



Dana Medical Library 2015 Annual Report



From the Acting Director

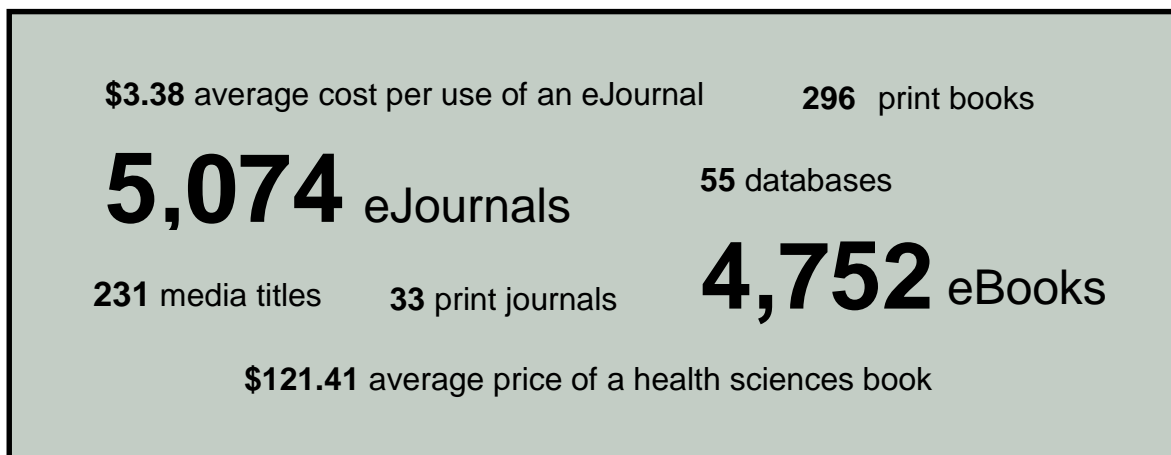
This report describes some of the highlights from the past year at the Dana Medical Library. The opportunity to purchase significant journal backfiles increased patron access to online journals. Also in the area of Collection Development and Management were the efforts made to enhance the discoverability of ebooks. Public services staff revised data gathering activities in order to improve the data available for decision-making at the Library. In collaboration with Information & Instruction Services librarians, Dana librarians implemented the latest version of LibGuides, which provides several new tools for communicating with and educating patrons.

We also grappled with the effects and after effects of the Larner classroom construction and took steps to enhance the Dana Medical Library's role as a space for individual study and collaborative learning.

These achievements were made possible through the hiring of three wonderful new co-workers and the contributions of existing Dana employees who remain flexible and creative.

- Donna O'Malley MLS, Acting Director

Collections

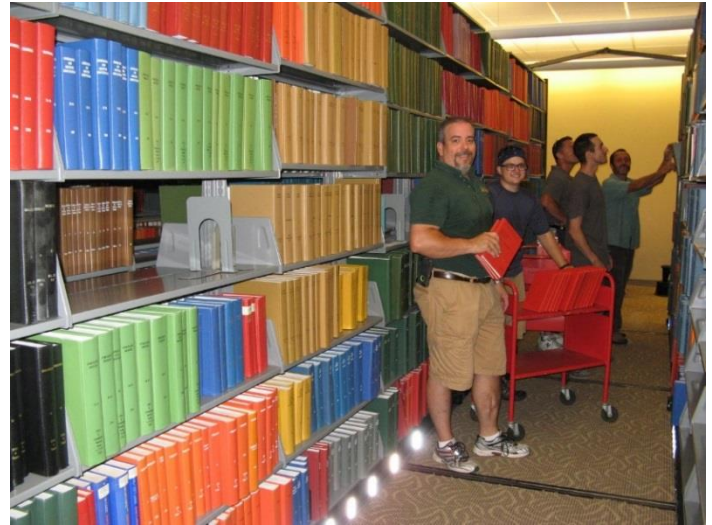


- Graphic courtesy of Kristin Florian, Collections Development and Management.

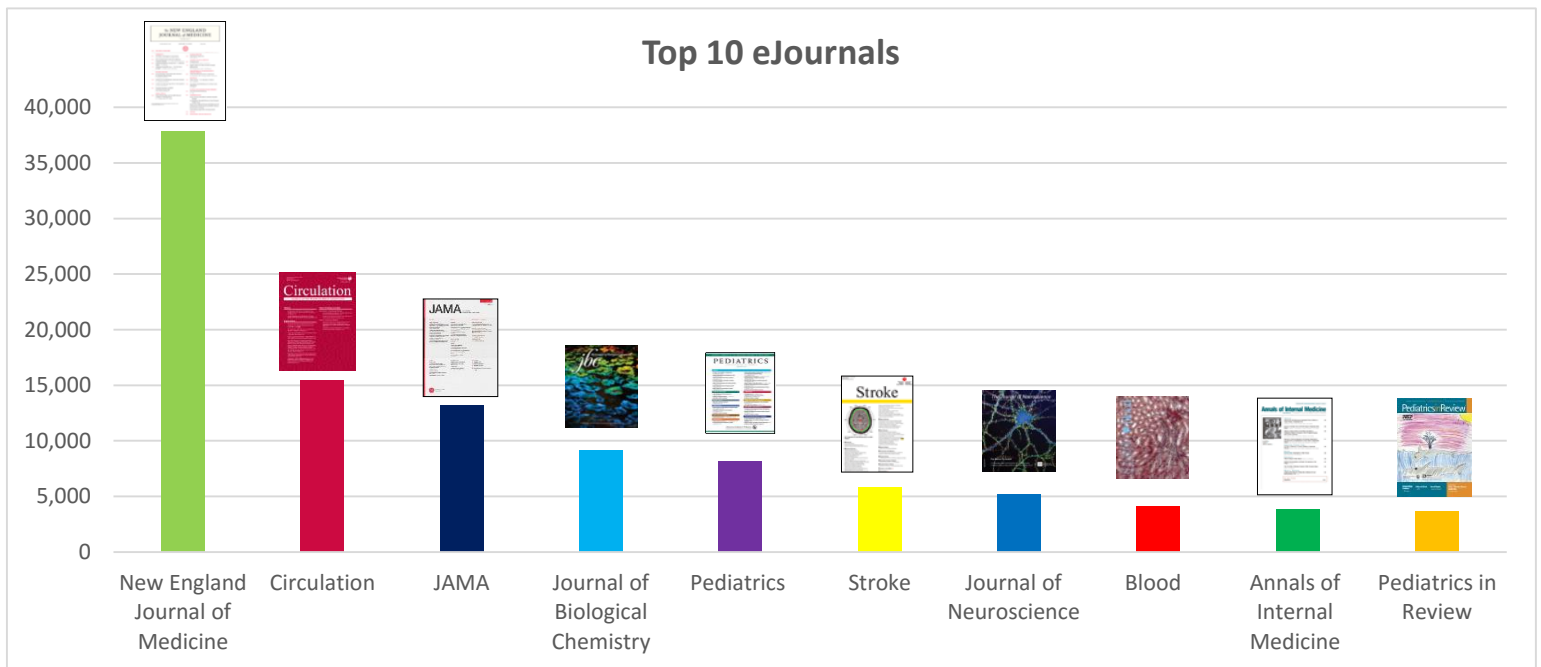
Journals

UVM has added access to over 800 digitized journal titles back to volume 1, issue 1. Formerly the university had online access to these journals back only as far as the mid 1990s.

Purchase of these older journals in online form allowed the Dana Medical Library to shift over 4800 linear feet of bound journals with the goal of reclaiming a minimum of 1326 linear feet of space inside the Library. Under the able supervision of John Printon and Scott Miller, and assisted by Nick Lemon (with the crew from Lowell's Moving), a fast-moving assembly line relocated all journals out of the hospital's temporary "swing space". To allow for this major shift, many print journals were transferred to remote storage, donated to the National Library of Medicine, or, in some cases, withdrawn. Thanks to everyone who assisted in this huge project.



- Jeanene Light, MLS, Library Associate Professor



Books

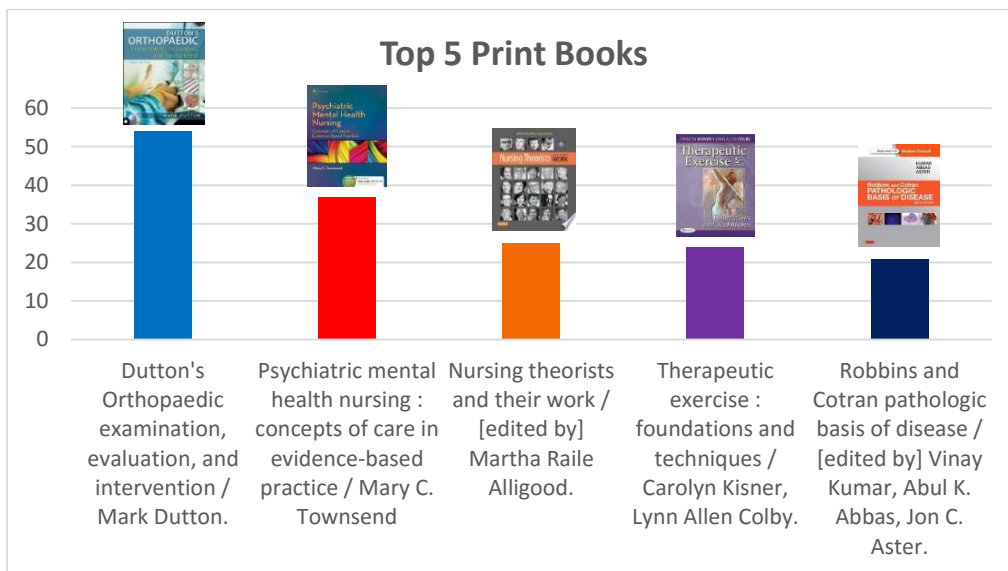
Jeanene, Donna, Sandy, and Kristin worked with Amber, Dan, and other members of RDAS to experiment with methods for ebook cataloging and workflow. In spite of personnel changes, RDAS continues to provide excellent cataloging for medical and health sciences print books.

- Donna O'Malley, MLS, Acting Director

Book Title Requests (COUNTER)



Circulations



- Charts courtesy of Kristin Florian, Collections Development and Management

Library Space

In the months following the opening of the Larner Classroom on November 14, 2014, Dana Medical Library employees have noted several changes to the utilization and potential uses of library space. Many of these changes are due to the location of the new Classroom, but some are the result in changes in the education of students and the priorities of faculty and administrators.

- The entrance to the library includes the entrance to the Larner Classroom and the Dana Medical Library's Main Desk. This area has become more of a busy reception area rather than the far end of a quiet study area.

- Students miss studying in the natural light that used to be available in the front of the library. But right now the space with the most natural light contains tables and carrels with computer workstations. Is this the best use of this space?
- The Library's administrative offices are not easily accessible to patrons, nor is one of the librarian's offices.
- Since every remaining square foot is now more valuable, we'll continue to evaluate the value of physical collections, such as indexes, media, and Medical History.
- Requests for 24x7 access to the Dana Library continue to be received.
- Dana Library remains a popular space for individual and group study.

The Dana Director has hired Cheryl Dowling of Smith Alvarez Sienkiewicz Architects to create a "Concept Plan" for the library that will accommodate some changes, remedy others, take advantage of new opportunities, and allow Dana employees and stakeholders to plan the future of the library.



Courtesy of COM Design and Photography

- Donna O'Malley, MLS, Acting Director

Information Services



The Information Services unit analyzed and reviewed how reference statistics are counted and kept. New categories and descriptions of question types were created to capture more accurately the nature of reference interactions on and off the desk. We also reviewed patron data points and made changes within our statistics system to department names, schools, units and programs to track who is using reference services. This will enable us to align that data with IBB reporting structures in the future.

We also defined a baseline level of excellence in reference service that all public service desk workers at Dana are expected to provide. We provided training to all to ensure this is the case. The focus during this period was on technical service questions. These professional development opportunities also provided an opportunity for all service desk workers to get together to discuss their work, problems that arise, and solutions to common challenges.

- Laura Haines, MLS, Information Services Coordinator

LibGuides Migration

Along with our liaison colleagues at Bailey/Howe, Dana librarians spent time over the late Spring and Summer preparing for the migration to LibGuides v.2 software for our research guides. Alice Stokes participated in the LibGuides Working Group on behalf of Dana Medical Library, along with Graham Sherriff and Daisy Benson from Bailey/Howe. The working group prepared recommendations and guidelines for liaison librarians to prepare for migration and held weekly information sessions to guide users through the process. Alice acted as the "ambassador" for Dana, providing support

for Dana librarians and advocating for Dana patrons' particular information needs. The new system went live for patrons on June 15; work will continue to optimize LibGuides v2 at UVM in the coming year.

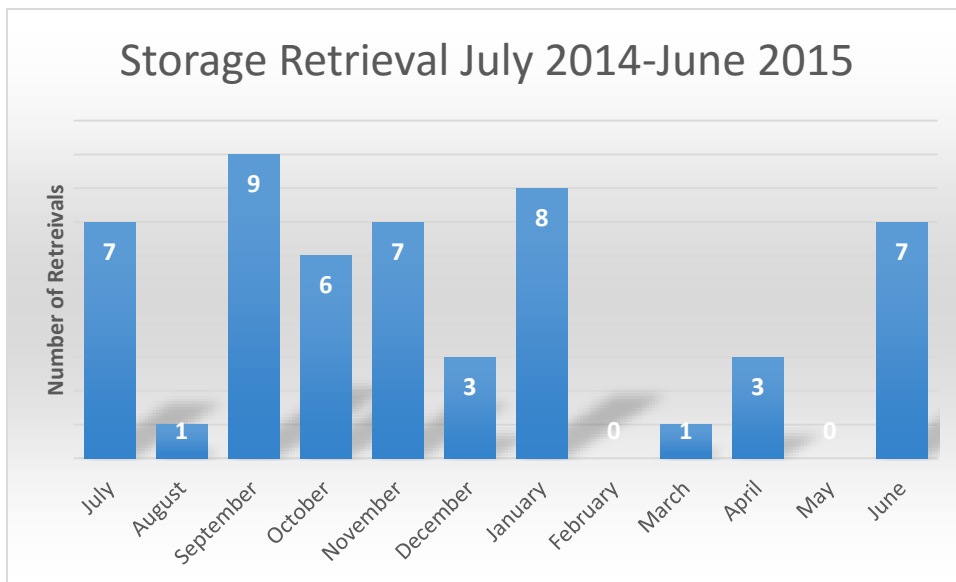
- Alice Stokes, MLIS, Library Associate Professor

Access Services

Access Services began FY15 the way they ended FY14, by communicating consistently with patrons regarding Larner Classroom construction. They kept patrons up to date on the parts of the library that would be a) closed, b) noisy, or c) without power and data, on an ever-changing schedule. They also communicated patron concerns to the project manager.

One of the more daunting prospects of the construction was the rapid move of over half of the print journal collection to a storage location. We were fortunate to obtain nearby space in the medical center building that allowed library employees to retrieve journal volumes from storage in a relatively expeditious fashion.

- Donna O'Malley, MLS, Acting Director



- Chart courtesy of Lynda Howell, Technology Assistant/ Programmer

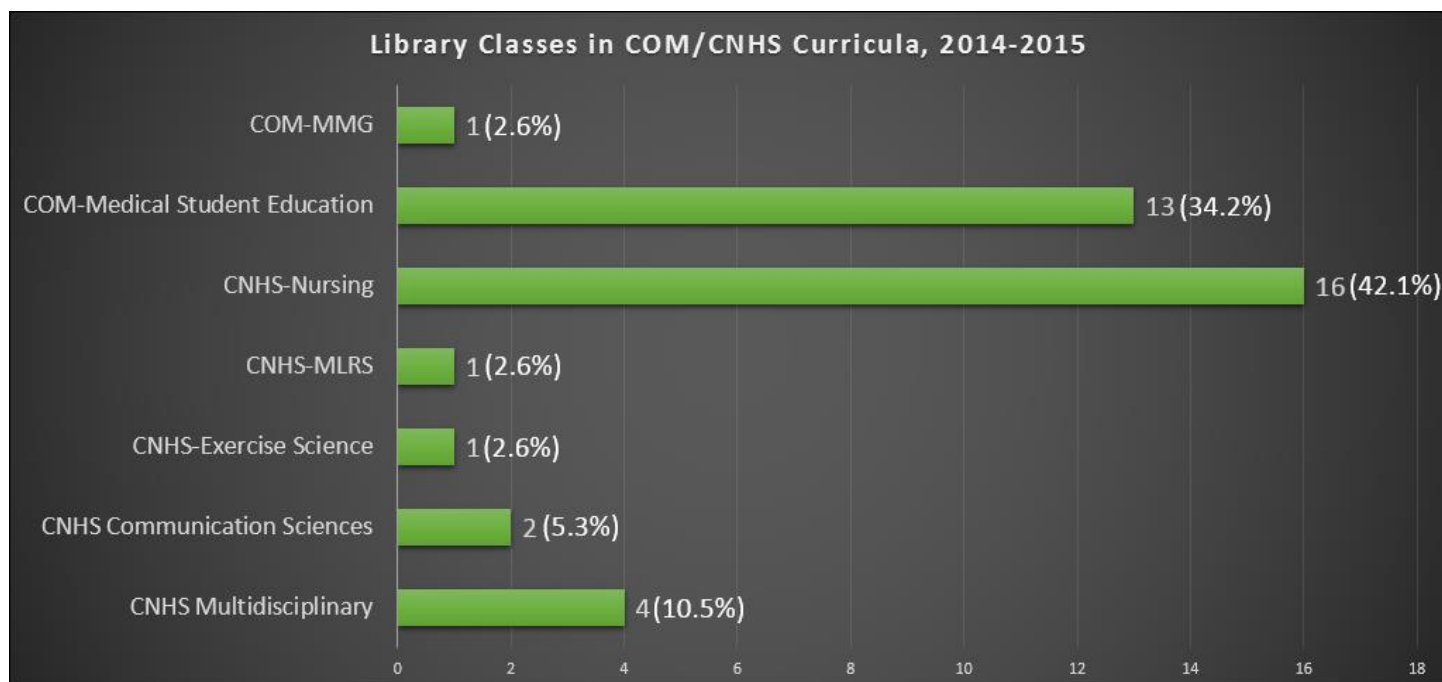
Education and Teaching

2015 Education Report

The goal of the Dana Medical Library education program is to improve College of Medicine (COM), College of Nursing and Health Sciences (CNHS), and the University of Vermont Medical Center (UVM Medical Center) patrons' ability to independently find, access, and process information. In FY2015, librarians taught 215 education sessions, which was a small (-7.72%) decrease from the previous year's total of 233. This was due to a planned decrease in the number of individual workshops, requested tutorials, and course help sessions. Although the overall number of education sessions dropped, the number of attendees increased slightly (+0.73%). Most of this change can be linked to a general increase in the number of undergraduate nursing students as well as the inclusion of all incoming COM students in the summer orientation tours.

| All Educational Programming | FY 2012 | FY 2013 | % Change | FY 2013 | FY 2014 | % Change | FY 2014 | FY 2015 | % Change |
|-----------------------------|---------|---------|----------|---------|---------|----------|---------|---------|----------|
| Sessions | 222 | 240 | 8.10% | 240 | 233 | -2.91% | 233 | 215 | -7.72% |
| Attendees | 2,191 | 2,599 | 18.62% | 2,599 | 2,305 | -11.31% | 2,305 | 2,322 | 0.73% |

In spite of the overall drop in the number of education sessions, there was a small increase in the sub-category of course-related instruction. One specific reason for this change was the previously mentioned addition of several orientation sessions for all incoming COM students. There were also smaller increases in other areas, such as nursing. As this chart illustrates, we continued to support the educational programs in both the College of Medicine and College of Nursing and Health Sciences with a wide range of library classes:



One of the highlights of the education program this year was the addition of several new classes. Examples include:

- Donna O'Malley taught a 2-credit online course, PH302, May 18 – July 10, 2015 for nine graduate students. PH302 is the last semester of the Culminating Project Experience for Masters in Public Health students. In preparation for teaching this online course, Donna completed the Center for Teaching and Learning's Teaching Effectively Online program.
- Gary Atwood taught two workshops as part of a new week-long intensive writing orientation for new students in the Neuroscience Graduate Program. The first workshop focused on general search skills and the second one provided an introduction to EndNote. Six students participated in the workshops.
- Alice Stokes organized nine orientation workshops for all incoming COM students. These workshops were designed to help student become familiar with the physical and online layout of the library as well as the types of resources and services we provide.
- Frances Delwiche and Nancy Bianchi created a new workshop, "From Arnica to Zinc & Acupuncture to Yoga: Information Resources for Complimentary and Herbal Medicine" that was offered in the Spring of 2015. The three workshops they offered were very well received by a cross section of students and faculty from both the College of Medicine and College of Nursing and Health Sciences.

Goals for next year include the launch of a new education statistics tracking module using LibAnalytics and the creation of more learning objects, such as Guide on the Side tutorials and videos. We will also start exploring the possibility of providing more support for residents at the UVM Medical Center.

- Gary Atwood, MA, MSLIS, Education Program Coordinator



Interlibrary Loan

After a lengthy analysis and reorganization process in summer and fall 2014, Document Delivery (DD) and Interlibrary Loan (ILL) finally emerged in November 2014 as a new integrated unit with two full time positions. Until this time, Joanne Montanye had worked part time in Document Delivery and part time in Access Services. Now Joanne works full time in DD/ILL, as does Elinor Avery. Laura Haines supervises the combined unit.

Previous to the reorganization, not only had Document Delivery been separate from Interlibrary loan, but Interlibrary Loan had been divided between ILL lending and ILL borrowing. The new unit has two full time positions that perform all tasks related to Interlibrary Loan and Document Delivery. Though a reduction in staff, this reorganization has allowed the unit to update and adjust workflows, improve upon previous processes, and investigate new technologies.

The following chart details the workload in DD/ILL for FY 2015:

| | Jul-Sept 14 | Oct-Dec 14 | Jan-Mar 15 | Apr-Jun 15 |
|--------------------------------------------|--------------------|-------------------|-------------------|-------------------|
| Interlibrary Loan Borrowing | 511 | 614 | 754 | 543 |
| Interlibrary Loan Lending: Received | 495 | 458 | 506 | 405 |
| Interlibrary Loan Lending: Filled | 336 | 312 | 335 | 264 |
| Fill Rate | 68% | 68% | 66% | 65% |
| Document Delivery | 548 | 518 | 775 | 657 |

- Laura Haines, MLS, Information Services Coordinator

Systems and Digital Projects

Changes to the physical library necessitated changes to systems infrastructure, including placement of new Ethernet jacks and the addition of a wireless router. Lynda ordered replacement computers for several staff machines. Three librarians and Lynda are experimenting with Dell Venue Pro 11 tablets as their laptop replacements.

The UVM Libraries website as a whole is scheduled for an update. In anticipation of switching over to a new content management system, Dana Library employees have identified web pages that can be deleted or combined, and are starting to edit the remaining web pages according to Dana's Web Editorial Guidelines. These guidelines are based on the University of Arizona guidelines shared with us by Erica DeFrain.

ScholarWorks saw the addition of two new collections created by Dana employees. The Medical Instruments and Artifacts collection contains photographs of 223 medical instruments and 36 kits from the Dana Medical Library Medical History collection. It was created by Sarah McGlynn and funded by a National Network of Libraries of Medicine New England Region Express Library Digitization Award, PI Donna O'Malley. The Family Medicine Clerkship Student Projects collection is a growing collection of research projects completed by medical students during their community-based Family Medicine clerkships. Both collections can be found in ScholarWorks @ UVM <http://scholarworks.uvm.edu>.

- Donna O'Malley, MLS, Acting Director

Community Outreach

Health Research Associates (HRA) Program

Health Research Associates is a Dana Library outreach program that provides health information access to the health care communities of Vermont and the Champlain Valley. There are currently 24 members. Health care related organizations are the core of the membership which includes 5 hospitals, Area Health Education Centers (AHEC), and state agencies such as the Vermont Department of Health. Journal article delivery was the most requested service during 2015 with 806 articles requested. Librarians conducted 48 literature searches for members. The HRA Education Representative is Alice Stokes.

- Lesley Boucher, Health Research Associate Program Coordinator

University of Vermont Medical Center and Health Network



In November our affiliated hospital officially changed its name to The University of Vermont Medical Center in order to emphasize its affiliation with UVM and academic medicine. Dana Library employees participated in official welcome celebrations (the fun part) and updated

the public website and printed documents according to guidance from the UVM Medical Center public relations office (the less fun part). The UVM Medical Center is also part of the new UVM Health Network, along with three community hospitals: Central Vermont Medical Center in Barre, Champlain Valley Physicians Hospital in Plattsburgh, NY, and Elizabethtown Community Hospital in Elizabethtown, NY. CVMC and CVPH are currently HRA Program members.

- Donna O'Malley MLS, Acting Director

Scholarly Publications and Presentations

Publications

O'Malley D. Gaining Traction in Research Data Management: A Case Study. *Journal of EScience Librarianship*. 2014. 3(1): Article 9. <http://dx.doi.org/10.7191/jeslib.214.1059>

Atwood, G. S. (2015). Using Guide on the Side to Build More Interactive Tutorials. *MLA News*, 55(7), 23.

Higgins, S. T., Kurti, A. N., Redner, R., White, T. J., Gaalema, D. E., Roberts, M. E., ... & Atwood, G. (2015). A literature review on prevalence of gender differences and intersections with other vulnerabilities to tobacco use in the United States, 2004-2014. *Preventive Medicine*, 80, 89-100. doi: 10.1016/j.yjpm.2015.06.009

Presentations

Alice Stokes, Jeanene Light, Laura Haines, and Fred Pond presented “Access to Mobile Resources: How Does It Affect the Clerkship Experience” at the University of Vermont College of Medicine Stick Season Retreat, December 2014, Burlington, VT.

Dana Statistics Snapshot

| Services | FY2012 | FY2013 | FY2014 | FY2015 |
|-----------------------------------------------------------------|---------|---------|---------|----------|
| Reference questions answered | 5,171 | 4,282 | 3,531 | 3,823 |
| Items checked out or used in library | 18,184 | 17,125 | 16,491 | 13,409 |
| Document & article delivery to UVM & UVM Medical Center patrons | 681 | 1,182 | 1,667 | 1,692 |
| Document & article delivery to Health Research Associates | 667 | 804 | 799 | 806 |
| Items loaned to other libraries | 2,411 | 2,389 | 2,099 | 1,247 |
| Items borrowed from other libraries for all Dana Library users | 3,628 | 3,772 | 2,983 | 2,519 |
| Gate Count (library onsite usage) | 184,175 | 183,972 | 167,388 | *137,006 |
| The Collection | | | | |
| Print volumes in collection | 129,384 | 129,169 | 129,237 | 129,467 |
| Electronic full-text journal subscriptions | 5,072 | 5,082 | 5,074 | 5,063 |
| Print journal titles | 79 | 77 | 49 | 33 |
| Personnel (FT as of June 30) | | | | |
| Faculty | 7.35 | 7.40 | 7.80 | 8 |
| Staff | 10.00 | 10.00 | 9.00 | 11 |

*One of our two gate counters was broken for about half of FY2015, so the gate count shown is estimated.

- Chart courtesy of Lynda Howell, Technology Assistant/ Programmer

People

New Staff

In early 2015, the Dana Medical Library welcomed 3 new staff members to its team: Craig Chalone, Kristin Florian, and Kate Bright.

Joining Access Services in February, Craig Chalone comes to the library from the University of Maine at Machias, Merrill Library, where he also worked as Adjunct Faculty in Music at the college. Before his time in Maine, Craig worked at the Bailey/Howe Library here at the University of Vermont for 6 years. Outside of work, Craig enjoys reading, walking, baseball, playing guitar and mandolin, and collecting music. He also has a love for nature and animals.



Craig Chalone



Kristin Florian

Joining Collections Management, Kristin Florian began work in March and has been busily learning the ropes of medical collection development, e-resources trouble-shooting, and a host of other activities. She comes to us most recently from the Lexington County Public Library System in Lexington, South Carolina where she coordinated non-fiction collection development, among other tasks. This past winter was her first winter in Vermont and tried both downhill and cross-country skiing for the first time.

Kate Bright is Dana's newest member, joining the Admin Department in May for Director and Library Support. Prior to working at UVM, she was employed at the Shelburne Museum in their education department facilitating programs, one of which was a tour program for individuals who are blind or partially sighted. Kate has a Master's degree in art and is a painter in her free time.



Kate Bright

Staff News

From July 2014 to December 2014, Library Associate Professor Jeanene Light was on sabbatical. Her sabbatical project, during this time, was designed to build upon previous work in understanding the current work practices of successful repositories and align them with the practices of the University of Vermont's ScholarWorks repository. Some of the key issues studied were: the roles of advocacy, institutional mandates, metrics, recruitment and deposit services and other contributing factors to successful IR's.

In November of 2014, Sandy Aldrich, previously part of the Collections Development and Management team, joined Administration to become Dana Medical Library's new Business Manager.

Also in November, Joanne Montanye transitioned from a split position in Dana Access Services and Dana Document Delivery to a full time position in Dana Document Delivery/Interlibrary Loan.

In May 2015, Library Associate Professor Frances Delwiche MLS, received the [Daniel T. Richards Prize](#) for her publication entitled "Mapping the Literature of Radiation Therapy" in the *Journal of the Medical Library Association*, April 2013. The award is given annually by Medical Library Association's Collection Development Section to a distinguished publication in health sciences collection development.

From July to December 2015, Dana Medical Library Director Marianne Burke, MLS AHIP, will go on sabbatical pursuing a doctoral degree at the UVM Center for Clinical and Translational Science and will do research at the University of Vermont Medical Center. Donna O'Malley will serve as Acting Director.

- Jeanene Light, MLS, Library Associate Professor, and Kate Bright, Office Support Generalist, contributed to this section

Compiled by Kate Bright and Donna O'Malley

Images and portraits courtesy of Dana Medical Library Archives.