

THE CLAUDE MOORE HEALTH SCIENCES LIBRARY

1. Notable Accomplishments

Providing quality services to our users

- The Library is an institutional advocate for scholarly knowledge. Through its services and facilities, it has a critical role in the creation of knowledge, the learning of new and past knowledge, and the dissemination and access to knowledge. The Library is recognized by its user community for its strong service ethic and its commitment to a “high tech, high touch” approach.
- The Library continues to provide excellent services, based on user assessments. The Library director’s five-year review, which included a Library review, provided an overwhelmingly positive assessment of the Library staff and the various resources and services provided. This was also borne out by the Association of Resource Library (ARL) LibQual Survey in 2004. A survey of students as part of the LCME self-study and a University Library Student Survey yielded positive ratings on the part of the student community. Satisfaction scores from medical students on library quality factors (accessibility, overall quality and adequacy of computers and web-learning) generally exceeded 90 percent. In the 2005 AAMC Graduation Questionnaire, 84 percent of students responded they were either “very satisfied” or “satisfied” with Library services.

Personalized services

- Departmental Liaisons– the Library has developed a liaison program where library staff proactively contact departments, particularly hospital-based departments, to provide targeted teaching.
- Improved Communications – in recognition of the time constraints of health professionals, the Library redesigned its newsletter to be electronic with short news bites and links to fuller information.

Digital library

- The Electronic Library – electronic resources provide the most effective access to information for clinicians and researchers. To that end, the Library has focused its collection emphasis on increasing access to electronic journals, books and databases. The Library currently has over 2,000 electronic journals, an increase of 66 percent since 2003. To provide additional depth, older electronic “backfiles” are purchased when available.
- “The Carmichael Collection” – a website containing the digitized letters of patients in the early 1800s written to two country physicians in the Fredericksburg area, which provide a unique view of medical and social history of the time.
- The Library’s main web page, the virtual front door of the Library, has been enhanced and redesigned to improve access to the most frequently used resources. Customized portals for students, clinicians, researchers and nurses, have been developed. Subject portals on key topics such as patient safety, patient education and public health have been developed.

Educational initiatives

- Medical students receive instruction in information skills in all 4 years of the curriculum. Teaching is context-specific and focused on information to solve an educational or clinical problem. For example, in POM1 students are required to use specific information resources to answer a clinical question and to critique the resources on their strengths and weakness.
- Library faculty worked with clinical faculty on the Information Management and Critical Teaching task force to develop a strategy for incorporating information management skills training in undergraduate, graduate, and continuing medical education. In POM2, for example, students are required to find patient-specific information and reconcile inconsistent or missing data. This requires synthesizing data from many resources such as the hospital record, clinic notes and knowledge-based resources. Approximately 77 percent of students thought that this helped them learn how to assimilate data from multiple sources to provide better patient care.
- Library faculty taught 5 classes focusing on information management and evidenced-based resources for the new Masters in Public Health program.
- Two successful media “bootcamps” for teaching faculty how to successfully develop and use multi-media content in teaching were held.

Partnerships

- The Library has worked with clinicians and educators to incorporate quality information resources in major Health System initiatives such as Patient Safety, Patient and Family Education, Public Health Sciences/MPH, and Complementary and Integrative Medicine.

Outreach

- Major projects emphasizing access and use of quality health information for consumers, including the JABA Senior Center MedlinePlus project and the Parish Nurse training, were completed. The Mountain Laurel Cancer Resource Center public library collaboration and the Alzheimer’s Caregivers project were launched and completed in Southwest Virginia. In all of these projects, the goal is to increase the knowledge and expertise of community members and health professionals in the availability and use of quality consumer health information resources such as the National Library of Medicine’s MedlinePlus

2. Two-Year-Goals and Metrics for Success

Models for all of US

- The Persona Project – development of archetypal user models that will be used to develop personalized information delivery systems for medical students as well as educational modules based on preferred learning styles. We will be a model in curriculum applied to each medical student learning in their own style.
- Decision Reminder System – analyze the educational impact of an online decision reminder system on medical student learning in a clinical clerkship.
- Enhanced access to important topics in biomedical ethics and humanities through the preservation and technological enhancement of the UVa Medical Center Hour series.

Operational goals

- Renovation of the Library to expand the small group teaching rooms and the 24 hour study area
- Develop a space and collection analysis that identifies collection space needs for the year 2010; identify remaining space in the current facility and possible learning programs that can be supported; identify offsite storage needs that will be required to house print collections.
- Participate in the ARL LibQual 2006 survey on user satisfaction.
- Work with Information Technology & Communication to improve remote access options, particularly for medical students at remote teaching hospitals.
- Work with the University Libraries to implement a “multisearch” platform that will search multiple databases simultaneously to enhance interdisciplinary research.
- Enhanced access to institutional digital archives—systematically digitize and web-enable past issues of the *Medical Alumni News*, the *Drawsheet*, *Helix*, and *Link*.

3. Five-Year-Goals and Metrics for Success

Models for all of US

- Build a Knowledge Enhanced Clinical Information System – in collaboration with clinicians and medical educators, develop educational and clinical knowledge modules that link contextually with the Medical Center’s clinical information system so that students, residents and clinical staff have access to quality teaching and clinical information. A “proof of concept” for pediatrics will be developed for testing. For example, students in the pediatric clinic could access short, web-based tutorials on examining patients with otitis media and the most up-to-date drug therapy protocol.
- Public Health Informatics – in collaboration with Department of Public Health Sciences faculty, develop an educational program that supports graduate level training and experience in public health informatics, including a joint MPH/MLS experience.

Operational goals

- Plan and develop a new space plan for the library that encompasses the vision of a “knowledge and learning commons” precinct so that the Library’s traditional missions are supported as well as providing a facility for enhanced learning.
- Work with the University Libraries to implement innovative search technologies that will improve access to the collections and digital materials available at the University. The Health Sciences Library will remain agile to see independent solutions to needs when necessary.
- Explore options and identify strategies to achieve efficiencies in material processing internally.

4. Resources Needed and Barriers to Success

- Agreement and commitment from Health System leadership and Health System Computing Services on this as a primary goal; technical infrastructure from GE/Intermountain must be developed and in place; an organizational infrastructure within the Health System must be in place to identify knowledge opportunities and to develop or identify content; 2-3 FTE technical support; organizational (people and process) infrastructure for sustainability.
- University Libraries technical leadership and resource commitment with Claude Moore Health Sciences Library as a content specialist for health sciences; the technology proves to provide significant improvements at an affordable price.
- Development of further public health informatics expertise within the Library; develop and field test a public health informatics course for public health professionals; ongoing accreditation of the Masters in Public Health program; ability to secure funding for joint MPH/MLS degree support.