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Posters / Affiches

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The Evolving Role of Liaison Librarians – supporting researchers in the systematic review process

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Introduction: The demand for systematic reviews (SR) in research intensive health related departments is rapidly increasing, in both clinical and academic settings. In response to this, the role of the liaison librarian is changing from an advising, supportive role to being an integral part of the research process and a member of the research team. This study aimed to determine the existing awareness and level of expectation of librarian involvement in the systematic review process of the researchers within the University of Waterloo health science faculties and schools. **Methods:** From the summer of 2013 to early 2014, four University of Waterloo health librarians delivered a survey to faculty and PhD students within the Faculty of Applied Health Sciences, School of Optometry and School of Pharmacy. The survey solicited data on their current and future systematic review work. **Results:** Survey feedback from faculty displayed a wide range of systematic review experience and awareness of potential librarian involvement. PhD feedback is currently being collected, with data analysis to follow. **Discussion:** This was an extremely valuable process. UW librarians gained knowledge of the health researcher expectations of librarian support and identified multiple ways to meet their needs. It also served to advertise the potential role of the librarian beyond traditional activities and how our expertise can be used towards knowledge creation and synthesis.

Librarians and Patient Safety: Problems with the Evidence Base

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Introduction: In the patient safety community, the use of evidence based practice necessitates the same rigorous evidence as any other medical intervention, while broadening the scope of what is to be considered evidence to fit patient safety interventions by including observation methods and reflective practice. When it comes to using evidence in patient safety, what are the latent problems to be considered? **Methods/Description:** For this paper, the authors examine several latent problems in applying evidence based practice techniques to patient safety issues. These include access problems to the evidence, in which tools require subscriptions or sophisticated search techniques, problems with the evidence itself, such as positive publication bias, fraud and errors (in research or indexing) and problems with interpreting results. **Results/Outcomes:** Increasing awareness of the latent problems in the evidence base can ensure that decision makers are able to take these limitations of evidence and of evidence based tools into

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consideration. Clinicians and researchers need to be cautious in their reliance on any one tool and librarians are well positioned to advocate this. **Discussion:** Librarians who are accustomed to educating users on the retrieval of evidence can also provide assistance in the evaluation of it. Many problems with the evidence base are missed by clinicians and administrators who may not be well equipped to evaluate the quality of papers published. Librarians are uniquely situated to keep current with problems with evidence publication, from predatory journals, errors and fraud in publishing, quality of search and retrieval tools and the quality of search and retrieval skills..

Survey Design for Evaluating Librarian-Mediated Literature Searches at a Large Teaching Hospital

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Introduction: Evaluation of services is often essential to demonstrate the library's value to administration and stakeholders. Rigorous, purpose-driven evaluation yields the most useful and compelling results. To strengthen the validity of an assessment survey that evaluates a mediated literature search service in a large teaching hospital, the researchers considered types of validity evidence and their role in survey study design. **Methods:** A preliminary assessment tool for evaluating the quality of librarian-mediated literature searches was drafted. During a facilitated project "pre-mortem", colleagues were asked to assess the tool and anticipate failure risks. Several limitations of the tool were found, including double-barreled questions, inconsistent wording, and failure of the tool to provide measurable results. To strengthen the validity of the survey, researchers reviewed the literature to gain familiarity with survey best practices and consulted an expert specializing in survey methodology. Several steps were then taken to strengthen the validity of the study. **Results:** Problem questions were removed, demographic questions were refocused, wording consistency was improved and many questions restructured in order to ensure reliable responses. Likert scales were used where appropriate to increase measurement strength. Bias was reduced through systematic, blind sampling; independent survey administration; and an extended evaluation period to account for workload changes and an increased sample size. Researchers also plan to calculate Cronbach's alpha coefficient to assess internal validity. **Discussion:** Strengthening the validity of our research tools produces more refined and actionable data, enables more precise service improvement, increases the likelihood of publication, and ultimately contributes to and strengthens the evidence base of the profession.

It's all coming together: making the most of a new online system

Morgan Truax and Erica Lenton

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Introduction: In August 2013, Alberta Health Services' (AHS) Knowledge Resource Service (KRS) launched a new provincial website for AHS staff. While we were prepared for the website to help us achieve our departmental goals, we were surprised at the extent to which its launch has affected our day-to-day operations. **Method:** Using a mixed methods approach, including the analysis of informal feedback and usage statistics from our website, we will demonstrate how the website has optimized the delivery of our services and streamlined staff workflows. **Results:** The website implementation has optimized operations in that usage statistics show a dramatic increase in uptake of services and our analysis demonstrates that, without any changes to staff capacity, we've been able to meet the demands of our clients effectively and efficiently. **Discussion:** The website launch has affected our daily

work in many small ways which has led to a significant transformation in individual and team workflows. LibAnswers, the software that enables backend operations from KRS staff, has made an enormous difference. We have also moved away from site-based email to a single point of contact, both via the website and KRS email, which helps us to triage requests for help, information, and training. **Conclusion:** KRS staff uptake of the new system has been mostly positive, although some operational details have yet to be resolved; changing longstanding practices can take time. Fortunately, we have a very supportive and committed administration, and overall the launch of the website has been overwhelmingly positive for the entire organization.

One-Stop-Shop: designing effective subject guides for a large healthcare organization

Morgan Truax and Erica Lenton

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Introduction: With the launch of the new KRS website on a Libguides platform, we are now able to offer online subject guides for our patrons. Designed as time-saving "one-stop-shops," these curated guides are an effective medium to present KRS resources, ensuring our clients' easy access to information. **Method:** Guide topics were selected to serve AHS' Strategic Clinical Networks and other discipline-specific research groups. Subject guide templates are followed to ensure a common look and feel throughout the website; however, librarians can tailor their guides as appropriate. Using the Cancer and Addictions & Mental Health guides as examples, we will demonstrate how each guide has been designed to accommodate each user group's unique information needs. **Results:** KRS has not taken a one-size-fits-all approach to subject guide design. Client feedback is essential, and is incorporated in various ways. Differences between subject guides can be seen in many key areas, demonstrating subject diversity, clients' individual needs, and the creative problem-solving of librarians. **Discussion:** The feedback process varied across the subject guides; those that elicited constructive feedback from their audiences were modified with impactful design and content changes. Based on cancer researchers' comments, information in the cancer guide is organized thematically by tumor groups and sub-disciplines; whereas feedback from mental health staff prompted the inclusion of a unique drug information section. **Conclusion:** As usage statistics and continued client feedback allow us to determine how the guides are accessed, we will continue to evaluate effectiveness and make appropriate changes within the confines of our collection.

Building a Mobile Library App for Kuwaiti Clinicians

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Introduction: In response to information needs of a partner hospital in Kuwait, librarians at a Canadian teaching hospital created a mobile app. The app was designed in-house as a pathfinder to help clinicians locate free and reliable Internet resources in Oncology. **Methods:** Interviews were conducted with Kuwaiti clinicians to ascertain their information seeking habits, mobile resource usage, content, and mobile device preferences. Key international medical and health sciences information tools were filtered to provide clinicians with links to resources in Oncology as well as pertinent content from Kuwait and the Eastern Mediterranean region. Mobile friendly sites were chosen over traditional web resources where available. The app was built using jQuery Mobile which was then

wrapped with PhoneGap (Cordova) to create a hybrid app which works on multiple platforms. **Results:** The app was successfully unveiled to Kuwaiti and Canadian audiences at the end of January 2013. The launch in Kuwait was delivered by our VP of Education at Grand Rounds. Since launching the app has been downloaded in 52 countries. The iOS version alone has been downloaded 449 times in 2013.

The app has received feedback from multiple individuals and groups. It was even the subject of a usability study performed by students in a Master of Information program. The library has been asked to create a second app. **Discussion:** It was a very successful venture for both the library and the app users. It proved that librarians are well suited to apply and showcase their technical skills and content expertise to create innovative solutions.

NextBio: Perspectives from the Library and Lab

Gabriel Boldt

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Modern biomedical research proceeds at an incredibly rapid pace, generating an unprecedented amount of knowledge but also prompting its translation to clinical application. Moreover, evolving genomics technologies used in such research have yielded massive quantities of data that are made publicly-available. Therefore, a need exists for tools that allow investigators to efficiently explore and integrate this available information. NextBio is the leading sciences search engine for experimental data, literature and clinical trial information. It is also a collaborative database for scientist and clinicians around the world. The NextBio Platform is an ontology-based semantic framework that connects highly heterogeneous data and textual information. The semantic framework is based on gene, tissue, disease and compound ontologies. This framework contains information from different organisms, platforms, data types and research areas that is integrated into and correlated within a single searchable environment using proprietary algorithms. NextBio empowers users to formulate and test new hypotheses across vast collections of experimental data in a simple way.

We believe NextBio represents a powerful literature and data mining tool for scientists in the genomic era of biomedical research.

When the RCT filter is not enough: Best practices for finding prognosis studies

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Introduction: Methodological standards for conducting prognosis systematics reviews (SR) are not yet established. In an effort to determine best practices similar to those described for treatment reviews, explorations of the unique aspects of finding, assessing, and analyzing prognosis research are underway. The step of identifying studies for inclusion is challenging due to the variable nature of language used in prognosis research and the range of potential study types. **Methods:** Based on previous research and further collection of candidate terms, we created search strategies to test against a gold standard set of primary studies identified from published SRs retrieved from a comprehensive search. In order to get a more accurate picture of performance of potential filters for prognostic factors, we limited our topic to a single area of low back pain (LBP) prognosis. **Results:** Previous investigations have demonstrated that available published prognosis research filters have relative recall ranging from 32% to 81% compared to the included studies from LBP prognosis systematic reviews. We present prognosis search filters with improved sensitivity for retrieval of prognostic factor primary research in the area of low back pain research. **Discussion:** Search filter performance for prognosis research in some subject areas requires further

exploration and testing to improve sensitivity, specificity and precision. While the use of methodological search filters is recommended to improve the efficiency of searching for primary studies for SRs, customization may be required depending on the topic and type of prognosis research of interest.

Designing a Collections Request and Budget Tracking System for a Hospital Library

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Introduction: The purpose of this project was to develop a tool that would simplify monograph collections purchasing, increase the accuracy of budget tracking, and allow for several librarians across a multi-site hospital library to engage in the collection development process. This project was necessitated by a shift from a single-person to a multi-person decision model, with accountability to the hospital's centralized purchasing department. To properly account for the needs of clients, library staff, and management, a multi-functional collections request and budget tracking spreadsheet was created using MS Excel. **Methods**: A beta version was piloted for a full fiscal year, seeking feedback from librarians and technicians involved with the collection process. Adjustments were made accordingly, including extensive additions to improve workflow tracking and portfolio-based budget calculations. Training was provided to stakeholders, feedback and suggestions were welcomed, and the spreadsheet was modified throughout a successive fiscal year to enhance functionality. **Results:** The spreadsheet now identifies duplicate titles, calculates discounts according to vendor specifications, allows stakeholders to maintain separate budgets while still providing management with composite totals, and tracks the status of orders through the complete purchasing and processing cycle. **Discussion:** In under a year, the new system has reduced budget calculation errors and duplicate orders, helped maintain a more balanced collection, and streamlined processes to improve efficiency and ease of use.

A similar tracking tool may be most beneficial to multi-site or multi-portfolio libraries, particularly in clinical settings, that are not large enough for vendor approval plans.

Investigating differences in health library resources: a comparison of universities with and without UME programs

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Introduction: This study explores the differences in library resources available at Canadian universities with and without Undergraduate Medical Education programs. Many students completing pre-requisites for professional programs such as MD or OT/PT programs are studying at universities without these programs. This study will compare differences in library resources provided to students. **Methods:** We will review the resources available to students as listed on library websites and identify the gaps in resources between universities. Details on resource availability will be complemented by information on the number of students actually entering into MD programs from both kinds of institutions. For the purposes of this presentation our analysis will focus specifically on BC institutions. We will review the numbers of students graduating from life science programs across the province and draw out from those numbers, those students that have gone on for further study as an MD. This will help us compare whether the number of students moving from universities without MD programs into MD programs is

lower than the number of students moving from universities with MD programs into MD programs. **Results:** While we will not be able to draw any specific conclusions around whether the resources available at non-med universities are sufficient to support students who are hoping to apply for med school, we anticipate this inquiry can begin to draw out some trends that will elucidate the current resource landscape in academic health libraries. **Discussion:** Possible further directions of study include an investigation into the impact of past resource availability on current med school students.

Disabilities and library accessibility: Partnering for success

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Introduction: This presentation describes the results of an innovative interprofessional partnership between the University of Alberta's Libraries (UAL), Specialized Support and Disability Services (SSDS), Occupational Therapy, and Industrial Design, to assess library spaces for patrons with disabilities. **Methods:** For this pilot project, our multi-pronged approach involved: 1) compiling statistics on types of disabilities represented on campus; 2) completing a library accessibility audit. **Results:** Over 1000 students were registered with SSDS. Disabilities went beyond mobility issues; psychiatric and learning disabilities were the most common. The accessibility audit revealed way-finding and wheelchair access issues; improved signage, photos, smartphone apps, and a call button feature were among the suggested solutions. **Discussion:** This project initially set out to investigate physical barriers to resource and service use in the library spaces at the UAL. Based on findings from the pilot project, in addition to physical accessibility, we are now focusing on assessing features that impact cognitive and perceptual load, before rolling out the audit to other libraries on campus. We are also nurturing a closer collaboration with SSDS, and are laying the groundwork to embed a librarian into the SSDS office to better understand and respond to students' library and information needs.

Information behaviour and mental health: What do we know?

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Introduction: Recent Canadian government data shows that information (about problems, treatment, and services) – more than counselling or medication – is the highest unmet mental healthcare need in the population. Paradoxically, we live in an era of information abundance; mental health (MH)-related information is available to the general population, whether it is online or through libraries for example. Unfortunately, we know very little about the information behaviour (IB) – needs, seeking and use – of people suffering from MH problems, from their own perspective. In such a context, multiple questions arise, such as: is the available information relevant to them? are the sources findable? and what type of information do they need? The objective of this research is to understand what is currently known about IB and MH, and to examine the implications for health librarians. **Methods:** Empirical studies focussing on one or more aspects of IB and MH are systematically reviewed. Based on this knowledge, recommendations for practice are explored as well as possible future research. **Results:** The poster will present a synthesis of the data pertaining to the information needs, seeking, and use of people suffering from MH problems. The results will include practical implications related to each of these areas. **Discussion:** Findings from

this research and future studies on this topic will help improve the wellbeing and MH literacy of Canadians suffering from MH problems, and foster patient-centered care: by providing a better understanding of the IB of this population among various practitioners. This knowledge will help librarians develop and provide even more valuable services.

Planning and Implementing the Patient and Family Cancer Resource Centre at Kingston General Hospital

Shawn Hendrikx

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Introduction: Cancer resource centres provide consumer health information to inform cancer patients and their families and reduce stress and confusion. The patient educator for the oncology program at Kingston General Hospital (KGH) began the Patient and Family Cancer Resource Centre (PFCRC) project to meet the information needs of this population. **Methods:** The patient educator formed a subcommittee of the KGH Oncology Committee to develop a plan for the new centre. The Cancer Patient Education Network's recommended books and KGH cancer patients drove collection development. The patient educator explored other cancer resource centres to inform the PFCRC's volunteer-run staffing. The patient educator met on a regular basis with the clinical outreach librarian and the library intern, and the library intern selected library supplies and developed a book classification system representing the various medical and psychosocial aspects of cancer. A simple print circulation system was discussed and agreed upon to limit complexity for the volunteers. **Results:** The PFCRC opened in August 2013 and quickly followed with hospital marketing efforts. Trained volunteers staff the circulation desk, and a computer station is available for consumer health information. Circulation has matched expectations due to the PFCRC's strategic location and marketing campaign. **Discussion:** Although there is a current focus on print resources, pressure to increase usage coupled with increased funds in the future may make eBooks available. More computer stations are under consideration to facilitate access to free electronic resources.

Lights! Camera! Education!: A Library & Nurse Educator Collaborative "Movie" Program for Continuing Competence

Melissa Raynard

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Introduction: The College of Registered Nurses of Manitoba and the College of Licensed Practical Nurses of Manitoba implemented a continuing competence program as a requirement for registration renewal. To help nurses complete these requirements, in 2007 the Concordia Hospital Library (CHL), part of the University of Manitoba Libraries, collaborated with the Concordia Hospital Medical/Surgical Educators, to develop and deliver the program *"Movie" Days*. **Methods:** Each month an Educator selects a ½ hour educational "movie" from the CHL. During this month Library staff show the "movie" 4 times over 3 days each month: once in the Library, and once on 3 different units. Each showing includes popcorn and a list of "movie" related articles that can be requested from the library. A certificate of attendance is given and can be submitted with continuing competency documentation.

Promotion is through posters, hospital-wide emails, twitter, the webpage, and post-"movie" day emails. **Results:** Feedback is sought continuously to improve the program and the attendance. Feedback triggered changes include "movie" themes (e.g. elder care to general patient care), times (e.g. lunch to afternoon), and location (e.g. lecture rooms to the units). One measure of success is that other Winnipeg community hospitals have requested this program from their own library. **Discussion:** Despite the changes to facilitate the attendance of nurses, allied health professionals make up the majority of attendees. Regardless, this program is highly valued by the hospital Nurse Educators, and they continue to collaborate with the CHL and promote the program to staff.

How to get 200 people into your library in 2 hours: An Innovative marketing event

Sandy Iverson and Bridget Morant

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Introduction: This poster will describe our "Halloween Spooktacular", an innovative marketing event undertaken by the Health Sciences Library at St. Michael's Hospital in Toronto. This event leveraged a corporate cultural tradition to present library resources and services in a fun and whimsical fashion. **Description:** A very popular corporate Halloween event at St. Michael's Hospital was discontinued in 2011. Recognizing an opportunity to fill this social gap while simultaneously promoting library services to the community, the library planned a 'spooktacular' event. **Methods:** Attendees were greeted by costumed library staff and given a ballot which included a map of the event stations, and trivia questions associated with each station. Event stations included: trick or treat product demos; photo-booth and costume competition; house of medical horrors and a research display of paranormal activity at our hospital. **Results:** Over 200 staff and students attended the event. Attendee's completion of the trivia questions indicates that it was an engaging learning experience for most participants. Anecdotal evidence suggests that the event was extremely well received and we have been formally asked by senior management to repeat the event on an annual basis. **Discussion:** Hospital libraries are generally considered serious places of research and study. Our playful event highlighted library services and offered a behind-the-scenes view of the library while simultaneously demonstrating that libraries and librarians know how to have a 'spooky' good time.

Enquête sur l'état des milieux documentaires en santé et services sociaux au Québec

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Introduction: Préoccupée par les restrictions budgétaires qui affectent les milieux documentaires du secteur de la santé et des services sociaux, l'ASTED Santé et Services sociaux (ASTED3S) a sondé les responsables des services documentaires oeuvrant dans ce domaine au Québec, afin de dresser l'état de situation le plus précis possible. **Méthodologie**: Le sondage bilingue était ouvert à tous les types de milieux documentaires en santé et services sociaux. Il a été transmis à l'automne 2013 sur deux listes de distribution (RQBS, Canmedlib) et sur le blogue de l'ASTED3S. Chacun des 79 milieux ayant répondu devait être décrit par un seul membre de son personnel. **Résultats**: Les spécialistes de l'information font face à des restrictions budgétaires importantes entraînant une réduction des effectifs, des délais de réponse plus longs aux usagers, un appauvrissement général des collections, et même certaines

fermetures de services documentaires. L'enquête permet aussi de mieux mesurer l'introduction de nouvelles initiatives et de nouveaux services mis en place afin de mieux répondre aux besoins des clientèles. **Discussion**: Nous constatons une transition du rôle des spécialistes de la documentation se traduisant par l'adoption de nouvelles pratiques. L'enjeu ultime est une diffusion efficace et la validation de l'information scientifique dans le réseau auprès des clientèles desservies. Pour soutenir la qualité des soins, l'ASTED3S conclut à la nécessité d'une meilleure promotion de l'apport des services documentaires ainsi qu'une actualisation du positionnement professionnel et de l'expertise des spécialistes de l'information.

@UHNLibraries – Tweeting the Hospital Library

Jessica Babineau and Ani Orchanian-Cheff

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Introduction: The Health Sciences Library of a quaternary/ tertiary academic teaching hospital of 14,000 employees launched its twitter account in April 2011. The goal was to engage and market library services to hospital staff, students and researchers. **Methods:** As of June 2012, two information specialists were responsible for tweeting on bi-weekly rotation. Number of followers, number of tweets, and Klout score (a social influence measurement tool) were collected between June 2012 and June 2013 as indicators of success. This data was benchmarked against that of a similar health sciences library's twitter account. **Results:** Over the course of the year, twitter activity successfully increased the Klout score from 14 to 41, and followers from 194 to 369. This was consistently higher than the benchmark institution. Average activity was 18 tweets per week – considering both automated and manual tweets. Amount of staff time required to tweet regularly and increase engagement from followers was substantial. **Discussion:** The use of twitter enabled creating relationships and awareness by participating in intradepartmental discussions, as these groups are not only endorsers but also our clients. An unanticipated benefit of this social media initiative was to build relationships beyond our institutional audience with vendors, health associations and other libraries. Library tweeting practices were successful in building an audience and engaging followers. Relationships developed with vendors and associations have been positive and beneficial for professional development and collection development. Challenges included inability to tweet direct links to library resources due to the hospital's firewall.

Informing Health Literacy Through Media – Integrating Traditional and Social Media Platforms for Health Care Professionals

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Introduction: Beginning in 2013, SOGC's Communications and Public Education team undertook an innovative program coordinating traditional and social media activities to improve member communications. The program's objective is to integrate the use of traditional and newer communications platforms in order to improve member engagement and provide opportunities for increased health literacy among patients. The program encompasses print and broadcast media monitoring, Twitter, Facebook and YouTube. **Method:** Team members surveyed communications tools currently in use and identified 16 social media accounts and two YouTube channels. The SOGC also distributed a daily print and broadcast media monitoring product for select members. The team implemented a series

of initiatives to unify the diverse efforts, standardizing the look and feel of the platforms and creating an integrated brand. A media monitoring agency was engaged to improve the scope and efficiency of the daily traditional media product and to bring it in line with the new branding. **Results:** The expected outcomes of the program are improved member awareness of SOGC's media presence and issues in the media that are relevant to patients.

It is anticipated that this will contribute to an elevated level of communication between health care professionals and patients. **Discussion:** The proliferation of social media platforms and traditional media outlets available online has created an environment in which readers are faced with a huge volume of information. A new approach needs to be taken to cope with the volume and provide an integrated media product for health care professionals.

Communicating and Conducting Research through Social Media: Lessons Learned from an Academic Research Centre

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Introduction: The Alberta Research Centre for Health Evidence (ARCHE) developed Twitter and Facebook presences for stakeholder engagement. The social media tools targeted two main audiences: 1) A Facebook page and a Twitter account were established to recruit participants for a survey of health consumers; 2) another Twitter account was intended to communicate information about the activities of the centre to academics and health professionals. **Methods:** Goals, target audiences, marketing strategies, and performance indicators were developed for the social media strategies. Subsequently, the Twitter identities and Facebook profiles were established by a research embedded health librarian and a research associate during the fall of 2013. Google Analytics, Twitonomy and Altmetric.com were used to collect statistics on the performance of the social media strategies. **Results:** 1) Participant recruitment: As of March

2014, 57 survey participants were recruited through Facebook, and only 11 through Twitter. 2) Communication: Twitter is now the primary referring site to the centre's website, and responsible for 80 visits (58% of the total). The centre's main Twitter feed has 128 followers and a potential reach of 116,974 individuals. The centre's most frequently mentioned publication, on lifestyle interventions for type 2 diabetes, received 141 tweets from 128 accounts and reached an upper bound of 143,780 followers. **Discussion:** From preliminary results, Facebook has shown potential for engaging a consumer audience, while Twitter has helped the research centre reach a professional audience. The embedded librarian has established a new role within the centre managing social media presences and monitoring their performance.

Impact of Online, Information Literacy Instruction on First-Year Medical Students

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Objectives: Librarians play a key role in contributing to the information literacy of medical students. We will examine if information literacy knowledge and skills improve after completing an information literacy module

over the course of a semester during the first year of medical school. **Methods:** In the fall 2012, The Medical Library of The Commonwealth Medical College, a new, allopathic medical college located in Scranton, Pennsylvania, began to

integrate information literacy instruction within a first year MD course, called The Physician and Society (PAS), in which students work on a community health research project. The Information Literacy Competency Standards for Higher Education, produced by the Association of College and Research Libraries (ACRL), were used as a guide in developing the learning objectives. During the fall semester, the units, consisting of Tegrity recordings, related articles and assignments, were distributed via the Blackboard education software. The online, asynchronous format allowed students to work independently, in groups or to seek further assistance from librarians. **Discussion:** Students told us that they liked the format, and the content was relevant to their research projects. We have developed an information literacy skills pre-matriculation student survey that will be distributed at the beginning, and end, of the module, in order to determine if information literacy knowledge and skills improves after completing an information literacy module over the course of a semester during the first year of medical school. **Results**: An Information Literacy Module – Final Report, that includes a summary of completed assignments and feedback that we received from the students, will be highlighted.

If you Accredit it, they will come: Increasing Physician Enrollment in Library Instructional Courses

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Introduction: London Health Sciences Centre's (LHSC) Health Sciences Library developed two courses: (1) Discovering Apps and (2) Implementing Point of Care Tools on Mobile Devices. In order to increase physician enrollment, we sought accreditation so that physicians could earn Continuing Professional Development (CPD) credits for taking part in these group learning activities. **Methods:** Over each five-year cycle, family physicians are required to obtain 250 Mainpro® credits and specialist physicians are required to obtain 400 Maincert credits. Western University's Schulich School of Medicine and Dentistry is an accredited provider of CPD activities. Schulich's CPD office reviewed the 2 courses to ensure that they meet the accreditation criteria for The College of Family Physicians of Canada (CFPC) and the Royal College of Physicians and Surgeons of Canada (RCPSC). The accredited courses provide 2 Mainpro (M1) or 2 Maincert (Section1) credits to physicians. **Results:** Physicians or residents represented 11% of attendees in the 2012-2013 non-accredited apps courses. Post accreditation (2013-2014), 91% of course attendees were residents, fellows, or physicians. **Discussion:** This year nurses and other professional groups were not in attendance. The course was advertised on LHSC's corporate broadcast for all staff and the Medical Affairs email broadcast. The latter seemed to attract physician attention. **Conclusion:** Physician attendance at the accredited courses increased. Hospital or academic health sciences libraries are encouraged to pursue course accreditation in order to attract busy physicians with the incentive of CPD credits. Engaging in the accreditation process allows networking with CPD providers and collaboration with various stakeholders.

Information Literacy Models in Integrated Undergraduate Medical Education (UME) Curricula: A Scoping Review

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Introduction: The role of health sciences and medical librarians in higher education has evolved tremendously. The librarians are expected to contribute to information Literacy (IL) integration and curriculum development. The purpose of this study is to define 'integration' and report on the results of a scoping review investigating

various models of IL integration in UME curricula across the world. **Method:** Using Medline and EMBASE, I retrieved potential research studies describing EBM or IL integration in UME curriculum. I will analyze those studies to determine the nature of the curriculum, the role of the librarian in the integration, the degree of integration, and the assessment of curriculum. **Results:** Results will be presented based on the analysis of approximately 100 different studies. **Discussion:** The librarians' role in higher education is evolving. Since medical education uses problem based learning approach within an integrated curriculum, it is important for librarians who do not have formal training in education to better understand different models of curriculum integration.

Evidence-Based Spiritual Care Training

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Introduction: The Health Sciences Library (7 FTE clinical librarians), which is based in a large teaching hospital, has provided 15 one hour critical appraisal classes to interested clinical and non-clinical staff since 2009. One clinical librarian was approached by the Spiritual Care team (5 FTE) to modify these classes in order to enhance their knowledge of evidence-based practice. **Methods:** Two critical appraisal classes were created based on consultation with the Spiritual Care team. In the first class participants were introduced to principles of evidence-based medicine and practiced assessing the strengths and weaknesses of analytic study types. In the second class participants critically appraised one relevant article together. Traditional evidence-based principles were modified to address the qualitative and holistic focus of the team. **Results:** Formal and information evaluations indicate satisfaction with the classes. As a result of these classes, pre and post tests were created to evaluate the training success of all future critical appraisal classes. **Discussion:** Evidence-based practice has been critiqued by the caring professions (spiritual care, social work, etc.) for privileging certain types of evidence; for the assumption that applying evidence to practice is a rational, linear process; and for the diminishment of the creative and imaginative process of clinical practitioners. The concerns of these groups were addressed and strategies for using evidence when appropriate were discussed. More work needs to be done to assess the relevance of modifying evidence-based principles for allied-health professionals.

Evaluating the impact of a hospital library literature search survey

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Introduction: This poster describes the results of a survey that measured the impact of a hospital library literature search service. The searches were performed by a network of librarians and information specialists for clients (including clinicians, clinical researchers, educators, and administrators) in one zone of a provincial health authority between 2010 and 2013. **Methods:** We used a five-question, web-based survey to assess clients' perception of the usefulness and effectiveness of the literature search service. The survey included questions about how clients used the information in their practice or research, as well as how the service could be improved. A request to complete the survey was sent to clients two weeks after they received their literature search results. **Results:** We received 406 responses to the survey during the evaluation period. 98% of respondents reported that the literature

search results had been helpful, and 92% reported that they used the information in practice or research. The most common uses for the information included: research and teaching; development of policies, programs, or guidelines; and patient care. Suggestions for improving the service included reducing the amount or breadth of literature retrieved, enhancing access to full text articles, and improving search strategies used in the literature search. **Discussion:** Web-based surveys can be a useful way to gather information on client satisfaction with, and use of, a literature search service. Besides demonstrating the value of this service to clients in a health authority, the survey results are influencing our ongoing quality improvement and evaluation efforts.

Evaluating the impact of literature searching services on patient care through the use of a quick assessment tool

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Objectives: (1) To evaluate the impact of literature searching services on patient care. (2) To create a validated quick-assessment tool to be used by other libraries to assess their own literature searching services. **Methods**: Setting: The Health Sciences Library of the Regina Qu'Appelle Health Region is a medium-sized library within a health care system providing hospital, rehabilitation, community and public health, long-term care, and home care services to 260,000 residents in cities, towns, villages, rural municipalities, and indigenous communities. **Population:** All clients who requested a literature search for the purposes of patient care. Methodology: A link to a short survey was included with literature search results and emailed to participants using LibAnswers. A reminder was sent one week after the initial invitation. Responses were collected using FluidSurveys. Validation: Face and content validation of the survey was conducted with prospective respondents, librarians, and research support staff followed by a short pilot phase to assess reliability. **Results**: As of April 1st, 2014, 34 responses have been received with a response rate of 63%. Some of the immediate impacts of the information provided included: Confirming, changing, or determining treatment plan (69%); avoiding adverse events (15%). Future uses for the information provided include: changing the approach to future patients (61%); sharing with colleagues (61%); teaching (35%). **Conclusions**: Preliminary conclusions will be discussed. It is our hope that, upon completion, we will have created a validated tool which all medical librarians can use to more clearly demonstrate their value.

Staff Identified Improvements to Information and Reference Desk Statistics Reporting: Moving Toward More Accurate and Meaningful Statistics

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Introduction: After identifying significant underreporting of chat reference desk statistics the Public Services Lead Librarian set out to determine how to best improve full-time and part-time staff reporting of information and reference desk statistics including online points of contact. **Setting:** The Northern Ontario School of Medicine's Health Sciences Library has two locations, one in Sudbury and one in Thunder Bay. The library serves learners,

residents, faculty, staff and members of NOSM's partner universities Laurentian University and Lakehead University. The library has 9 full-time employees and 10 part-time student assistants. **Methods:** An information needs survey was completed in preparation for the Spring Library face-to-face (F2F) in Thunder Bay, ON. Out of this survey it was determined that a statistics focus group would be beneficial at the Spring F2F to address underreporting and determine staff identified solutions. An hour long focus group was held by the PS Lead and associated support staff. All full-time library team members participated. **Results:** The F2F focus group identified a number of areas to improve the accuracy and meaningfulness of the information and reference desk statistics. This included, mobile digital reporting, refining user group and question type definitions and full-time and part-time staff education initiatives. **Conclusion:** While the library has made significant strides in statistics reporting over the past decade, including moving to digital platforms, it is ultimately apparent that staff education and work-flow considerations are essential to the collection of accurate and meaningful statistics. Focusing on staff identified solutions is the first step to improving information and reference desk statistics.

Uncovering the outcomes of the use of online consumer health information: A participatory systematic mixed studies review

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Introduction: A need for health information is a common stimulus for internet searches. Online consumer health information may lead to patient outcomes such as improved knowledge, more active participation in healthcare, and better health. However, little is known about its value and there is no comprehensive tool for assessing it. Aids exist to assist patients in making specific decisions, but there are none for helping patients find and use relevant general health information. Our objective is to identify types of patient information-use and types of patient health outcomes, identify conditions (context, information-seeking, and use) associated with outcomes, and to integrate findings into a Patient Information Aid. **Methods:** A systematic mixed studies literature review, including identification, selection, appraisal, and synthesis phases. Systematic mixed studies reviews involve reviewing qualitative, quantitative, and mixed methods empirical studies, offering a rich understanding of complex health interventions. This review will be conducted using a participatory research approach with Knowledge Users (representatives of patients, literacy experts, librarians, and information providers). They will be involved in all research stages, from formulating the questions to disseminating the findings. **Expected results:** We expect to deliver a comprehensive synthesis of patient health outcomes associated with patient use of online consumer health information in primary health care, uncovering knowledge gaps and informing future intervention studies. We will present results of the identification phase and preliminary synthesis findings. **Discussion:** We anticipate this aid will facilitate the patients' use of online consumer health information in primary health care; thus promoting better patient health outcomes.

Évaluation des technologies et modes d'intervention: La bibliothécaire un membre de l'équipe interprofessionnelle à part entière

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Introduction: Dans son plan stratégique 2010–2015, le ministère de la santé des services sociaux du Québec a défini la nécessité d'augmenter la réalisation d'évaluation des technologies et des modes d'intervention en santé et en services sociaux (ETMISSS) dans les établissements ayant une désignation universitaire. Dans cette perspective le Centre de Santé et Services Sociaux Cavendish – Centre Affilié Universitaire en Gérontologie Sociale s'est engagé dans un processus de mise en place d'une unité dédiée à ce type d'évaluation. **Méthodologie / Description :** Les ETMISSS étant en partie basées sur des revues systématiques de littérature, la nécessité d'inclure une expertise en bibliothéconomie a été identifiée. Le modèle de services « hors les murs » développé par la bibliothèque de l'Institut Universitaire de Gériatrie de Montréal en collaboration avec le Centre de Recherche en Gérontologie Sociale du CSSS Cavendish-CAU a permis l'implication de la bibliothécaire lors de la création de l'équipe. Nous proposons de présenter de quelle façon l'expertise de la spécialiste de l'information a été mise à contribution tout au long du processus d'ETMISSS, nous présenterons notamment les différents rôles joués au cours de celui-ci: conseil, formation, recherche d'information, soutien et veille méthodologique et technique. **Résultats:** La bibliothécaire est désormais un membre à part entière de l'équipe interprofessionnelle composée de chercheurs, cliniciens, praticiens chercheurs et gestionnaires. Son expertise est reconnue et elle participe pleinement aux différentes étapes du processus. **Discussion:** Les défis relevés et les pistes de développement basées sur une écoute attentive des besoins concrets exprimés par l'équipe seront présentés.