



Capital Health

Health Sciences Library

Annual Report 2006-2007

Penny Logan, Manager Library Services

For the period April 2006 - March 2007

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**Capital Health
Health Sciences Library
Annual Report 2006-2007**

This was a year of consolidation, facilitation and cooperation.

The Library catalogued the retirement videos supplied by the Human Resources Department and made them available to all of Capital Health staff. We were asked to put in a poster for quality week as part of the accreditation team. A copy of the poster and the article that appeared in the Journal of the Canadian Health Libraries Association appear in the Appendix.

A presentation about library services was delivered for Grand Rounds for the Geriatric medicine group and a series of lectures was delivered for the Nursing Educator group on topics that included designing a literature search, copyright and searching Google. The Library set up and staffed a booth for Academic Day April 27, and a booth at the Nursing Expo held on May 10.

Demonstrations were delivered to the Patient Education Committee and at a Clinical Affairs conference at Twin Oaks. Training sessions and library tours were delivered to students in the Critical Care Nursing and the Emergency Nursing programs. The Library presented a telehealth workshop entitled "How to do a literature search" at the request of the Nova Scotia Hospital Research Committee.

The library worked with the Supportive Care committee of Cancer Care Nova Scotia to develop, purchase and catalogue a selection of supportive care books. We partnered with this group to make the books available to health care providers around the province.

Plans for the library were developed for one, three and five years. A copy of the document appears in the Appendix.

Collections

Book collection

Electronic book collections were purchased from Wiley and Thieme publishers. These additions to our current collections from Stat!Ref, MD Consult, and Ovid bring our e-book collections to nearly 500 electronic books.

Journal collection

The library has made much progress in negotiating site licenses with publishers to ensure we are in compliance with legal requirements. Staff were concerned that our users might want to have a choice between paper or online versions. We undertook a yearlong experiment where we cancelled the paper subscriptions to a selected number of popular journals. We then set out to keep track of instances where users complained that the paper version was not available. In that one-year period, we received no complaints about the lack of the paper versions of the journals. Library staff themselves go first to the electronic version of the journal, and our research showed that our users are doing the same. With that evidence, we moved to cancel paper versions of journals wherever we can get the same content online.

Databases

We added the free section of *Dementia Guide* to the list of Capital Health databases. This is a locally developed database to support families dealing with patients with Alzheimer's disease.

We collaborated with the Pathology Department to purchase *PathConsult*, a decision-support with high quality images and more than 850 diagnoses.

Systems

The Library was selected as a pilot site by the Capital Health Information Technology Services (ITS) in its move to Active Directory. This move will eventually see all of Capital Health use Active Directory and Outlook rather than Novell and Groupwise.

The Dickson Library instituted QuickDoc in August of 2006. QuickDoc allows for better management of interlibrary loan records, and the ability to track user activity.

In June of 2006, the Infirmary and the Dickson libraries joined the Nova Scotia Hospital Library as members of the Electronic Funds Transfer System. This greatly streamlines our processes and costs for interlibrary loans.

The number one request (and the number one complaint) that we receive in the Library is that people wish to access the Library's material from offsite. We have been assured by ITS that this will be available with the province-wide portal technology that is in process.

Equipment

A new desk with appropriate work surfaces and a more ergonomic design was installed at the Dickson, as was some metal journal shelving.

Four new computers were added for public use – two at the Infirmary Library and two at the Dickson Library. These were purchased in partnership with Medical Education. These acquisitions have greatly assisted in reducing waiting lines for computer access.

New computer tables were purchased for the Infirmary, the Dickson and the Nova Scotia Hospital Libraries. The tables have built-in keyboards and an area to hold the machines. These tables are specially made for computers and our users appreciate this move to more ergonomic equipment.

A People Counter was installed at the Nova Scotia Hospital Library. This allows us to accurately count the number of people who enter the library.

Services

Training

In order to manage the demand for Library training, a training schedule was implemented. As a result we were able to train the same number of people as last year. However, we continue to get more demand for training than we can accommodate. A proposal has been put forward to hire a Librarian Educator so that this service can be developed and better managed.

Year	Number trained	Increase over previous year
2003-2004	95	n/a
2004-2005	183	88
2005-2006	253	70
2006-2007	257	4

Capital Health Library Services 2006-2007	
Circulation	15,492
Reference Questions	11,797
Interlibrary Loans	7,063
Online Searches	128
Table of Contents Users	292
Traffic - # of visitors (253,403 count /2)	126,701

Facilities

Halifax Infirmary

Cupboards were installed near the entrance to the Infirmary library. These supply much needed storage space that was lost in the recent renovation.

Nova Scotia Hospital Site

The Nova Scotia Hospital Library experienced several leaks over the past year. However, there is no indication that a location for the Library has been identified.

Dartmouth General Hospital Site

The Dartmouth General Hospital Library held an open house in September 2006 to celebrate the new location. The event was well attended, and the volunteers appreciated the opportunity to show off the new facilities.

Personnel

As a result of requests, and with funds supplied by Research and Academic Affairs, library staff eagerly participated in software education courses about Excel and PowerPoint.

Myrna Lawson was awarded a 25 year service pin on October 30 and Moira Stewart was awarded her 20-year pin on November 8.

Library Staff, April 2007: David Barteaux, Library Assistant – Dickson
 Joan Briand, Library Clerk – Nova Scotia Hospital
 Carrie Burke, Library Clerk - Dickson
 Diane Lawson, Library Clerk – Infirmary
 Rachel Green, Library Assistant – Infirmary
 Myrna Lawson, Library Assistant – Nova Scotia Hospital
 Verona Leslie, Library Assistant – Infirmary
 Penny Logan, Manager Library Services
 Moira Stewart, Library Assistant - Dickson

Internal/External Committees and Activities

The Library continues to contribute to the Capital Health Patient Education Committee, the Nova Scotia Cancer Patient Education Committee, the Information Management Accreditation Team, the Atlantic Health Knowledge Partnership, the Oncology Interactive Education Series (OIES) committee, the Professions Education Policy and Planning Committee (PEPPC) and the Dalhousie Library Committee. The library joined the Nova Scotia Hospital Research Interest Group this year.

Health Sciences Library Budget Fiscal 2007

	DGH	Dickson & Infirmary	Nova Scotia Hospital	Libraries outside metro	Total
Salaries/Benefits	\$0	\$315,858	\$89,966	\$0	\$405,824.00
Books	\$12,360	52,246	11,606	\$1384	\$77,596
Journals	\$4,7080	\$481,525	\$103,728	\$0	\$632,333
Supplies	\$2,917	\$58,694	\$16, 184	\$0	\$0
Total	\$62,357	\$908,323.00	\$205,500.00	1384	\$1,115,753.00

Looking Ahead to 2008

In the coming year the library will focus on recruiting a Librarian Educator so that we can establish a training program. If we are successful in recruiting a Librarian, we will then look at ways to afford RefWorks citation management software. The library gets many calls to support RefWorks, and the addition of a training Librarian will allow us to move forward on that front.

We will continue to advocate for a suitable space for the relocation of the NSH library.

The Library will continue the move to electronic resources and will continue to develop partnerships for mutual benefit and cost savings. We were not successful with the Health Knowledge Nova Scotia proposal, but we continue to work with the Kellogg Library to find a way to establish a province-wide library consortium.

Penny Logan, Manager Library Services, Capital Health

Appendices

Appendix A: Poster Presentation for Quality Week

Appendix B: Ensuring Access to Consumer Health Information Pamphlets

Appendix B: One, Three and Five Year Plan

Ensuring Access to Consumer Health Information Pamphlets at Capital Health

Introduction

The objective of the program was to create a catalogue of patient education pamphlets and provide an in-house platform for the database that is sustainable with current staff resources.

Capital Health has an excellent selection of more than 1,000 patient education pamphlets. These pamphlets need to be accessible from the internet, and they need to be housed on a Capital Health Web page.

The main components were cataloguing the content, designing a user-friendly Web page, ensuring ongoing cataloguing is sustainable, and educate users.

Featured article in the Journal of the Canadian Health Libraries Association (JCHLA/JABSC). Volume 27, Number 4, Fall 2006. p. 105-108 Accessed May 15, 2007, <http://pubs.nrc-cnrc.gc.ca/jchla/jchla27/c06-044.pdf>.

Team Members

- Deb Cameron, Graphic Designer
- Eleanor King, Patient Education Coordinator
- Myrna Lawson, Library Technician
- Penny Logan, Manager Library Services
- Pearl Murphy, Web Coordinator
- Boyd Sharpe, Systems Analyst



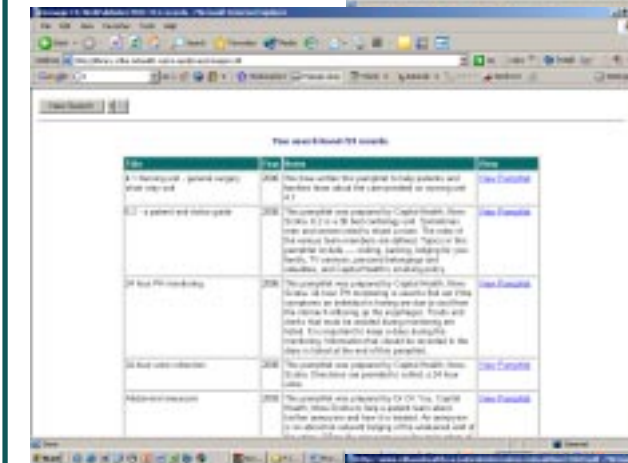
Successfully instituted changes to the cataloguing, to the graphic design and to the web page to accommodate pamphlets in French and Arabic.



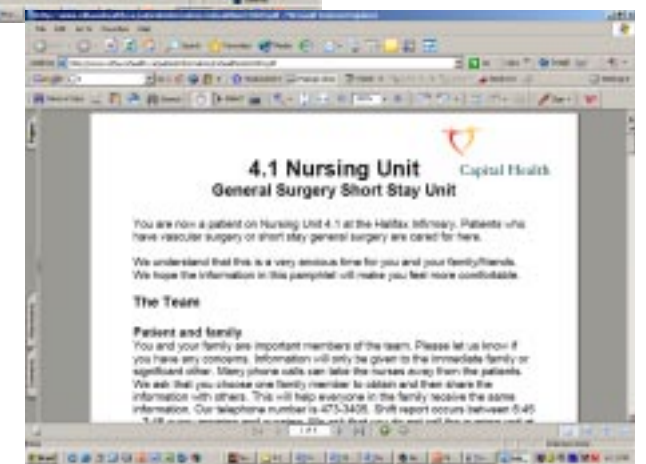
Search by title, keyword, or specialty.



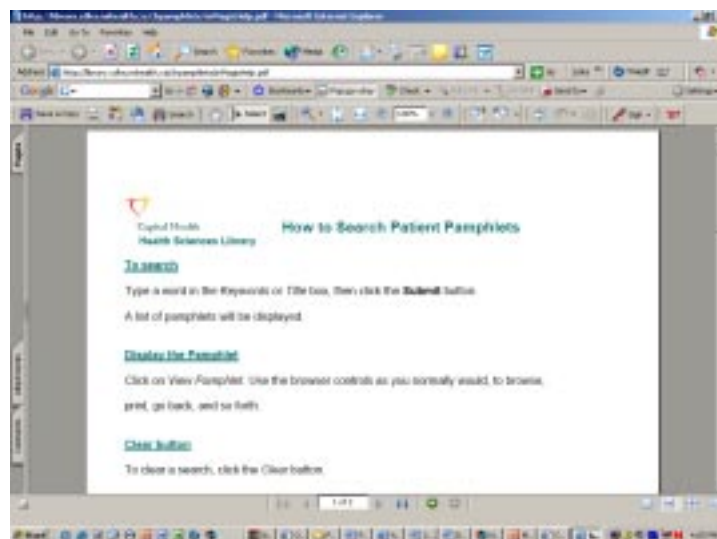
Now more than 700 pamphlets available on-line!



Read or print the pamphlet – available from anywhere via the Internet.



Ensured that the Help File was in appropriate plain language.



Ensure that the web page and the search features are user-friendly.



Results

Over 700 patient education pamphlets were catalogued and presented on a user friendly Web page in a searchable database that is controlled in-house and that can easily be updated with current staff and systems.

Conclusion

Library software and expertise can be used for more than just a catalogue of books and journals.

Ensuring access to consumer health information pamphlets at Capital Health

Penny Logan and Eleanor King

Abstract: Program objective – The objective of the program was to create a catalogue of patient education pamphlets and provide a stable in-house platform for the database that is sustainable with current staff resources. Rationale – Capital Health has an excellent selection of more than 1000 pamphlets specifically for patients. These pamphlets need to be accessible from the Internet, and they need to be housed on a Capital Health Web page. Main components – The main components were cataloguing the content, designing a user-friendly Web page, ensuring ongoing cataloguing is sustainable, and educating users. Setting – Capital Health, Halifax, Nova Scotia. Participants – Eleanor King, Patient Education Coordinator, Capital Health; Myrna Lawson, Library Technician; Penny Logan, Manager Library Services; Pearl Murphy, Web Coordinator; Boyd Sharpe, Systems Analyst; Deb Cameron, Graphic Designer. Program – The program was to ensure Web access to patient pamphlets. Results – 679 patient pamphlets were catalogued and presented on a user-friendly Web page in a searchable database that is controlled in-house and that can easily be kept up-to-date with current staff and systems. Conclusion – Library software and expertise can be used for more than just a catalogue of books and journals. By using already-available software and expertise, maintaining the pamphlets database can be accommodated without additional expense.

This paper does *not* describe the huge, time-consuming process that goes into developing patient pamphlets: the committees, the rewrites, the editing, and the creation of abstracts. That is the heavy and essential work of the Patient Education Coordinator at Capital Health. For that information, please contact Eleanor King. This paper describes how the library is involved in making sure this essential information is made available to the broadest possible publics.

Capital Health is a health district in Nova Scotia that includes 10 facilities, covers more than 2000 square miles, and serves a population of 350 000. A series of patient pamphlets has been developed that give general health information as well as specific instructions for patients, from “how to get to clinics” to “how to care for your wound at home”. The 1000 patient pamphlets continue to be used in paper form, but there is increasing demand from both health professionals and the public to make these materials available on the Internet.

The electronic files for the pamphlets are created in-house and the files are housed on a Capital Health server. However, access to them has been via the Nova Scotia Health Network (NSHN) with the assistance of Dalhousie University. The NSHN-branded Web site is provided by the Dalhousie Department of Academic Computing Services. The department supervises com-

puter science students employed on a work-term basis. The students maintain the Web page, which is hosted on a Dalhousie server. NSHN contains several links and patient information from several hospitals. To provide some subject access, a check-off template was developed by the Dalhousie Department of Medical Informatics so that an NSHN employee could easily assign each pamphlet to a category, as provided by the Patient Education Coordinator. This check-off template is displayed on the Web page and is meant to act as a search aid.

Several things happened that provided the impetus for Capital Health to take on a more active role in the process. One person at NSHN is responsible for looking after the pamphlet process, so illness or vacation meant the pamphlets were not immediately available. The NSHN Web page gives access to pamphlets from many different agencies and at differing levels of readability and quality. The Capital Health Patient Education Committee suggested in 2004 that users needed a more straightforward search page, but no action has been taken to change the search page. The biggest impetus for change was the announcement from the NSHN that it was facing some financial constraints, and there were questions about whether it would continue.

The Health Sciences Library took up the challenge to find a way to ensure the ongoing maintenance of and access to the pamphlet files. This had to be accomplished while operating within the library’s current staffing and resource levels in a system that can be sustained over time and that can be maintained wholly within the resources of Capital Health should the need arise.

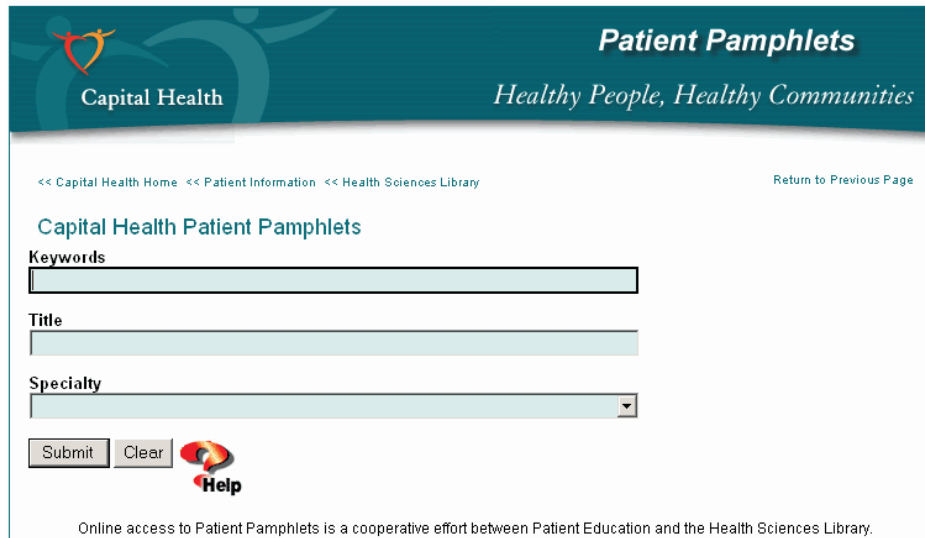
This project involved identifying which pamphlets will be catalogued, cataloguing the pamphlets, creating a new pa-

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Fig. 1. Patient pamphlet search page.



Capital Health Patient Pamphlets

Keywords

Title

Specialty

Submit Clear Help

Online access to Patient Pamphlets is a cooperative effort between Patient Education and the Health Sciences Library.

tient pamphlet Web page that is identified with Capital Health, ensuring that the new Web page is user-friendly, setting up a process so that new pamphlets can easily be incorporated into the library's cataloguing processes, and educating Capital Health staff about the new access point.

Of the 1000 pamphlets, 679 were selected for cataloguing. Those not catalogued are specialized pamphlets that require a health care professional intervention and are not meant to be publicly available. The library uses CS/TextWorks® and WebPublisher PRO (Inmagic, Inc., Woburn, Mass.) for its catalogue. This software is well known to all library staff, and thus it was straight forward to create a separate "textbase" for the patient pamphlets. The library technician worked on the project when she could find time, and the initial cataloguing was completed in May 2006. The textbase and the public Web page were modeled on the library's public catalogue so that it would take the fewest resources to implement and maintain and so that it would be familiar to our users. Because this had to be accomplished with current staffing and resources, there was an effort to catalogue at a minimum level while ensuring maximum accessibility for both Capital Health staff and the public.

The cataloguing fields we used were Title, Author, Notes, Abstract, Specialty, Language, and Year. On the public Web site the search screen has been limited to just three fields: Key words, Title, and, Specialty (Fig. 1).

Several groups were consulted (including the Patient Education Committee) to get input into how the page should look, and modifications were made to ensure that the Web page is considered user-friendly.

In addition to ensuring that there is enough white space on the page, the text in the online Help file was modified so that the language is at a level appropriate for patient education materials. And, although we enter data into the Abstract field when we catalogue, on the search results page that field is labeled "Notes".

A paper catalogue to the pamphlets has been in use for many years and is based loosely on the National Library of Medicine classification system. We wanted to show our users the same kind of list that they see in the paper catalogue.

The list is not restricted to subjects; it includes both subjects and places. We decided to put strict cataloguing rules aside in favour of showing our users a Web version of the index that is as close as possible to the paper index they use. We created a field called Specialty that shows all the classifications. It displays as a drop-down menu with the following terms: breast disease, Cancer Care Nova Scotia, cancer general, cardiovascular system, dermatology, diagnostic imaging, emergency, endocrine system, food and nutrition, gastrointestinal system, geriatrics, gynaecology, Hants Community Hospital, hematology, hospitals, infectious disease, intensive care unit, medications, musculoskeletal system, nephrology, nervous system, nursing, nursing units, ophthalmology, oral surgery, otorhinolaryngology, pain management unit, palliative care, physiotherapy, psychiatry, respiratory system, surgery, and urogenital system.

The search results appear on a screen with the following headings: Title, Year, Notes, and View. Clicking on View Pamphlet opens a PDF document displaying the full text of the pamphlet (Fig. 2).

The library worked with the Information Technology (IT) Department to find the most appropriate place within the current process for the library to be notified that a new pamphlet is available so that it can be catalogued. The IT Department has been invaluable both in its expertise and in its enthusiasm to see this project through.

There are many advantages to this arrangement:

- (i) In-house expertise (no new expenditure for software)
- (ii) Improved understanding by others of the capability of the library
- (iii) Ability to instantly make changes to the database
- (iv) Capital Health can ensure quality control
- (v) Many in-house experts (no holdups because of vacation or illness)
- (vi) Part of regular processes
- (vii) Can make changes to accommodate what our users want (even if we have to "bend" some cataloguing rules)

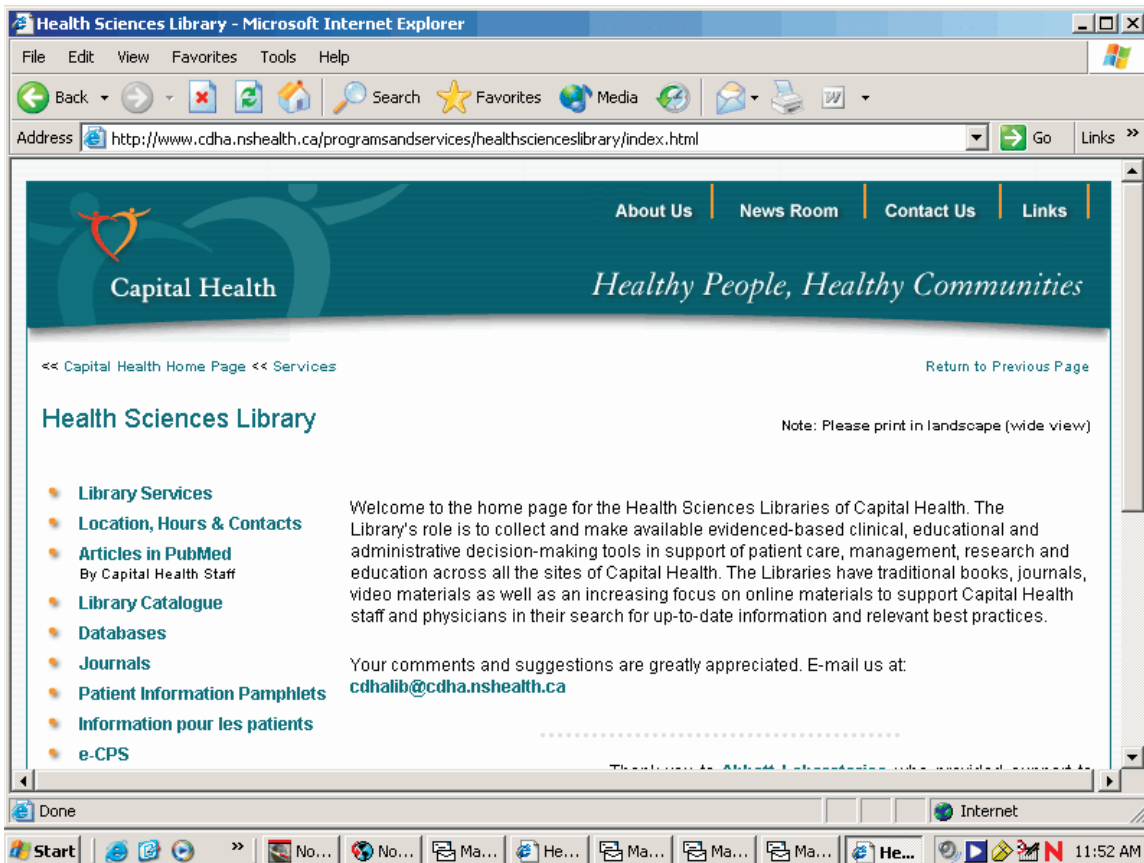
The two systems continue to work in parallel. The pamphlets are still available through NSHN. The original pro-

Fig. 2. Section of the search results page.

Your search found 21 records.

Title	Year	Notes	View
Angiogram	2004	This pamphlet was prepared by Capital Health, Nova Scotia. During this test, a colorless dye is injected into blood vessels so they can be seen on x-ray. We have described getting ready for the test, what happens during the test and the care after the text. Problems that need immediate medical attention are given.	View Pamphlet
Barium enema	2006	This pamphlet was prepared by Capital Health, Nova Scotia. We have described getting ready for this test and what happens during the test. It is very important to follow the instruction you are given to prepare for this x-ray. The test is like an enema except barium is used to show the bowel under x-ray. The radiologist controls the barium. The patient is asked to turn from side to side as films are taken.	View Pamphlet
Bone scan	2006	This pamphlet was prepared by Capital Health, Nova Scotia. A bone scan is done in the Nuclear Medicine Department. A radioactive material is given. Pictures are then taken with a gamma camera. The dosage of the radioactive material is so small that it will not harm you. If you are unable to keep your appointment, please call immediately so that another patient can be booked.	View Pamphlet

Fig. 3. Link to the French language page.



cess remains with the addition of alerting the library when a pamphlet is uploaded to the server.

Over the summer of 2006, some of the patient pamphlets were translated into French. Because we have knowledge of the software, it was very easy for library staff to add them to the catalogue along with a Language field. This both allows people to search by language and allows for future capacity because we can accommodate any number of languages.

Several training sessions have been given to Capital Health staff, and in regular library training, special mention is made of the link to the Patient Education Pamphlets Web page that appears on the main menu of the library's home

page. A separate link to "Information pour les patients" directs users to the French language page (Fig. 3).

Our IT systems do not allow us at this time to measure how much traffic we get on the patient pamphlets page, but as our systems are improved, we will be looking at that statistic as an outcome that can be measured year over year.

This has been a great cooperative effort with the result that the library has increased its role in the Capital Health information processes, we have extended our contacts through the Patient Education Committee and the IT department, and we have ensured the continued access to these essential patient education materials.



One, Three and Five-year plan for the

Health Sciences Library of Capital Health - March 2007

Role, Programs and Services

The Library's major role is to collect and make available evidenced-based clinical, educational and administrative decision-making tools in support of patient care, management, research and education across all the sites of Capital Health. The Libraries have traditional books, journals and video materials as well as an increasing focus on electronic materials to support Capital Health staff and physicians in their search for up-to-date information and relevant best practices. The collection includes more than 9,000 books and videos, more than 600 electronic books and more than 2300 journal titles - 900 of those with electronic access.

The Library also orders and processes all the books and journals ordered for all the departments in Capital Health.

The Library's interlibrary loan service and connections with 4,000 health Libraries across North America, means that material not held by the Library is accessible usually at no cost to the user. Interlibrary Loans are usually available within 48 hours and Library staff will 'rush' items that are required for urgent patient care.

The Library offers a basic reference service and limited education programs to help users find information and receive instruction in database use.

The Library has computers available to all users and to the public at all sites. A limited consumer health collection is available at all sites.

The Library provides a table of contents alerting service.

Recent Activities

In the past four years the Library catalogue has been upgraded bringing the catalogues of the different libraries together using the same software and making the catalogue accessible on the Internet. A new webpage has been introduced which is accessible from both the Intranet and from the Internet. This is essential because many hospitals and the general public rely on the Capital Health Libraries as a source of health information.

Journal licenses have been re-negotiated into a site license model that covers all the staff of Capital Health and meets legal requirements.

The Library has instituted an 'order the book' service so that Capital Health staff from any location may request to borrow a book from their workstation using a quick and easy online utility. The Library staff then sends the book via interdepartmental mail. This extends access to all Capital Health staff - not just those who can physically visit one of the Libraries.

The Library leases a computer workstation that is housed in the staff room of Hants Community Hospital to provide access because Library facilities are not available onsite.

The Library has increased the amount of online content and is in the final phases of ensuring we have online journal access wherever it is available and affordable. Electronic books are being purchased instead of paper versions wherever available and affordable.

Partnerships

The Library has worked with departments like Radiation Oncology who obtained funds so that the Library can provide access to three important journals.

The Library has worked with other community partners in the Atlantic Health Knowledge Partnership to purchase titles like *MD Consult* and the *Cochrane Library* at prices much reduced than if we had purchased them for Capital Health on its own.

We have worked with Medical Education to increase the number of computer workstations available in the Libraries. It is now possible for staff at any of the four sites to come to a Library and use the workstations to see the Library's databases and online content.

We have cooperated with the Patient Education department to ensure that the patient pamphlets are available and are easily searchable on the Internet.

Staffing

Prior to amalgamation, separate Health Science Libraries existed at the Victoria General, Cancer Treatment Research Foundation, The Nova Scotia Rehabilitation Centre, the Halifax Infirmary and the Camp Hill Hospital. Professional Librarians managed four of these Libraries. During the Camp Hill Hospital - Halifax Infirmary merger, Library Services were merged, with one professional Librarian remaining. When the QEII was formed, Library Services were once again consolidated with one professional Librarian remaining at each of the VG and HI sites. Both full-time professional Librarians left the institution in 1998.

For a time, the IWK Librarian took on the duties of Capital Health Librarian on a part-time basis.

This reduction of Library services from a Librarian at every site to a part-time Librarian for all of Capital Health, began to turn around under Marilyn Swaffer, the Director of Education Services, when a full-time Librarian was hired in 2002.

The Library remains seriously understaffed. Hospital Library standards¹ prescribe a staff of 14 FTE in a ratio of 5 Librarians and 9 support staff. The current staffing is 8.5 FTE with one Librarian. There is continual demand for new services like support for systematic reviews and reference management software training. Any new services will require additional staff to support those services.

1. Canadian Health Libraries Association/ Association des bibliothèques de la santé du Canada. Standards for Library and Information Services in Canadian Healthcare Facilities 2006. Accessed March 12, 2007. http://www.chla-absc.ca/task/standards_2006final.html

Space

The Nova Scotia Hospital site has been ‘orphaned’ in space planning for that location. Simpson Hall, where the Library is housed, is in a serious state of disrepair and there are plans to decommission the building within the next year. The current Library occupies 5,000 square feet.

All the libraries face increasing demand for study space. Long-range plans include space for consultations with Librarians, computer labs, small group study areas and technology upgrades so that users can use their own or borrowed laptops in the Library.

Collection

Publishers are beginning to digitize their older issues of journals. The Library is monitoring the costs to purchase those back files. There will be a benefit if we can afford to purchase electronic back files because we can discard the paper copies and free-up some space.

Access

Off-site access to the Library’s materials is a major issue for Library users. One possible way to provide this access is for the Library to institute its own proxy server system. This requires a Systems Librarian and infrastructure support to manage the technical aspects of system and the administrative work of managing 10,000 usernames and passwords.

Another option is to work with the Information Technology Services (ITS) department to find a solution that is in sync with other Capital Health ITS services. The advantages to this approach are: a) the Library can rely on ITS for support and b) Library systems will be maintained and understood as a part of the overall Capital Health ITS strategy.

One, three and five-year plans for the Capital Health Library

One year plan: 2007-2008

1. Provide a Library education service.

Strategy: Hire a Librarian Educator with responsibility for setting up an education service.

Timeline: 2007-2008 budget year.

Budget Pressures: Salary and benefits for Librarian $\$50,000 + 30\% = \$65,000$

2. Begin an online-search service.

Strategy: Once hired, the Librarian Educator is responsible for setting up an online search service.

Timeline: 2007-2008 budget year.

3. Begin a reference management education service.

Strategy: Purchase a subscription to RefWorks. Once hired, the Librarian Educator is responsible to become the 'expert' in RefWorks and set up a training schedule for staff.

Timeline: 2007-2008 budget year

Budget pressures: Additional funding of \$6,650 U.S. annually (in 2006 dollars) is required to subscribe to this software.

4. Provide off-site access to the Library's resources.

Strategy: Continue to work with Information Technology Services (ITS) to raise this to a priority position in ITS's strategic plan.

Timeline: 2007-2008 budget year

Three year plan: 2007-2010

5. Upgrade patient information access. Consolidate the patient education material available in Capital Health and establish 'one stop' access.

Strategy: Resubmit the plan for patient education resource service - as per Appendix attached.

Timeline: 2010

6. Knowledge Building. Embed Librarians in the clinical areas of research, nursing, acute care and mental health to increase the point-of-care knowledge resources and ensure that clinical teams have access to the latest information.

Strategy: Hire Clinical Librarians to support the major programs: Mental Health, Research, Nursing and Acute Care, and to develop specialized clinical training for PDAs.

Timeline: 2010

Budget Pressures: Additional funding for four Clinical Librarians \$260,000 (4 @ \$50,000 salary + 30% benefits = \$65,000 per position) (in 2006 dollars)

Five year plan: 2007-2012

7. Improve Technology: Convert the libraries to wireless sites. Introduce a borrowing system for laptops. Convert Library 'old journal' stack space to computer lab training rooms, telehealth centres, technology centres with scanners, colour printers, PDA download centres, laptop-borrowing stations and smart boards.

Strategy: volunteer to be wireless sites in Capital Health Information Technology programs; purchase journal back files to create space; remodel sites to allow for new technologies.

Timeline: 2012

Budget Pressures: Use of scanners, printers, etc. will be on a cost-recovery basis. Additional funding will be required for renovations, for computer equipment for the computer training laboratories and to purchase laptops for borrowing.

8. Research Support/ Library Research program: Establish a systematic review support service and education programs to educate researchers on creating systematic reviews, developing structured abstracts, creating informative titles and evaluating the literature. Engage in research about information-gathering, information-use and knowledge transfer.

Strategy: Hire Research Support Librarian; subscribe to *Scopus*, the *Mosby Nursing Index* and *Dialogue* databases.

Timeline: 2012

Budget Pressures: Research Librarian salary and benefits: \$65,000 (in 2006 dollars) Subscription costs: Scopus: \$65,000, Nursing Index: \$30,000 Dialogue databases: \$3,000. Total salaries, benefits and subscriptions: \$163,000 (in 2006 dollars). Typically, the library receives 5-10% of Research overhead costs to support these kinds of research-specific endeavors. This program could be paid for from such an arrangement with Research Services.

9. Digital depository for research. To ensure the widest-possible knowledge transfer, all research completed in Capital Health should be made available freely to the wider research community. Depositing research material in a digital depository will raise the profile of Capital Health's research efforts and increase the freely-available scientific knowledge.

Strategy: Once hired, the Research Support Librarian can identify research, upload files to a free digital archive and manage the resource.

Timeline: 2012

10. Strengthen community partnerships. The Capital Health Libraries can work with the Nova Scotia Community College and with the Dalhousie School of Information Management to bring students into the Hospital Libraries so that students can get hands-on training in health Libraries and so that the workforce has some pre-employment training in the special aspects of health libraries.

Strategy: Once staffing levels are at the recommended minimum levels, the Librarians can spend a portion of their time mentoring and training students. The location of the new Nova Scotia Community College campus beside the Nova Scotia Hospital will make that location a natural place for a 'learning lab' for Library students.

Timeline: 2012

Penny Logan
Manager Library Services
March 27, 2007

APPENDIX

New/Expanded Program Submission – 2004

Capital Health Patient Education Resource Service Proposal

Submitted by:

**Dr. Andrew Padmos, Head
Victoria Sullivan, Director**

Capital Health Cancer Care Program

Prepared by:

Patient Education Resource Centre Committee

Date: August 30 2004

Patient Education Resource Service

Background

A survey in the summer of 2004 (See Appendix A – Report: Patient Education Resource Centre Survey) and research outlined in a document from 2001, provide the evidence that clinicians and patients need an organized patient education service in Capital Health. Such a system would access the materials and services currently available:

- more than 1,000 Capital Health patient education pamphlets
- Health Link website,
- [C@P](#) site computer workstations,
- Health Sciences Libraries in Capital Health,
- Community Forum patient education videos
- self-help collection at the Nova Scotia Hospital

and integrate these with the health information services of Nova Scotia Public Libraries and other community resources.

Models

This service is meant to provide information for adult health information consumers in the same way as the IWK patient education resource centre supports pediatric consumer health needs. The Ottawa Hospital Consumer Health Information Service is a model of how an adult patient education service can work in a multi-site system.

Proposal

This service will take the form of a Clearinghouse that patients can call, visit or contact electronically. The Clearinghouse will catalogue and make available the current patient education material that is available in Capital Health with a small additional collection of patient-focussed materials. Staff will act as the contact to obtain and mail-out materials and to direct users to their local public library or to appropriate, verified websites. Nova Scotia Public Libraries are full partners in this venture and staff will be able to direct users to the public library material especially where it is available in their local community.

In addition, the Patient Education Service staff can fill several roles:

- maintain the Health Link web site
- educate patients in how to use the available resources
- liaise with Nova Scotia Public Libraries
- liaise with primary care health professionals
- liaise with community consumer health groups
- educate Capital Health employees and physicians about the materials available
- ensure that the public-access [C@p](#) computer kiosks link to available materials

Estimated Costs

One-time space improvements to be determined.

Space required: 1,500 square feet.

Staffing:

Librarian Coordinator:	\$50,000
Library Technician:	\$35,000
Benefits @ 30%	<u>\$25,500</u>
Total staffing:	\$110,500

Operating start-up:

Fax/Scanner machine:	\$750
Printer:	\$500
Telephone/Fax installation: (3x \$125)	= \$375
Desks 2 @ \$500	= \$1,000
Chairs 2 @ \$250	= \$500
Shelving @ \$3,000	
3-user Workstation	\$1800
Chairs for users 3 @ \$250	= \$750
Worktables 2 @ \$800	= \$1,600
In-wall book return slot:	\$800
Depressible book return	\$900
Total operating start-up:	\$11,975

Operating on going:

Collection:	\$15,000
Marketing:	\$8,000
Travel:	\$10,000
Computer leases (\$35x2x12):	\$850
Telephone/Fax lines monthly rate (\$35x 3 x 12):	\$1260
Photocopier monthly lease	\$600
Total operating ongoing:	\$35,710

Total operating: \$47,685

Total start-up cost first year: \$158,185

Total ongoing annual cost: \$146,210

Respectfully submitted by:

Victoria Sullivan, Director Cancer Care, on behalf of the

Patient Education Resource Centre Committee

Anne Cogdon, Director Community Health, Capital Health
Michael Colborne, Coordinator of User Services, Nova Scotia Provincial Library
Sara Gillis, Manager of Adult and Youth Services, Halifax Regional Library
Eleanor King, Patient Education Coordinator, Capital Health
Penny Logan, Manager Library Services, Capital Health
Vickie Sullivan, Director Cancer Care, Capital Health
Marilyn Swaffer, Director Medical Education, Capital Health