



Almost Heaven ... Exploring New Vistas: MAC 2008, Morgantown, WV Posters Session I

Global health: Some first steps to serving this interdisciplinary field

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QUESTIONS: Global health is an important agenda at Duke University. This interest spans across the medical center into disciplines such as engineering and the social sciences. Two questions arise:

1. What are the characteristics of global health research, education and service at Duke?
2. What will be helpful in serving this interdisciplinary field?

METHODS: We explored the university's needs and experiences with global health. First, we conducted an online survey with librarians across the campus system. Afterwards, a qualitative review of the strategic plans and web pages of various academic departments was conducted.

For inspiration, we studied chemical informatics, another interdisciplinary field, to learn different ideas and approaches towards global health.

We learned that a campus-wide collaboration would be helpful to successful global health services. To lay the groundwork for partnership and discussion, we invited colleagues from other libraries for a current awareness presentation on global health and interdisciplinary research issues.

RESULTS: The important lessons we learned include:

- At Duke University, global health is working to end health disparities. Important themes include: change, collaboration, conceptual extension, and extension beyond traditional boundaries.
- Collaboration with non-medical librarians is strategic. Global health is an interdisciplinary field with the convergence of medicine, engineering, sociology, policy and much more.
- The PubChem project is a model. This chemical informatics database fosters the exchange of data and knowledge across the varied disciplines of health, biology and chemistry.
- Future work could explore (1) situating the library in the global health arena, (2) focusing on global health content, (3) cultivating staff skills, and (4) identifying the information needs in global health research, education and service.

CONCLUSION: Global health is a diverse and interdisciplinary subject area. Explore the meaning and experiences of this field in your local environment. A cross-disciplinary team approach may be strategic in developing new library services.

Match Made in Heaven: National Network of Libraries of Medicine Partners with HUD's Neighborhood Networks

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Purpose: This poster will illustrate the progress of the partnership between the U.S. Department of Housing and Urban Development's (HUD) Neighborhood Networks (NN) and the National Network of Libraries of Medicine (NN/LM). HUD created NN in 1995 to encourage property owners to establish multiservice community learning centers to promote self-sufficiency and help provide computer access to low-income housing communities. Many of these centers provide programs that include access to healthcare information. Because part of the mission of the NN/LM is to promote access to quality healthcare information, it is a natural fit and opportunity for both parties to provide education and support for the underserved.

Setting/Participants/Resources: Our partnership began in the NN/LM Southeastern Atlantic Region after a series of meetings and with a signed MOU (Memorandum of Understanding) providing training to NN participants about locating quality health information and information about general funding tips and specific funding opportunities. While all centers are different, all have desktop computers and access to the internet.

Brief Description: Training and exhibits have occurred throughout the region. Training resources introduced MedlinePlus, NIHSeniorHealth.gov and other consumer health resources. In addition, we familiarized participants with the NN/LM, including membership information, training classes, and funding opportunities available as members. After this training, participants left with information about needs assessment, budget preparation, and the ability to write a fundable award proposal to assist their efforts at their own centers.

Results/Outcome: Successful training sessions led to the expansion of this partnership to other regions in the NN/LM and included classroom instruction and exhibits in both English and Spanish as other NN/LM Coordinators heard about our work and wanted to partner with the NN in their region. In the future, we hope to be able to provide online instruction and build online tutorials on our website for this audience, as well as anyone wanting an introduction to the NN/LM and funding information.

Opportunities to Uncover, Locate, and Learn: The Library Orientation Scavenger Hunt

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This poster will illustrate the implementation of a library scavenger hunt at the George Washington University's Himmelfarb Health Sciences Library, initiated in August 2008, as an alternative to the traditional, lecture-based library orientation experienced by first year medical students; approximately 190 new students will participate. The reinvented library orientation will consist of six stations throughout the library, where students will visit and learn about resources, services, and access. Students will be given library map when they arrive, with the library "stations" they must visit clearly marked. Stations will be named after medically related television shows: House, Gray's Anatomy, Scrubs, ER, Private Practice, Bones, and CSI, and will represent library services/resources such as E-Collections, off-campus access, "need to know" information (policies, hours, etc.), software and other study aids, and where to go for help (with interlibrary loan, reference questions).

Student Technology Services and Classroom Services, two departments that work closely with the library, will also be represented. Students will also be given a booklet at the start of the Hunt, which will highlight the collections and services they will encounter on the orientation; the booklet will be stamped at each station, and when they have visited all stations, students will enter the last page of their booklet into a drawing for prizes. The library's goal for the orientation is to have students be more active in the process, and to have fun, while at the same time, learning about the library and its' resources and services.

Do we really need an ERMS? Evaluating a subscription agent's resource management tool.

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Purpose: This poster describes the process of evaluating a subscription agent's resource management tool for possible licensing.

Setting: The Health Sciences and Human Services Library (HS/HSL) of the University of Maryland, Baltimore serves professional and academic programs in Medicine, Dentistry, Pharmacy, Nursing, and Social Work. The HS/HSL manages over 24,000 electronic resource subscriptions to support these programs.

Background: In an effort to meet user needs within a tight budget, the HS/HSL has developed several home-grown methods of tracking journal usage statistics and costs. We have long recognized the need for a more organic method of collecting and analyzing this information and have explored the purchase of a commercial ERMS both through the University System of Maryland consortium and individually. We were recently invited by Swets Information Services to beta test their forthcoming resource management tool.

Methods: Beta testing of the Swets product will occur between July and September, 2008. During this time Collections Management librarians will evaluate the Swets resource management tool as a possible substitute for a full ERMS. The product will be judged on its ability to:

- Manage the life-cycle of subscriptions
- Create reports that aid with collection development
- Store licensing and other information for cross-library use

Results: Forthcoming

Conclusions: Forthcoming

Collaborating to Comfort: Creating the Arlene Abrahams Memorial Comfort Fund Packet for Survivors of Severe Burn Injuries

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Objectives: To create a resource for burn survivors and their families that would help them understand and cope with recovery and provide comfort during their stay in the burn center. To raise awareness of the community health library's services among burn patients, families and burn center staff.

Methods: Library staff created the "comfort packet" as a way to provide the hospital's burn center patients with information about burn injuries and coping with the recovery process. The staff also used the packet to promote the resources of the community health library. A family of a former burn patient wanted to fund a project in memory of their mother through the hospital's development office and the idea of the library's packet was proposed. After the project was approved, members of the burn center, including the director and patient care manager, were contacted about this project and expressed their support. The unit's patient care manager would be the librarian's contact and determine which patients should receive a comfort packet (those with at least 30% total body surface area burned). The contents of the packet included a variety of materials selected to address both the physical and emotional aspects of burn recovery. Materials included lists of websites, books and Phoenix Society articles, as well as an ocean sounds CD.

Results: The packet's contents were approved by the sponsoring family and a reception to launch the packet was held. A large portion of the Abrahams' family attended the reception, along with medical center staff members.

Conclusion: The comfort packet project was a collaborative effort between librarians, burn unit staff, family members and the hospital's development department that fills a need of patients recovering from severe burns and their families. Librarians could develop similar "comfort" packets for other hospitals' specialty units.

Library Savvy: Forging Clear Paths to Improve Library Skills

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- Ryan Harris, Health Sciences and Human Services Library, University of Maryland, Baltimore
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Purpose: This poster describes the process of creating a, one stop online location for users to access a wide variety of self-paced tutorials that focus on improving research skills and using library resources.

Setting: The Health Sciences and Human Services Library (HS/HSL) of the University of Maryland, Baltimore serves professional and academic programs in Medicine, Dentistry, Pharmacy, Nursing, and Social Work.

Background: There was a recognized need to provide on demand web-based instruction for developing research skills and using library resources for both distance and local users.

Methods: We developed a repository of newly created and pre-existing self-paced tutorials which we named Library Savvy. Two access points were made for Library Savvy. The first was Blackboard, the most widely used course management software on our campus. This allowed students to self-enroll in the module and access the tutorials as needed. We also created a webpage that linked the tutorials from our library homepage. This made the resource available to users that do not currently use Blackboard software, including non-affiliated patrons as well as those affiliated with our School of Medicine who currently use an internal course management system. We used ViewletCam software to create the new tutorials. The committee also created a prioritized list of needed tutorial topics that would best serve the campus community.

Results: Library Savvy was launched in late summer of 2008. It was promoted heavily to library patrons as the fall Semester began. In the near future, we hope to add a tab on the campus Blackboard login page, which will increase its visibility to our patrons.

Conclusions: To follow. We will compare usage statistics from Blackboard and the webpage to evaluate the impact of the Library Savvy resource.

Speed Weeding: When Space Needs are on the Horizon

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- Beverly Murphy, AHIP, Assistant Director, Marketing and Publications and Webmaster, Duke University Medical Center Library and Archives
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OBJECTIVE: Weeding the collection suddenly appeared on the horizon when the medical center needed space for faculty offices. This required weeding the collection within four months instead of the desired one to two years. Fortunately, decisions to store as well as discard books and journals were facilitated by the existence of the University's preservation-quality storage facility.

METHODS: Various teams were assembled to start the planning process. Numerous reports were produced to help analyze the collections, and criteria were developed for storage, retention, and de-selection. Timelines were established based on the series of tasks that had to be handled as parallel processes. All staff was involved in order to complete assignments by the deadlines and additional staff was hired to assist. Staff members were appointed to coordinate the processing of books and journals, make assignments, and track accomplishments daily. A company was hired to move the materials that staff had pre-identified with special color-coded markers. Equipment was purchased to capture barcodes and generate duplicates when necessary. Through programming, it was possible to use batch processing to update holdings. Uninterrupted service to patrons remained a priority during this chaotic time.

RESULTS/CONCLUSIONS: The weeding project was successfully completed within four months. Most pre-1985 non-electronic journals were sent to storage and duplicates discarded. Pre-1995 books were either stored or discarded, and some were kept in the Library if heavily used. By providing a free scanning service, off-site storage was acceptable to users. The low number of requests for stored materials has validated our criteria. Inventorying the collection is the next step. In a time crunch, a flexible planning process allows adjustments to be made throughout the project. Weeding enables patrons to find the best and most recent materials quickly and provides more space for users.

Exploring and Expanding Staff Skills and Expertise to Elevate Library Services

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Objectives: This poster will describe a successful internal library staff training initiative at an urban, academic health sciences library.

Methods: Two years ago, a staff education and training (SET) committee was appointed to review the training needs and opportunities for all staff members in the library. After surveying similar institutions and assessing staff needs and expectations, the SET committee set out to develop a program that addressed several challenges facing the library. A yearlong building reconstruction project had begun that would mean housing additional campus services and continual relocation of library personnel. At the same time, library services were expanded to incorporate Web 2.0 technology support for patrons. Time and budgetary constraints must be taken into consideration when developing any new program.

It was determined that current training opportunities available through campus resources did not fill the library's training needs. The committee of librarians and support staff developed and provided staff training for areas not addressed through current programs.

The committee worked with library administration and departmental supervisors to identify unmet training needs and priorities and assess an appropriate time commitment that would allow busy staff members to participate.

Results: Staff members from all library departments participated in the voluntary training events. The events consisted of a combination of workshops on technology skills, interpersonal skills, and professional development opportunities. A survey was sent to attendees and trainers to determine perceived value, accessibility and knowledge gained. The results of this survey will be presented.

Nueva Vistas: A New Electronic Resources Page

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Objectives: The number of electronic resources available to our patrons is rapidly increasing. As a result, it was decided that the patrons of our library would be better served if a new electronic resources page was created to consolidate resources into one convenient location.

Setting: We are an academic health sciences library which serves the College of Allied Health Sciences, the College of Nursing, and the School of Medicine.

Method: The old electronic resources pages consisted of four parts: core title list, alphabetical list, subject list, and a separate digital reference shelf for free online resources. The new electronic resources page has combined the four pages into one seamless, easily navigable website. In addition, the new page allows users to view descriptions of the resources through a magnifying glass icon, identify accessibility through the use of a PeeDee the Pirate icon for subscription resources and a planet icon for free internet resources, and designates PDA resources through a PDA icon. The subject list is still available as a drop down box in the middle of the new page and the alphabetical list is available right above the resources as well. In addition, the default list of resources is a core list created through the use of statistics and the subject liaisons at our library. Not only is this new electronic resources page better for our patrons, but it also allows for easier management of electronic resources.

Conclusion: With the new database system in place, the electronic resources page is much easier to update and maintain. In addition, the tagging system has allowed users to find the resources they need in a more efficient manner. Future plans include using the new electronic resources database to create self generating subject guides for different departments within the division of health sciences.

Growing Greener: Step by Step

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Objectives: To describe the beginnings and future directions of staff initiatives to create a greener library.

Methods: Growing awareness of the environmental impact of everyday choices led to informal conversations among library staff members about ways to improve Himmelfarb Library's environmental impact. In April 2008 the Associate Director sent an email to all library staff alerting them about the prospective project, requesting ideas, and inviting interested staff members to join the committee.

Results: Several staff members shared individual steps they had taken to reduce, reuse or recycle in their job activities and personal habits at work. Three staff members volunteered to join the committee. The committee then planned several activities including a baseline library staff survey of green practices, a focused monthly email to library staff with tips to conserve (paper, energy, landfill reduction), an invited speaker to update the staff on the University's new sustainability program, and a scheduled coffee/tea help session in which staff could get hands-on assistance with implementing paper conservation strategies. Additional activities are in the planning stages.

Conclusions: Based on the survey, initial knowledge levels of green practices are good, but unevenly implemented. The committee intends to continue targeting specific staff areas for change, with future plans to broaden the scope of the new initiative to public areas of the library as well.