

# Annual Report 2015-2016 Dana Medical Library



# Director's Report:

## Electronic Journals Transformed Research, Clinical and Library Work

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Director Marianne Burke

The prevalence of electronic journals and their replacement of print has transformed the way researchers, students, and clinicians use the medical and health sciences literature, and made new spaces and services possible in the library. In this Annual Report, we highlight some of the changes we made to collaborate more fully in the curriculum, support research, and personalize service.

The former circulation and reference desks merged into an all-service Main Desk in 2016 and we inaugurated the Librarian On-call research consultation service. (See Main Desk article page 4) Librarians increased their engagement with teaching faculty and students and became an integral part of many courses. (See Curriculum article page 6)

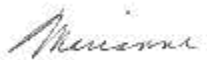
Additionally, the shift to electronic journal access and removal of print volumes enabled the Learning Commons vision that, in partnership with Larner College of Medicine (LCOM) and College of Nursing and Health Sciences (CNHS), will come to fruition in 2017.

As the landscape of health science education and health care delivery is changing, Dana is changing along with it.

I want to thank Donna O'Malley for her service as Acting Director from July to December 2015.

As you enjoy this 2016 Report, please let us know your comments and concerns.

With Best Regards,



Marianne Burke, M.A. L.S.  
Library Associate Professor  
Director, Dana Medical Library

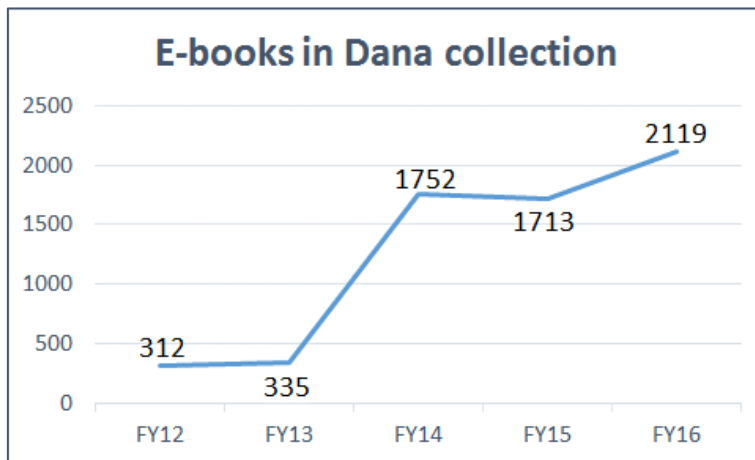


Donna O'Malley, Acting Director July to Dec 2015



## Electronic Textbooks Impact Learning, Are Always Available

In 2016, students, faculty, and clinicians had access to Dana's expanding electronic book collection of over 2,100 titles. The health sciences community viewed e-book content close to 40,000 times over the course of the year. Features of Dana's electronic books that students appreciated include 24/7 availability, downloads to personal tablets and phones, and no more heavy backpacks! Many e-books are required textbooks in the medical and health sciences curricula. Unlike print library books, many students can read the same e-text at the same time.



While print books are still in demand (13,400 checked out in 2016), students and hospital residents find e-book content, such as chapters, images, and procedure videos, convenient for study and reference anywhere. Dana acquires e-books as individual titles and in publisher packages or aggregations. Aggregated book packages such as Access Medicine, Clinical Key, Ovid, and others, allow users to find their topic in multiple publications with a single search.

Most Accessed E-Books in 2016	Views	Company
CURRENT Diagnosis & Treatment: Pediatrics	5,293	Access Medicine
Therapeutic Exercise Foundations and Techniques: Foundations and Techniques	2,714	Ebrary
Harrison's Principles of Internal Medicine	1,257	Access Medicine
Tintinalli's Emergency Medicine: A Comprehensive Study Guide	1,065	Access Medicine
The ICU Book	903	Rittenhouse
Smith's Patient-Centered Interviewing: An Evidence-Based Method	902	Access Medicine
Epidemiology	791	Ebrary
Atlas of Human Anatomy (Sixth Edition)	751	ClinicalKey
Gynecologic and Obstetric Pathology	698	ClinicalKey
Current Surgical Therapy (Eleventh Edition)	624	ClinicalKey



## Journal Back-files Increased Electronic Access, Created Space

Dana, with UVM Libraries, purchased electronic “back-files” of those titles that were not available in electronic form. Most UVM electronic subscriptions began in the early 2000s. Publishers have created digitized versions of the print volumes. In 2016, UVM Libraries acquired the electronic back-files for over 480 titles in prestigious research journals like *New England Journal of Medicine* and *Lancet* that began publication in the 1800s. This opened the door to convenient researcher access to the “long tail” in the life of research data. The research literature is most highly cited within 5 years of publication but it continues to be cited at a reduced rate for 25, 50, even 100 years.



Before



After

The library recovered 1683 linear feet of shelving space with the transfer of journal volumes out of the library to accessible storage areas, or given to National Library of Medicine for secure preservation. Staff performed a careful examination to compare the print and electronic titles to ensure that quality was not lost before they were earmarked for transfer. With these transfers, Dana increased library space to be used for study, and future Learning Commons renovations.

## New Main Desk and On-Call Services Answered More Questions in 2016

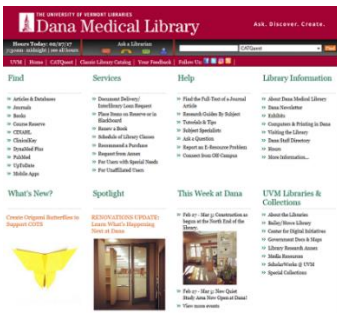
In January 2016, the Dana Medical Library moved away from the traditional library Circulation Desk/ Reference Desk combination. The Reference Desk was removed and replaced with one convenient single-service point renamed the Main Desk. Main Desk Staff received advanced training to answer reference queries, search research databases, and provide technology help, while continuing their traditional book circulation and curriculum materials (reserves) activities. Librarians were still available however. Desk staff began forwarding more complex research questions (formerly answered at the Reference Desk) to the Medical Librarian On-call Service.

As we had hoped, the number of questions answered did not decrease with this arrangement. On the contrary, faculty, students, and clinicians turned to Dana’s expert staff and librarians more often in 2016 than in 2015. Total questions jumped from 3,870 in 2015 to 4,452 in 2016. Librarian queries *decreased* by 300 because Main Desk staff were able to answer more questions and referred patrons to librarians for more complex, time-consuming, and in-depth consultations.

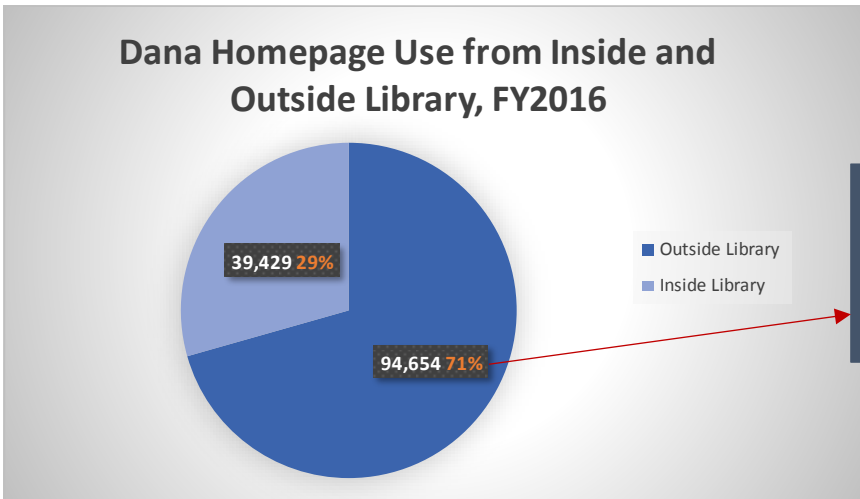
	<b>2015:</b>	<b>2016:</b>
Main Desk Queries:	2,665	3,540
Librarian Queries:	<u>1,208</u>	<u>907</u>
Total Reference Queries:	3,870	4,452

The shift to Main Desk service came after careful examination of library literature and consultation with patron groups. Switching to a single service location maximized library space and became the central point for help, including finding topic and content sources, and technology support services at the library.

## Students and Faculty Found Dana’s Homepage from Anywhere



Students, faculty and clinicians took advantage of library services, databases and resources by accessing them electronically. From our website homepage, patrons contacted library liaisons, requested books and journal articles, and accessed Dana’s resource discover tool, CATQuest. Almost 75% of library homepage use in FY2016 was from outside the library: from the UVM Medical Center (26%), remote access (46%), via proxy (19%) or elsewhere on campus (9%). Homepage use for FY16 totaled 129,643 electronic visits, while FY15 had 134,083 visits. Though the numbers have changed from one year to the next, the percentages of web visits inside the library as compared with outside stayed the same (71% outside, 29% inside).



From the UVM Med Center: **24,169** (26%)  
 On Campus: **8,044** (9%)  
 Via Proxy: **16,852** (19%)  
 Other Remote Access: **42,449** (46%)

In addition to the Dana homepage, most frequently accessed pages by Dana visitors in FY16 as compared to FY13 were the Articles and Databases, Hours, and Document Delivery/Interlibrary Loan Request pages.

Web Page Title	FY 2013	FY 2016
Dana Homepage	207,066	206,099
Articles and Databases	22,715	25,059
Hours	9,331	13,985
Document Delivery/Interlibrary Loan Request	19,926	11,087
Connect from Off-Campus	5,110	10,455
Books	3,724	4,679
Dana News & Events Blog	4,967	3,826
Ask a Question	992	3,008

Dana’s website has been the go-to location for services like Document Delivery, Interlibrary Loan, Reserves, book requests, Librarian and Liaison Consultations and database searches. Patrons discovered that Dana’s electronic library was available from home, work, elsewhere on campus, and essentially anywhere, playing a vital role in assisting with research and studies.

## Dana Provides Research Information to Community Health Agencies and Hospitals

Dana Medical Library's Health Research Associates (HRA) program provides research journal articles, books, and literature search services to hospitals and health-related agencies in Vermont and the Champlain Valley. The HRA program is Dana's community outreach program.

Journal article delivery was the most requested service during FY16 with 755 articles requested. Librarians conducted 60 literature searches for member institutions, a 25% increase from FY15. Topics for these searches included patient specific cases, nursing best practices, and hospital management.

The 25 HRA members in FY16 included 5 community hospitals and 6 health-related organizations. 2 hospitals, Central Vermont Medical Center and Champlain Valley Physicians Hospital, also belonged to the University of Vermont Health Network. HRA members supported the program with cost-recovery fees for service.

Besides hospitals and health-related agencies, 12 firms and 3 individuals are members of the program. Founded in 1994, the objective of the HRA program is to serve the information needs of medical and health professionals who have little or no access to information resources needed for life-long learning and patient care.

### 2016 HRA Member Organizations

#### Hospitals:

Central Vermont Medical Center  
Champlain Valley Physicians Hospital  
North Country Hospital  
Porter Medical Center  
Springfield Hospital

#### Health Agencies, Organization or Business:

BlueCross & BlueShield of Vermont  
Southern Vermont AHEC  
Vermont Department of Health  
Vermont Department of Mental Health  
Vermont Higher Education Collaborative  
Vermont Medical Society

#### Local businesses/individuals:

**12** Firms  
**3** Individuals

## Medical Librarians Fostered Student Success in Evidence-based Competencies



Dana librarians focused on teaching competencies important to evidence-based practice such as formulating clinical questions, and locating and acquiring information from electronic resources. They presented in 90 sessions within credit courses in the Larner College of Medicine, College of Nursing and Health Sciences, Graduate Medical Education (GME), and other UVM Colleges and programs in 2016. This tally more than doubled Dana Librarians' 2015 curriculum sessions total of 37.

Competence in finding and evaluating evidence-based information sources is essential for clinical knowledge and developing patient-care decision skills in Medical and Health sciences education. The Association of American Medical Colleges (AAMC) requires that graduating medical students "be able to identify key clinical questions in caring for patients, identify information resources, and retrieve information and evidence to address those questions." Dana Librarians developed session content in collaboration with course faculty and tied retrieval and evaluation of evidence sources to specific educational goals needed for course success.

*“I had the opportunity to observe Nancy [Bianchi, MLS] in action with a small group of 1st yr DPT students as she guided us through a comprehensive search process. Her guidance resulted in a successful learning experience for all involved and the students felt quite accomplished as they went on to find needed references for their specific project. On behalf of the DPT faculty, I thank you all for your ongoing interest to collaborate in the design of high impact learning experiences for the DPT students.”*

~ Barbara Tschoepe, DPT PhD, Director of the Doctor of Physical Therapy (DPT) program

College/Hospital	Department/Program	Courses	Competencies	Sessions
College of Nursing and Health Sciences	Nursing	PRNU 110,111,113 GRNS 303,323,327,390	Use evidence & technology to enhance health care outcomes	31
	Rehabilitation and Movement MS/PT	PT 320,321	Systematically evaluate evidence to determine best practice	15
	Communications Sciences and Disorders	CSD262	Use evidence & technology to enhance health care outcomes	2
	Med. Lab & Radiation sciences	NMT 160 RADT 152	Use evidence & technology to enhance health care outcomes	2
Larner College of Medicine	Medical Student Education	Orientations, Public Health, Convergence, Fam Med, IM Clerkships	Locate, evaluate, and synthesize information for patient care from medical literature	25
	Graduate Education	Cell & Molecular Biology, Neuroscience	Locate and evaluate research literature	4
Graduate Medical Education at UVMHC	GME Resident education program	Residents orientations, Medicine, Pediatrics, Ob-Gyn, Pathology	Form clinical questions; Retrieve evidence to advance care	7
UVM Other Colleges	Biostatistics, Honors			4

## Snapshot View of Dana Library 2016

An additional cross-section of Dana's fiscal year 2016, as compared with FY15, shows adjustments in services, collections, education and usage.

Services	FY2015	FY2016
Circulation of physical material	13,409	13,120
Reference questions answered	3,823	4,525
Document Delivery/ Interlibrary Loan		
Articles Delivered and Borrowed for Dana patrons	4,211	3,849
Articles Sent to Patrons from other Libraries	1,247	1,486
Library Education		
Attendees at sessions	2,288	2,309
Sessions taught (all)	217	176
Average students per session	10.5	13
Collections and Usage		
Electronic full-text journal subscriptions	5,063	5,061
Most-Used Journal: <i>New England Journal of Medicine</i> (article downloads)	N/A	37,026
Most-Used Database: <i>UpToDate</i> (topic views)	N/A	587,580
Print journal titles	33	33
E-book views	46,358	39,881
Items (books) checked out	13,409	13,849
Visitors		
Physical Library visitors (gate count)	137,006	148,162
Website homepage visitors	267,611	254,023
Personnel (FT as of June 30)		
Library Faculty FTE	7.80	7.80
Staff FTE (includes students & hourly staff)	9.71	11.00

The number of patrons entering the library increased in 2016 along with reference questions answered and books checked out. Website homepage visits were double in-person visits. We borrowed from other libraries to support the information needs of our health sciences patrons more often than we sent information to other libraries through our reciprocal borrowing agreements. We only received 33 journals in print as compared with over 5,000 electronic subscriptions. Although librarians taught fewer sessions in 2016 than in the previous year, we reached about the same number of students, and the average class session size increased. Our staff size was stable with the increase shown resulting from hiring a vacant position. About one FTE is comprised of multiple student employees.



## Publications and Scholarship by Dana Faculty and Staff 2016

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### **Publications**

Delwiche FA. Reviews of Science for Science Librarians: The Challenge of the Zika Virus: An Emerging Arbovirus Disease. *Science & Technology Libraries*. 2016: 183-202.

Delwiche FA. Insights Gained from Analysis of Citations in Clinical Laboratory Science. *Clinical Laboratory Science*. 2016; 29(1):21-27.

Kurti AN, Davis DR, Redner R, Jarvis BP, Zvorsky I, Keith DR, Atwood G, & Higgins ST. A Review of the literature on remote monitoring technology in incentive-based Interventions for health-related behavior change. *Translational Issues in Psychological Science*. 2016 2(2), 128-152.

### **Presentations**

Billey A, Light J, O'Malley D. *Achieving staff buy-in: A collaborative approach for workflow analysis*. Presented at Annual Meeting of the American Library Association, ALCTS Technical Services Workflow Efficiency Interest Group; June 27, 2016; Orlando, FL.

Burke M, Littenberg B, *Does Computerized Clinical Evidence Improve Patient Skin Problem Outcomes: Protocol for a Randomized-Cluster Controlled Trial*. Presented at Mosaic '16 International Conference: Medical Library Association, Canadian Health Libraries Association, Toronto, ON, Canada, May 17, 2016.

Florian K, Howell L. *How to Display Dashboard Statistics: Tips and Tricks for Choosing Graphs & Charts for your Dashboard*. Presented at 2016 Vermont Library Conference: Vermont Library Association, May 18, 2016; Stowe, VT.

### **Posters**

Burke M, Littenberg B, & Atwood G. *Use of computerized evidence to support care of skin problems in primary care*. Poster presented at: University of Vermont College of Medicine Mud Season Retreat; April 15, 2016; Burlington, VT.

Atwood G. *How to prevent your flip from flopping: Five key mistakes to avoid when switching to the flipped classroom model*. Poster presented at 2016 Medical Library Association Annual Conference; May 15-18, 2016; Toronto, ON, Canada.

Stokes A, Light J. *Engaging Students and Faculty in the Evaluation of a USMLE Review Product: Implications for Library Collection Development*. Poster presented at Mud Season Educational Symposium; The Teaching Academy at University of Vermont College of Medicine; April 14, 2016; Burlington, VT.

Delwiche FA. *Participation of an Academic Health Sciences Library in a University First-Year Summer Read Program*. Poster presented at 2016 Medical Library Association Annual Conference; May 15, 2016; Toronto, ON, Canada.

### **Exhibits at Dana**

Delwiche FA. *Epilepsy: The Science Behind the Disease*. Exhibit presented at Dana Medical Library; Sept – Nov 2015; Burlington, VT.

Bright K. *Thinking Locally, Acting Globally: Global Health at the University of Vermont*. Exhibit presented at Dana Medical Library; Jan – April 2016; Burlington, VT.

Bianchi N, Bright K. *Medicine, Science, and Literature: Reading for the Summer Months*. Exhibit presented at Dana Medical Library; June – Sept 2016; Burlington, VT.

View electronic exhibits on the Dana Medical Library website at: <http://library.uvm.edu/dana/exhibits/exhibits.php>

## Global Health and Addiction Focus of NLM Traveling Exhibitions

Two National Library of Medicine (NLM) traveling exhibitions visited the Dana Medical Library in the 2016 fiscal year. *Against the Odds: Making a Difference in Global Health*, on display November 16 – December 26, 2015, was a bannered exhibit that explored the role of communities in improving health at home and abroad by addressing shared basic needs. Using historical and contemporary photographs, the banners told stories of collaboration between families, scientists, advocates, governments, and international organizations, all taking up the challenge to prevent disease and improve medical care (courtesy of the National Library of Medicine).

*Pick Your Poison: Intoxicating Pleasures and Medical Prescriptions*, on display May 2 to June 11, 2016, addressed the factors that have shaped the changing definitions of some of our most potent drugs (courtesy of the National Library of Medicine).



NLM exhibition: *Against the Odds: Making a Difference in Global Health*: "Oral Hydration" Photo courtesy of the National Library of Medicine



*Annual Report* articles provided in collaboration with Dana faculty and staff. Data, charts and tables are courtesy of Dana faculty and staff. Photos courtesy of Dana Medical Library archives. Compiled and edited by Director Marianne Burke and Administrative Library Assistant Kate Bright. **Thank you to all who contributed.**