ANNUAL REPORT
2013
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2013 Board Members

Ms. Pamela Drayson (2012-2014)  
University of Ontario Institute of Technology (UOIT)

Mr. Bruce Gardham (2010-2013) (Treasurer)  
Toronto Public Health Department

Ms. Cathy Johnson (2009-2013)  
University Health Network

Ms. Gail Knaggs (2012-2014)  
Markham Stouffville Hospital

Ms. Sandra Langlands (Chair)  
Gerstein Science Information Centre, University of Toronto

Dr. Marcus Law (2010-2012)  
Faculty of Medicine, University of Toronto

Ms. Brenda Mitchell (2012-2014)  
Public Health Ontario

Ms. Jane Paterson (2011-2013)  
Centre for Addiction and Mental Health (CAMH)

Dr. Peter Rossos (2011-2013)  
University Health Network

Ms. Miriam Ticoll (ex-officio)  
HSICT Executive Director

2013 Members of Management Committee

Darren Hamilton, William Osler Health System (January 2012- April 2013)  
Bonnie Horne, Gerstein Science Information Centre, Chair  
Jeanna Hough, Halton Healthcare  
Sheila Lacroix, CAMH  
Penka Stoyanova, Trillium Health Partners  
Miriam Ticoll, ex officio, HSICT
Management Committee 2014 Election Results

Sandy Iverson (St. Michael’s Hospital) and Ana Jeremic (St. Joseph’s Hospital) were nominated for the two available Management Committee positions for two-year terms beginning January 2014. There being no further nominations, Sandy and Ana were acclaimed. Tim Tripp will be completing Sheila Lacroix’s term as the CAMH representative for 2014.

Darren Hamilton stepped down from the Management Committee in April 2013 after serving for 15 months. Jeanna Hough will have completed her two-year term on the Management Committee at the end of this year.

Board of Directors 2013

There were no changes to the Board of Directors in 2013.
The Management Committee met on a regular basis throughout 2013 and addressed a wide variety of issues.

**Strategic Plan Objectives**

The “new” plan is now two years old. The status of some key objectives arising from the plan is as follows.

The Director of the HSICT has been able, for the most part, to continue to keep price increases for existing licensed products to 4% or less.

One of our new products, LibGuides, has had considerable uptake from members. Not only have several members subscribed, with more expected to follow, but many guides are now in use, some quite heavily. The five most popular are currently:

1. **Mobile Gateway** by Ronald MacPherson - Last Updated Nov 18, 2013 1,719 views this year
2. **Finding Grey Literature in Mental Health and Addiction** by Sheila Lacroix - Last Updated Oct 23, 2013 858 views this year
3. **Diabetes Complex Care** by Teruko Kishibe - Last Updated Oct 29, 2013 698 views this year
4. **E-Books** by Julie Waddick - Last Updated Nov 6, 2013 591 views this year
5. **Journal Clubs** by Kathy Dedrick - Last Updated Oct 30, 2013 451 views this year

Miriam has used the LibGuide software to create a newsletter for the Consortium, which can be found at: [http://guides.hsict.library.utoronto.ca/hsictnews](http://guides.hsict.library.utoronto.ca/hsictnews)

**Membership**

No members were lost in 2013. The membership applications that were in process this time last year came into effect: the Canadian College of Naturopathic Medicine (as a full member) and Health Quality Ontario (as our first associate member) Health Quality Ontario is now in transition to full membership, having just become a provisional full member pending the submission of their journal holdings to Docline. Our newest associate member is the Canadian Partnership Against Cancer. Another merger of two of our members is currently on the horizon and talks are underway with other possible new members.
By-Laws Changes, Advantages Gained and Utilized

- Electronic Voting: As a result of our by-laws change to allow for electronic voting, we were able to hold an electronic vote for HSICT representative on the Board of Directors this year.
- Members Outside the GTA: This by-law change has allowed us to enable organizations outside the GTA join our consortium; discussions have been underway with hospital libraries outside the GTA.
- Associate Members: We are piloting offering associate membership status for members who do not qualify for or do not wish to have membership. We now have experience with two organizations that joined us on this basis in the past year and a half. We will continue to review the success of this pilot.

Canadian Virtual Health Library

We continued to work with CVHL through to the summer of 2013, however, due to lack of funding CVHL no longer operating.

Management Committee Members

I would like to thank the members of the 2013 Management Committee for their hard work and commitment to the Consortium. They are:
- Darren Hamilton – William Osler Health System
- Jeanna Hough – Halton Healthcare Services Corporation
- Penka Stoyanova – Trillium
- Sheila Lacroix – CAMH

Darren left part way though his term when he moved to join the team at UHN. Jeanna will have completed her two-year term on the Management Committee at the end of 2013. Tim Tripp, recently appointed head of CAMH will be replacing Sheila for the balance of her term. Also starting in January will be Sandy Iverson (St. Michael’s) and Ana Jeremic (St. Joseph’s).

Personnel Changes

I would like to acknowledge the retirement of: Gail Knaggs - Markham Stouffville Hospital and thank her very much for her many contributions to the Consortium over the years, including sitting on the Management Committee and the Consortium Board of Directors. You will be missed. Two other people within our membership have retired this year, Lynda Boyd (Sunnybrook) and Andrew Ross (CAMH).

The Consortium member organizations welcomed a number of new staff this year:
- Christine Neilson, Bridget Morant and Alissa Epworth joined St. Michael’s Hospital Library
- Kent Murnaghan joined the Canadian Memorial Chiropractic College Health Sciences Library
- Nonna Volodina joined Halton Healthcare Services
- Tim Tripp joined CAMH
- Daphne Horne joined Mount Sinai Hospital
- Melanie Anderson, Raluca Serban and Darren Hamilton joined UHN
- Tara Zarrin joined Health Quality Ontario

Respectfully submitted by Bonnie Horne (UTL), Chair, HSICT Management Committee.
This past year we made progress on each of the 4 strategic directions set out in our Strategic Plan:

a) **Supporting evidence through informed practice, research and patient-centred care.**

We added four products to our growing list of licensed resources since our last AGM:

- JAMA+9 Archives (effective December 2012)
- Joanna Briggs (via Ovid)
- AccessMedicine (McGraw-Hill)
- LibGuides (SpringShare)

We were successful in maintaining increases of 4% or below for the majority of our license renewals in 2013.

We continued to explore joint licencing possibilities with other consortia and associations (CVHL, ConCan, WOHKN, and OHLA).

b) **Strengthening our professional competency by promoting individual member’s growth through learning/networking events and experiences that broaden their capabilities and potential.**

This past year we organized a record number of workshops, webinars, and presentations, including:

- LibGuide webinar (January 23)
- Member access to the Electronic Resources and Libraries Conference, Austin, (March 18-20th)
- Co-sponsored Copyright session with THLA, featuring Guest Presenter: Rob Weisberg, Corporate & Government Licensing, Access Copyright (March 19)
- EBSCO Usage Consolidation Webinar (May 6th)
- AccessMedicine Webinar (June 5th)
- Ovid Session, Joanna Briggs presentation (on site at Gerstein Library) (June 10th)
- Journal Club session (August 29th)
- SEFLIN Virtual Conference “Mobile Devices: Gateway to Your Library” (Sept. 20th)
- Professional Practice Day (October 4th)
- EOS webinar, Communicating Value, (October 22nd)
- LibGuide in-house workshop (November 6th)
- ProQuest, eBooks presentation (scheduled for Dec. 5th)

c) **Grow Consortium capacity: explore various avenues to identify, assess and pursue service and membership models that will advance our long-term sustainability and benefit members.**

- We welcomed our second Associate Member (Canadian Partnership Against Cancer) and upgraded our first Associate member (Health Quality Ontario) to full member status
- Continued to explore partnerships with other consortia to optimize membership benefits, in particular opportunities with WOHKN and Consortium Canada
- We developed materials that can be used by our members to provide their administration with an understanding of how library services are evolving – key messages to advance the sustainability of our members and the Consortium itself.
- We have contracted with web developers to develop an administrative web-based tool for managing licensing and membership information. This tool, once developed, will allow us to maintain complete online records about our members and about our licensing agreements.
The need for this system is becoming increasingly important as we continue to expand our licensed products and our membership.

- Our fee structure and service offerings will continue to be under review to ensure our long-term sustainability and growth.

d) Development of performance indicators:

Being able to measure and communicate the value of health libraries/information services – though challenging in many ways – is becoming increasingly necessary. To address this issue, in March of 2013, we established the **Task Force on Measuring Value**, with co-chairs Jeanna Hough (Halton Health Services) and Sheila Lacroix (CAMH).

The mandate of the Task Force is to:

- identify measures for our members that are relevant to clinical practice, patient care, public health, research, & health policy development,
- share best practices in benchmarking guidelines and health library standards, and
- help our members to function as high level professionals, who will raise the profile of our field.

Among its activities, the Task Force is compiling resources and recommendations for member libraries to use in their unique environments.

Other Activities

- Member of the local organizing committee for the April meeting of ICOLC (International Coalition of Library Consortia), held in Toronto April 21st – April 24th, 2013
- Participated in a day-long meeting in Ottawa on April 30th, with other stakeholders involved in CVHL (Canadian Virtual Health Library).
- Completed three-year term on the Board of Directors of the Canadian Health Libraries Association as Vice President, President and Past-President, term ending in May 2013.
- Member of Consortia Canada (ConCan)
- Co-presenter on findings of the research conducted by the Consortium’s Task Force on Mobile Devices at CHLA conference in Saskatoon, May 2013.
- Key note presenter at the Sunnybrook Hospital Library’s Strategic Planning Session, June 20th, 2013
- Met with WOHKN members in London ON to discuss possibility of their libraries joining HSICT, August 16th, 2013
- Member of the TAHSNe Working Group on Libraries, 2013

Key Priorities for 2014

- The development and launch of a robust back-end admin system and new website
- Improved tracking of licensing information for members
- Pursuit of partnerships for more economies of scale in licensing
- Provision of presentations/training via webinars & webcasting
- Review of fee structure with view to long-term sustainability

Acknowledgements

A heartfelt thanks to our terrific 2013 Management Committee – this has been a particularly collaborative and collegial group of individuals highly committed to excellence in library/information services. Many thanks to Bonnie for her good humour and effective leadership as Chair. I appreciate everyone’s support and hard work throughout this past year.

Respectfully submitted by Miriam Ticoll, Executive Director, Health Science Information Consortium of Toronto.
The aim of the Professional Practice Subcommittee is to facilitate continuing education that elevates how we practice our profession. We have had three successful events this year, and none of them would have been possible without our rich, collaborative community. In 2013 we paid special attention to the feedback we were given over the last years. Surveys collected after our events asked us to set aside more time for group work and discussion.

In the years we have been active, 80-90% of attendees at our events report being highly satisfied. We will continue to work for 100% of you being highly satisfied, we feel encouraged by another metric: attendance. The committee was honoured to have record numbers of participants at both events, 10-20% higher than last year.

**Systematic Review Workshop**

This year we split the workshop into two parts. We began with a panel of expert searchers; Laure Perrier (University of Toronto, Li Ka Shing) presented on PRESS guidelines for peer reviewed literature search strategies; and Corinne Holubowich presented a systematic method of searching of Medline and Embase in tandem.

The second section gave participants a chance to practice their searching skills in teams. This proved quite popular.

On behalf of the Professional Practice Subcommittee I would like to thank Jessica Babineau, Corinne Holubowich, Sheila LaCroix, Laure Perrier, and Yolanda Savino-Walsh for their efforts.

**HSICT Journal Club**

This year we realized a long term goal, the establishment of and HSICT journal club, and informal setting to explore current literature. We have only had one meeting, but we will be pursing this in the coming year. Eight people came together one evening in August for a spirited discussion about the effect of a clinical medical librarian on in-patient care outcomes.

**Profession Practice Day**

Professor Michael Ridley, University of Guelph, delivered our morning keynote address,” The Future of Libraries: Making Choices, Making Change.” This was followed by a very lively panel discussion on strategic planning for libraries. Julie Hannaford and Sian Meikle (UTL) presented in the afternoon with insights about the recently completed strategic planning process at University of Toronto Libraries.

On behalf of the Professional Practice Subcommittee I would like to thank, Julie Hannaford, Jeanna Hough, Sandy Iverson, Ana Jeremic, Sian Meikle, Mike Ridley, Tim Tripp, and Elizabeth Uleryk for their contributions to the day.
Revision of Terms of Reference

This year we revise the Terms of Reference of the Professional Practice Subcommittee to reflect more accurately our evolution over the past several years. Our focus has shifted to providing our members with increased opportunities for professional development and a forum for the support and exchange of resources and knowledge to support good practice. The revised Terms of Reference can be found on our website.

Plans for 2014

Dates and events have not been scheduled, but the Professional Practice Subcommittee plans to again host events on advanced searching techniques, and will facilitate other workshops. We are particularly interested to know if there is interest in learning more about statistics and research methods.

Members of the Professional Practice Day Subcommittee are:

Jessica Babineau  
Hyunduck Chung  
Mary Anne Howse  
Jeanna Hough, Halton Healthcare  
Ana Jeremic, St. Joseph’s Healthcare  
Sheila Lacroix, CAMH  
David Lightfoot, St. Michael’s Hospital (Chair)  
Beata Pach, Public Health Ontario  
Laure Perrier, University of Toronto, Li Ka Shing  
Miriam Ticoll (HSICT)  
Yolanda Savino-Walsh, University Health Network/Toronto Rehab

Respectfully submitted by David Lightfoot (St.Mike’s), Chair of the Professional Practice Subcommittee.
Licensing Subcommittee  
Annual Report December 2013

New licensing arrangements were completed with the following content providers/vendors in 2013:

- AccessMedicine (McGraw-Hill)
- LibGuides (SpringShare)
- Joanna Briggs (Ovid)

Although there was only one face-to-face meeting of this subcommittee in 2013, members have provided input and advice about various licensing opportunities that have arisen throughout the past year.

The Consortium is involved in licensing and/or negotiating discounted pricing for the following products:

- Ovid Basic Package of databases (MEDLINE, EBMR)
- PsychInfo (via Ovid)
- ProQuest Nursing and Allied Health database
- EBSCO Databases & Full-text journals (various)
- Electronic Compendium of Pharmaceuticals and Specialties (eCPS & eTherapeutics+)
- New England Journal of Medicine
- Journal Watch
- PsychiatryOnline
- Ovid LWW Journals/Ovid eBooks
- STAT! Ref titles (various)
- Harrison’s Online
- McGraw-Hill titles (various)
- PEN (Practice-based Evidence in Nutrition) Dietitians of Canada
- Springer Journals
- Sage Journals
- JAMA + 9 Archives
- Joanna Briggs (new)
- LibGuides (new)
- AccessMedicine (new)

Looking ahead

We will continue to respond to the needs/requests of our members for new products in the coming year. In addition, the Licensing Subcommittee will be writing up guidelines for the use of licensed resources that will be shared with HSICT members to help inform their patrons.

Thanks to all the members of the Licensing Subcommittee for your invaluable input. I look forward to working with you in the coming year.

Bogusia Trojan, UHN
Carolyn Zeigler, St. Michael’s Hospital
Elizabeth Uleryk, SickKids
Farid Miah, Sunnybrook
Gail Nichol, U.of T., Gerstein Library
Ron Saranchuk
Sheila Lacroix/Jennifer Hance, CAMH
Miriam Ticoll, HSICT (Chair)
Sandy Iverson (St Michael’s Hospital)
Tim Tripp (CAMH)
Steve Zoltai, Canadian Memorial Chiropractic College

Respectfully submitted by Miriam Ticoll, Chair, Licensing Subcommittee.
The Electronic Resources Subcommittee (ERSC) met in February, April, September and November in 2013.

**Mobile Devices Task Force**

The Mobile Devices Task force was established in 2012 to learn more about mobile services and supports available to members of the Consortium.

The Task Force was released its final report in May 2013, and the findings were presented at the Canadian Health Libraries Association conference in Saskatoon in May by Maria Buda, Jennifer Hance and Miriam Ticoll. The submission was titled: “Status Update: Mobile Services and Supports Available to the Health Sciences Information Consortium of Toronto”.

The Co-Chairs of the Task Force were Maria Buda and Jennifer Hance. Other members of the Task Force included Gurvinder Batra, Katinka English, Mary Anne Howse, Ronald MacPherson, Pamela Richards, Elena Springall and Miriam Ticoll.

The Electronic Resources Subcommittee would like to recognize the hard work and commitment of the members of the Mobile Devices Task Force. The Report from the Task Force can be found on p.14 of the Annual Report.

**Implementation of EBSCO Discovery Service**

In September the committee held a meeting that focused on the implementation of EBSCO Discovery service at two member libraries. Presentations were made by Steve Zoltai, of the Canadian Memorial Chiropractic College Library and Pamela Richards, of St. Michael’s Hospital Library.

Both presenters said that implementation of the discovery service was almost a full time job and that there were challenges to overcome along the way.

Canadian Memorial Chiropractic College students like the results and the Discovery service. Library resources are highlighted through the Discovery service and staff expects usage of these resources to increase.

At St. Michael’s Hospital implementation is in process and they hope to launch the service early in 2014. EBSCO is working on integrating the SIRSI catalogue.

**LibGuides Workshop**

In November we had a half -day workshop on LibGuides which was well attended by Health Science Information Consortium of Toronto members.

I would like to thank the members of ERSC who attended our meetings in person and through teleconferences. Their participation in the committee provided lively conversation and debates. They are:
Members of ERSC would like to acknowledge our Executive Director, Miriam Ticoll. We appreciate her expertise, support and generosity in making the work we do on the committee a success.

Respectfully submitted by Patricia Petruga (Bridgepoint Health), Chair, Electronic Resources Subcommittee.

Resource Sharing Subcommittee
Annual Report December 2013

The Resource Sharing Subcommittee provides an opportunity for Consortium members to share information about interlibrary loan and other resource sharing issues, particularly at a time when libraries are shifting increasingly from paper to electronic resources.

This subcommittee did not meet in 2013.

However, we now have a new Chair of this subcommittee, Catherine Pajunen from Sick Kids, and a meeting will be called for early in 2014.
Introduction to Health Informatics Session in Structure and Function (Year 1)
As last year, this course was taught both at the St. George Campus and UTM. Heather Cunningham and Carla Hagstrom were co-course directors once again, while Ian Whyte led the team of instructors at the Mississauga Academy of Medicine (MAM) based at UTM. The session was held much earlier than last year, based on student feedback and much to the instructors' pleasure. The content was completely redeveloped this year to teach students just what they need to know as they start medical school, including anatomy resources, physical examination resources, full text medical textbooks, UpToDate, and pharmacy/ drug database resources. There was an emphasis on how to locate and access the rich collection of licensed online resources as well as the services provided by the library. Instructors at both campuses included the individuals already named, plus Gail Nichol, Vincci Lui, Antonia Giannarakos, Katinka English, and numerous floats.
Ten sessions were delivered on August 26th and 27th to approximately 200 students at the St. George campus and 50 students at UTM.

Finding the Evidence in Determinants of Community Health II (Year 2)
Previous years’ course directors Cheri Nickel and Elena Springall were joined this year by Ian Whyte of UTM who stepped in to replace Mindy Thuna while she is away on research leave. In response to persistent student feedback over the past several years, the Faculty of Medicine requested that literature search instruction for this course be delivered solely online, rather than in the traditional classroom setting. The Faculty recruited 3rd and 4th year medical students to help draft the content for these online instructional modules. The final version of the online modules were highly edited and modified by Elena, Cheri and Ian.
Elena, Cheri and Ian led 9 literature search workshops on October 15th and 22nd for students who had already viewed the online modules and prepared a preliminary search question and concept box or PICO.
Numerous librarians were recruited to float at these 2-hour long workshops. We did not do any instruction during these sessions, as per the Faculty’s request, but highlighted the common mistakes that novices make when searching. The bulk of workshop time was devoted to allowing the students to work on their searches under the guidance of librarian floats and instructors. Additionally, the Faculty made attendance at these workshops voluntary, meaning that many students chose not to attend. Compared to previous years, there were many more failed assignments this year.
On behalf of the team of organizers, we extend our sincere thanks to all those who helped as floats and markers. This is the final year of this course and the hard work of many librarians has led to its success over many years. Floats and markers were as follows: Marina Englesakis, Melanie Anderson, Jessica Babineau, Ani Orchanian-Cheff, Teruko Kishibe, Heather Cunningham, Vincci Lui, Patricia Ayala, Bonnie Horne, Daphne Horn, Junhui Zhang, Ekaterina Petkova, Henry Lam, Farid Miah, Carla Hagstrom, Gail Nichol, Yolanda Savino-Walsh, Sarah Bonato, Christine Neilson, David Lightfoot, Nonna Volodina, Elizabeth Uleryk, Penka Stoyanova, Antonia Giannarakos, Katinka English, Julie Waddich and Tracy Zahradnik.

Metabolism & Nutrition (MNU, Year 1)
Based on student requests, the content formerly delivered by Rita Vine in second year was moved to the beginning of January in first year. A 45 minute lecture was delivered on January 6 by Elena Springall. The lecture continued to focus on three aspects of problem-based-learning: symptom presentation, differential diagnosis, and treatment information. Selected websites, e-books, (e.g. Merck Manual) and synthesized resources were introduced to students as the means to help them get hints and help for their Problem-Based Learning (PBL) cases.
The lecture was supported with online materials linked through the Blackboard course environment.

Transition to Clerkship (TTC, Year 3)
As Mindy Thuna is on a 1-year research leave, Elena Springall was the sole librarian on the planning
team this year. The focus of this class is on appropriate selection and use of point-of-care bedside tools and synthesized resources, choosing the most appropriate resource for a clinical situation, and evaluating the retrieved evidence.

There were considerable changes to the course this year. The instruction team moved to the flipped model of instruction where didactic material was moved online and discussion happened in class. In addition to this, two new activities replaced the critically appraised topic (CAT) assignment completed in previous years. The first was a brief individual online activity prior to any instruction where students made treatment recommendations on a complex case using their own preferred information exercise. A survey followed, whereby students disclosed which information resource(s) they used, and how confident they were that they firstly, found the right answer and secondly, could justify it. Completion of this exercise gave them access to online videos on recommended point-of-care resources and appraising online information. In the second exercise, students worked collaboratively to research an aspect of a complex case and develop a PowerPoint presentation with voice-over to summarize their methods and findings. Students voted for the best presentation within their academy and prizes were given out in-class. Along with prizes for the winning team, the class included discussion of uncertainty in medicine, the importance of finding good evidence to justify treatment recommendations, and best practices in working as part of a team and presenting research findings in the clinical setting.

Transition to Residency (TTR, Year 4)
Elena Springall collaborated with faculty course director Ken Locke, internist Trevor Jamieson (also of TTC) and student representatives to further improve this course. A more in-depth analysis of patient information, including critical appraisal of information patients bring to the doctor’s office as well as appropriate and ethical online behavior was added to this life-long learning focused course. Planning is already afoot for the 2014 iteration of TTR. As with so many SCIE courses, the faculty course director is interested in adding an e-learning element to the class. Mindy Thuna will be added to the planning team this year in anticipation of the first year 4 cohort at the MAM next year.

Power Searching Sessions in Clinical Epidemiology
Two Power Searching Sessions were taught in the Introduction to Clinical Epidemiology classes (HAD5301H) this year on January 18, 2013 (28 students) and July 12, 2013 (25 students) for a total of 53 students. All students complete a course evaluation submitted to the HPME office. Librarian course-director Elizabeth Uleryk would like to thank floats Melanie Anderson from UHN; Cheri Nickel from SKH; Anne Taylor-Vaisey and Corrina Astorino from CMCC; Vincci Lui from Gerstein; Sarah Bonato from CAMH; Mona Frantzke from WCH, Penka Stoyanova from Trillium Health Partners and Solaiman Talut from Scarborough Hospital. Student evaluation forms rated the class as highly relevant.

SCIE Leadership
Elena Springall and Cheri Nickel continued to be co-chairs of SCIE through 2013. This year, Elena and Cheri worked closely with Ian Whyte, Acting Chief Librarian of UTM, who filled in for Mindy Thuna during her 12 month research leave that is drawing to a close with the end of this calendar year. Elena is currently on a 12-month research leave from her regular duties at Gerstein (July 2013-June 2014) but has continued her role in SCIE as well as instruction in medicine as part of her research on blended learning.

Cheri finishes her term as co-chair at the end of 2013. SCIE will take a hiatus until Elena returns from her research leave in July 2014.

As always, we would like to extend a big thank-you to all instructors, markers and floats within the Consortium.

Respectfully submitted by Elena Springall and Cheri Nickel, co-chairs of SCIE.
Place

Last year I reported on plans for a new joint initiative with the University's Academic & Collaborative Technologies Unit. This space is to be utilized by students looking to develop a mobile application or app. A manager, Mike Spears, has been hired and has been onsite since November 1st, along with six student interns.

More art and new carpeting was recently installed in the Gerstein Reading Room and over time new carpet will be installed in most of the public spaces within the library.

Our café is to be redone in May and at that time will be rebranded. The new name will be the Green Beet and it will be a vegetarian/vegan food service.

We are expecting a decrease to our budget of approximately 1% for the 2014/15 academic year. However, no significant addition or reduction to the staff compliment is anticipated.

Services

Last year we tried helping reduce student stress during exam time with the introduction of a therapy dog. This was such a success we have doubled the number of visits this year to twelve and started the visits earlier in the term, November 8th, to cover the major assignment period as well as exam time. We will evaluate the expansion of this program before deciding on the number of visits for the spring term.

There has been a slight decrease in information service questions but the number of consultations is noticeably higher. We have recently added Skype as a method of communication for virtual individual consultations.

A review of costs related to Interlibrary Loan took place, the outcome of which is no increase in the cost of material for our consortium partners.

Displays and Collection Promotion

In conjunction with the Faculty of Medicine’s focus on its heritage, we hosted a display which celebrates the 90th anniversary of the Discovery of Insulin in January and accompanied it by some material from our collection. Other displays featuring print and e-materials from our collections have covered the topics of:

- Animal therapy
- Canadian Health Professions (during Black History Month)
- Study Tips

This fall we mounted a display in conjunction with the Toronto Science Fair 2013 and one on Canadian English which was sponsored by the Canadian Language Museum (a virtual museum supported by many universities across the country).

Focusing on Entrepreneurship at University of Toronto, the centre piece of which was a poster by MaRS/Gerstein librarians, “Academic Libraries Engaging the Entrepreneurial Community” was in our lobby for some time and recently we had a display of Professor Emeritus Dr. E. Shorter’s works to commemorate his most recent publication, Partnership for Excellence: Medicine at the University of Toronto and Academic Hospital.

We would like to continue to partner with other faculties and campus organizations to highlight their activities, events and publications, while also highlighting the library’s collection strengths, services and/or activities.

An event aimed at Doctoral Students and new faculty members was held at Gerstein on November 18th. Good food, live music, and lots of enthusiastic students made for a great success.
People and Accomplishments, and a Few Highlights

- **Allison Bell** has been on maternity leave since May, along with her daughter Charlotte. Just prior to her departure she published an article on our therapy dog program.
- **Heather Cunningham** has taken on her responsibility as acting head of the Reference and Research Unit and is heading up the search for a new hire.
- **Vincci Lui**, previously of McGill, was hired on contract to cover librarian time lost to the maternity leave.
- **Bonnie Horne** continues to work on construction projects with an addition to the off-site storage facility, UTL at Downview now in the 75% design development stage. She is also on the team overseeing the introduction of a new security system for Robarts, Fisher and Gerstein libraries. She has also begun phased retirement and is now working four days a week.
- **Carla Hagstrom** returned to Addis Ababa for two weeks last November as part of the TAAAC program along with Sandra Kendall from Mount Sinai Hospital. She also presented and had posters at several conferences including Cochrane, LILAC and at EBHC in Sicily. Much of her conference presentation work was done in conjunction with Sandra Kendall or Heather Cunningham.
- **Elena Springall** was a member of the UTL Strategic Planning Steering Committee and continues to co-chair SCIE. She attended EAHIL in Stockholm and is currently on research leave.
- **Gail Nichol** has become very active in arranging webinars, being offered library wide, on a great range of topics. She is also the COAHL representative on the OLRN Committee.
- **Patricia Ayala** is carrying the extremely heavy liaison responsibility for Nursing. She is the first of her colleagues to use Skype as a means of holding a consultation.
- **Sandra Langlands and Patrica Meindl**, chemistry librarian, gave a joint presentation on “Escalating costs: e-Resources in Chemistry” to the Faculty Council of the Chemistry Department in March. She is also participating in the TAHSNe Library of the Future working group. Sandra plans to retire in June.
- **Susanne Tabor** retired in June and her replacement will soon be joining our staff.

Beyond Gerstein there have been a few significant changes: Anne Dondertman became Director of Rare Books and Special Collections; Michael Meth is now Director of OISE and a new position, Office of Scholarly Communication & Copyright Librarian, was filled by Bobby Glushko who came to us from the University of Michigan. He has a law degree as well as being a librarian, a very positive attribute in his position. This is also very timely given that the University is currently in negotiations with Access Copyright. Our agreement with them will expire at the end of next month if no deal is reached. The search for a Student Engagement Librarian is currently underway.

Education and Professional Development

Gerstein librarians have attended many conferences including LILAC, EAHIL, MLA, CHLA/ABSC, WILU, ACRL, OLITA, OLA, the Cochrane Symposium, EBHC, Toronto-Ryerson-York [TRY] Conference, the Faculty of Medicine Integrated Medical Education Summit, Designing Libraries for the 21st Century, Academic Library Planning and Revitalization Institute and two Gerstein librarians attended McMaster’s How to Teach Evidence-Based Clinical Practice Workshop in June 2013.

2013 was another busy year for all at Gerstein with lots of new initiatives as well as many, many contact hours in consultations, library literacy sessions, email correspondence and in person questions. With 259 first year medical students between two campuses, our partnership with our fellow consortium members remains crucial collaboration. Thanks to all of you on behalf of Gerstein.

Task Force Reports

Mobile Devices Task Force Report

In early 2012, the Consortium and its members were asking a number of questions regarding the use of wireless technologies in hospital and information settings. To help answer these questions, the Electronic Resources Sub Committee (ERSC) created the Mobile Devices Task Force (MDTF). The MDTF undertook:

- a formal review of the current status of mobile devices and apps in our member organizations using three separate online surveys targeted at: heads of libraries/information centres, wireless champions from each member’s home organization, and vendors; and
- a review of mobile apps.

Survey Development, Results & Recommendations

Survey development, testing and completion took place from July to December 2012. Data analysis, review and report completion took place from January to May 2013. In total, 91.4% (n=32) library heads, 50.0% (n=16) mobile champs, and 90% (n=9) vendors responded to the surveys.

The study answered most of the key research objectives and related questions posed. The results indicate that Consortium libraries are interested in rolling out support for wireless technologies, but lack resources to do so. Consortium libraries, mobile champs, and vendors all have roles to play when introducing mobile technologies, related projects, or resources for Consortium libraries to use on mobile devices.

We learned that although most Consortium libraries are not currently involved in mobile projects, their skills as information specialists position them to contribute to these initiatives in a variety of ways. Mobile devices - still in early days of their development - provide new opportunities for collaboration. Our findings suggest that library heads, mobile champs, and vendors have much to gain by working more collaboratively to enhance access to information on-the-go in hospital and other healthcare settings. It is our hope that this report will help Consortium members gain an appreciation for what is currently happening with respect to mobile technologies in healthcare institutions, how things will evolve in the near future, and how they can play a role in this exciting new domain.

After a thorough review of the results, the MDTF was able to develop a series of solid recommendations directed at the Consortium, library heads, mobile champs, and vendors.

Below are key recommendations for library heads:

- Try as best as possible to develop and maintain ongoing relationships and communication with IT staff, in particular your mobile champ.
- Ask your mobile champ/IT department for help.
- Share information about mobile devices being used in your organization with the Consortium and your vendors.
- Let your mobile champ/IT department know that you want to be actively involved on organization-wide projects dealing with mobile technologies.
- Learn about users’ interest in wanting to access library resources on mobile devices.
- Learn about the Open EPUB Standard and educate your mobile champ to ensure that new mobile devices or e-book readers purchased support that standard.
- Track statistics regarding mobile technologies and share them with upper management and your IT department.
- Focus on ways to promote apps/resources available and mobile resources in your library.
Mobile Apps Review

In addition to conducting a review of the status of mobile devices and apps in our member institutions, the MDTF conducted a Mobile Apps Review. MDTF members prepared a list of criteria to review selected apps, and created a Mobile Apps Review Tool to help gather feedback from members of the MDTF team. The MDTF was able to provide the Consortium with a list of 50 recommended apps that could be used by Consortium libraries. Given how quickly new mobile apps are being developed and released, the MDTF team felt that the criteria developed for review may actually be more valuable than the apps identified. This list can be found in Appendix B of the final report.

Full Report and Related Documents

The full report and related documents were posted on the MDTF Web page on the Consortium Web site in May 2013. On that MDTF page, you will also be able to find two infographics targeted at Libraries and CIOs.

What's Next?

- Since the release of the report, the Consortium has consequently dealt with at least two vendors who have stated they will include development and testing of their resources for use by Blackberries in their protocols going forward.
- Poster presentation at OLA in early 2013 focusing on infographics developed by Pam Richards.
- MDTF committee members will help guide the Consortium via ERSC on future mobile initiatives such as training and education.

Thank you to the following members of the MDTF for their contributions over the past year and a half:

Gurvinder Batra, Toronto East General Hospital
Maria Buda, Co-Chair, MDTF, Dentistry Library, U of T.
Katinka English, Trillium Health Partners
Jennifer Hance, Co-Chair and Principal Researcher, MDTF, CAMH
Mary Anne Howse, Women's College Hospital
Ron MacPherson, University Health Network
Pam Richards, St. Michael's Hospital
Elena Springall, Gerstein Science Information Centre, U of T.

The MDTF would like to acknowledge the assistance of Miriam Ticoll. Without her knowledge, assistance and goodwill we would not have been as successful as we were.

Respectfully submitted by Jennifer Hance (CAMH), Co-Chair, MDTF.
Task Force on Measuring Value: Progress Report

This Task Force was stuck early in 2013 by Management Committee to fulfill one of the goals of the HSIICT Strategic Plan, to “develop and identify performance indicators that demonstrate the impact our members have on health care and research within our organizations”. Members of the Task Force, chaired by Jeanna Hough, Halton Healthcare, and Sheila Lacroix, CAMH, were recruited to represent a cross section of HSIICT member libraries, including at least one representative from a TAHSNe member, and the HSIICT Executive Director. Meetings began March 2013 and will continue into 2014, with the final reporting expected late spring 2014.

After developing the Terms of Reference we surveyed our membership to determine what types of data, both quantitative and qualitative, our members are collecting, and how and what members are communicating to their administration. This provided good background information.

Our work to date in addition to the initial survey has included:

• Several brainstorming sessions during our meetings on various issues such as sharing our missions and visions (both library and corporate), and how to demonstrate that our work is aligned to our organizations’ missions and values. Given the variation across member organizations, these sessions have provided some foundational similarities for the Task Force to work with when dealing with the issue of measuring value.

• Developing a conceptual framework for the various elements of measuring and communicating value. For example defining standard terms like Process, Outcome and Impact.

• Setting up a LibGuide to organize the huge amount of materials and ideas. Content continues to be added through:
  o Collecting resources, including research literature and reports that provide both guidance and strategies to measure value as well as evidence in support of library services.
  o Collecting data gathering tools and questionnaires used by both our members and other organizations.
  o Collecting tools and good practice for communicating our value to a variety of audiences.

It is recognized that we need a flexible approach as we are all different. Our aim is to compile resources and recommendations for member libraries who can in turn apply them to their specific environments: if, when, and where needed. An additional goal is to have some standard reporting within the HSIICT community so we can benchmark and provide some Consortium wide data.

The Task Force final deliverable will be in the form a public LibGuide on Measuring the Value of Library Services. The content will stem from the current Task Force guide. It will be polished, helpful, easy to use, flexible, and sustainable, with a plan for routine updating.

Thank you to our committee members who continue to be engaged and committed.
Tamsin Adams-Webber, Hospital for Sick Children
Rita Bondy, Hincks-Dellcrest Centre
Daphne Horn, Mount Sinai Hospital
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