

ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER
REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER

Where do we grow from here?



**An evaluation of library services
to a provincial health authority**



UNIVERSITY
OF MANITOBA

Our Research Team

- **Ada Ducas**
Head, Health Sciences Libraries
- **Tania Gottschalk**
Education Services Librarian & former WRHA Librarian
- **Sherri Vokey**
Head, Neil John Maclean Health Sciences Library
Former Pharmacy & WRHA Librarian
- **Dr. Michael Moffatt**
Professor, Community Health Sciences Department and Pediatrics &
Child Health Department, College of Medicine; WRHA Director
Research and Applied Learning (retired)
- **Hospital and Health Centre Librarians**
UM Health Sciences Libraries



EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

Introduction and Description



UNIVERSITY
OF MANITOBA

How did we grow?

1996

- Health Sciences Centre Library merges with UM Faculty of Medicine & Dental Libraries to become the Health Sciences Libraries (HSL) in the newly constructed Neil John Maclean Health Sciences Library

1998

- Carolyn Sifton-Helene Fuld Library at the St. Boniface General joins the HSL

1999

- Victoria General Hospital library joins the HSL

2002

- Grace Hospital, Seven Oaks General Hospital & Concordia Hospital libraries join the HSL

2006

- Deer Lodge & Misericordia Health Centre libraries join the HSL
Virtual library and onsite librarian support for the Riverview Health Centre

2009

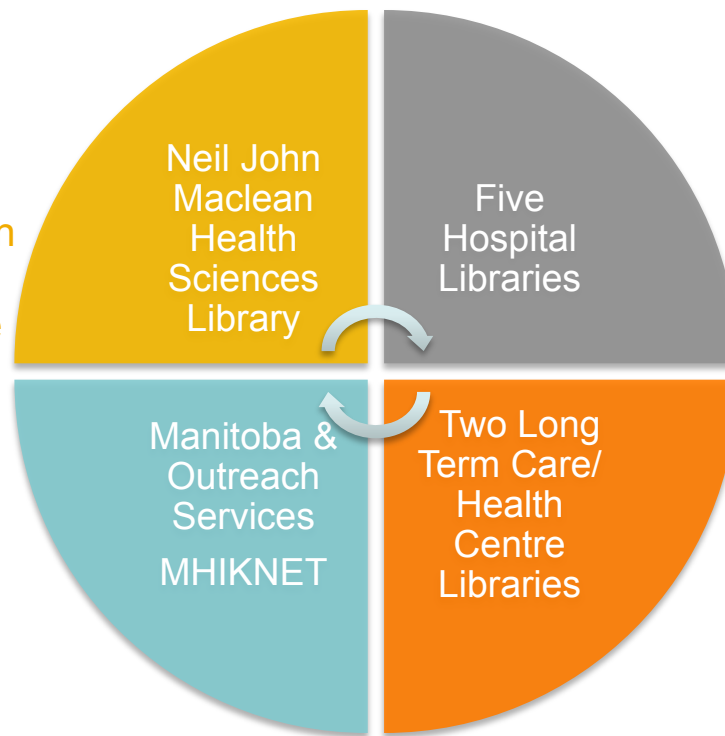
- MHIKNET Service and Manitoba Health. Outreach services for participating regional health authorities outside Winnipeg and for Health Department.



What do we look like now?

- College of Dentistry & School of Dental Hygiene
- College of Medicine
- College of Pharmacy
- College of Rehabilitation Sciences
- Health Sciences Centre
- WRHA Corporate

- Manitoba Health
- Participating Regional Health Authorities
- Fee for service physicians



- Concordia
- Seven Oaks
- St. Boniface
- Victoria
- Grace
- Outreach to WRHA Community-Based Health Facilities
- Deerlodge Health Centre
- Misericordia Health Centre
- Outreach to 35 personal care homes
- Riverview Health Centre Outreach



What services do we provide?

Literature searches and research consultations

Drop & Copy and Interlibrary Loans

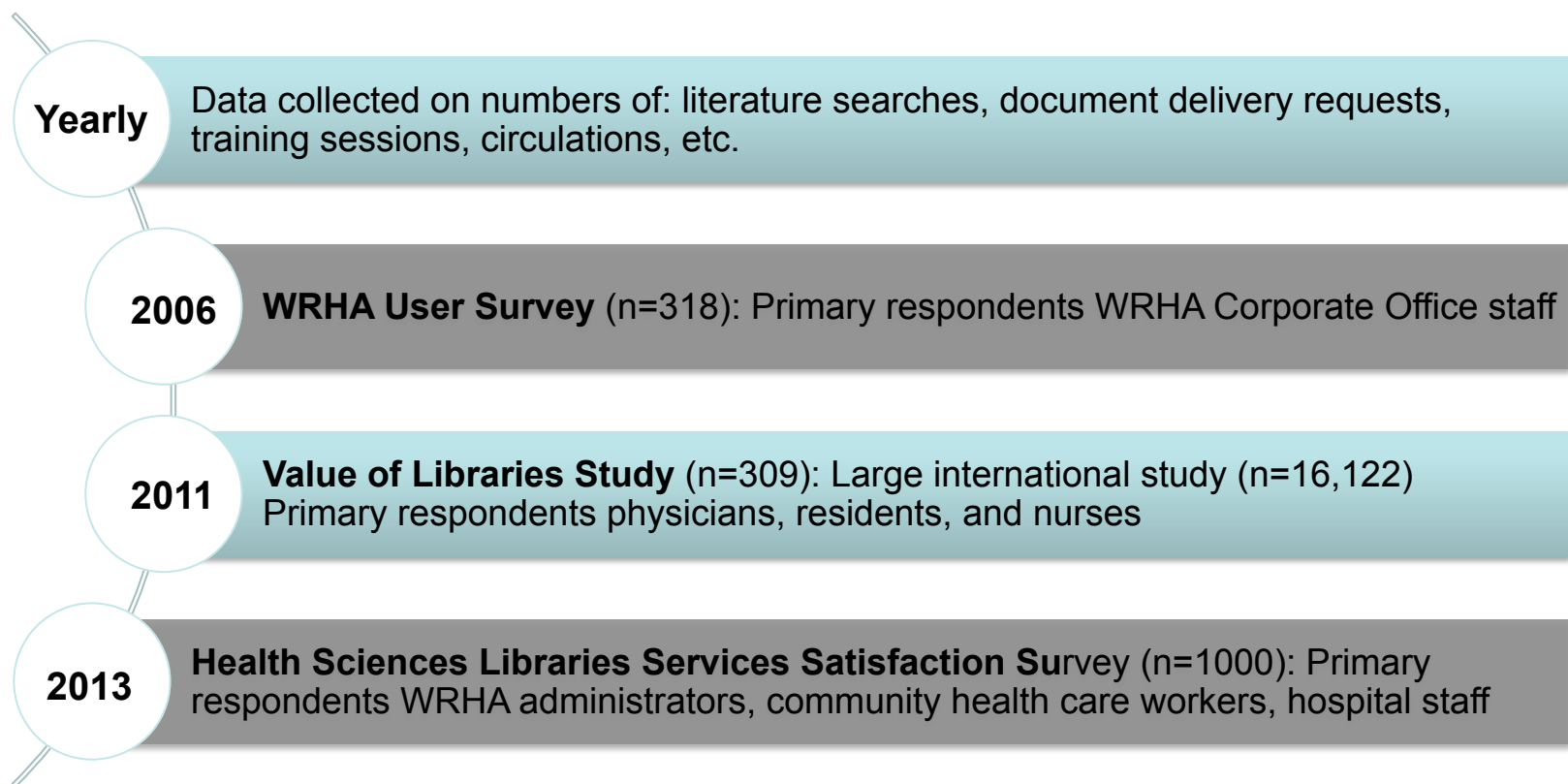
Group training sessions and individualized House Calls

Print monographs and AV collections
at each library

Online databases, journals, point-of-care tools
for hospital staff & some WRHA staff



How have we assessed our services & resources?



EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

Value of Libraries Study



UNIVERSITY
OF MANITOBA

Value of Libraries Study

- 49 health libraries serving 99 hospitals in the US and Canada
- UM Health Sciences Libraries 1 of 4 participating Canadian locations
- Web survey of physicians, residents and nurses with other types of health professionals excluded



Value of Libraries Study

- Response rate all 49 locations 10% (n=16,122)
- Overall Manitoba response rate 4% (n=309)
- Physicians 7% (n=104)
- Residents 10% (n=49)
- Nurses 2% (n=110)

Manitoba numbers representative of response rates across all 49 locations



What did we learn from the Value of Libraries Study

- Patient care changed as a result of access to information especially advice given to patients, choice of drugs, and choice of treatments
- Library resources are among the most important information sources used
- The top library resources used in Manitoba were PubMed, online journals, and UptoDate
- The Library's website was used most often to access information. Other sources used included search engines and personal/departmental subscriptions



What didn't we learn from *Value of Libraries Study*?

- What library services were valued?
- What resources other types of allied health professionals or health care administrators were using?
- How our websites were performing in providing access to online resources and library services?
- What barriers users might have in accessing library services and resources?
- If they weren't using library services and resources, why not and what were they using?



EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

WRHA Library Services Satisfaction Survey(s)



UNIVERSITY
OF MANITOBA

Methods

- Similar questions to a survey (n=318) we conducted in 2006 so possible to do some comparison. WRHA more centralized in 2006
- Requested by UM/WRHA Library Program Liaison Committee
- Questions reviewed by regional staff, university faculty, and librarians
- Ethics approval from UM and WRHA REBs



Methods

- Administered via SurveyMonkey
- Promoted within hospitals by liaison librarians and via WRHA & hospital email lists. WRHA had become more distributed across the city by 2013
- 1000 respondents
 - 57% (570) had used library services
 - 43% (431) had not used library services



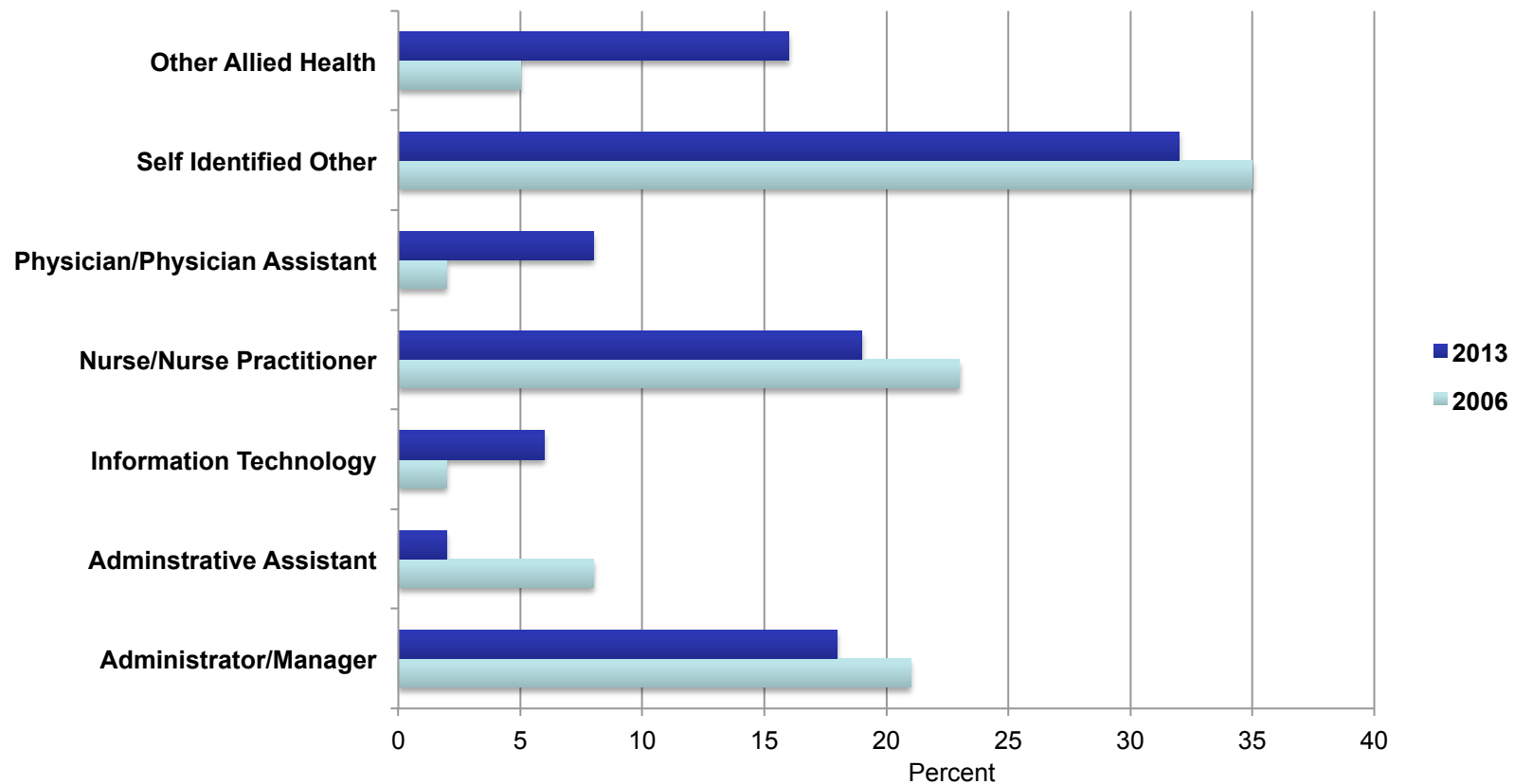
EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

Demographic Data



UNIVERSITY
OF MANITOBA

What position do you hold? n=286 (2006) and n=831(2013)

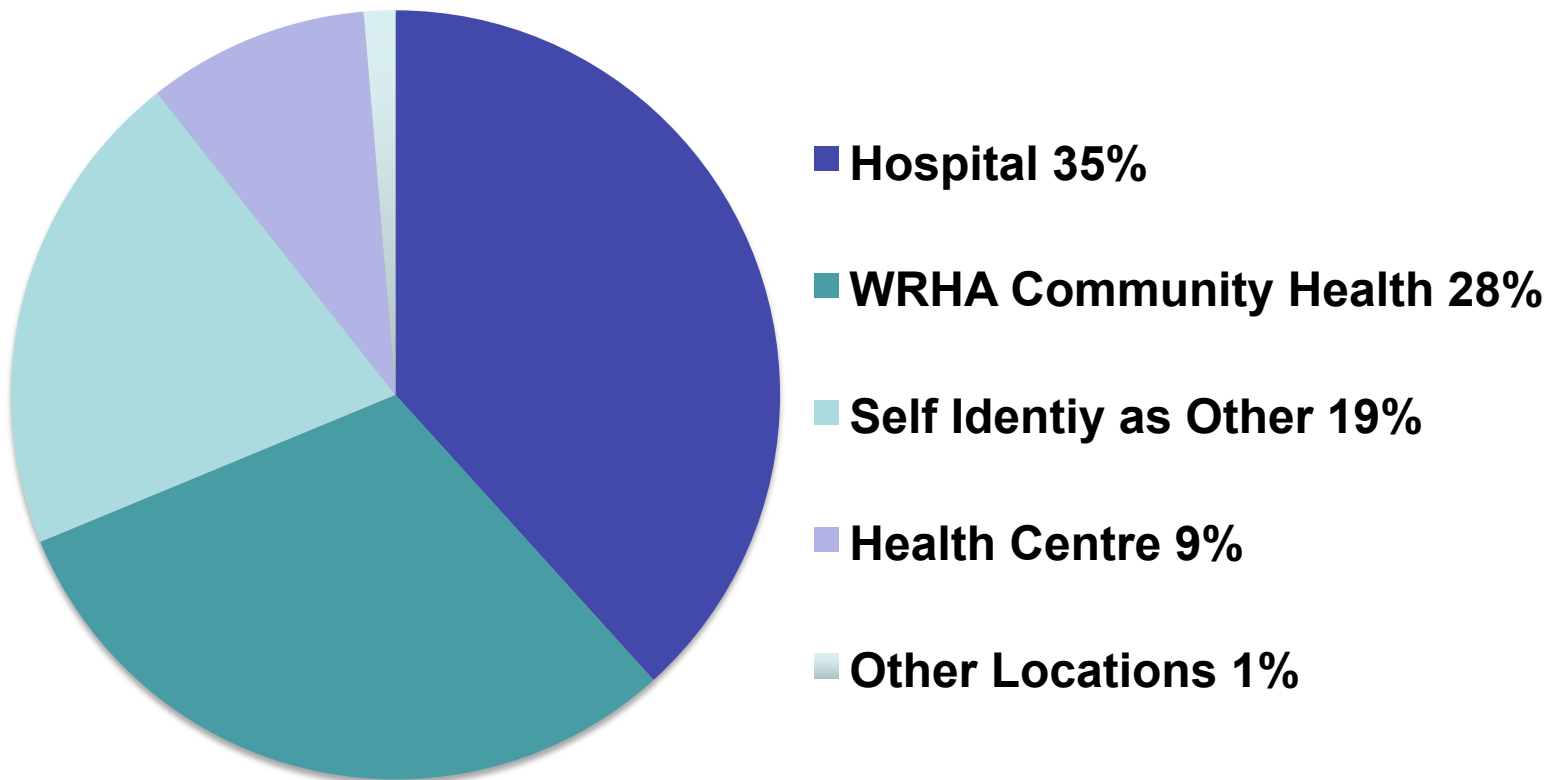


Who were the self-identified others

- Clinical nurse specialists
- Allied health workers
- Researchers/Research associates
- Educators/Case coordinators
- Manitoba eHealth personnel
- Diagnostic Services of Manitoba personnel
- Project managers/Policy Specialists



Where do you work? no data for 2006; n=836 (2013)



Where were the self-identified others located?

- WRHA Long Term Care and Home Care
- WRHA Access Centres, Clinics, and Community Funded Agencies
- CancerCare Manitoba
- Manitoba eHealth
- Diagnostic Services of Manitoba
- UM Colleges of Medicine, Dentistry, Pharmacy



Discussion

- Our survey reached more managers, administrators, and allied health workers as compared to *Value of Libraries Study* which was focused on physicians, residents, and nurses
- ~Half in hospitals or health centres
- ~Half in community facilities or other types of WRHA departments



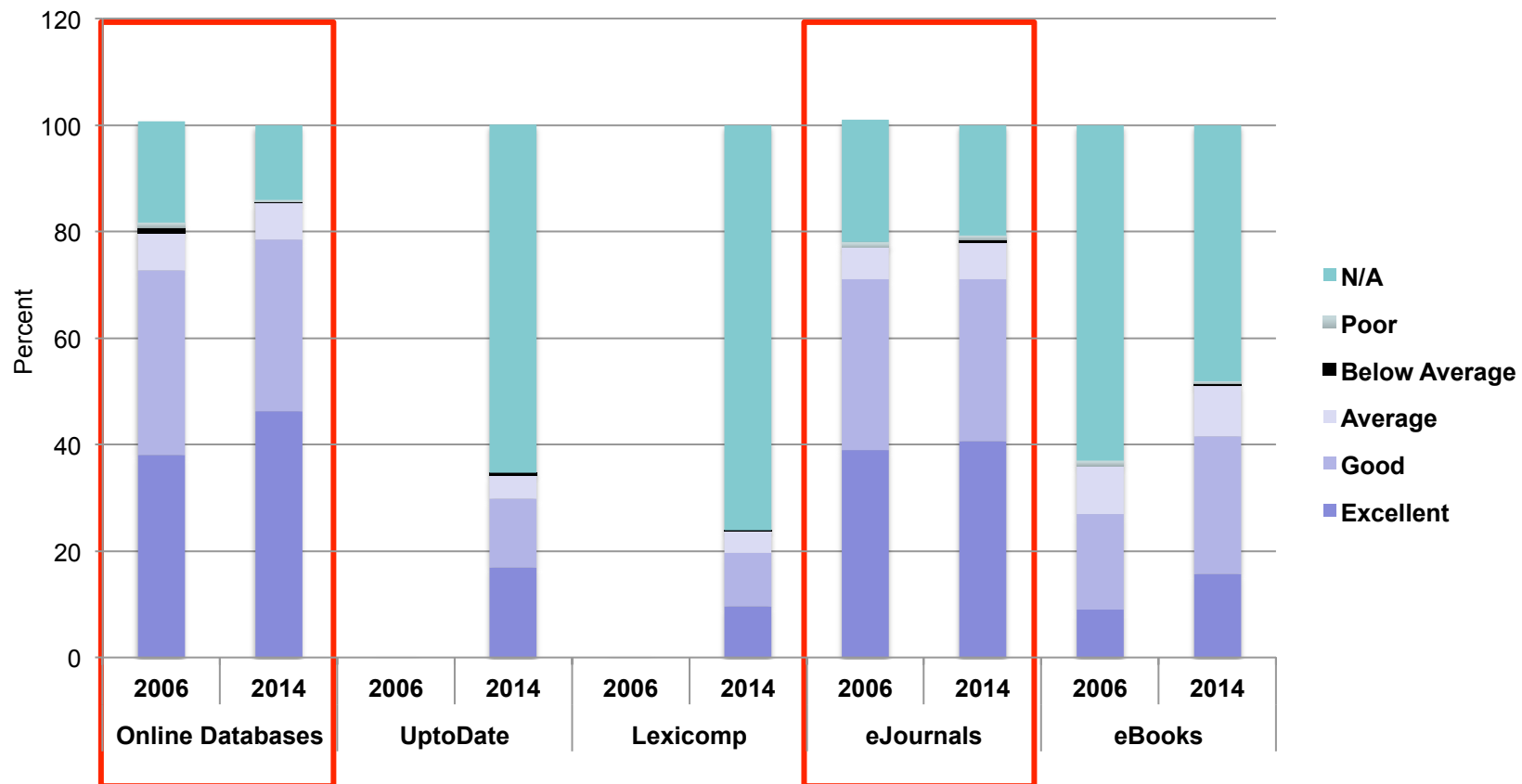
EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

Library Services and Resources

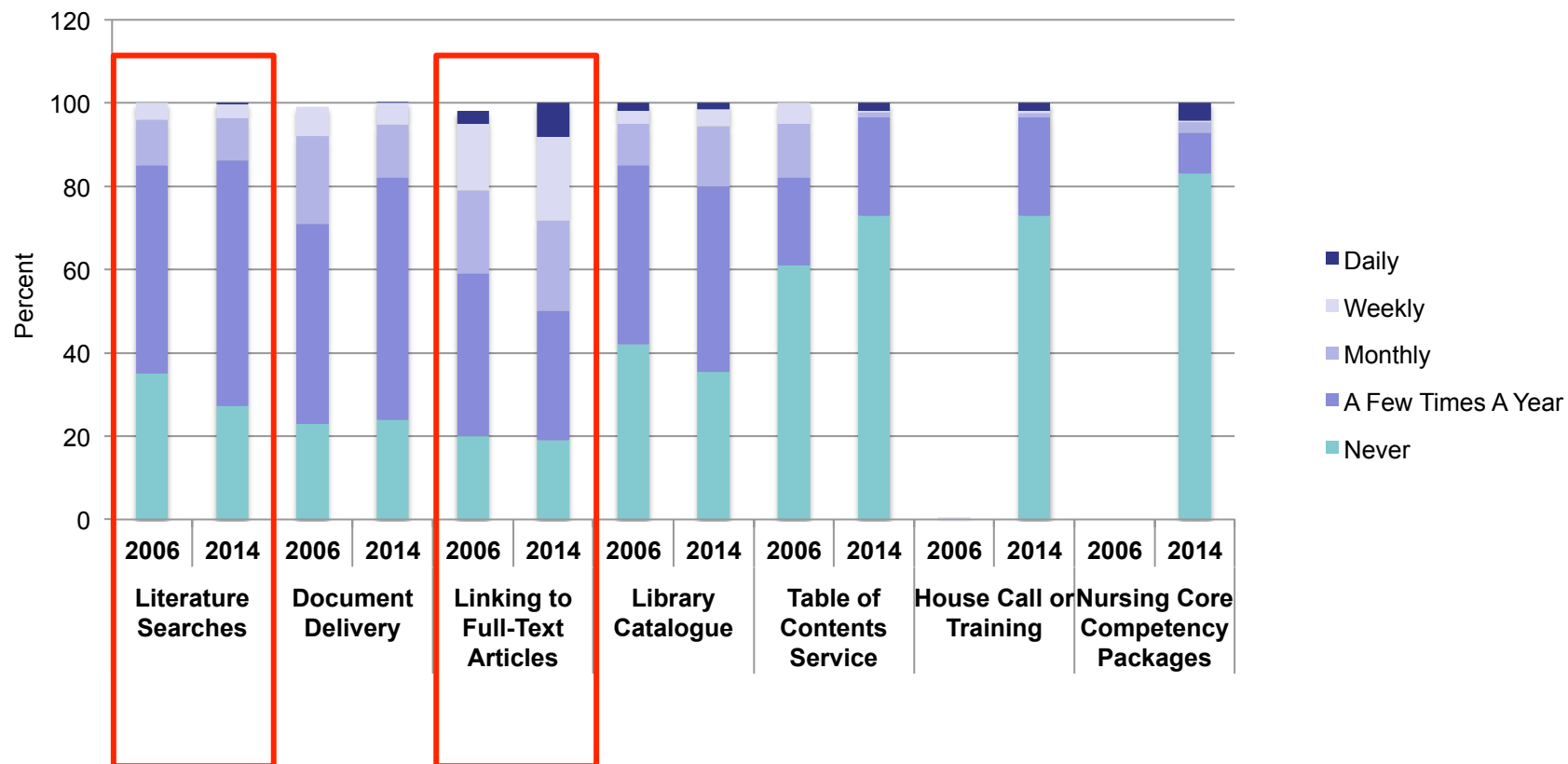


UNIVERSITY
OF MANITOBA

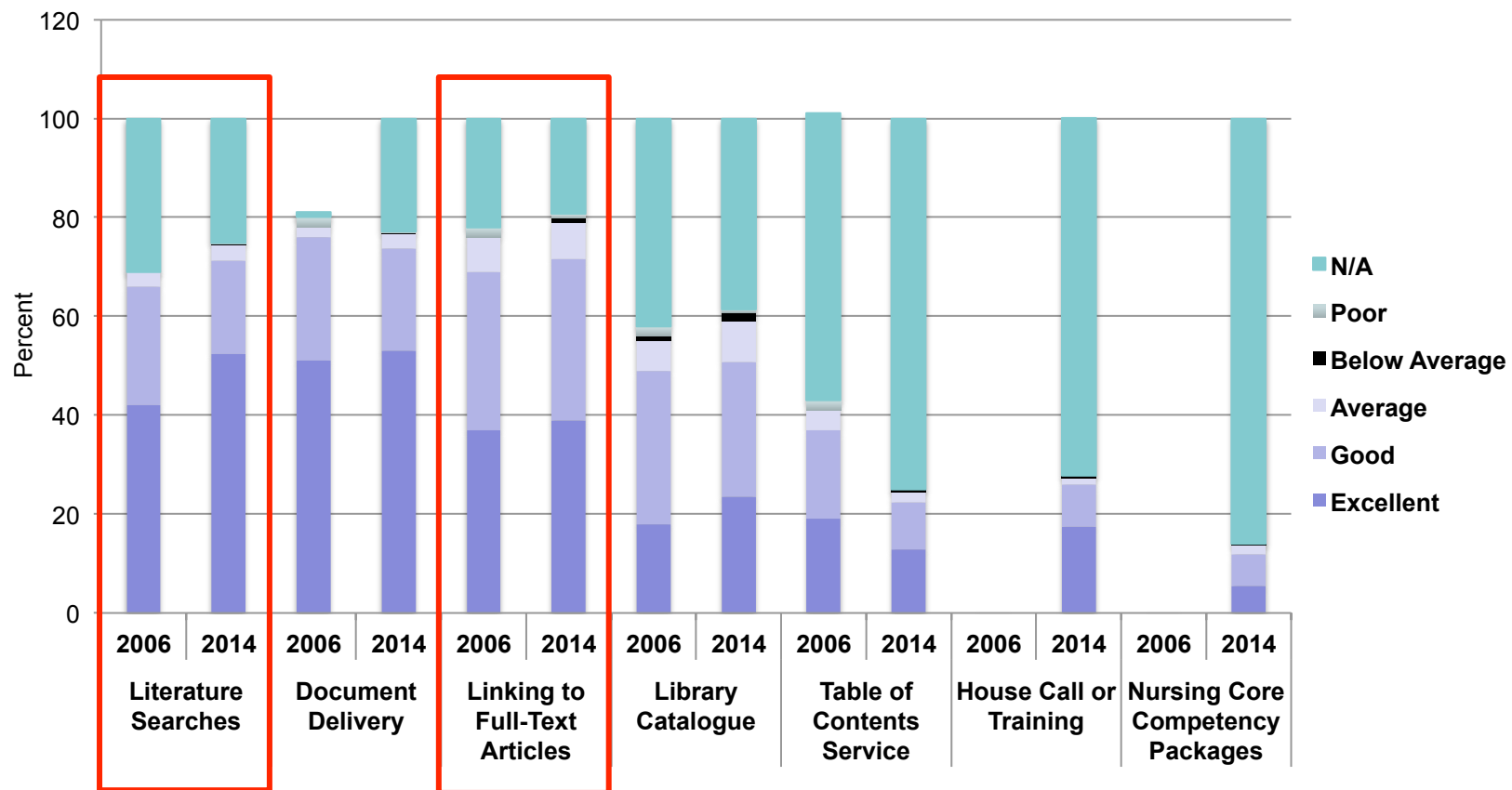
How would you rate the following resources? n=128 (2006) and n= 512 (2013)



How often do you use library services? n=126 (2006) and n= 483 (2013)



How do you rate library services? n=126 (2006) and n= 483 (2013)



Discussion

- Higher rating on point-of-care tools by physicians/nurses completing *Value of Libraries Study*
- Administrators, managers, and other allied health professionals in our surveys rated more highly and used more frequently online databases and online journals than point-of-care tools
- Literature searches, document delivery, and linking to full-text journal articles, most highly used and rated library services



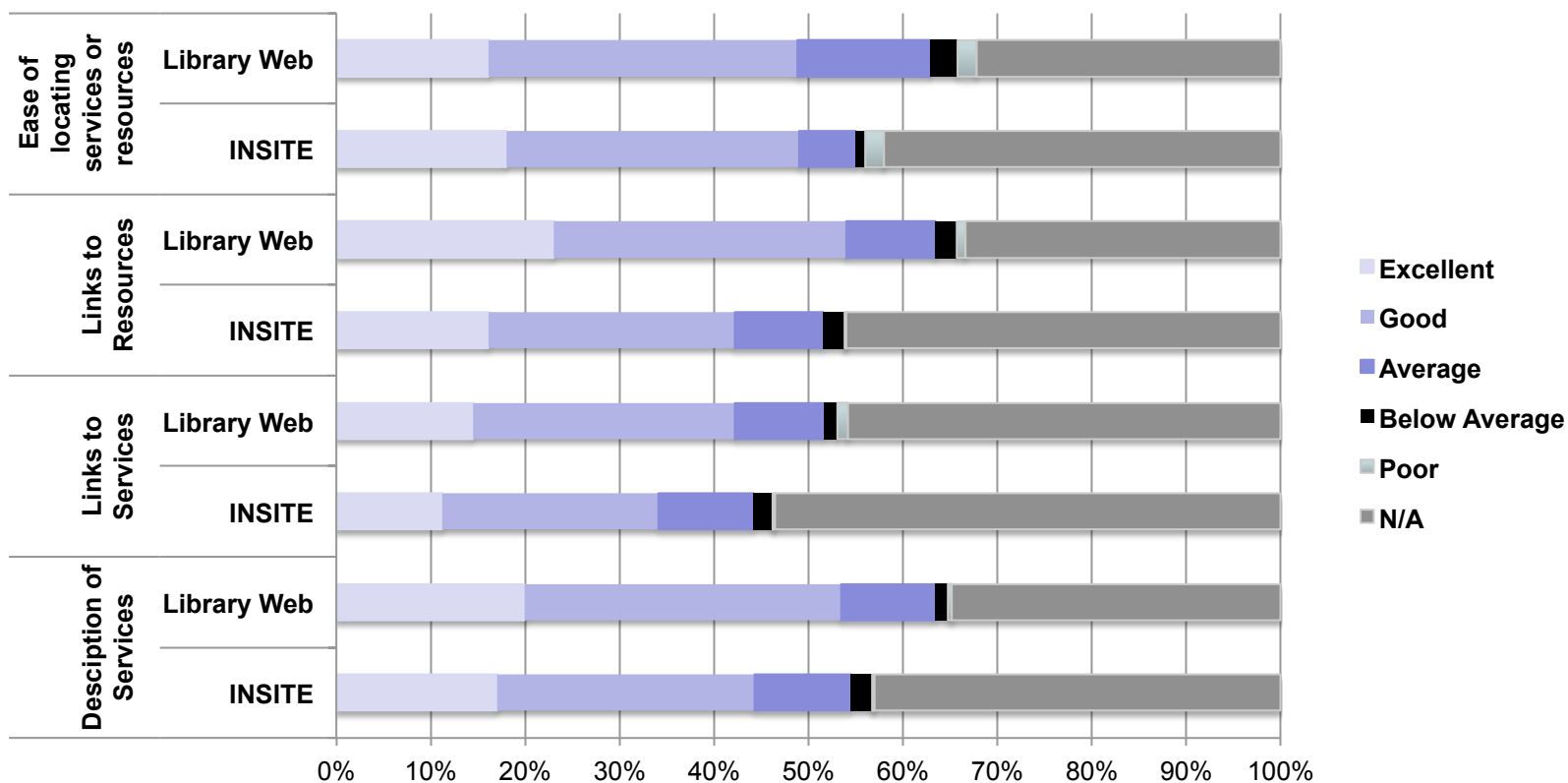
EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

Website Access



UNIVERSITY
OF MANITOBA

INSITE vs. Library Website rating n=120 (2006) and n= 453 (2013)



WRHA INSITE

“I just go straight to the UM library website; was not aware that we had anything on INSITE. INSITE is not accessible from home or even another WRHA site for that matter (individual tree access is a barrier). Therefore the internet based UM site is far superior”

“The WRHA INSITE web design is dated with too much text, small font and links packed into the page. INSITE is not a modern website by standards of the last 5 years. Definitely not user friendly. I go directly to the U of M NML library site”



Library Webpages

“Too buried - not easy to find - need a more defined presence What you offer is very important to education in medicine and to patient care - it gets lost - overall the consumer is not as aware as they could be of all the resources (human, physical and electronic) available to them and as a result they are not able to take advantage of the full spectrum of services. You need MORE librarians”

“U of M library web pages generally can be confusing/hard to navigate, steps to access a resource are unclear”



Discussion

- INSITE (WRHA intranet) not rated as highly or used as frequently as the Library webpages
- *Value of Library Studies* also revealed that Library webpages were used more frequently than the INSITE
- Qualitative comments revealed a general frustration with Library webpages



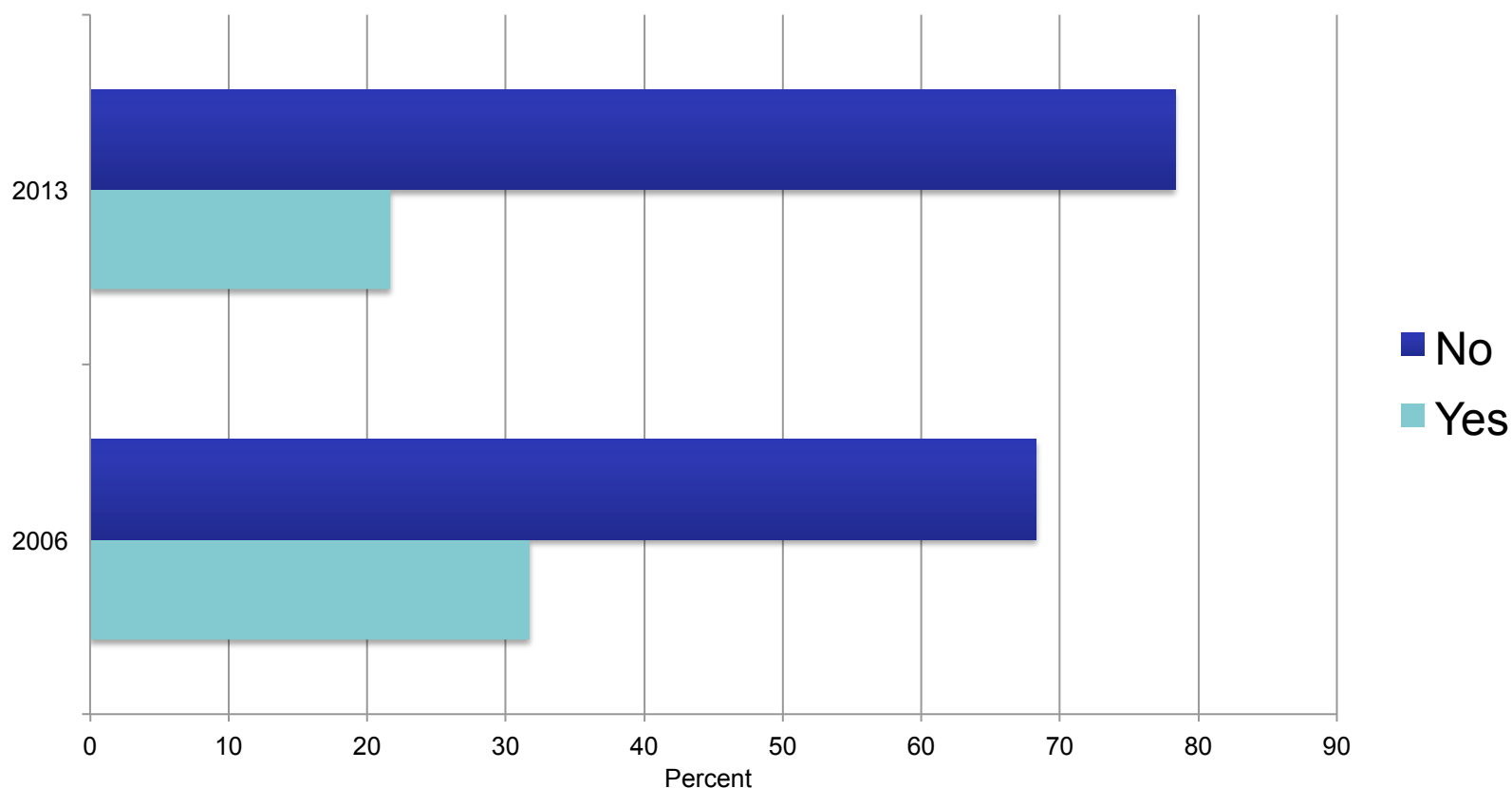
EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

Barriers

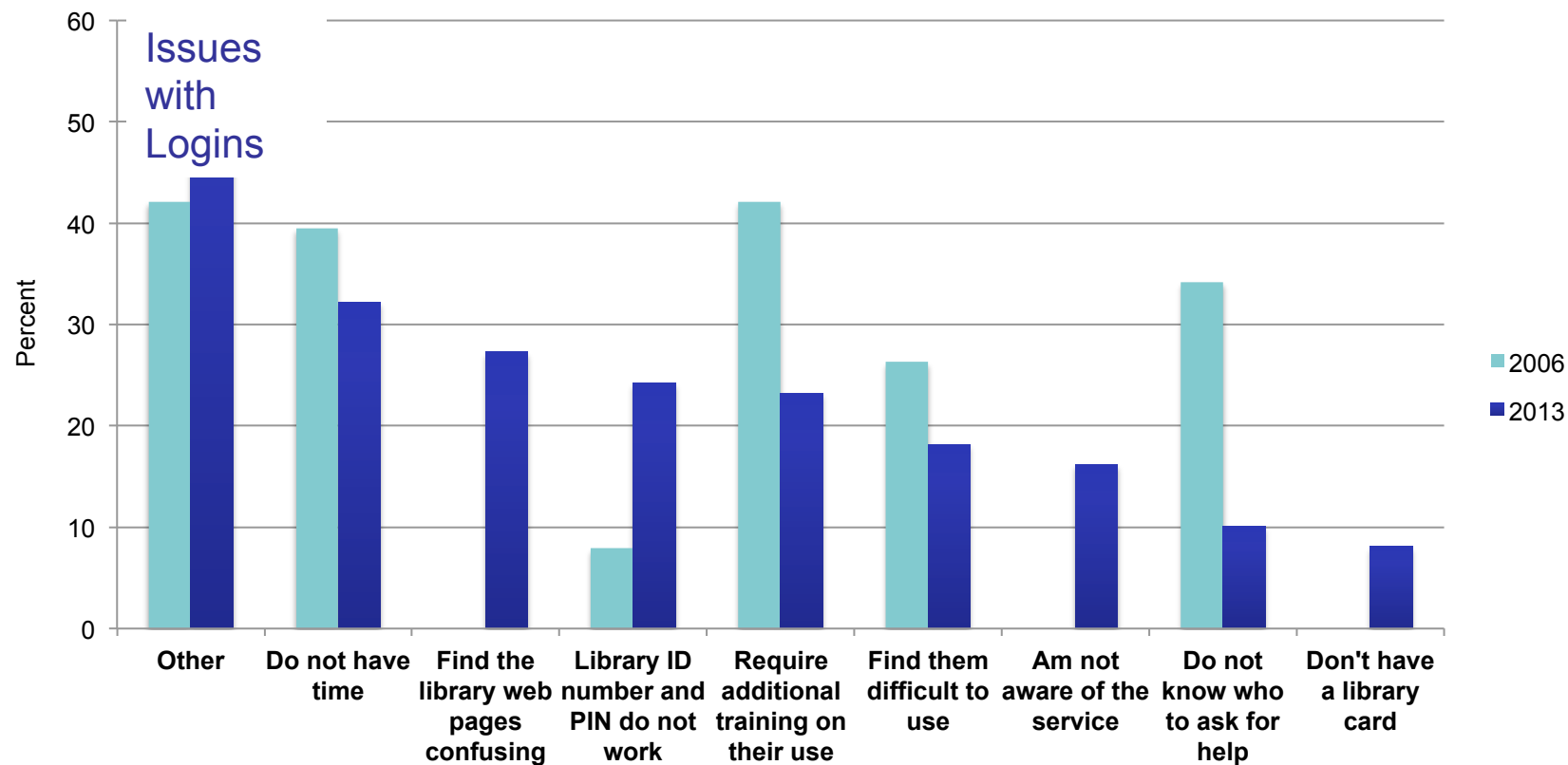


UNIVERSITY
OF MANITOBA

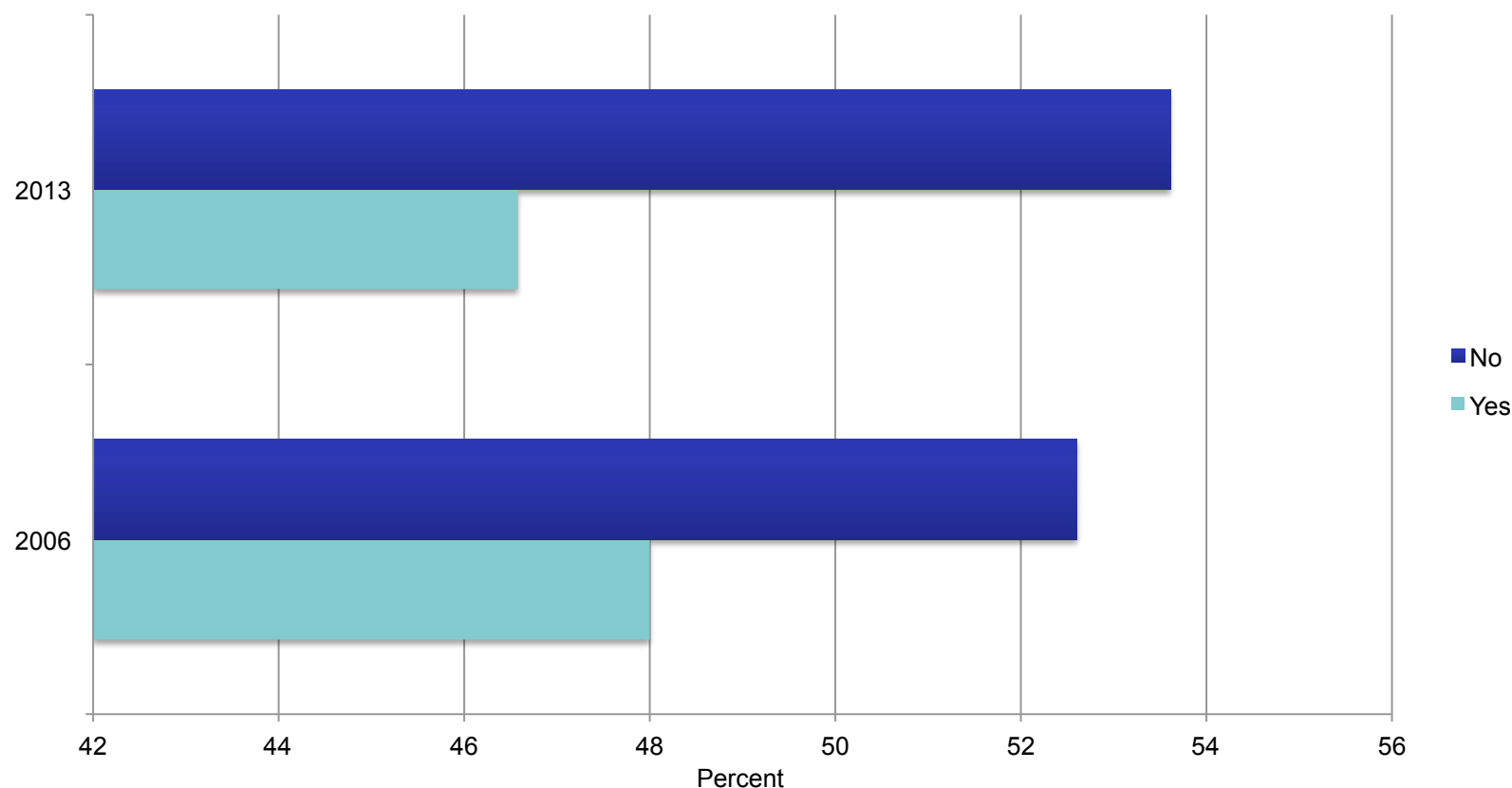
For those who used library services & resources Have you encountered any barriers? n=123(2006) and n= 466 (2013)



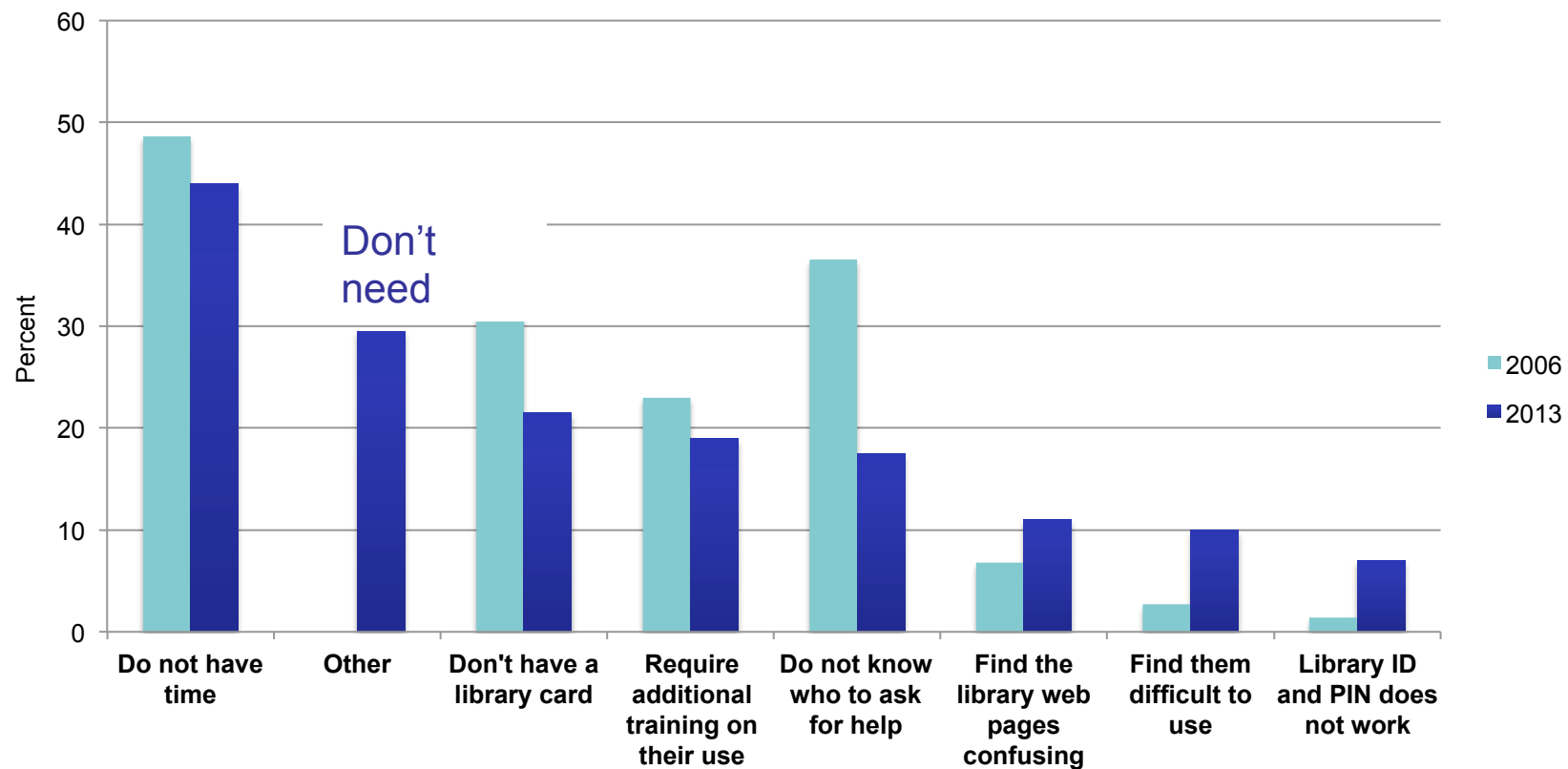
For those who used library services and resources What prevents you from effectively using them? n=38(2006) and n=99 (2013)



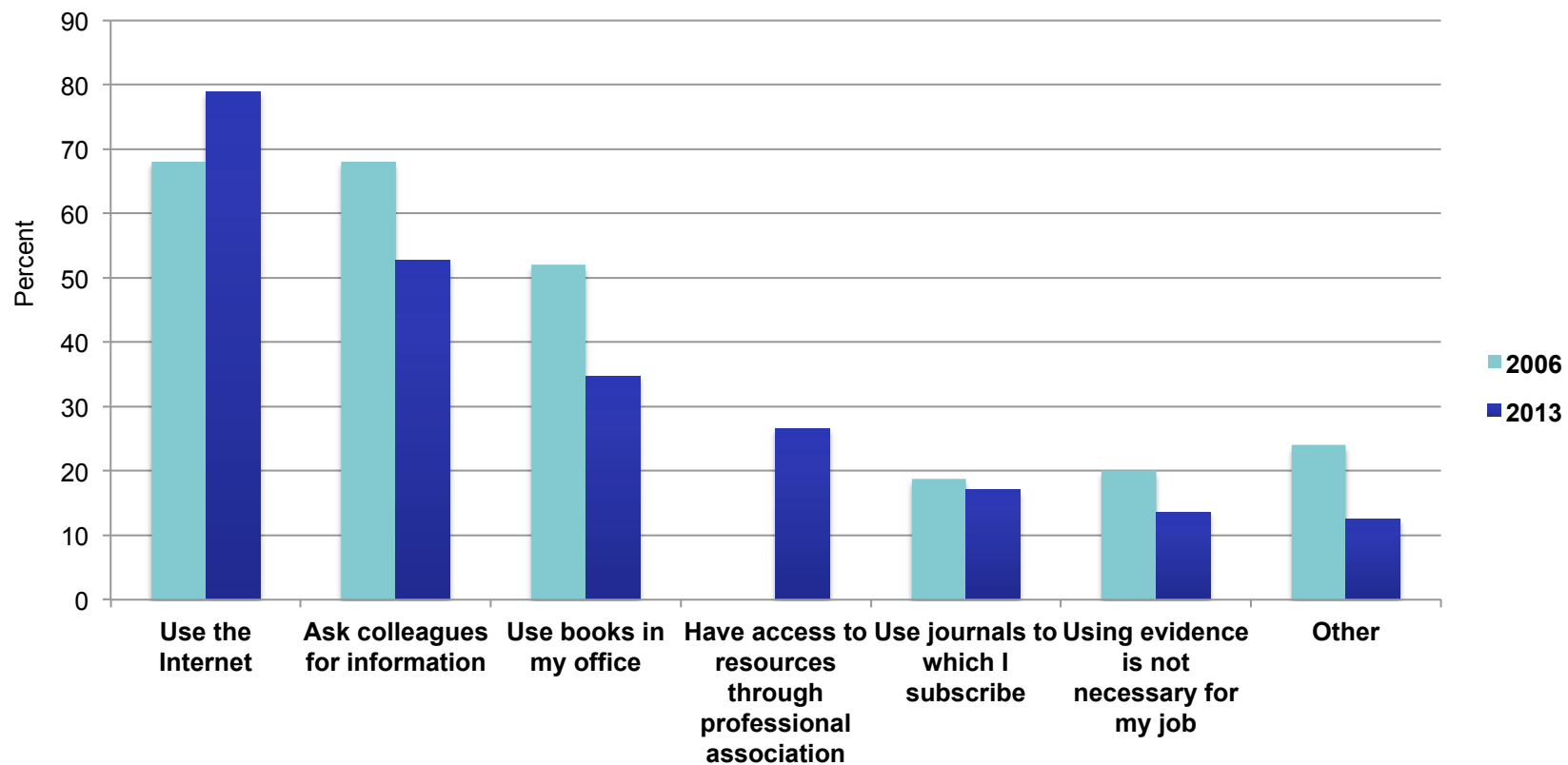
For those who did not use library services & resources
Were you aware of library services and resources?
n=175(2006) and n=526 (2013)



For those who did not use library services and resources Is there a reason you are not using? n=74(2006) and n=200 (2013)



For those who did not use library services and resources What information sources are you using n=75(2006) and n=199 (2013)



For those unaware of library services & resources What type of communication would improve awareness no data (2006); n=267 (2013)

Method	Percent
Email announcements	74
Information in WRHA Newsletter	44
Staff Training Sessions	43
Links from my organization's webpages	19
Information in my organization's newsletter	15
Personal training session	13
Social media (Facebook, Twitter, RSS Feeds)	6



Discussion

- Many of the comments who marked *Other* as a barrier revolved around issues with logins and passwords
- Fourteen digit login number difficult to remember
- The web pages themselves may be a barrier



Discussion

- Time is a barrier: using library resources and services is perceived as time consuming even by those who use or are aware of the services and resources
- Training on use of library services and resources has possibly become less of a barrier since 2006



EXPLORER INNOVATOR PIONEER ADVENTURER VISIONARY TRAILBLAZER

Where do we grow from here?



UNIVERSITY
OF MANITOBA

Electronic access to resources is critical

- Pushing forward with the *Manitoba Virtual Health Library* so that online access to a variety of resources can be achieved province-wide
- Point-of-care tools more valued by nurses & physicians. Balance with other resources such as eJournals, eBooks, and databases



Simplification of login process essential

- Since this survey done, logins for UM staff and faculty changed from a 14 digit number to single sign-in for many university computer accounts/services
- We need to explore simplification of 14 digit logins for hospital/WRHA staff who qualify for online access



Library Website is primary access point

- Since this survey completed, much more work has been done on developing specialty Toolkits for healthcare professionals using libguides platform
- Unsure if Toolkits are meeting needs as they have not been specifically assessed



Library services and staff are valued

- Many qualitative comments addressed how the literature search services & document delivery saved time and made users more efficient
- Marketing or education around time savings of these services should be emphasized through an email campaign



Qualitative comments

Optional question asking for any other comments about library services or resources

- 190 responses
- Overwhelmingly positive; many lengthy
- Specifically mention favourite librarians



“A wonderful librarian attends the nursing evidence-based cte group and keeps us current and suggests helpful resources.”

“I have been very pleased with the support that I have received from the librarians and I value having access to the library and its resources.”

“I truly appreciate the service and support of the library system and staff for my daily practice.”

“Great people, great service.”



“Thank you for providing them, they are beneficial to my practice!”

“I love the pharmacy tool kit and all the databases available to us here. I met with a pharmacist in Brandon who has very limited electronic resources, and I can't imagine doing my job without all that our library has. Amazing job!”

“I am very pleased to have an "external" UM library card via WRHA. It gives me online access to all databases, as well of course, to the catalogue. This connection to the library is very important to me. Thank you.”

“The library staff are fantastic!”



EXPLORER INNOVATOR ADV
REBEL ADVENTURER TRAILBLAZER
INNOVATOR CHALLENGER REBEL VISIONARY
REBEL PIONEER CREATOR EXPLORER TRAILBLAZER INNOVATOR
ADVENTURER EXPLORER ADVENTURER TRAILBLAZER REBEL PIONEER CREATOR EXPLORER REBEL PIONEER
PIONEER CREATOR EXPLORER DEFENDER TRAILBLAZER REBEL PIONEER EXPLORER ADVENTURER TRAILBLAZER REBEL EXPLORER PIONEER DEFENDER TRAILBLAZER CREATOR

Questions?



UNIVERSITY
OF MANITOBA