will identify factors to consider in creation, governance and operation of consortia and in participating in consortia.

## A community organizing informed approach to open access: embedded librarianship supporting research transition to an open era

**Devon Greyson**

*UBC Centre for Health Services and Policy Research, University of British Columbia, Vancouver, BC, Canada*

**Objective:** Health researchers today must understand and respond to open access issues and requirements. This program description of a research centre's open access activities considers the question of whether lessons from community organizing models can be adapted by librarians embedded within a research environment to effectively help transition research groups and organizations to a more open access model of functioning. **Methods:** Case study of the program of Open Access activities within a health research institute with an embedded librarian, and comparison of such activities with principles of community organizing models. Activities highlighted include: education sessions, meetings/fora, creating a core committee, outreach to support key community leaders

and "grow" new organizers, creating shared community infrastructure, and collaborative research projects that address questions and needs of various members of the community. **Results:** While some elements of some community organizing models are inappropriate to the academic environment, other elements can inform strategies to effectively reach researchers, helping a research unit to transition to the new landscape of information delivery and knowledge translation. **Discussion:** Librarians embedded within research groups are ideally positioned, as conduits between the information policy world and the health research community, to use strategies adapted from community organizing models to educate, support and transition researchers in the new Open Access era.



## Open access archiving and article citations within health services and policy research

**Devon Greyson**

*UBC Centre for Health Services and Policy Research, University of British Columbia, Vancouver, BC, Canada*

**Objective:** The Canadian Institutes of Health Research (CIHR) is now among the many funders that require grant recipients to make research outputs Open Access (OA). This study describes OA-archiving practises within journals containing Canadian health services and policy research, and examines the association between OA status and citations to an article. **Methods:** We employed an article-level analysis comparing citation rates for articles drawn from the same, purposively selected journals. We used descriptive statistics to describe archiving practises, and a two-stage analytic approach designed to test whether OA is associated with likelihood that an article is cited at all and total number citations that an article receives, conditional on being cited at least once. **Results:** Adjusting for several potential confounders,

OA archived articles were 60% more likely to be cited at least once, and, once cited, were cited 29% more than non-OA articles. The majority of articles that were made OA were archived in just one location, and archived copies found were primarily on websites rather than institutional or subject-based repositories. **Discussion:** It appears that there may be a citation “advantage” associated with articles made open access in this field. Whether this advantage is solely a result of OA status cannot be confirmed from this data alone. Regarding archiving practises, it is concerning that the vast majority of archived copies are on web sites, as findability and preservation of these archived copies may be inferior to those in centralized institutional or subject-based repositories.

## The EMBASE subject heading *Systematic review*: should we include it in our search filters?

**Amanda Hodgson, Charlene Argáez, Carolyn Spry, and Brian Hutton**

*Canadian Agency for Drugs and Technologies in Health, Ottawa, ON, Canada*

**Background:** EMBASE is a biomedical and pharmaceutical database. Information Specialists at the Canadian Agency for Drugs and Technologies in Health (CADTH) routinely search EMBASE for systematic reviews, and have developed an EMBASE systematic review search filter to retrieve records of this publication type. The subject heading *Systematic review* was introduced to the EMBASE thesaurus in 2003. A recently published systematic review filter tailored for EMBASE did not incorporate this subject heading. **Objectives:** To assess the value of adding *Systematic review* to established EMBASE systematic review search filters. **Methods:** A literature search was

undertaken to find published research on the performance of *Systematic review* in EMBASE. Retrieval using the subject heading *Systematic review* on its own was compared to retrieval of the established filters without the subject heading. **Results:** The results of the literature search did not identify any information on the performance of *Systematic review* in EMBASE. More systematic reviews were retrieved by the established search filters when the subject heading *Systematic review* was included. **Conclusions:** There is opportunity for more research in the area of EMBASE-specific search filter development and indexing patterns.



## Librarians as knowledge transfer agents for improved health

**Helen Lee Robertson<sup>1</sup> and Heather Ganshorn<sup>2</sup>**

*<sup>1</sup>Health Sciences Library, University of Calgary, Calgary, AB, Canada; <sup>2</sup>Alberta Children's Hospital Knowledge Centre, Calgary, AB, Canada*

Librarians and other knowledge workers play an important role in inter-professional practice, both as members of the health care team and facilitators of knowledge transfer. We summarize two examples of health libraries' involvement in inter-professional initiatives: the Health Information Network — a partnership between the University of Calgary, the Calgary Health Region and the Tom Baker Cancer Centre;

and the PEAK (Practice Enhancement Achieved through Knowledge) Project — an innovative program in which a knowledge broker at the Calgary Health Region acts as a conduit between a group of long-term care providers and evidence-based library resources offered through the University of Calgary Health Sciences Library and the Health Information Network.

## FHS Writes: a celebration

**Jo-Anne Petropoulos and Neera Bhatnagar**

*Health Sciences Library, McMaster University, Hamilton, ON, Canada*

**Outline:** As an effort to explore new horizons, the McMaster University Health Sciences Library will host an event to recognize and celebrate the publishing achievements of members of the Faculty of Health Sciences and to promote the library's role in the university community. **Program objective:** FHS Writes is being planned to raise the profile of the Health Sciences Library, and to get a better understanding of the research being carried out by the Faculty of Health Sciences. An exhibition of all 2008 publications will be displayed to highlight the rich and dynamic research, as well as popular publications, produced by the Faculty of Health Sciences community. It is a wonderful opportunity to showcase the supportive role the library plays in research and publishing: from providing access to information to assisting with systematic reviews and complex searches. The Health Sciences Library will also use this event to promote and educate

the attendees about Open Access Journals and Institutional Repositories, especially in light of the recent CIHR funding requirements. Setting: Health Sciences Library, McMaster University. **Participants:** Members of the university and local community. **Program:** The event will be held on February 24th 2009 in the Hans and Mien Heersink Reading Pavilion. Attendees will be able to browse various poster boards displaying publication citations, information on Open Access Journals and Institutional Repositories, as well as a display on the Health Sciences Library. Results: To be added after the event. Conclusion: As this is a unique event for academic and health sciences libraries in Canada, we will be discussing the event from its inception, through to its planning and execution, along with outlining the successes and challenges encountered. It is hoped that our experience will encourage other libraries to host a similar event.

## CMA Infobase: helping Canadian physicians access best practice recommendations

**Nan Bai and Lorna Adcock**

*Canadian Medical Association, Ottawa, ON, Canada*

**Background:** The CMA Infobase is the most comprehensive online database of Canadian clinical practice guidelines. Maintained by the Canadian Medical Association (CMA), it currently includes 1200 guidelines developed and/or endorsed by authoritative medical or healthcare organizations in Canada. Its primary goal is to help Canadian physicians access evidence-based clinical guidelines and adopt best practice recommendations. **Objective:** The objective of this project is to continuously improve the quality of the CMA Infobase as a tool for knowledge transfer for Canada's physicians. **Methods:** Physician interviews and a user survey were administered to seek enhancement suggestions. A multi-phase enhancement project is being implemented. A follow-up survey is scheduled to measure physicians' satisfaction. **Results:** Primary users of the CMA Infobase and their usage pattern were identified. Ease of access and

user-friendliness of interface emerged as top priorities. As the result of phase I of the enhancement project, a new Infobase was launched with Google-like interface and a sophisticated, bilingual (English and French) search engine in 2008. **Discussion:** The CMA Infobase is playing an important role in promoting best practice to Canada's physicians. Presently it is used by physicians mainly as a reference tool for professional development and continuing education. Physicians need more succinct, user-friendly guideline summaries that can be easily integrated into daily practice at point-of-care. Critical appraisal of clinical guidelines is another feature valued by physicians giving the growing number of guidelines available of varied quality. Email alert, user rating and online discussion forum are among the proposed enhancements for phase II of the project.

## Development and evolution of web-based research tools

**Ruth Bond, Ken Turner, Mark Smith, and Leslie L. Roos**

*Manitoba Centre for Health Policy, University of Manitoba, Winnipeg, MB, Canada*

**Background:** The Population Health Research Data Repository housed at the Manitoba Centre for Health Policy (MCHP), a research centre within the University of Manitoba, supports population-based research in health services, public health, and the social determinants of health. More recently, education and social assistance data have facilitated work in social policy. **Objective:** Creation, capture, and sharing of organizational knowledge is necessary to ensure continued high-quality research in a collaborative environment. This presentation highlights the evolution of information-sharing tools to facilitate research at MCHP. **Methods:** Over the past 20 years, MCHP built and developed a series of web-based research tools by addressing key factors such as accessibility, confidentiality, generalizability, and applicability of resources. Also important in this shifting landscape were workplace culture as well as IT and maintenance requirements. **Re-**

**sults:** An electronic collection of web-based tools was created. The Glossary and Concept Dictionary databases contain short definitions of key terms used in MCHP research as well as detailed operational definitions for measures typically developed from administrative data. The Publications database contains MCHP reports, publications, newsletters, and presentations. Other tools include research checklists and supporting documentation for the databases at MCHP. **Discussion:** MCHP continues to assess how web-based tools can best serve communities of research and education, supporting new initiatives such as repository access arms. The dynamic nature of these resources requires ongoing exploration of evolving information management models and infrastructures such as content management portal software and the Web 2.0 technologies of Facebook, Twitter, Flickr, RSS feeds, wikis, twikis, and blogs.