

Creighton
UNIVERSITY
Health Sciences Library

ANNUAL
REPORT

2016



ORGANIZATIONAL CHART 2016

Health Sciences Library/Learning Resources Center

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Health Sciences Library

Vision Statement

HSL/LRC strives to provide health sciences information to our community whenever they want it and wherever they are.

HSL/LRC will be a comfortable physical and virtual environment conducive to teaching, learning, research, collaboration, and study.

HSL/LRC staff takes a dynamic and collaborative role in coaching, teaching, guiding, and providing new opportunities in professional health sciences education.

HSL/LRC will capture the creative output of Creighton University in a repository that will foster future scholarship and research preserving the historical record of the University's achievements.

Mission Statement

Supporting the information needs of Creighton University health professionals (faculty, staff, students, and practitioners) in the education, research, and clinical sectors;

Providing broad access to its resources and services;

Incorporating technological advances into its programs;

Contributing to Creighton University's mission by becoming a center of excellence on campus.

Annual Report

Comments

A. James Bothmer

Here are a few of the highlights from the past year:

- We managed a collection of over 333,000 books, over 180,000 of which were e-books.
- We managed over 87,000 journals, most of which were electronically available.
- We served over 300,000 customers.
- We provided nearly 700 different seating arrangements.
- We conducted over 1000 research transactions.
- Filled over 4,000 interlibrary loan requests.

Academic libraries are undergoing rapid and cosmic changes. The past year was one of change and adjustment. For the Health Sciences Library many changes took place and the staff was up to the task of dealing with

changes. A new library system was introduced and the implementation of it began in earnest. That definitely carries forward in the coming year. The listening tours continued and valuable information was received from faculty.

Following is a brief overview of the major issues we will face in the coming year accompanied with broad goals the Health Sciences Library will address. These are in alignment with the Reinert Library as well.

- Assessing the research, teaching, & information usage practices of faculty members & students.

In a recent study, Ithaka S+R US Faculty Survey 2015 (<http://www.sr.ithaka.org/publications/ithaka-sr-us-faculty-survey-2015/> accessed August 19, 2016) it is evident that the use of a library's discovery tools and online resources and of the librarians by faculty and students is increasing over previous years. This is no surprise to library staff, but may be revealing for university administration.

- We will evaluate the feasibility of offering research data services and include technical services.
- We will assess the need for more staff development in providing research data services.
- The library's assessment team will be addressing the implications of the Ithaka report.

- Determining how to measure student success.

Review the following study for applicability to Creighton: Karen Brown, Kara Malenfant. "Academic Library Contributions to Student Success: Documented Practices from the Field" (ALA/ACRL, 2015, www.ala.org/acrl/sites/ala.org.acrl/files/content/issues/value/contributions_report.pdf. accessed August 19, 2016)

- Leveraging Digital Collections

Digital has been replacing print for years. The digitization of information resources continues unabated. This is not a new issue but it is a critical one for libraries to act on. It has space implications as well as staffing implications.

- Changing the Scholarly Publishing Model

This is not new, but the current scholarly publishing model is unsustainable. It is coming to a critical point. We will evaluate:

- the Open Access publishing
- moving beyond the big deal
- the way we assess our collection to allow better management of budgetary constraints.
- the use of altmetrics as a tool to evaluate and assess the collection

- Repurposing library space

Our objectives are to:

- meet patron needs
- identify space needs in a proactive, planned way
- continue weeding to free up space for new, needed patron space
- lead the effort to plan a new or renovated library

- Refreshing staff skill sets

We will evaluate the feasibility of:

- embedding librarians in courses
- assessing the need to place library professionals in college and/or departmental meetings to be part of academic process and subsequently assessing the impact on staff

The next academic year promises to be challenging, interesting and stimulating all in one. Change occurs so quickly it is difficult to lead it but folly to follow it. Our overarching goal is to be a change master in a controlled environment. Check this space next year to see how well we did!

Digital Repository & Publishing Services

Richard Jizba

Staff Projects and Departmental News:

The department consists of five staff members: Nannette Bedrosky, Rose Fredrick, and Karl Wirth (digital projects/metadata librarians), Angela Almanzor (library specialist), and Richard Jizba (dept. head). The following are projects and initiatives undertaken by the CDR Staff

- Implementation of the new Integrated Library System.
- Digitizing the University Bulletins
- The Faculty Bibliography project
- The Center for Academic Innovation Reports Collection.
- Installation of the new DSpace server and issues related to the upgrade.
- Retrospective thesis digitization process
- Scanning/OCR projects for the University Archivist.
- Angela continues to maintain the faculty bibliography and updating of the Daily Reflections Archive.
- Staff members continue to promote the CDR to the Creighton community and to manage the conversion and import of the Fr. Carlson Fable Collection materials.

This past year CDR staff have been assisting the University Archivist by digitizing the catalog card collections for the Rare Book Room collection, the Foote Collection Slides and the Omaha Project Collection. In addition, staff are working to move the collections from the ContentDM system into DSpace, thus eliminating an annual fee for ContentDM.



Web Publishing Services



The Creighton Libraries manage the Open Journal Systems (ojs.creighton.edu) platform as a service for faculty and staff who are committed to publishing web journals. OJS is an open-source platform for fully managing and publishing refereed web journals. It provides extensive editorial control and flexibility in its publishing workflow process. At the present time, two journals are being published on the web using the OJS platform.

The first is the Creighton Journal of Interdisciplinary Leadership (CJIL), which is a peer-reviewed journal and published through the EdD Program in Interdisciplinary Leadership at Creighton University.

The editorial staff of the CJIL have published 3 issues comprising 15 articles, which have been viewed nearly 6,700 times – an average of 440 views per article.

The second journal published on the OJS platform is Quest: A Journal of Undergraduate Research which was formed with the mission to publish excellent undergraduate research while offering authors professional training in the anonymous peer-reviewed publication process.

The Quest journal has one issue on the OJS platform (6 articles). These articles have been viewed a total of 775 times in the last six months for an average of 129 views per article.

Creighton Digital Repository (CDR)

Since the DSpace software was first installed at Creighton in late 2009, the CDR has grown steadily each year and now contains over 67,000 item records.

In 2015-2016 two new collections from the Fr. Carlson Fable Collection were added to the CDR: Books of Fables (10,000 citations) and Aesop's Artifacts (over 700 items with over 1500 attached image files)

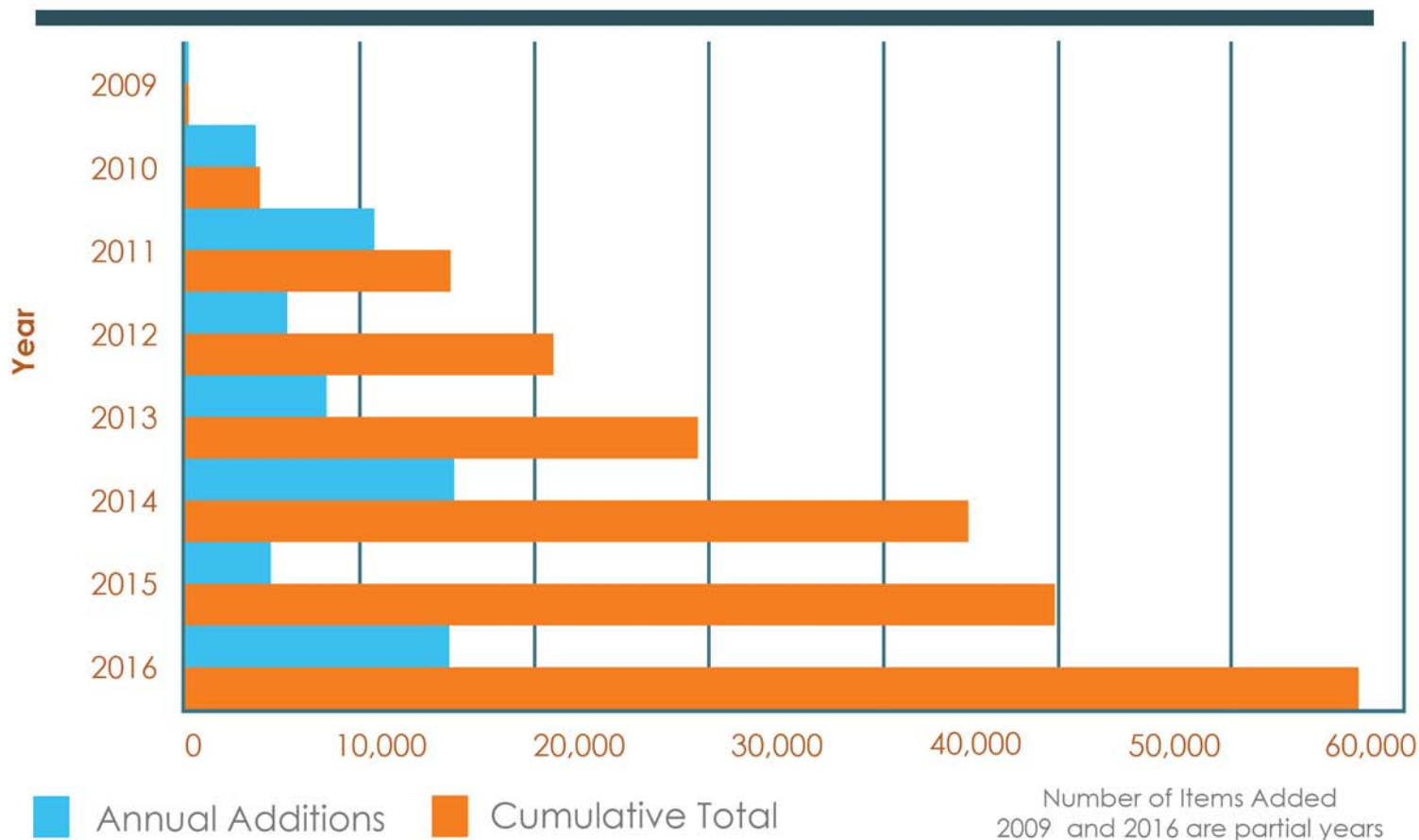
We also began a retrospective digitization project of the approximately 1,000

theses in the Reinert Library. We began by selecting 190 theses that we felt would be of highest interest: local and regional Catholic and public education, local history and business, and history of Catholic religious orders in the U.S. Digitization of this first phase was completed in the spring and we have begun systematically digitizing the remaining works published prior to 1978.

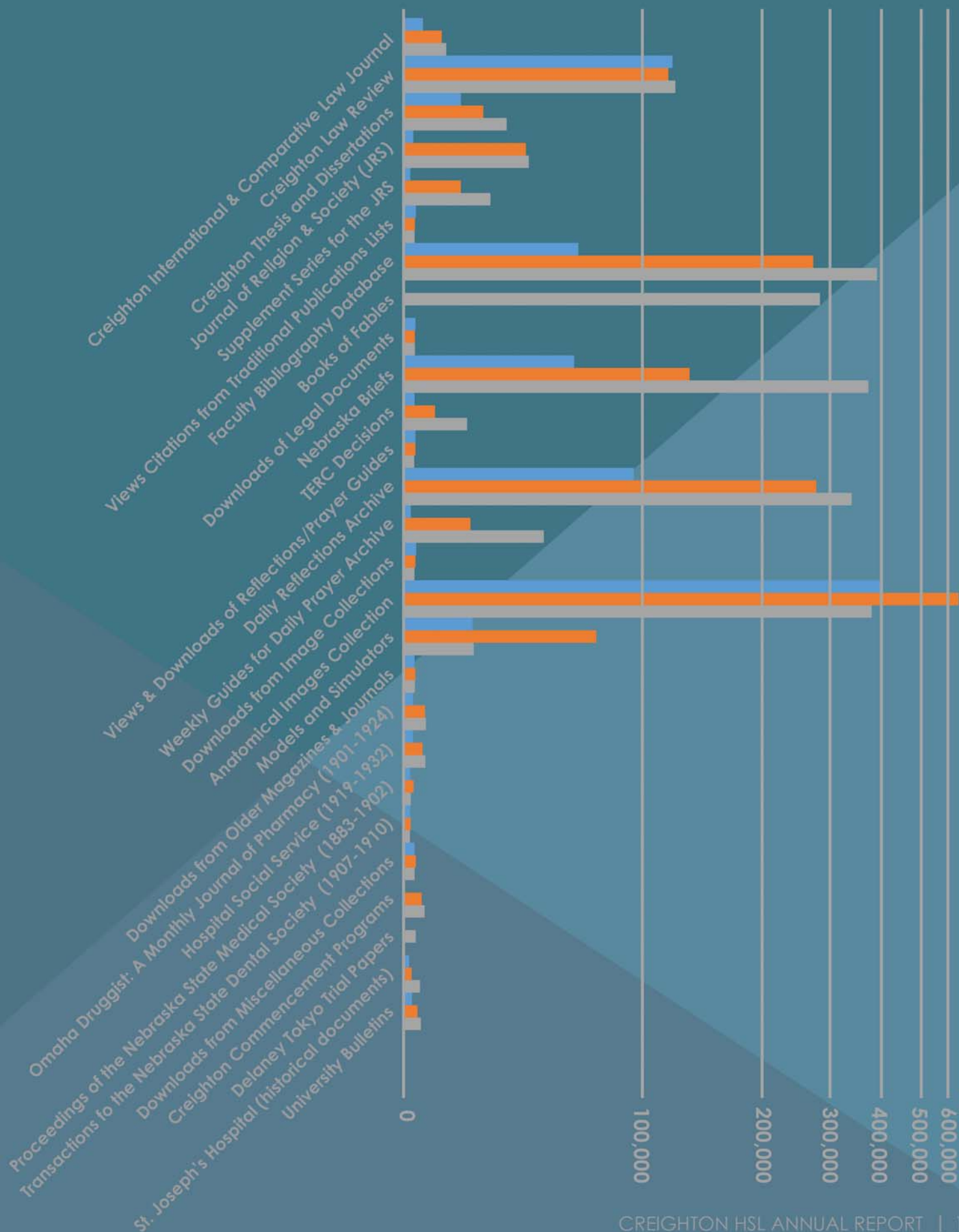
The number of current theses and dissertations added to the CDR has

increased notably in the last two years. When the collection began in 2010, the Graduate School was producing about 2 dozen works a year. That number is now 5 dozen or more, in large part because of the doctoral program in Educational Leadership. This greater number of current theses and dissertations coupled with the theses added from the retrospective digitation project ought to push the CDR Thesis and Dissertation collection past 1,000 works sometime in 2017.

CDR Growth



Usage Data for Selected CDR Collections Arranged by Type of Collection



Learning Resources Center

Diana Boone

The Learning Resources Center staff was busy this past year getting ready for the new library system, ExLibris. Matt Stanley performed most of the clean-up of our records in the previous system and worked hard to have items ready to go for the Fall Semester in the new system. Greg Hollins

seem to be a bit underwhelming but taking into account the 202% increase in the use of AnatomyTV and a 28% increase in health sciences films viewed on Films on Demand over the same three-year period, library resources are being linked to directly from within BlueLine—saving students time.

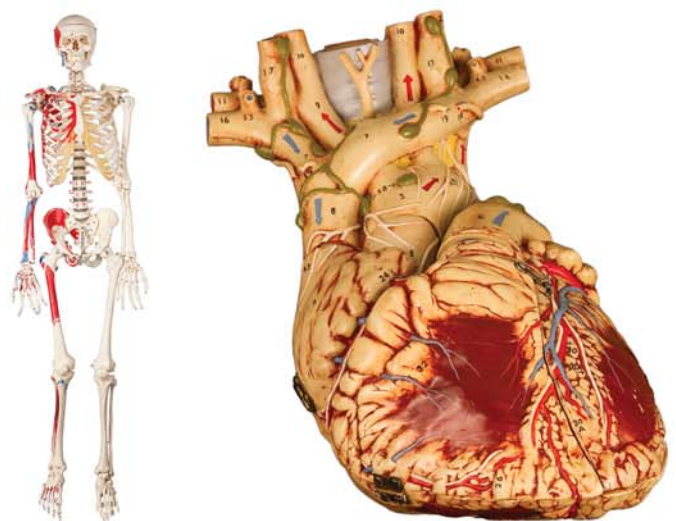
“202% increase in the use of AnatomyTV & a 28% increase in health sciences films viewed on Films on Demand over the same three-year period, library resources are most likely being linked to directly from within BlueLine”

continued his work with Fr. Greg Carlson to capture digital images of his Fables Collection, worked on digitizing the School of Law student class composite images, and was able to re-start on digitizing the History of Medicine collection. Staff also prepared for a new student printing system which was deployed in May.

In accordance with our goal of creating one library system, a Technology Team was formed and LRC staff are involved with exploring emerging technologies in libraries, introducing electronic equipment into the library, and promoting its use in the teaching/learning environment.

Student use of the library space for studying and collaboration remained steady and overall, is up 17% from usage levels from three years ago. The 2015-16 academic year saw additions to our electronic resources in neuroanatomy, streaming videos, and seminar-style presentations. Overall traffic to the library webpages is up 3% from three years ago when we migrated to a new platform. That number may

Use of our physical models remained steady, but usage of the model collection within the Digital Repository (<http://dspace.creighton.edu/xmlui/handle/10504/6971/browse?type=title>) was up 51% from last year. Use of our physical Kits and Posters collection for use with community health education was up 8% over last year while use of that same collection within the Digital Repository (<http://dspace.creighton.edu/xmlui/handle/10504/48372/browse?type=title>) was up 95% from last year.



National Network of Libraries of Medicine

Annette Parde-Maass

Ms. Parde-Maass, the Health Information Literacy Coordinator for the NN/LM Mid-Continental Region, oversees specific activities of the NNLM/MCR related to health literacy. Below are listed major goals for the Health Information Literacy Project.



Increase public awareness of and access to high quality electronic health information.

Provide network members and other organizations better able to support access to health information resources

Encourage and promote Health Information Literacy Collaborations that reach other networks and relevant organizations

Manage and contribute content to Bringing Health Information to the Community blog

In January 2016, Annette Parde-Maass succeeded Monica Rogers as the coordinator for the National Network of Libraries of Medicine MidContinental Region (NN/LM MCR). In the first few months, Ms. Parde-Maass began attending area meetings and events and meeting with people on campus. Through the South Omaha Community Care Council, she learned of multi-lingual resources needed for a refugee health fair, and subsequently exhibited at the fair with a number of materials from HealthReach (<https://healthreach.nlm.nih.gov/>) in as many as eight different languages.

The Bringing Health Information to the Community blog (<https://nnlm.gov/bhic/>) continued under Ms. Parde-Maass coordination. Readers of the blog completed a questionnaire in April and shared the blog's usefulness and uniqueness. NN/LM MCR staff were surprised and pleased at the diversity of the blog's readers – professors, staff and volunteers from community-based organizations, clinicians, and librarians – academic, health sciences, public, school, and governmental – to name a few.

As of May 1, Ms. Parde-Maass moved from 1.0 FTE as Health Information Literacy Coordinator for NN/LM to .5 FTE Education and Outreach Coordinator with Christian Minter at University of Nebraska Medical Center comprising the other .5 FTE of Education and Outreach for the NN/LM MCR. In preparation and after the change, Ms. Parde-Maass collaborated with Ms. Minter to split the workload. In the spring, they co-exhibited at the Nebraska Nurse Practitioners Conference and Nebraska Educational Technology Association. In April, they also toured community college libraries in north-east, central, and western Nebraska, going as far as Chadron for a training at the public library.

Because of the move to .5 FTE for NN/LM MCR, Ms. Parde-Maass is now also .5 FTE Community and Global Health Librarian in the Creighton Health Sciences Library. This spring, she exhibited at the Global Health Conference Midwest and participated in the Creighton Global Initiative Committee. This fall, she will continue to define the job and reach out to groups on campus.

User Services :

John Mitchell

The User Services Department provides the traditional library services of Reference, Circulation, and Interlibrary Loan. The department – through the efforts of Shawn Ammon (Client Support Analyst II) – also maintains the University's EZProxy service. This service authenticates Creighton-affiliated users so that these users can remotely access Creighton University library-licensed resources. In addition, the User Services Department administers the Health Science Library's educational offerings and coordinates student workers at the library (typically 15-20 students per semester). Furthermore, the department oversees the unique and very successful Library Services Agreement between the Health Sciences Library (HSL) and Catholic Health Initiatives (CHI Health) Academic Medical System.

Reference/Education

The Literature Search Service continues to be an integral part of reference services furnished by the library. This service is provided on demand for students, faculty, and staff whose information needs require the expertise of staff to conduct complex literature searches. Patrons may request this

service via an online form, emailing the Service Desk, or on a walk-in basis. During the 2015-16 academic year, 518 literature searches were conducted.

Another key aspect of reference services provided is the creation and maintenance of the various LibGuide

resources. LibGuides are web-based guides created and maintained by library liaisons directing patrons to the resources needed for a specific discipline or course.) Currently, there are 49 published Health Sciences Library LibGuides. During the course of the 2015-16 academic

year, these LibGuides recorded 198,210 views. The LibGuides resource is managed by Rose Melonis (Reference Librarian).

The library's teaching and educational activities remain strong. We continue to offer two elective courses: PHA375 Introduction to Online Information Retrieval (co-taught this past Spring by Ms. Melonis and John Mitchell, Head of User Services; Ms. Melonis will be the sole Instructor of Record for Spring 2017) and IDC462 Medical Informatics (taught by Jeanne Burke, Education Coordinator). Judi Bergjord (Outreach Librarian) remains as the Instructor of Record and manages a Medical Terminology course offered in the spring, summer, and fall. The successful integration of library instruction and awareness of library resources into the

“During the course of the 2015-16 academic year, these LibGuides recorded 198,210 views.”

Critical Inquiry series of courses in the Physical Therapy program continues. Furthermore, User Services staff members are often invited to present on library resources and services in various health sciences classes in addition to participating in a wide variety of orientations and special sessions.

Circulation/ Access Services /Reserves

For some time now technology has changed the nature of what circulates from our Service Desk. Instead of print books and print journals, what largely circulates are items such as study room keys and adapters for various electronic devices.

In addition to the provision of these Circulation services, this component of User Services also provides free document delivery of both print and electronic resources to Creighton University faculty, students, and staff. From July 1, 2015 through June 30, 2016, we delivered 1,221

documents to Creighton affiliated individuals.

This segment of the department is also responsible for the management of e-reserve documents for online health sciences courses. During the 2015-16 academic year, 9,385 hits were recorded on these e-reserve documents.



Interlibrary Loan

This past year witnessed the transition of the library's Interlibrary Loan (ILL) service into the User Services Department. Formerly, ILL was part of the Information Services Department. Cindy Abel (Interlibrary Loan Coordinator) continues to serve as the coordinator of this service. Madonna Knudson (Library Specialist) increased her responsibilities and served as Ms. Abel's primary back-up at the library for the ILL service.

Due in large part to the strong electronic journal collection maintained by both the Health Sciences Library and the Reinert Alumni Library, the HSL ILL service loans significantly more items to requesting libraries than Creighton University faculty, students, and staff need to borrow from other libraries via ILL.

CHI Library Services Agreement

As noted above, the User Services Department oversees the Library Services Agreement between the HSL and CHI Health. This agreement includes the CHI hospitals and clinics in Nebraska and western Iowa as well as the CHI Headquarters in Denver. Judi Bergjord coordinates the efforts of the Creighton librarians (Maria Ford, Cindy Perkins, and Joy Winkler) located in CHI hospitals. Utilization of this service was strong in 2015-16:

- CHI Hospitals & Clinics
 - 449 literature searches conducted
 - 3,917 documents delivered
- CHI Headquarters
 - 52 literature searches conducted
 - 422 documents delivered



Final Comments

A review of the 2015-16 academic year would not be complete without noting the implementation of a new library system for the three campus libraries. This new system is comprised of two components - JaySearch (the discovery layer) and Alma (the circulation and resource management system). The "Go Live" date was May of 2016. Like their HSL co-workers, as well as employees at the Reinert Alumni Library and Law Library, respectively, User Service Department members were busy with various tasks leading up to, and through, the

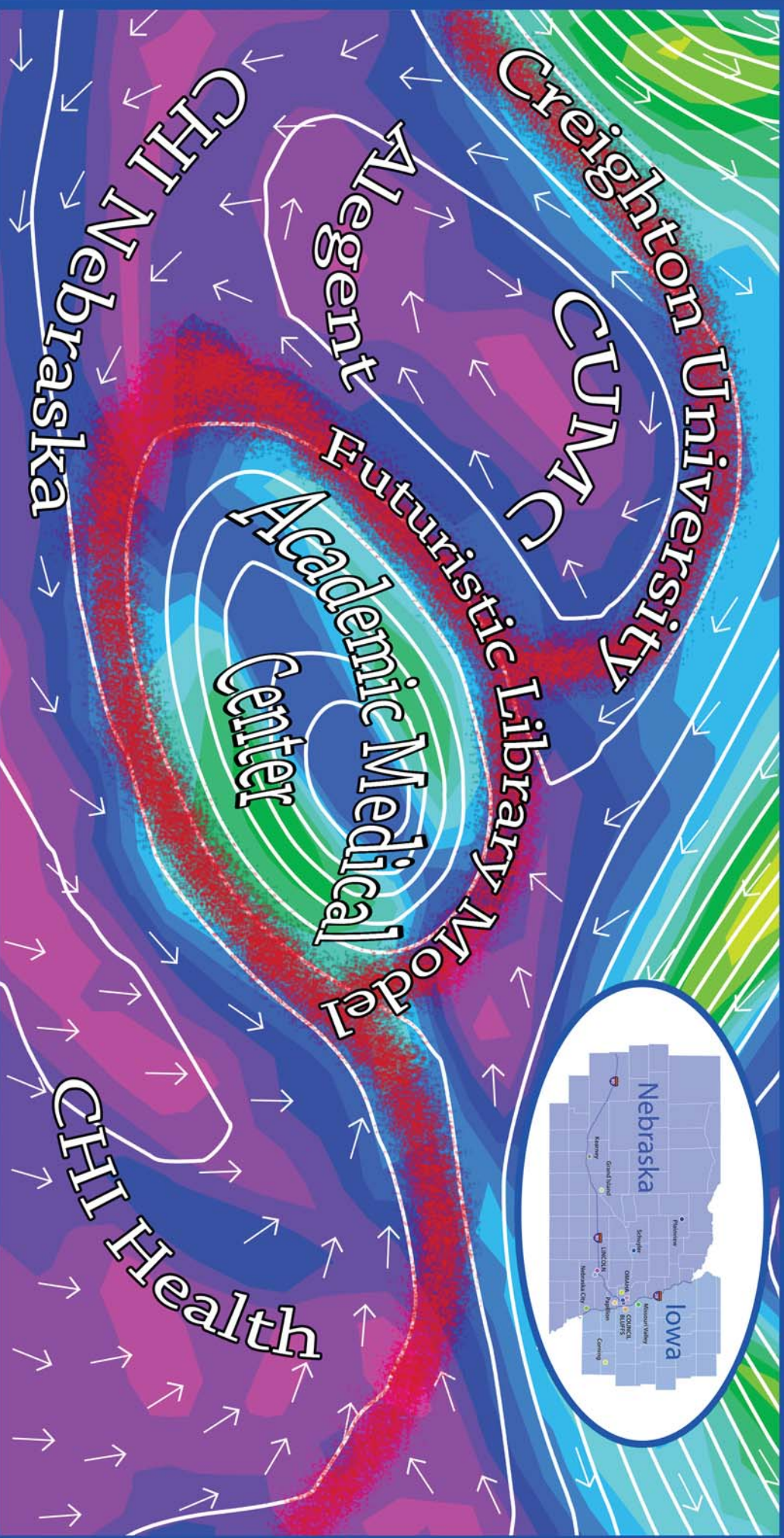
implementation of the new system. No doubt that 2016-17 will involve mastering and enhancing JaySearch and Alma. Looking ahead to the 2016-17 academic year, some of the projects looming on the horizon for the User Services Department:

- Resumption of the deselection project involving the library's monograph collection (delayed due to the implementation of the ExLibris system)
- Transition to RefWorks 3 (an upgrade to the popular bibliographic management tool licensed by the Creighton University libraries)
- Determining how best to create & maintain a library presence at the new Creighton University Academic Medical Center at the Bergan campus

Lastly, going forward in 2016-17, the User Services Department will be undergoing personnel change. Madonna Knudson, after nearly 30 years of exemplary service at the Health Sciences Library, moved (with her husband) to be closer to family in Minnesota. Her unequalled customer service, friendliness, and reliability will most definitely be missed. As of this writing, Tim Glick (former Evening/Weekend Supervisor) is transitioning into Ms. Knudson's former position. The department and the library are hopeful that we will be able to fill Mr. Glick's position in order to maintain our outstanding level of service to our patrons.

Merging Two Visions to Achieve Convergence:

Journey of Creighton University and CHI Libraries Working Together



Jim Bothmer, University Librarian
Joy Winkler, Medical Librarian
Judi Bergjord, Outreach Librarian
Cindy Perkins, Medical Librarian
Maria Ford, Medical Librarian
Greg Hollins, Senior Library Specialist
Forest Bergner

Creighton University Health Sciences Library
CHI Health Immanuel
Creighton University Health Sciences Library
CHI Health Bergan Mercy
CHI Health St. Elizabeth
Creighton University Health Sciences Library



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