

CHLA 2020 CONFERENCE POSTERS / ABSC CONGRÈS 2020 AFFICHES

In April 2020, the CHLA/ABSC Board and the 2020 Conference Planning Committee made the difficult decision to cancel the CHLA/ABSC 2020 conference due to Covid-19. We would like to express our sincere gratitude to all those who submitted abstracts for the “20/20 Vision” conference. We are so grateful that JCHLA/JABSC is publishing these abstracts and to celebrate all the hard work that was put into advancing librarianship within Canada, and across the world. Proposals that were accepted for the 2020 conference have automatically been accepted to the 2021 CHLA/ABSC Conference in Winnipeg, pending confirmation of participation by these presenters. We hope that all 2020 presenters choose to share their amazing work to attendees in 2021!

Ashley Farrell & Stephanie Sanger
CHLA/ABSC 2020 Program Co-Chairs

ashley.farrell@uhn.ca

sangers@mcmaster.ca

PP = Poster Presentation

PP1. Patient Healthcare Data Ownership and Libraries

Aaron Bowen-Ziecheck & Joan Bartlett
McGill University School of Information Studies

Introduction: Healthcare data is generated about the patient, for patient care. However, data is treated as the property of the healthcare organization. This leads to siloed data, poor continuity of care, and low patient engagement. Advocates for patient data ownership (PDO) argue that informed patients are more knowledgeable about and able to manage their health. Additionally, PDO embodies many patient-centered care (PCC) ideals: empowerment, education, and involvement. Libraries can play an important role in advocating for PDO, and educating patients on proper information literacy and management. Libraries have long been serving as advocates and educational institutions for many information literacy topics. Health information literacy education is crucial to PDO so that patients can effectively understand, use, and manage their data. The overall goal of the larger research project is to understand PDO. The research question which constitutes the first phase of this project is: What are the current data practices of healthcare organizations regarding patient ownership? **Methods:** A multi-phase case study approach is used to meet the research objective. The first phase analyzes organizational documentation from a major healthcare organization to understand the official policies on patient data. Documentation includes public statements about patient data (e.g., news articles), internal records (e.g., data privacy statement), and public records (e.g., governmental regulation) that impact the organization's data practices. These documents are analyzed for any direct or indirect impact they have on patients owning their data. **Results:** Will be presented. **Discussion:** A focus on library roles in patient data ownership.

PP2. Climate Crisis, Libraries, and Evidence-Based Decision Making

Helen Brown
University of British Columbia

Introduction: In October 2018, the United Nations Intergovernmental Panel on Climate Change stated that 'transformative change' is needed to limit catastrophic impacts of global heating. In 2019, the UN's Emissions Gap Report described their findings as 'bleak' as emissions continued to rise, increasing risks to ecosystems, communities, and health. The level of change necessary is stark and involves steep reductions in emissions, especially in high emitting countries like Canada. One of the most significant contributors is air travel. **Methods:** This study applies climate science evidence to library professional activities by analyzing the emissions produced by air travel to past CHLA conferences. It uses conference attendance data from CHLA's three most recent conferences. Emissions calculations assume attendees used air travel for trips of more than 500km, or for the 2018 conference, travel from outside of Newfoundland. Emissions were calculated using <https://www.offsetters.ca/>. **Results:** As in similar studies, emissions resulting from air travel to CHLA conferences comprise a substantial portion of a sustainable per capita annual carbon budget. Significantly reducing air travel is necessary to meet climate targets. **Discussion:** This assessment addresses only one part of the carbon footprint of the three CHLA conferences studied and offers no baseline for other emissions sources, such as food and accommodations, that could be used in future measurements and decarbonization efforts. However, air travel is the most significant source of emissions from professional development activities. Thus, this poster also explores low carbon meeting options and professional roles in advocating for policy change at institutions.

PP3. Saskatchewan Health Authority Library Information Needs and Impact Assessment

Michelle Dalidowicz, Susan Baer, Caroline Monnin, Lukas Miller, & Brianna Spooner
Saskatchewan Health Authority

Introduction: The library began providing a provincial service on February 5, 2018. The survey was designed to determine what services and resources are used by our clientele and to investigate the impact of the library service. **Methods:** A survey consisting of 15 qualitative and quantitative questions was distributed online and in print to staff and practicing physicians. The survey was open for approximately 4 weeks. **Results:** There were 1043 participants included in the analysis. The most regularly used methods of accessing information are using a search engine and asking a colleague. 570 respondents had used the library in the last year and were able to provide feedback on their use and the impact it had on their work. A significant number of respondents who were not aware of the library, the collection, or its services. The majority of respondents were from regions that had library services prior to amalgamation. **Discussion:** The library survey provided insight on the use of the library's resources and services and identified potential gaps. It is clear that the library must find various avenues for promoting the resources and services, to reduce any duplicate purchasing across the organization, and to ensure evidence-based resources are accessible and used by staff and physicians. Refinements to the library's

services will also be evaluated. This was the first survey conducted by a newly amalgamated health authority library service and will serve as a baseline from which future needs assessments and evaluations can be compared.

PP4. Sweeping Spaces: Determining Use of Library Space Through Observational Sweep

Zipporah Dery, Efren Jr. Torres, Raquel Samar, Shiela Marie Ferre, & Lorie Lyn Parluan
De La Salle Medical and Health Sciences Institute

Libraries respond to the changing learning needs of users by providing environments that encourage collaborative, participative, and less rigid learning and interaction. Between 2015 and 2019, our academic library underwent a series of transformations in terms of layout, furniture, and additional spaces. This study intended to determine the use of our spaces by gender, time period, seating area, and activity after the spatial change. Results shall be used in planning our services and spaces in the future based on how our users utilize the space. Observation through seating sweep was employed. We used a checklist categorized by floor and a library floor map with numbered seats to record the gender, time period, activity observed, seating area, and occupied seat. The sweep was performed once in every five time periods in 33 days. Similar patterns of use were observed in both genders. Many users were observed to study alone in the morning and at night while others tend to study in groups during midday and at night. Electronic devices and computers were noted to be utilized across all time periods. Top activities recorded were studying alone, studying with a group, using an electronic device and computers, and socializing. Most activities matched the intended purpose of seating areas. However, additional spaces need to be developed to respond to the high occupancy rate observed in certain seating areas, such as Learning Commons and Learning Nooks. Learning Cubes are preferred spaces for collaboration instead of open group study seats.

PP5. Translating Library Research? Reflections on a Four-Year Librarian Collaboration for a Translational Medicine Program

Kaitlin Fuller, Carey Toane, & Leanne Trimble
University of Toronto

Translational medicine is a fast-growing field that seeks to integrate research and clinical practice to bridge a perceived gap between bench and bedside (Cohrs et al, 2014). Three academic librarians collaborated to integrate 13 hours of information literacy (IL) content into the first-year curriculum of a two-year master's program. The IL instruction covered topics such as strategies for comprehensive searches, data and statistical research, business and market research, research dissemination, and data visualization. Learning outcomes for these sessions stressed information preparedness for decision management in an experiential learning environment. Instructional programming was developed in consultation with faculty and aligned with the program's translational thinking model, which is rooted in Kolb's experiential learning cycle (2014). Active learning strategies for search planning, strategy, execution, and synthesis will be described in detail and handouts will be shared. Outcomes will draw on quantitative and qualitative data from a variety of formative and summative assessment materials including

session evaluation forms, year-end reflections, and instructor interviews, as well as librarian observations. The poster will explore what we learned about librarian collaboration across disciplines, as well as about the iterative process of instructional content development over the past four years, and how we have adapted to the shifting ground of a relatively new program in an emerging interdisciplinary space.

PP6. Systematic Reviews Outside of Healthcare: Implications for Librarians

Janice Hermer¹, Maribeth Slebodnik², & Kevin Pardon¹

¹Arizona State University & ²University of Arizona

Introduction: Systematic Reviews (SR) are becoming popular in fields outside the health sciences. Are SR adhering to standards commonly used in health sciences? Are researchers developing protocols and standards that are different than those used within health sciences? Are librarians involved in these SR? **Methods:** A three person team of librarians conducted a scoping literature review in Scopus for articles with the phrase 'systematic review' in the title, abstract or descriptors. Articles on health sciences topics, fields or journals were removed. The remaining articles were screened and excluded based on all criteria, or included and evaluated. **Results:** Less than half of SR in other fields are adhering to standard practices and standards. Many are using health sciences protocols but new protocols are being developed and used based on field of study. Few include librarian expertise. **Discussion:** SR, to be relevant and to reduce bias, need to adhere to established standards. Lack of librarian involvement outside health sciences may impact SR quality. New standards and protocols coming out of other fields could provide valuable insight for health sciences SR in the future. Health Sciences Librarians have the opportunity to lead other subject specialists in promoting SR quality in all fields.

PP7. 125 Years in the Making: Digitizing The Alumnae News

Teruko Kishibe

St. Michael's Hospital, Unity Health Toronto

Introduction: Many small archives and libraries are looking to increase the visibility and accessibility of their collections in low-cost, but effective ways. This poster describes an initiative to digitize newsletters of the St. Michael's Hospital School of Nursing (Toronto) alumnae association and make them freely available online. The two main goals of this project are to demonstrate to hospital corporate leadership the value and potential of our historical collections, and to fill a gap in online Canadian nursing heritage resources. **Description:** After reviewing a number of digitization services and web-hosting options, we decided to scan in-house and selected the Internet Archive (a non-profit online library that allows the public to upload and download digital material) as the host site due to its relative longevity, ease-of-use, and open source format. Over the course of six months, the archivist carried out background research and planning, troubleshooting, applying meta-data and uploading. A trained volunteer conducted the scanning. **Outcomes:** The archivist collaborated with the hospital's Communications department, nursing school alumnae association, and library marketing committee to publicize the launch of the online collection in March 2020. Since then, the digital

collection has been viewed numerous times. The project has received very positive feedback from both internal and external stakeholders. **Discussion:** This initiative was a positive learning experience for the author. It will lay the groundwork for future digitization projects. The Internet Archive may not be suitable for a broad digitization program, but meets the requirements of a small, contained digitization project.

PP8. Migrating to an Inexpensive Integrated Library System with Basic Functionality

Ronald MacPherson
University Health Network

Introduction: Like many libraries, our library has weathered years of budget cuts while the cost of resources have continued to climb year after year. On November 6, 2018, we began trialing a very inexpensive integrated library system (ILS) to replace the one we were using. Migrating to the new ILS meant we could save thousands of dollars a year and reinvest that into other resources and systems. **Description:** Library staff trialed the ILS for approx. 4 months, testing it out, making sure that it would work with our discovery service and then on March 22, 2019 we purchased it. We did three separate data loads: two test data loads and a final load before going live. The go live date was March 28, 2019. On October 31, 2019, we sent out a short satisfaction survey to our library staff to gauge their satisfaction after 7 months. **Outcomes:** Nine of twelve library staff responded to the survey. 77% (7) of those that responded to the survey were satisfied with the new system. Even the 2 staff that weren't satisfied conceded that the price difference between it and other ILSs was so great that it outweighed any of its disadvantages. Only one respondent reported receiving feedback from clients. **Discussion:** The library saved thousands of dollars by migrating to an inexpensive ILS with basic functionality. Although not everyone was satisfied with the new system, most were and we still use it. The migration itself went relatively smoothly with only a few minor hiccups.

PP9. Partnering to Improve Access to Health Information: Information Architecture Testing for a New Patient Education Webpage

Tonya Mahar, Elke Ruthig
Baycrest Health Sciences

In a recent Patient, Family and Consumer Education (PFCE) needs assessment, clients, families, and patients cited access to health information as a key area of need. Upon reviewing the organization's website, it was determined that there is an opportunity to improve access to patient education resources. In partnership with Digital Marketing and collaboration from the Librarian, PFCE is developing a portal of online educational resources (brochures, videos, and webpages) available globally through the organization's website. This is Phase 1 of a broader initiative to improve provision of access to reliable health information. The content for these pages exists, so at this stage it was important to test the proposed information architecture (IA). How well do our suggested subject headings work to organize our current health information resources for potential users? A card sort exercise was developed using a free online tool. To embrace a client and family-centered approach, 10 anonymized client and family participants used this virtual

interface to sort 30 random health information resources into 6 pre-determined subject headings. Results showed the majority of resources were consistently sorted into appropriate subject headings (60%-100% placement). We concluded that the proposed subject headings are effective in categorizing our current resources and validate the suggested webpage IA. Limitations include small sample size and homogeneity of participants. Further data analysis will allow creation of criteria for cross-referencing resources between multiple subject headings and ensure resource titles are created to best fit the page's IA.

PP10. A Spine of the Times: How Captain Jack Marrow improved our Library's Public Relations Plan

Katie Moïse & Patty Fink
Northern Ontario School of Medicine

Introduction: To increase Library visibility and user awareness of services and activities, a structured Public Relations (PR) plan was created encompassing our social media accounts, newsletter, digital and physical displays as well as the incorporation of library events and the introduction of our mascot Captain Jack Marrow. **Description:** We developed a structured annual PR plan detailing the PR actions for the coming year. The plan is broken down by month with items categorized based on library PR goals developed during our annual strategic planning. These goals include promotion of: services, newsletter, sessions, resources, events, FAQs and operational needs. There is also a monthly review and approval cycle to allow for flexibility throughout the year. With the implementation of this plan, existing PR activities were improved, as well as adding a new Instagram stream where mascot Captain Jack was introduced. **Outcomes:** The structured PR plan increased our social media following and engagement with Library users. The plan allowed us to introduce more interactive library events such as DIY Holiday Card, Captain Jack's Annual Easter Egg Hunt, our Cram Carts filled with exam supplies and social media contests. We are able to demonstrate positive impact via feedback from our users and two years of statistics showing increased reach. **Discussion:** The creation of a structured PR plan and the inclusion of a Library mascot have allowed us to better communicate our with our users and increase engagement.

PP11. More Than Literature Reviews, Be Part of a Medical Research Project

Alix Pincivy, Julie Béland, & Isabelle Boucoiran
CHU Sainte-Justine

Introduction: Librarians are often consulted for literature reviews by researchers and clinicians, but, within a multidisciplinary research project, it is possible to expand our role and be part of the team. We have a place to take in multidisciplinary medical interventions and research. **Description:** The coordinator of a multidisciplinary mental health project in the high-risk pregnancy unit at CHU Sainte-Justine approached us for her literature revue and to see how we could partake in the project that consists of numerous interventions to improve the quality of life of these hospitalized women. We offered to animate a book club for the patients in the unit, which gave us a perspective for new library services. During the planning and development of

the project, we also took every opportunity to participate in other interventions and to propose our services to the different members of the team (bibliographies, training, etc.). New collaboration arose with other organizations, like the local public library that granted us access to reading material. **Outcomes:** All this work was very beneficial for our hospital library; we gained more visibility and recognition in a clinical unit and assisted a vaster range of professionals. It was a valuable experience which is only the premise to more. Not only, have we increased our services for medical teams but also for inpatients, and we opened the road for other projects to extend our inpatients offer. **Discussion:** Don't hesitate to seize the opportunities and find new ways to respond to your patrons' needs.

PP12. Health Sciences Librarians Mentoring MPH Students: A Pilot Project

Jamie Saragossi & Jessica Koos
Stony Brook Health Sciences Library

Introduction: It has been demonstrated that social work interns have successfully provided services in public libraries. To build on this premise, academic health sciences librarians partnered with the Master's Program in Public Health (MPH) students to develop a pilot program. MPH students were trained to deliver consumer health information in public libraries within high needs communities. Nursing students and social welfare students also participated, providing services in their respective practice areas. **Description:** The health sciences librarians provided training to MPH students, so they could proficiently provide health information to patrons in public libraries in areas identified as having health disparities. The MPH student answered health related questions, using the resources available through the health sciences library, and freely accessible consumer health materials. The health sciences librarians provided health literacy instruction to the nursing and social welfare students to ensure they could provide accurate and reliable health information to patrons. The students were also encouraged to create and deliver health-related programming. A data capture form was completed after each patron contact to identify specific health concerns within the community to inform future programming. This experience fulfilled practicum requirements for the MPH student, clinical hours for the nursing students, and contact hours for the social welfare students. **Outcomes:** The success of this pilot program was evaluated using several measures, including the number of patrons served and feedback from hosting library directors. There have been 300 patron contacts, and overall the library directors are pleased with the success of this program.

PP13. Lessons Learned: Migrating to Soutron Library Management System

Minakshi Sharma & Bruce Gardham
Toronto Public Health

The Toronto Public Health (TPH) Library planned to transition from a locally-installed InMagic Webpublisher Pro/DB TextWorks system which required in-house IT support, to a cloud-based library management system (LMS) that was fully-supported by the vendor. The library required an integrated serials, acquisitions, cataloguing, circulation, and online public access catalogs

(OPAC) which would provide increased functionality for users and library staff. This poster highlights the LMS implementation process and lessons learned. TPH Library launched the Soutron LMS and customized Library Portal in January 2018. Soutron Global led the data review, system orientation, data upload, production site setup, library staff training, and portal/LMS implementation. Post-implementation, library staff received ongoing training and helpdesk support from Soutron. The incentives of moving to a new system were the helpdesk support, system customizations and regular software upgrades. Library staff were involved in data cleanup, data validation pre and post launch, attending Soutron training sessions, managing user communications, conducting pre-launch usability testing, reorganizing internal workflows, documenting internal procedures for all modules (serials, accounts, acquisitions, circulation, user/admin accounts, financial account setup for TPH program areas, etc.) and providing user training. As a result of this migration, the TPH library can now offer users a Library Portal with login access to "My Account", highlight digital collections, feature multiple library locations, have flexibility in scheduling software upgrades and selectively enable or disable features available for various user groups. Staff engagement, flexibility in timelines and clear communication between stakeholders was essential for successful project completion.

PP14. A Three-Year Journey: Identifying the Ideal Type and Timing of Services and Supports for Rapid Review Research Teams

Minakshi Sharma & Graciela Latan
Toronto Public Health

Toronto Public Health (TPH) has utilized a wide variety of products and services from the National Collaborating Centre for Methods and Tools (NCCMT) which support capacity development for evidence-informed decision making (EIDM) among public health professionals. Over a three year period (2017 - 2019), thirty-five TPH staff, managers, or directors were trained in order to develop internal capacity in using the seven step EIDM process. This presentation outlines how the TPH library supported the rapid reviews undertaken by the EIDM trainees and the lessons learned. Strengths and weaknesses in library support for EIDM were identified as part of a formal evaluation in 2017. The library's role currently includes engagement with the EIDM steering committee, refinement of research questions, literature searching, procurement of TRIP Pro database, EndNote training, full-text article retrieval, and review of methods statement or references upon request. Library staff and steering committee members collaboratively revised an existing research evidence review framework to suit TPH needs and shared publishing or dissemination tips during an internal knowledge translation event in 2019. During implementation, the library and steering committee learned the importance of: pre-training sessions that summarize the EIDM training objectives and rapid review process, highlighting the limitations of rapid reviews, formulating focused questions, understanding implications of inclusion/exclusion criteria, keeping timelines flexible due to the iterative nature of conducting research, increasing copyright awareness, and addressing appraisal of qualitative literature. Based on feedback from debriefing sessions, the library plans to implement a formal contract to document questions, timelines, and deliverables.

PP15. A Partnership for Literacy – A Collaboration Between a Hospital and Public Library

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

Introduction: In a partnership with a public Library we have been able to support two of our strategic initiatives - health literacy and enhancing community partnerships. This partnership has allowed us to share our knowledge and skills in finding reputable medical information and the public library promotes the benefits of reading and the services they offer to support literacy.

Description: Our partnership is comprised of four initiatives. Promoting our consumer health resource centre which includes sharing the link to our consumer health subject guide and presenting to community groups on finding health information. The public library's 'A Reader is Born' program provides each parent a book for their newborn before they are discharged from the hospital. In addition, the public library has a 'pop-up' display each quarter in the hospital at two of our sites to promote their resources and services.

Outcomes: The 'A Reader is Born' program will have distributed over 5000 books in 2019 promoting literacy and the public library services. Our presentation on finding health information was a success with community members interested in learning how to find credible health information with more presentations planned. We have shared the link to our subject guide with library staff and community members.

Discussion: There were challenges in establishing the programs in the hospital and lessons learnt will help smooth the path for further collaboration. Both libraries have benefitted from the programs and we are continuing to explore the ways we can collaborate.