CHLA 2019 CONFERENCE POSTERS / ABSC CONGRÈS 2019 AFFICHES

PP = Poster Presentation

PP1. A Stride Towards Open Access and Open Science: Libraries and Librarians as Promoters of Change

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The Hospital for Sick Children

Introduction: Concerns for the production, sharing and communication of scientific information contribute to the Open Access (OA) and Open Science movements that strive to bridge the divide between traditional and OA models of research and publishing to create a paradigm shift in scientific communication. This poster aims to examine the discourse surrounding the development of the 2008 National Institutes of Health Public Access Policy (NIH-PAP). It maps the opportunities and challenges of the policy in the scientific communities and presents areas where librarians can advocate and support OA and OS. **Methods:** Examining key tenants of the NIH-PAP, the analytic method used in this study is Norman Fairclough's three-dimensional model for a critical discourse analysis (CDA) which consists of three interrelated processes of analysis to explain the relationship between language, ideology, and identity, and uncover hidden determinants. **Results:** The NIH became the first United States federal agency to legally require OA to the results of its funded research through intensive advocacy efforts on the part of the America library community and a broad coalition of allied organizations. The CDA documents the competing discourses of the NIH-PAP between the American library community and a subset of the publishing industry who continue to stage efforts to influence the debate over public access. **Discussion:** The advocacy effort on the public discourse of OA requires the support from critical strata of the academy and congress. Libraries and librarians are the catalyst for new opportunities to extend OA to publicly funded research.

PP2. Utilisation d'un Bulletin de Veille en Application des Connaissances : une étude Longitudinale Descriptive

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Objectif: La Composante "Application des Connaissances" de l'Unité de soutien-SRAP du Québec a pour mandat de faciliter la diffusion et l'application des connaissances auprès de ses clients. Elle a donc mis en place un système de veille informationnelle permettant de produire des bulletins bimensuels en application des connaissances français/anglais. Chaque bulletin comprend quatre sections: Actualités, Évènements, Ressources, et Articles Scientifiques. **Méthode**: Nous avons fait une analyse descriptive des données générées par MailChimp suite à l'envoi des bulletins sur la période de mai 2017 à décembre 2018. **Résultats**: Nous avons publié neuf bulletins pour un total de 5 195 abonnés contactés. Le nombre cumulatif d'abonnés contactés a augmenté de 504 à 607 (Médiane=589). En moyenne, 52.6% des courriels envoyés ont été ouverts avec une variation allant de 42.0% à 59.3% (Médiane= 52,0%). La section des bulletins qui est la plus lue est celle des Ressources avec en moyenne 9,4 clics/hyperlien, tandis que celle la moins lue est celle des Événements avec 4.4 clics/hyperlien. **Exposé**: Nous avons observé une augmentation progressive du nombre d'abonnés aux bulletins et une variation modérée des

intérêts suscités. La section Ressources où on publie des outils en application des connaissances semblait être la plus convoitée. Ceci témoigne de l'intérêt des lecteurs pour l'utilisation des produits de connaissances. Par ailleurs, nous devrons rendre plus attrayantes les autres sections pour nos bulletins futurs.

PP3. Haven't We Seen This Already? Duplicate Records in Weekly Ovid AutoAlerts

Tara Landry, Dahlal Mohr-Elzeki & Irina Iavorskaia
McGill University Health Centre (MUHC) Libraries

Introduction: The primary objective of this study is to present data on records identified via Ovid's AutoAlert (SDI) feature. AutoAlert is one of several strategies that healthcare professionals can use to keep up-to-date with the literature and thus maintain their clinical competence. It allows users to be notified via email when any new citations matching their search specifications are created in Ovid databases. **Methods:** We performed searches in MEDLINE and Embase via Ovid on two topics and created weekly alerts for each search. Over a period of one year, each "new" result was analyzed to determine whether it was previously retrieved by the initial search or in subsequent alerts. If the result had been retrieved previously, the nature of the revision to the initial record (the reason it was identified as "new") was noted. **Results:** Extracted data was analysed in Excel. The investigators will present descriptive statistics on the frequency and nature of duplicate records generated via AutoAlert. **Discussion:** Given the increasing rate of publication in the medical literature (813 598 citations were added to Medline in 2017), email alerts in bibliographic databases can be useful tools to help healthcare professionals keep abreast of their topics of interest. Unfortunately, our study found that the AutoAlert feature consistently included edited or revised records in addition to newly created citations and was therefore of limited value.

PP4. Gaining Autonomy and Ownership of Library Web Properties in a Hospital Library Setting

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Introduction: Like many libraries in hospital settings, our library's web properties were built and accessed within the rigid platform of the corporate intranet; inflexible, cluttered design, difficult to access from off-site, and awkward to update. For many years, our library staff and users made the best of the disappointing situation aching for something better, which, all the while was right under our noses. In the words of Kelly Clarkson, to "breakaway," one must "take a risk, take a chance, make a change." Following this sage wisdom, our library undertook efforts to develop a new, external, and public-facing web presence using existing licensed content management system (CMS) software available to us. **Description & Outcomes:** After consultations with our users and library peers, we customized our CMS to build a new library website outside the confines of the hospital's locked-down and centralized intranet portal. We gained autonomy and ownership of our library web properties to better fulfill the information needs and meet information-seeking behaviours (and expectations) of our users from wherever they are on any device. **Discussion:** This session will highlight our approach, considerations, and share the tools used for our library website to successfully "breakaway."

PP5. Developing a Provincial Liaison Model in a Healthcare Organization

Connie Winther, Nicole Loroff, Joycelyn Jaca, Ashley Leonard, Alison Pinches & Shelley White
Alberta Health Services

Introduction: The Knowledge Resource Service (KRS) provides library services to Alberta Health Services' (AHS) staff and physicians with a client base of over 108 000. A provincial liaison model (PLM) was developed to provide a framework of responsibility for library liaison activities, as traditional subject liaison was not possible given the complexity and geographic spread of AHS. **Description:** Through a consensus decision making process, the PLM was developed by the KRS liaison workgroup with the exception of the subject areas of cancer care and mental health which have subject liaisons. Each librarian's responsibility encompasses set geographic areas including both urban and rural regions and equitable client numbers. A literature review and needs assessment were completed to identify what tools and training library staff need to provide best practices in liaison with AHS clients. A communications toolkit, mobile apps training, networking training, shared learning meetings, and a promotion and awareness plan are all in development to support liaison activities. Furthermore, a trial of a Customer Relationship Management tool is ongoing to manage liaison contacts and activities for tracking and evaluation purposes. **Outcomes:** The PLM is currently in the pilot phase with ongoing informal evaluation of KRS staff through email feedback and in person meetings. A more formal evaluation is planned for the end of the trial period. **Discussion:** Initial feedback on the PLM has been positive, with KRS staff optimistic about a structured approach to developing new relationships and the potential impact on client centred services.

PP6. Database Selection in Systematic Reviews: A Review of Recent Systematic Reviews in PubMed

Debbie Chaves
Wilfrid Laurier University

Introduction: Systematic reviews require effective search stings to use when searching databases. Librarians are experts in developing these search strings. However, which databases should you search, and how many? Should your library subscribe to a particular database? This survey examines recently published systematic reviews and determines the number of different databases searched and which databases are searched most often. **Methods:** The most rigorous systematic reviews are usually Cochrane Reviews, which require reporting of the databases used within an Appendix. PubMed will add the new MeSH term "Systematic Reviews as a topic" in January 2019, which will broaden this research to include a wider sample set beyond just Cochrane Reviews and increase the number of systematic reviews that can be sampled. **Results:** As a test, a quick survey of all Cochrane Reviews for the month of November found 64 reviews (one was withdrawn, and one had no Appendix). Out of the remaining 62 reviews, the frequency and choice of databases were collected. The average number of databases used was 5.8 and the median was 6. EMBASE was searched the most frequently with 82% of reviewers' choosing to search it. Only one review used the free database Epistemonikos. **Discussion:** The results of this data will help inform librarians about which databases to use for systematic reviews, which databases it might be prudent to own, the variety of databases currently in use, and the use of new open access databases for systematic reviews.

PP7. Do We Go Big, or Do We Stay Home: Needs Assessment for a Systematic Review Service

Krista Alexander & Katharine Hall
Concordia University

Introduction: How do you know if your library needs a systematic review service? Before spending time developing a service, a needs assessment was done to examine Concordia University's systematic and scoping review (SR) output. **Description:** Searches were performed in 19 databases to find SRs co-authored by Concordia affiliated researchers. Ross-White's methodology was used to determine the level of librarian involvement in these SRs. **Outcomes:** There were 102 Concordia affiliated SRs from a variety of departments, most prominently Health, Kinesiology & Applied Physiology, Psychology, Education, and Management. A full-text analysis of 101 articles revealed that 17 articles had librarian co-authors, 26 acknowledged a librarian, and 58 did not mention librarians. Of those articles with librarian co-authors, 9 were co-authored by a single individual at Concordia Library. Of those articles that acknowledged a librarian, 3 acknowledged librarians from Concordia Library. **Discussion:** The number of SRs (43) that acknowledged or were co-authored by librarians was not negligible and showcased evidence of a research culture at Concordia accepting of librarian involvement in SRs, thus hinting at the potential for a service to be well received. At the same time, more than half of the articles (58) did not mention librarians. Creation of a service and outreach targeting those departments may help increase the collaboration with librarians in SRs authored by Concordia researchers.

PP8. Making Space for Innovation: British Columbia Health and Human Services Library and Health Innovation Hub

Denise McGeachy, Jenny Bourhill & Anne Lomas
Health and Human Services Library, BC Ministry of Health

Introduction: The Health and Human Services Library (HHSL) provides library service to the Ministries of Health, Mental Health and Addictions, and Children and Family Development in British Columbia. In late 2017, the Ministry of Health engaged consultants to conduct an external review of the HHSL and develop strategies to enhance its sustainability. The consultants were also tasked with exploring the feasibility of building a Ministry Innovation Hub that could be aligned with the HHSL operations. The recommendation of both reviews was to physically integrate the HHSL into the Innovation Hub. **Description:** In late 2018, construction began to transform the HHSL space into the Innovation Hub. The Hub will be both a physical space and a corporate service that houses the library and provides space for collaboration and innovation for Ministry staff and teams. **Outcomes:** The physical space is currently under renovation and will be substantially complete in April 2019. The Hub will support innovation and collaboration across the Ministry, with the outcome of delivering evidence-based policy. The Library will be a partner in supporting evidence-based decision-making for the Ministry. **Discussion:** The HHSL began planning for integration into the Innovation Hub in late 2018. Working closely with colleagues from the Knowledge Management Branch, the Library team is working through the nuances of the Hub as both a physical space and corporate service. A physical space for the library and a collaborative space for selected project teams.

PP9. Development of a New Workshop on Demystifying Systematic Reviews

Andrea Quaiattini & Lucy Kiester
McGill University

Introduction: As the desire to conduct comprehensive knowledge synthesis projects continues to grow, librarians are called upon to provide a range of support to researchers for these projects. Health sciences librarians are taking different approaches to filling this knowledge gap; the 3-part course described by Lenton and Fuller in their 2019 JCHLA article varies from that described by Campbell et al., in their 2016 article. Health sciences librarians at Schulich Library at McGill University developed a workshop to provide an in-depth examination of the systematic and scoping review process. Our poster will present learning outcomes, our content choices, and our approach to targeted instructional design. **Description:** Designed for students and faculty, the workshop adopts a unique approach by guiding participants through the entire review process, from question development to publication. Competencies and resources are identified (but not taught) throughout the workshop so participants gain both an understanding of the review process itself and abilities they must develop in order to be successful. **Outcomes/Discussion:** The poster will present our thoughts and observations on the approach and development process, results from our "break our workshop" peer review exercise, and anticipated changes in response to our first delivery of the workshop in June 2019. We also hope to solicit feedback from our colleagues who offer similar courses at their institutions, while providing information and insight to those who are considering doing so. We hope this discussion will draw teachers of knowledge syntheses together, and that we will all leave with new ideas, renewed enthusiasm, and the knowledge that we are not alone in this endeavour.

PP10. Supporting Evidence-Informed Public Health: The Evolution of the Shared Library Services Partnership (SLSP)

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Introduction: In April 2012, Public Health Ontario established the Shared Library Services Partnership (SLSP) to support public health research and evidence-informed decision-making at the public health unit level. **Description:** The Partnership is built on a pre-existing infrastructure of 17 public health unit libraries. Four libraries, or "Hubs," were selected to receive funding and a staff position to ensure all health units in the province benefit from equitable access to a library professional and a suite of resources. Now in its seventh year, the Partnership works collaboratively with 23 health units across the province to access public health resources, deliver comprehensive literature searches, and provide library-related training and research support. The SLSP cooperates to streamline library practices by facilitating peer review, developing standardized products, and purchasing and sharing resources to optimize value and reach. **Outcomes:** The formative evaluation conducted by the funding agency in 2016 demonstrated that the SLSP met its objectives and is highly cost effective. A recent scan of evidence review practices in public health units also supports this assessment and highlights the value and emerging role of the Partnership. **Discussion:** In 2018 the Partnership began an analysis of its services and procedures to inform a five-year strategic plan. The SLSP continues to evolve and adapt with the goal of strengthening EIDM practices across client health units.

PP11. Taking the Pulse of Our Clinicians

Janice Thompson, Anna Mann & Melissa Paladines
William Osler Health System

Introduction: Library surveys can demonstrate the value of your services, resources, and library as place. Creating a robust library survey and encouraging clinicians to complete it will determine how much 'food for thought' you receive. **Description:** After researching and reviewing other library surveys, we created our survey using SurveyMonkey. A link to our survey was sent with every email interaction along with paper copies by our library computers, or personally asking library users to complete the survey. In addition, we used the incentive of a draw for a gift card to encourage users to complete the survey. After reviewing the results an action plan was created. We disseminated the results through our library newsletter, social media, created an infographic, and used quotes from the comments on promotional material for National Medical Librarians Month. **Outcomes:** The survey identified several collection gaps, highlighted the need to increase our promotion for our e-books and how to access resources off-site. Our survey provided us with a clear picture of how our resources are being used, how the library as space is being used, and provided us with many stories about how the library has assisted our clinicians. **Discussion:** Our library survey provided insight on the use of our resources and services and provided us with a clear direction on where to concentrate our marketing efforts. This was our first major survey in 10 years and provided us with benchmark data and some lessons for our next survey.

PP12. Health Information Use After Graduation: Are We Preparing Our Students for Professional Practice?

Betsy Williams, Barbara Harvey & Christopher Kierkus
Grand Valley State University

Objective: This study aimed to determine what resources Grand Valley State University (GVSU) alumni, who have graduated from a health sciences program, utilize in clinical practice. The study also assessed alumni viewpoints about the quality and usefulness of those resources. A secondary goal of this study explored alumni opinions of their educational experiences at GVSU in relation to information literacy and library resources. **Methods:** The data for this study was obtained through the use of a questionnaire administered to alumni who had graduated with a degree in athletic training (BS), nursing (BS, MS, DNP), physical therapy (MPT and DPT), or physician assistant studies (MPAS). **Results:** We received 451 valid responses (12.8% response rate). PubMed, UpToDate, and CINAHL were most frequently used for professional information needs by all respondents, although there were variations across disciplines. More than 85% of respondents were confident in their skills in finding, evaluating, and applying published research to practice, with variations between those with undergraduate degrees and those with advanced degrees. Overall, 92.1% of the respondents felt GVSU prepared them for finding and using information in professional practice. Professors were most frequently cited in helping students prepare for their careers. **Conclusion:** This study provides insight into how resource utilization varies by discipline and graduates' perceptions of their preparation to become well-informed users of information in their profession. The data gleaned from this study will inform conversations with faculty members and decisions regarding resource acquisition to help students transition from the academic environment to professional practice.

PP13. One Question. Big Impact

Kimberley Aslett
Southlake Regional Health Centre

Introduction: This case study describes a program to collect quarterly responses from library clients with a single emailed question, then to present the results to management and email contacts, through graphic reports and email tags, in order to increase awareness of library services and impact. **Methods:** A series of client-feedback questions was developed from a review of hospital documents and the strategic plan. The questions were sent to clients from the previous quarter, via Outlook, using voting buttons for responses. The responses were compiled and presented in a graphic format to the Director and as a graphic email tag for use by the solo librarian. **Results:** The questions sent to users got a very good response, from 60-70%, and the graphics of the responses were received positively by management. The focus on only users is a limitation; however, this also means that non-users are not being sent surveys. No measure of awareness was done. **Discussion:** This community hospital library lacked feedback/statistics that are meaningful to stakeholders, most of whom are not familiar with library metrics. Limitations on time and an awareness of survey fatigue contributed to the decision to send a single question via email, using a voting button for responses, to library users on a quarterly basis. Questions were based on a review of the hospital strategic plan and other resources. Very positive responses were used in graphics for library promotion via email tag and to management.

PP14. Creating Best Practice LibGuides to Facilitate Students' Learning

Wendy Wu
Wayne State University

Introduction: The library subscribes to many e-textbooks, Q-bank tools, and clinical resources for a pharmacy program to facilitate students' learning and online examination practices. Because these resources are included in various packages, making them discoverable is crucial. This poster discusses on how to deliver the selected resources to the students at the point of need through LibGuides and collaboration with pharmacy educators. **Description**: The librarian identified required electronic textbooks, useful clinical drug databases, and NAPLEX preparation tools and created two LibGuides (Drug Information Timesaver and Pharmacy Timesaver) which provide a quick and easy access to the course-required or research-support materials. The Timesavers were designed to be simple, concise, up-to-date, and easy to find information. Resources were chunked and organized based on their categories, functionalities, and course objectives. Students use appropriate tools in Drug Information Timesaver to find answers to clinical scenario questions, and access required textbooks and databases along with Q-bank questions, etc. through Pharmacy Timesaver. Short video tutorials on database searching were created to facilitate self-study at the point of need. In addition, board exam questions based on pharmacy education competencies were sent to students who signed up the topics for their online practice. **Outcomes**: The two LibGuides were viewed more than 46 000 annually. The access to the NAPLEX Online Question Bank increased four times. Students expressed their appreciation for the librarian's support. **Discussion**: The LibGuides facilitate student learning and increase the usage of library resources. The librarian will improve the Guides using LibGuides statistics and Google Analytics.

PP15. Teaching Drug Literature Searching Using YouTube Videos, Mini-Lecture and Team-based Learning

Wendy Wu
Wayne State University

Introduction: This poster will discuss the efforts of a liaison librarian to deliver a flipped class on drug literature and PubMed searching collaboratively with faculty so as to strengthen students' ability to answer drug related inquiries and find scientific research and clinical literature efficiently and effectively, to develop core information competencies, and to actively engage students in classroom for better learning outcomes. **Description:** A lecture-based Medical Informatics course to about 100 new pharmacy students was switched to a flipped class based on students' course evaluation and preference. The lecture that focused on drug monograph databases, PICO method, and effective search skills were converted into mobile friendly videos and LibGuides. The clinical-scenario-based homework became in-class group activities. Students' comprehension of video content was evaluated through an online quiz at the beginning of the class. Then a mini lecture on literature searching and drug resources was given prior to class activities to reinforce important concepts. Applying the skills obtained, students scaffolded class activities and submitted their group answers to Canvas. Finding answers to clinical inquiries in drug databases and scientific medical literature fosters students' critical thinking and encourages them to apply the knowledge and information in clinical settings. Retention of knowledge was examined, and effectiveness of the course was assessed using university assessment tools and an online survey.

PP16. Office Hours in Academic Libraries

Katherine Miller & Melissa Smith
University of British Columbia

In an effort to find time-saving strategies and other efficiencies, and to support more students/researchers, this poster will share some experiences of two liaison librarians who are supporting midwifery, nursing, and pediatrics offering consults via office hours. Office hours are defined as a research consultation session which is open to multiple researchers with various research questions to meet with their liaison librarian. These office hours include graduate students and researchers from multiple health research areas conducting different levels of comprehensive searching from class assignments to scoping reviews. The office hours are available both in-person and virtually. Best practices and lessons learned will be discussed.