2013

# Himmelfarb Library Annual Report 2013

George Washington University, Himmelfarb Health Sciences Library

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# Annual Report

Himmelfarb Health Sciences Library

The George Washington University

July 2012 – June 2013

# Annual Report

## Himmelfarb Health Sciences Library

### July, 2012 – June, 2013

The mission of the Himmelfarb Health Sciences Library is to meet the information needs of the faculty, staff, and students of the George Washington University Schools of Medicine and Health Sciences, Public Health and Health Services, and Nursing, and to support their educational, research, and patient care programs by:

- providing resources and services that meet users' needs
- making available automated information systems which support users locally and from remote sites
- creating an educational environment that promotes independent learning and fosters informed users of information and information / educational technologies
- providing access to resources not held at the institution

## Resources to Meet Users' Needs

The Library strives to understand and respond to users' information needs through a variety of avenues for evaluation and planning. These include analyses of collection utilization and interlibrary loan requests, input from faculty and students received via comment/request buttons on the web page, regular faculty consultations, e-mail and in-person feedback, input from the Library liaison program, and surveys.

## From discussion boards:

"The Himmelfarb Library is absolutely a fantastic resource for conducting research…"



"The only issue I have with the Himmelfarb Library is that I do not use it enough!"

*Journals*

A faculty journals assessment survey was conducted during spring 2012. Faculty members were asked to rate the journal collection in their subject areas and to identify titles for addition and deletion with the goal of fine tuning the collection to best meet current teaching and research needs in a cost neutral fashion.  Of the 176 titles requested by faculty, 108 were already owned by the Library.  This situation identified a need for librarians to streamline access to electronic journals as well as improve outreach to faculty regarding the collection's make-up.  An in-house collection assessment conducted during the summer identified low use titles and high cost-per-use titles.  The data from the faculty survey and in-house assessment resulted in the cancellation of 4 titles ranked as "not at all important," 37 print titles, 4 high cost-per-use titles, and 14 low use titles.  Licenses from several publishers were renegotiated to bring down costs or improve coverage at the same cost.  These savings were used to add 24 new titles to the core collection and 21 titles to the access-only collection.  Additional linkages to titles in evaluation, education, psychology and the business of health were also provided.

Several steps were taken to address the issue of electronic journal usability and accessibility. The serials librarian accompanied by departmental liaison librarians embarked on a series of visits to departments to follow-up on data received through the journal assessment survey.  To date, 10 visits have been conducted to review how the Library can meet department research and teaching needs. Subjects discussed have included upcoming research projects, new faculty, electronic books, and future needs. Visits will continue through fall 2013. The nursing portal for BSN students on the Ashburn campus was redesigned to enhance ease-of-use and provide linkages to additional full-text titles in nursing, medicine, and business.   The e-resources page was streamlined to improve accessibility to all electronic books, databases and journals.  New research guides to support the identification of electronic resources for nursing, public health, research and health sciences topics were created. Another research guide entitled, Linking to Electronic Resources: Creating Durable Links, was published to help teaching faculty link their courses in BlackBoard to important electronic materials. Librarians introduced utilities such as Browzine and GoodReader, to promote the use of electronic resources on portable/mobile devices.

Librarians have been educating faculty about open access publishing over the last few years. (See the Scholarly Publishing web page: http://www.gwumc.edu/library/scholar/index.cfm) The 2012 academic year saw a real growth in GW faculty publications in the open access venues, *Biomed Central* and *Public Library of Science* (PLOS). GW faculty publications in *Biomed Central* grew from a total of 1 in 2001 to a total of 36 in 2013 and in *Public Library of Science* from 1 in 2004 to 60 in

2012. Himmelfarb memberships in both of these products allow faculty authors to publish at a discounted rate.

*Monographs*

While every survey completed indicates that students prefer electronic materials over print formats, there are still a large number of specialized texts and review books that are only available in print or that patrons prefer to use in print.  Over 7,000 print items were checked out in 2012-2013.  To ensure that key print texts are available in subject areas supported by the Library, a monographic assessment project was conducted.  The Library's print collection was categorized by subject area and holdings in each area analyzed by usage (number of checkouts), currency, recommended core lists of titles, and availability of electronic materials.  A total of 1,229 new titles were ordered as a result of this project in the following subject areas: public health, ophthalmology, health care sciences, and gastrointestinal diseases.  122 Board review titles were also added to the print collection.

The academic year 2012-1023 was also a tipping point in terms of electronic monographs.  More electronic textbooks were available in a wider range of subject areas than ever before. 2,600 electronic textbooks were added to the collection.  Access to these titles was streamlined with their incorporation into the system used to control electronic serials.  The Library is also exploring the use of "patron driven acquisitions" (PDA) through its new integrated library system.  With the PDA option, users of the Library's catalog can see and access a wide range of electronic textbooks and review titles based on their specific needs.  A purchase by the Library is triggered when a title is accessed 3 times.  The book is then permanently added to our collection.  The entire process is transparent to users and will be evaluated in 2013-2014 for effectiveness and cost.
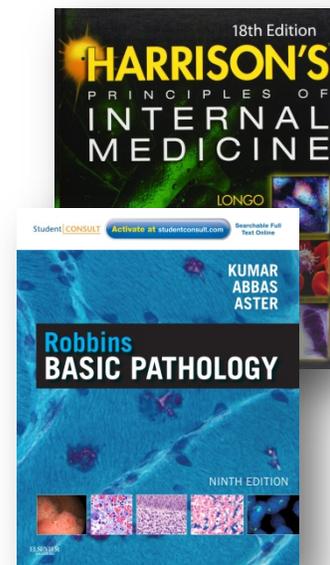
## Making available automated information systems which support users locally and from remote sites

*New Integrated Library System*

The Library, in conjunction with the Burns Law Library, migrated to a new integrated library system which provides a cloud-based platform. The transition was completed in four months over the spring with virtually no system downtime or disruption in service for users.  For the Library, this migration brings an updated system for ordering resources, creating catalog records and controlling patron information.  For users, the migration provides expanded options for an easy keyword or advanced search. If you misspell or mistype a search term, the new catalog will prompt with a *Did You Mean?* correction. The keyword option searches all entered terms and uses relevancy ranking to bring the best matches to the top of the results list (searchers have the option to re-sort by currency or title). The new catalog is available at catalog.himmelfarb.gwu.edu.
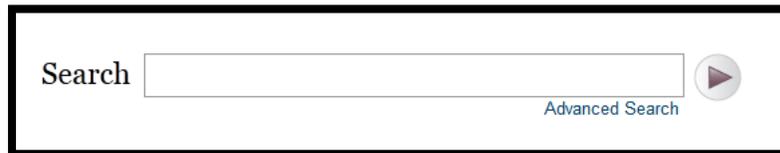


**CATALOG.HIMMELFARB.GWU.EDU**

*Introduction of Zero-Client Workstations*

In-library access remains a primary portal to Library resources for many users.  Several steps were taken to improve the user experience. Wireless access throughout the Library was expanded and improved during spring 2013. Zero client workstations were deployed on the first and third floors of the Library to standardize software delivery and improve reliability. (Workstations in B103 and the computer labs on the third floor remain full clients to continue to support specialized statistical and image software.) All public workstations in the Library and Ross Hall classrooms were reconfigured to require authentication with a Colonial Mail login and password. (Guest passwords may be obtained at the Circulation Desk.)



**STUDENTS AT ZERO-CLIENT WORKSTATIONS**

*Software Products to Enhance the eJournal Experience*

Mobile and handheld devices are evolving rapidly and they are becoming the primary source of information for users on the go. To meet the growing demand for mobile resources, the Himmelfarb Library offered a number of its products on a mobile platform. Key products such as *PubMed On Tap* and *Dynamed* are available as apps. Go to: http://libguides.gwumc.edu/content.php?pid=140434&sid=1199281 for a complete list of mobile accessible tools, books, calculators and utilities. Of particular note is the app *Browzine*, a tool which allows users to select full-text journals from Himmelfarb Library's online collections, then scan issues and read or save articles. *Browzine* is also compatible with RefWorks.

The Library's single search portal, *Health Information @ Himmelfarb*, continued to expand during the year and saw nearly 5,000 hits per month as users began their searches for books and articles through the portal. The power of the portal truly expanded with the growth of the Library's e-text collection this year.
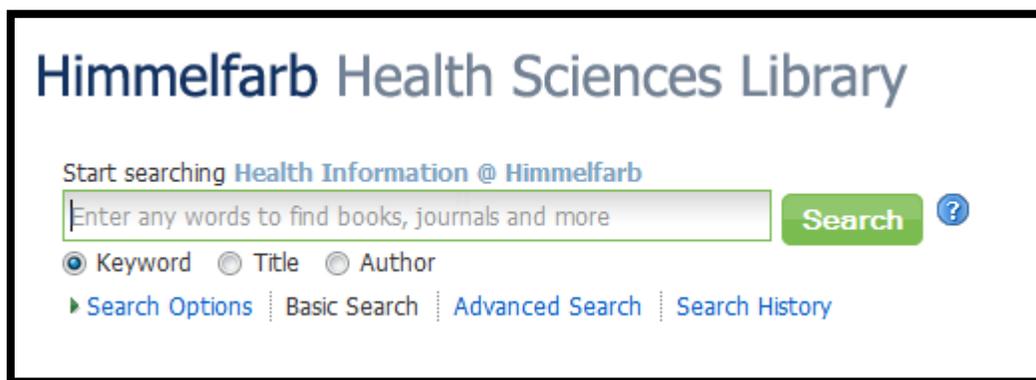


**HEALTH INFORMATION @ HIMMELFARB PORTAL**

The Library's web page also remains a major access point to the electronic collections. Its appearance and functionality have remained steady since 2007. A major redesign was begun in spring 2013 and, following extensive usability testing in the fall, the Library's new home page should debut in January 2014.

## Creating an educational environment that promotes independent learning and fosters informed users of information and information / educational technologies

*Physical Space*

The 2012-2013 academic year was a challenging one for the Library as Ross Hall construction ramped up and both noise and dust increased. The Library continued to operate on a 24/7 basis for most of the year, and remained closed to the public and

undergraduate students. Thanks to the gracious invitation of the Law School, students were given the option to pursue quiet study at the Burns Law Library for much of the year. Space was also available on the sixth floor of the Hospital and at the Gelman Library.

Once again the Library saw a number of improvements to its physical plant. The wireless network was expanded and enhanced in spring 2013. Zero-client workstations were installed on the first and third floors. Classroom technology was upgraded throughout the Library and the B103 computer classroom reconfigured with desks that improve visibility around monitors. Ergonomic chairs were placed at all workstations and study tables on the third floor. Stairwells were painted and tiles replaced carpet in hard-to-clean areas.



**COMPUTER CLASSROOM B103**

*Virtual Library and Instruction*

To assist patrons in accessing our nearly all-electronic collection, the Library continued to make outreach and instruction top priorities in 2012-2013. Successful initiatives from past years, such as the departmental liaison program, postcards to new faculty members, monthly liaison letters, and e-distribution of the quarterly newsletter, continued. Once again instruction saw real growth. A total of 1,236 instructional sessions was taught with 17,762 attendees. Several new workshops on scholarly impact, data and citation management, and developing online instruction were introduced. Librarians were embedded in 16 (47 sections) nursing, health sciences, and public health courses and informationist services were provided to the Department of Medicine's Gold Team. With the launch of the MPH@GW program, the Library worked with program coordinators to create an in-depth online tutorial on research and electronic resources for students. A similar tutorial, the Research Challenge was designed in conjunction with the School of Nursing. The Library worked closely with School of Nursing faculty members to identify an electronic health record program that could be incorporated into simulations run in the Skills and Simulation Laboratory. Research guides (http://libguides.gwumc.edu/guides) continued to be a popular gateway to subject areas and reference topics. A total of 91 research guides on

*"…I know how rare it is to find staff members who are competent, customer-service oriented, and dedicated. You have found that— and more—in Elaine (Sullo)."*
*-Faculty Member*



**ELAINE SULLO: COORDINATOR, INFORMATION AND INSTRUCTION SERVICES**

topics ranging from clinical and translational science and prevention and community health to microbiology and e-professionalism are now available for student reference.

As all three schools served by the Library explored educational concepts such as the "flipped" classroom and increased in-class interactivity, the Library was able to offer a number of tools for curriculum development. Online tutorials were created for several key software programs, including Excel and Camtasia. Video and web cameras, voice recorders, and headphones as well as laptops were purchased for checkout. The suite of production software for the multi-media cart, media production station and laptops (http://www.gwumc.edu/library/services/software.cfm) was expanded and the number of high quality scanners increased. Himmelfarb librarians worked with faculty on a number of exciting projects including anatomical modules for the obstetrics/gynecology clerkship and the introduction of iPads in clinical education.

The Library continued to work to promote scholarly communication across the three schools—Medicine and Health Sciences, Nursing, and Public Health and Health Services. Faculty publications for 2012 were compiled and uploaded to the Health Sciences Research Commons platform (http://hsrc.himmelfarb.gwu.edu/). This new platform uses the Digital Commons framework from BE Press and provides enhanced search and output features as well as direct links to the published articles of faculty. As part of the institutional repository, the new Faculty Publications Database provides access to poster sessions and formal meeting presentations in addition to refereed publications. The Library also worked closely with faculty researchers across campus during the spring of 2013 to ensure that all of their publications published under NIH grants were in compliance with the NIH Public Access Policy. A research guide outlining steps to compliance is available at http://libguides.gwumc.edu/content.php?pid=452370&sid=3706964.

Research support remained a strong focus of the Library in 2012-2013. Librarians continued to build close relationships with researchers as the systematic review support service grew in 2012-2013. A total of 8 new reviews were supported by librarian searchers on topics such as smoking, critical thinking and branding in public health. Librarians also actively participated in the following studies:



LAURA ABATE, ELECTRONIC RESOURCES AND INSTRUCTIONAL SERVICES LIBRARIAN

- **e-Professionalism and Social Media:** Himmelfarb IRB Study collaboration with Dr. Kind and Dr. Chretien)

- **Reproductive and Ethics Curriculum** - Dr. Seema Kakar, Dr. Julia Frank, Dr. Matthew Mintz
  "This research presents a reproducible structure for addressing both medical and ethical considerations in educating pre-clinical students about abortion."
  **2013 Modification - Added Focus Group**: "The purpose of this focus group is to

explore how your third year OBGYN clerkship experience relates to the PCL 2nd year Julia Nelson Case."

- **Anatomical Modules** - Dr. Rosalyn Jurjus, Dr.Jillian Krapf, and Dr. Juliet Lee "Understand the benefits of longitudinal integration of anatomical modules in the curriculum and improving clinical and surgical anatomical knowledge of students." Libguides: Integrated Curriculum: [Anatomical Sciences/General Surgery](#), [Anatomical Sciences/OBGYN](#)

- **Matured Medical students:** Dr. Rosalyn Jurjus, Dr.Jillian Krapf, "Comparing the Experience of Mature-Aged and Traditional Medical Students in the Clinical" Qualitative Study/Interviews

*Healthy Living Initiative*

Recognizing that, while students are learning to care for others, they are often taking poor care of themselves, Himmelfarb librarians developed a three-pronged Healthy Living initiative, launched in fall 2012. The program focused on diet/nutrition, exercise, and stress reduction, and the initiative included new and unique additions to the collections, such as board games, hula hoops, and yoga kits for study breaks, and multiple activities with partners from both on and off-campus. Activities included cooking demonstrations, a "March madness" basketball shoot off to benefit the Healing Clinic, and yoga sessions. Student reaction was very positive. Comments included: "The food samples were great and the easy microwave recipes are definitely something I will try." ... and "I learned a lot and had a chance to take a break from stressful life and learned new ways to fix healthy foods." More events are planned for the 2013-2014 academic year.



**WHOLE FOODS COOKING DEMO AT HIMMELFARB LIBRARY**

## Providing access to resources not held at the institution

*Interlibrary Loan*

Following an analysis of the recently initiated policy whereby faculty and students may request 15 interlibrary loans each semester at no charge, the decision was made to continue the program for 2013-2014. On behalf of faculty, the Library requested 716 documents from partner libraries. The Library remains a net lender in terms of interlibrary loan requests, having delivered over 2,000 documents to other libraries.

*Partnerships*

The Library continues to partner with the Burns Law and the Gelman Libraries to make joint purchases in interdisciplinary areas and serves as a Resource Library of the National Network/Libraries of Medicine.  In the past year, Himmelfarb has explored relationships with the librarians at the Children's National Medical Center library and the staff of the CTSI to build and enhance the expert researcher community through databases such as SciVal.   Through the generosity of a grant from the Elsevier Foundation, Himmelfarb librarians have had the privilege of working with the MEPI program and the University of Malawi College of Medicine as consultants on the College of Medicine's new library building.

## Future Plans

The Library plans to undertake the following major initiatives in 2013-2014:

- Co-host a scholarly panel on interdisciplinary publishing for early-career researchers and graduate students, in conjunction with the Burns Law and Gelman Libraries, fall 2013
- Wrap up departmental visits to review collection assessment project, fall 2013
- Plan events to support the Healthy Living initiative
- Implement and evaluate the redesigned Library home page
- Evaluate services and resources provided to nursing undergraduates
- Explore services and resources needed by the MPH@GW program
- Explore the use of educational technology in the revised School of Medicine curriculum
- Integrate library services into the new School of Public Health and Health Services building
- Create a  multimedia development room for faculty and students wishing to prepare online educational content
- Conduct a survey of students regarding library services and resources
- Prepare a strategic plan for 2014-2019

## New Staff Welcomed 2012-2013

Julie Silverman, Associate Director, Collections and Access Services
Michael Blake, Web Services Librarian
Andy Puro, ILL and Document Delivery Specialist
William Pugliese, Evening/Weekend Supervisor

*"Thanks for having such a talented and professional staff on board to assist…"*
*-Faculty Member*

## Quick Facts

Himmelfarb Health Sciences Library by the Numbers 2012/2013:

3,702 accessible electronic journals
3,031 electronic textbooks
40,147,460 web page views
14,055 reference questions answered
1,230 classes/orientations with 14,696 attendees
595,208 in-person users
Documents delivered:
716 documents requested for faculty from other libraries
2,255 documents delivered to other libraries
91 research guides
138 online tutorials

## Appendix: Professional Participation and Accomplishments

### Committees

Librarians served on the following University committees:

- University Hospital's Patient Education Committee
- Medical Center's Web and Classroom Planning/Facilities Group
- School of Medicine's Curriculum Management Group
- School of Medicine's Instructional Technology Integration Committee
- School of Medicine's Practice of Medicine (POM) Group
- Faculty Senate Review Group on GW Libraries
- University Committee on the Status of Women Faculty and Librarians
- The George Washington University's Committee on Human Research/Institutional Review Board, Panels #1 and #2
- School of Medicine's Research in Medical Education Group
- University's Coalition for Teaching Support

Librarians served on the following national committees:

- AAMC Group on Information Resources
- AAHSL Committee on Scholarly Communications
- MLA/Mid Atlantic Chapter 2013 Program Committee
- MLA 2014 National Program Committee
- LiME (Librarians in Medical Education)

### Papers

Cook, C. D. and Foot, M. M. (2013) "Incunabula in the Westminster Abbey and Westminster School Libraries." London: Bibliographical Society. http://hsrc.himmelfarb.gwu.edu/libfacpubs/12

Gomes, A., Linton, A. & Abate, L.E. (2013). "Strengthening Our Collaborations: Building an Electronic Health Record Educational Module." Journal of Electronic Resources in Medical Libraries, 10(1), 1-10.

Thompson, J. L., Obrig, K. S., & Abate, L. E. (2013). "Web-scale discovery in an academic health sciences library: Development and implementation of the EBSCO discovery service." Medical Reference Services Quarterly, 32(1), 26-41.

Gomes, Alexandra and Abate, Laura E., "Rethinking Our Mobility: Supporting Our Patrons Where They Live" (2012).
Medical Reference Services Quarterly, 31(2): 140-149.
http://hsrc.himmelfarb.gwu.edu/libfacpubs/2

Norris, S., Ortiz, D. D., & Sullo, E. (2012). "Complementary and alternative therapies for atopic dermatitis." American Family Physician, 85(8) 817-823.

Sullo, Elaine; Harrod, Thomas; Butera, Gisela; and Gomes, Alexandra, "Rethinking Library Service to Distance Education Students: Analyzing the Embedded Librarian Model" (2012). *Medical Reference Services Quarterly 31(1): 25-33*.
http://hsrc.himmelfarb.gwu.edu/libfacpubs/3

## Posters/Presentations

Abualenain, Jameel; Alabdrabalnabi, Taibah; Rasooly, Irit R.; Levett, Paul; and Pines, Jesse M., "The Impact of Interventions to Reduce Length of Stay in the Emergency Department: A Systematic Review" (2013). Poster presented by Dr. Abualenain at the Society for Academic Emergency Medicine (SAEM) 2013 Annual Meeting in Atlanta, Georgia, May 14-18, 2013.
http://hsrc.himmelfarb.gwu.edu/libfacpres/62

Butera, Gisela; Gomes, Alexandra; Chretien, Katherine C.; and Kind, Terry, "A New E-Professionalism/Social Media Course: Student Reflections and Impact" (2013). Poster presented at George Washington University Research Days 2013.
http://hsrc.himmelfarb.gwu.edu/libfacpres/60

Butera, Gisela; Gomes, Alexandra; Harrod, Thomas; Kakar, Seema; Frank, Julia B.; and Owens, Jennifer, "Expanding our Roles: Embedded in Curriculum Design" (2013). Poster Presented at: Annual Meeting and Exhibition of the Medical Library Association, May 2013.
http://hsrc.himmelfarb.gwu.edu/libfacpres/70/

Gomes, Alexandra; Butera, Gisela; Kind, Terry; and Chretien, Katherine C., "Social Media and Medical Students: What Are They Thinking?" (2013). Poster presented at: the Annual Meeting of the Medical Library Association, May 2013. http://hsrc.himmelfarb.gwu.edu/libfacpres/61

Levett, Paul, "Smartphone apps for disasters: workshop lesson plan" (2013). *Library Faculty Posters and Presentations.* Paper 66.
http://hsrc.himmelfarb.gwu.edu/libfacpres/66