

Creighton
UNIVERSITY
Health Sciences Library



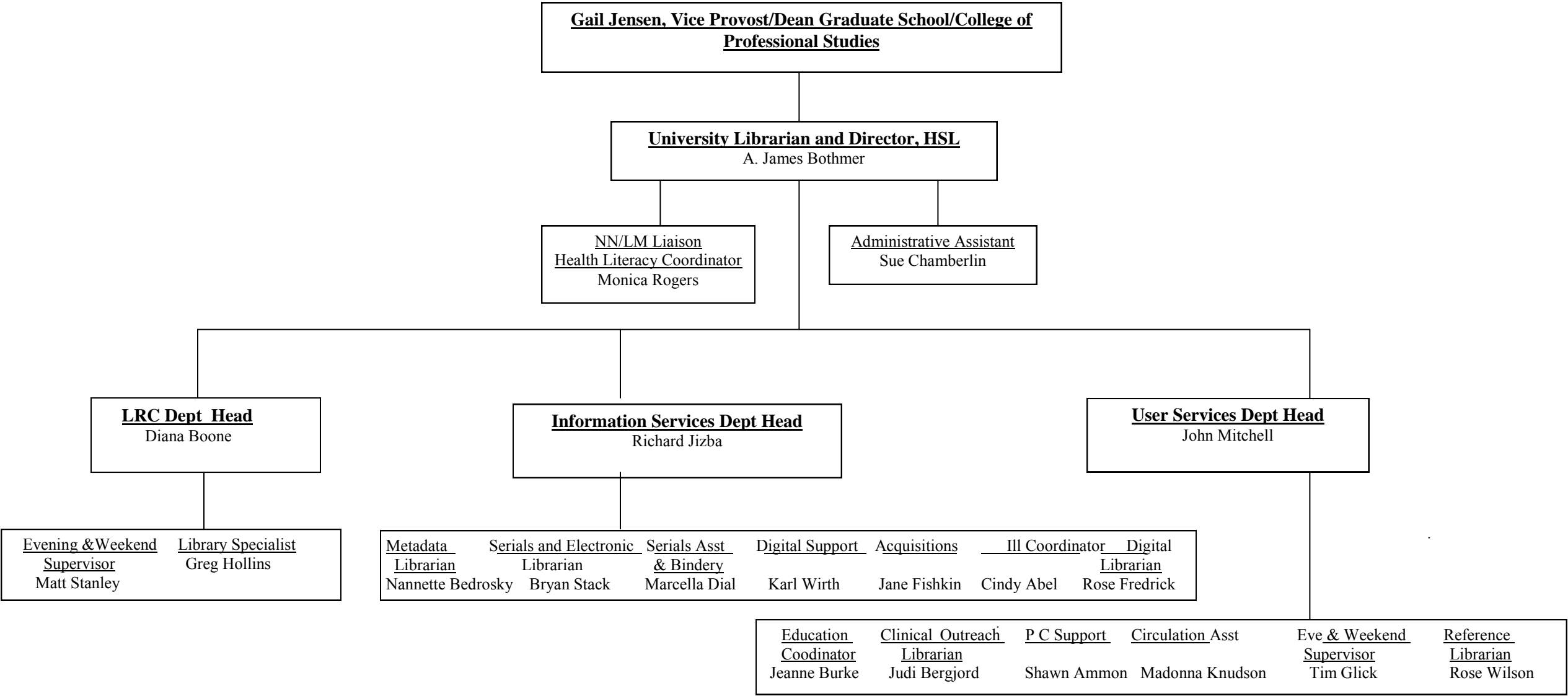
2013-2014 Annual Report

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ORGANIZATIONAL CHART 2014

Health Sciences Library/Learning Resources Center



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 by preserving the historical record of the University's achievements.

Mission Statement

The Health Sciences Library/Learning Resources Center is committed to:

- 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.

Director's Report – Health Sciences Library – 2013/14

Academic Year 2014 was one of change, whirlwind change. A new provost changed the administrative landscape of the university, eliminating two academic vice president positions and consolidating areas into a more centralized and cohesive model. The Health Sciences Library had reported to the Vice President for Health Sciences for 37 years. As of July 2013, the library reports to the Graduate School Dean/Associate vice Provost ultimately up to the Provost.

Part of the organizational change included the creation of a University Librarian position overseeing the operations of Reinert Library and the Health Sciences Library. This change went into effect September 1, 2013, with the appointment of the Health Sciences Library Director to the University Librarian position.

Additionally, our partnership with Catholic Health Initiatives (CHI) is fully underway. Last year, two librarians were added to the HSL staff. These individuals are located in two of our partner CHI hospitals. More on their activities can be found later in this report.

So, most of Academic Year 2014 has been one of defining and refining roles. It has been an exhilarating and challenging ride!

Making tough decisions will be the theme for the coming year. Budgets, assessment, and adapting new technologies are the topics of the year. The harsh reality of reduced or flat budgets is that we are forced to acknowledge that we cannot always provide immediate access to all the information our customers need or want. Customer service continues to be the lynchpin of our existence. The challenge for the library(ies) will be to show how we more directly support the mission and strategies of Creighton University.

In the end, it is the staff of the Health Sciences Library that makes the library function. Hats off to the 22 individuals that make this library operate at a high level of efficiency. Thank you for your tremendous efforts.

Highlights of 2013/14

- Completed the conversion of the Learning Resources Center into four small group classrooms.
- Recruited and hired a Digital Services Librarian focused on the digitization of research data.
- Finalized the Alegen Creighton Health (ACH) system library proposal. This added two librarians to the HSL Staff. These individuals are physically located at two of our partner teaching hospitals.
- Revamped the library liaison program
- Served over 200,000 customers in person
- Accommodated over 400,000 visitors to our website
- Provided access to over 9,000 journals

Goals 2014/15

- Conduct listening tours with library liaisons to program directors, department chairs and deans for the purpose of “listening” to their needs and concerns.
- Define like common functional areas between Reinert and HSL. Evaluate the need for consolidation.
 - Consolidate ILL functions
 - Consolidate technical services
- Define the organizational structure of the Creighton Digital Repository
- Evaluate and assess the impact of a 5% cut in the library’s budget.
- Measure the library’s value by assessing what a difference we make in student retention, faculty grants, and research or enrollment decisions.
- Identify a new integrated library system.
- Migrate to the new LibGuides version.
- Propose to CHI HQ that HSL be their library.
- Identify what the news HSL will look like.
- Finalize the proposal to provide library services to all of CHI Health.
- Identify our needs and recruit and hire a new position.
- Eliminate a vacancy.
- Assess library’s effectiveness in successful student outcomes.

A special note here: Under the University Librarian umbrella – (Reinert and Health Sciences) broad goals (adapted from Boston University) for the coming year follow. These will be refined as the year progresses.

- Create a One CU Libraries experience for all users
- Enhance faculty teaching, research and scholarship
- Strengthen library services and programs to support graduate research and education
- Provide a learning environment, both physical and online for all students
- Enhance the libraries’ support for all CU colleges and schools
- Strengthen library services for the key professional schools and colleges: Medicine, Pharmacy and Health Professions, Nursing, Dentistry, and the Graduate School
- Strengthen and build upon our already excellent relations with the Law Library
- Develop and preserve a wide range of high-quality networked information resources for CU scholars, students, alumni, and the broader global community
- Maximize the libraries’ ability to meet the research and learning needs of the University by adapting to the increasingly global, digital and distributed information landscape

Health Sciences Library 2013-2014

by the Numbers

TOP 10 JOURNALS AND DATABASES USED

JOURNALS	DATABASES
New England Journal of Medicine	Web of Science/Journal Citation Reports
JAMA: Journal of the American Medical Assoc.	MEDLINE Complete
Circulation	Cinahl with full text
The Lancet	PsycINFO and PsycARTICLES
Clinical Infectious Diseases	Journals@Ovid
Pediatrics	SPORTDiscus
BMJ: British Medical Journal	International Pharmaceutical Abstracts
Journal of the American College of Cardiology	Ageline
Archives of Physical Medicine and Rehabilitation	Mental Measurements Yearbook with Tests in Print
The Journal of Biological Chemistry	Cochrane Library

Library Visitor Count 213,614

Circulation

Total Circulation 23,345
 Interlibrary Loans filled 6,710
 Document Delivery 456

Reference

Mediated Searches 333
 Reference Questions 5,133

Learning Resources Center

Media Room Usage 4,113
 Laptop & Kindle Usage 230
 Seminar Room Usage 3,762

Collection

Physical Volumes 225,214
 Serials 9,830
 Databases 129
 Multimedia Programs 11,028
 Books 34,515
 Electronic Books 232,430

Education

Sessions 309
 Attendance 3,521

Health Sciences Library Staff



Information Services

By Richard Jizba



Information Services consists of four components: Interlibrary Loan, Acquisitions and Management of Books and Journals, digitization projects, and special projects. It is a department in transition and its purpose will be defined in the coming academic year.

Interlibrary Loan

The number of requests processed this year declined for the first time in many years. There are several reasons for this. We continue to fill only about half the requests we receive from other libraries. This is, in large part, because our ILL systems do not permit libraries to indicate titles which are under embargo. The pressure to add this functionality is increasing and we expect to see it implemented by the ILL services in the next year or so. Anecdotally, we also seem to be receiving more requests from other library indicating that their maximum cost is \$0. Those requests are rejected. We remain the third largest lender in the state after UNL and UNO.

This spring we began a process of standardizing our interlibrary loan services with Reinert-Alumni Library. We changed our ILL management software to the same program used at RAL and will use standardized fees in the Fall of 2014. There will be no charge for faculty or staff and a flat \$2.00 fee for students. We will continue to charge other libraries when we fill their requests.

Standardized software platforms and fees not only simplify ILL for our patrons, but it allows a better shared services model for HSL and RAL. ILL staff can now readily assist in the processing of ILLs for either library, thus ensuring consistent service during vacations and sick leave and reducing the impact of periods with high numbers of requests.

Acquisitions and Management of Journals and Books

The HSL is almost a completely digital library now. The vast majority of our books and almost all our journals are now acquired in digital form. The challenge has been to obtain reliable usage statistics for these resources, which allows us to make informed decisions about additions and cancellations. A new integrated library system, which is slated to be launched in FY16, will allow us to generate timely reports for collection management. We continue to work with the system and individual vendors and publishers to ensure that the system is harvesting timely and accurate usage statistics.

Digitization Projects and the CDR

The Creighton Digital Repository continues to grow in both size and use. The HSL has taken the lead in this three-library initiative. There are now 43,000 item records in the repository. The number of file views or downloads increased by more than 200% in the last year from 273,000 in FY 13 to 585,000 in FY 14. The Thesis and Dissertation collection, which is small (approx. 250 items) and grows slowly from year to year, saw a 16% increase in views and downloads, increasing from 12,713 in 2012-13 to 14,690 this year. The Nebraska Appellate and Supreme Court Legal Briefs Collection continue to be our largest collection with over 15,000 briefs listed. The staff in the Law Library continues to steadily add the full text for each brief.

Several large repository/digitization projects were undertaken this year and will continue on into the coming year and beyond. We created an archival collection of the Online Ministry office's Daily Reflections. The collection contains over 5,600 reflections on the daily mass readings written by 160 Creighton faculty and staff over the past 15 years. The CDR collection ensures the long-term preservation of these writings and dramatically improves the search and browse functions available to those who need to locate a particular reflection using scripture, author, key word, and dates or seasons from the liturgical calendar.

The staff at the RAL library have also begun a long-term project to digitize approximately 1,000 print theses and dissertations published before 1978. We provided them recommendations on scanning and OCR software. In addition to preserving a record of student scholarship at Creighton, it also preserves many valuable and irreplaceable historical studies of Catholic parishes, schools, and religious orders around the country. Outside of its value for studies in U.S. Catholic history, there are many other historical gems in this collection. Though our digitization efforts this wonderful collection will be available to scholars, historians, genealogists and others around the world.

Special Projects

This spring we worked with the staff in DoIT to install an OJS server for the Creighton community. Open Journal Systems (OJS) is an open-source academic e-journal management and publishing system developed by several Canadian and U.S. Universities. The initial users of the system are the EdD program who will begin publishing *Creighton Journal of Interdisciplinary Leadership* in November and the School of Law who will begin to use OJS to publish *The Creighton International and Comparative Law Journal*.

Staff

This spring Jane Fishkin decided to accept the University's buyout offer and retire. Jane retired at the end of the summer after 35 years of loyal service to the University. She will be missed, and we wish her a happy and fulfilling life in retirement.

Karl Wirth and Rose Fredrick, our digital services/repository librarians, have been working diligently on coursework in Java programming and web design, and will apply their new found skills to the digitization projects they manage. In addition, Rose completed a 3-day DSpace administrator course offered by the Texas Digital Library consortium.

Nannette Bedrosky and Bryan Stack continue to work with librarians from RAL and LAW to prepare for the transition to a new integrated library platform in 2016. This year Nannette also became the project manager for the Faculty Bibliography project and the clean-up and editing of the records in Daily Reflections archive. Bryan continues to work on subscription and licensing issues, most notably those brought on by the integration of our Health Sciences programs with Catholic Health Initiatives.

In January, Richard Jizba joined the DSpace Steering Group. DSpace is the open source system which we use for the Creighton Digital Repository. This international group of library administrators, managers, and service providers advises the DuraSpace foundation -- providing strategic guidance to the DSpace Project, makes budget recommendations, and raises ongoing funding support.

Marcella Dial realized a personal goal this year, receiving her Master's degree in Ethnic and Multicultural Studies from the Minnesota State University of Mankato. Marcella has also taken a major role in ensuring that we make effective the EBSCO Usage Analysis system, by verifying that we are importing all the usage data available from our publishers' web sites and fixing problems when those statistics are not forthcoming. Gathering complete and accurate usage data is vital to managing our journal subscriptions, which consume the majority of our materials budget.



Marcella Dial, Serials Specialist



Rose Fredrick, Digital Services Librarian



Bryan Stack, Collection Services Librarian



Nannette Bedrosky, Metadata Librarian



Cindy Abel, Interlibrary Coordinator

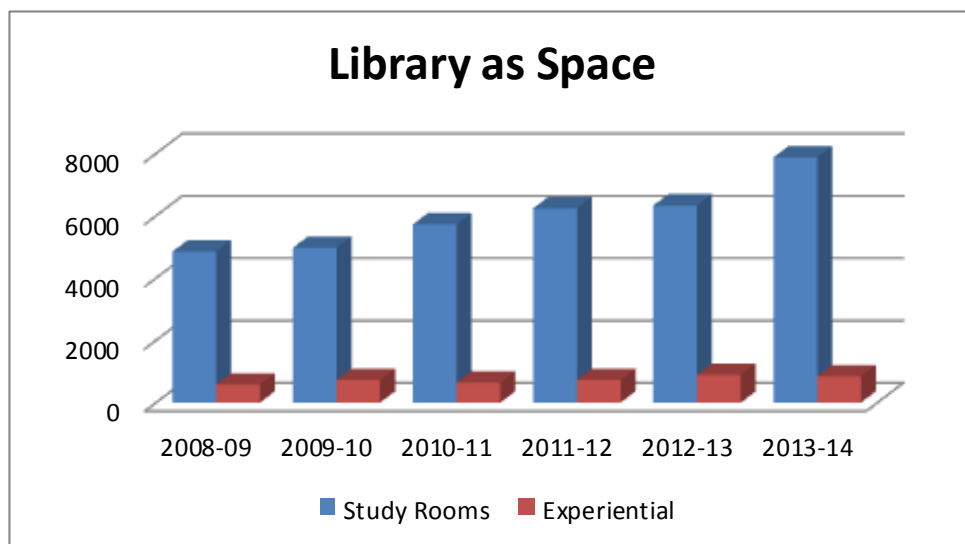


Karl Wirth, Digital Repository Librarian

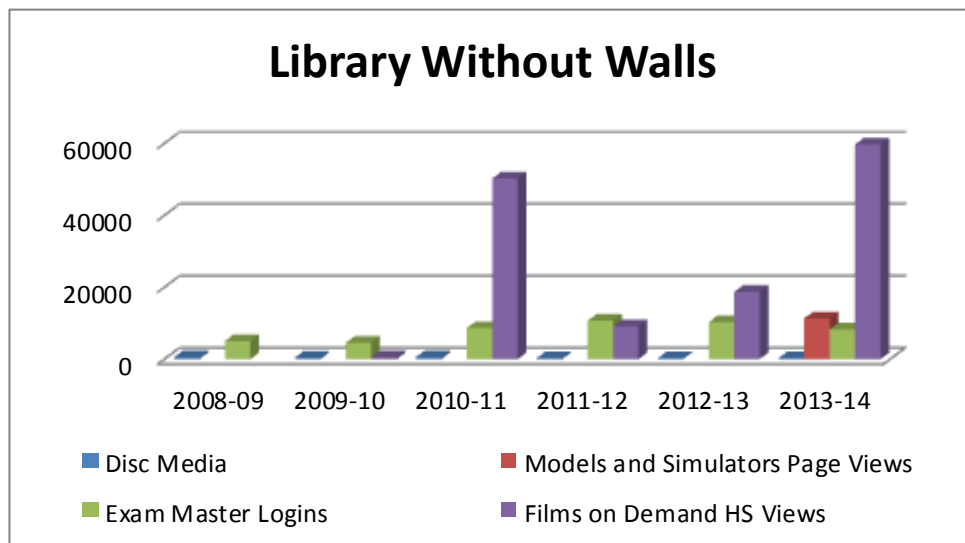
Diana Boone
Learning Resources Center



The 2013-14 academic year was spent continuing our efforts to increase usage of the library space and materials as well as to increase usage of electronic resources on demand. The following chart illustrates the increasing demand for study and collaborative space within the library. Use of our experiential learning resources such as task trainers, anatomical models, and our Health Education kits and posters collections has increased.



The use of actual disc media (DVDs, CD-ROMs) has been steadily dwindling while the use of on-demand electronic resources has increased, as shown in the chart below.



Plans continue to be formulated to manage the Simulation Center being planned for the new Interprofessional Education Building.

Matt Stanley, Evening
 and Weekend Supervisor



Greg Hollins,
 Library Specialist



User Services

John Mitchell



On November 1, 2013, a Library Services Agreement between Creighton University and Alegent Creighton Health (subsequently CHI Health) officially began. The Health Sciences Library and its User Services Department has been intimately involved in this arrangement. Judi Bergjord (Outreach Librarian) has worked closely with Creighton librarians, Ms. Cindy Perkins and Ms. Joy Winkler who are housed at the Bergan Mercy and Immanuel sites, respectively. Their goal has been to promote this Library Services Agreement to the CHI Health hospitals and clinics in eastern Nebraska and western Iowa. Ms. Bergjord, Rose Wilson (Reference Librarian), and Shawn Ammon (Senior Library Specialist) worked closely with Ms. Perkins and Ms. Winkler in developing a resource guide (LibGuide) for the CHI Health hospitals and clinics. Additionally, the Health Sciences Library provides evening and weekend assistance to the CHI Health entities.

As part of the library's efforts to meet the evolving needs of our patrons, the User Services Department initiated the use of remote assistance tools. Under the training and direction of Ms. Wilson, WebEx (the university's web-conferencing tool) was used to conduct remote reference sessions as well as various library instructional sessions. Mr. Ammon provided training and created instructional documents for LogMeIn, a remote support tool licensed by Creighton University's Division of Information Technology. LogMeIn lends itself more to the trouble-shooting of library resource issues and simple reference inquiries. Lastly, the department continues to employ a chat service, offering this as a joint venture with the other Creighton University libraries – Reinert-Alumni Memorial Library and Klutznick Law Library.

User Services Department members served as key personnel in advancing University initiatives. Xerox printing became the provider of student printing services in the Fall of 2013. Tim Glick (Evening/Weekend Supervisor) and Mr. Ammon were instrumental in implementing and streamlining this service at the Health Sciences Library. (Diana Boone and Greg Hollins, both of the Health Sciences Library's Learning Resources Center, greatly assisted with this effort as well.) Spring of 2014 saw the Health Sciences Library serve as one of the early adopters of Office 365, which (among other features) serves as the University's choice for its e-mail solution. Mr. Glick ably coordinated this transition.

The library's teaching and educational activities remain strong. We continue to offer two elective courses: PHA375 Introduction to Online Information Retrieval (taught by John Mitchell, Head of User Services) and IDC 462 Medical Informatics (taught by Jeanne Burke, Education Coordinator). Judi Bergjord remains as the Instructor of Record and manages a Medical Terminology course offered in the Spring, Summer, and Fall. The successful modification and

integration of former PTD375 material into the 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.

The Literature Search Service remains an integral part of reference services provided by the library. This service continues to be 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.

Going forward, the department will remain closely involved with the Library Services Agreement between Creighton University and CHI Health. Opportunities for the expansion of this agreement to other areas of CHI Health are being explored, and User Services would be impacted by any such expansion. The department will continue to develop expertise with the remote tools (WebEx, LogMeIn) noted above, as these tools hold great promise for our reference and education services. Lastly, as the University has moved to a University Librarian model, the User Services Department will seek out more intentional collaborative opportunities with our counterparts at the other Creighton University libraries, particularly at the Reinert-Alumni Memorial Library.



Tim Glick, Evening and Weekend Supervisor



Rose Wilson, Reference Librarian



Jeanne Burke, Education Coordinator



Madonna Knudson, Library Specialist



Shawn Ammon, Senior Library Specialist



Judi Bergjord, Outreach Librarian

National Network of Libraries of Medicine
Monica Rogers



Monica Rogers is the Health Information Literacy Coordinator for the National Network of Libraries of Medicine, MidContinental Region. In the past year the following classes were taught: Health and Wellness @ the Library, National Library of Medicine K-12 Resources, National Library of Medicine Mobile Resources, Minority Health Resources, Spotlight! On PEMAT (Patient Education Materials Assessment Tool), two sessions of Faith Community Nursing Health Literacy, and PEMAT for NALHD (Nebraska Association for Local Health Directors).

Ms. Rogers attended the following conferences: Medical Library Association (MLA) Annual Meeting, MidContential chapter of the Medical Library Association (MCMLA) Annual Meeting, Association of Small and Rural Libraries, National Rural Education Conference, Nebraska Association of PE, Health, Recreation, and Dance, and the Nebraska Minority Health Conference. She was an invited speaker at the Nebraska State Minority Health Conference.

Ms. Rogers also presented a poster at MLA and MCMLA titled "A Look at the Clicks Behind the 'Bringing Health Information to the Community' blog." She was a co-author on the following posters, "Plain Language on the Plains with Health Literacy Nebraska," and "Taking It to the Streets: The iTest iPad Community-Based Organization Project."

Ms. Rogers was also a co-author of the presentation given at the Medical Library Association Annual Meeting, "Unfettered and Untethered: Internet Access in the Hands of Under-Connected Community-Based Organizations"

In the coming year, Ms. Rogers plans to attend the Quint Chapter meeting of the MLA, presenting a poster and demonstration at the Technology Panel Presentation, the annual MLA meeting, and will be attending the Nebraska Library Association meeting, presenting the class "Using Fun Media to Promote Your Library." Through the course of the year she will also be teaching the following classes: "PEMAT," "NLM Mobile Apps," "Health Promotion and Outreach," "Topic Specific Queries in PubMed," and "ClinicalTrails.gov" as well as hosting a "Breezing Along with the RML" informational session with Regional Medical Library members.

**Creighton University
Health Sciences Library Advisory Committee
2013/2014**

<i>School/Hospital</i>	<i>E-mail</i>	<i>Term</i>
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Health Sciences Library

Jim Bothmer Associate V.P. for Health Sciences & Library Director	jbothmer@creighton.edu	
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Laura Hansen, Ph.D. Professor, Biomedical Sciences	Laurahansen@creighton.edu	2014
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Jessica Gries (M2)	jessicagries@creighton.edu	2014
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College of Nursing

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Lexi Kacena	LexiKacena@creighton.edu	2014
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School of Pharmacy and Health Professions

Phil Gregory, Pharm.D. Center for Drug Information & Evidence-Based Practice; Assistant Professor, Pharmacy Practice	PhilipGregory@creighton.edu	2014
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Heidi Carpenter	heidicarpenter@creighton.edu	2014
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Health Sciences Library Liaison Program

Vice President for Health Sciences Jim Bothmer

Grants Administration -Jim Bothmer

School of Medicine

Dean's Office - Jim Bothmer

Department of Preventive Medicine - Richard Jizba

Department of Biomedical Sciences - Richard Jizba

Department of Medical Microbiology - Richard Jizba

Department of Pharmacology - Richard Jizba

Department of Pathology - Richard Jizba

of Allergy, Asthma and Immunology - Nannette Bedrosky

Department of Anesthesiology - Bryan Stack

Department of Family Medicine - John Mitchell

Department of Internal Medicine

Division of Dermatology -Nannette Bedrosky

Division of Endocrinology and Osteoporosis Research -Rose Wilson

Division of Gastroenterology Diana Boone

Division of General Internal Medicine -Rose Fredrick

Division of Hematology/Oncology -Nannette Bedrosky

Division of Infectious Diseases -Diana Boone

Division of Nephrology -Nannette Bedrosky

Division of Pulmonary Medicine -John Mitchell

Division of Rheumatology -Nannette Bedrosky

Division of Cardiology -John Mitchell

Department of Neurology -John Mitchell

Department of OB/GYN -Rose Wilson

Department of Pediatrics -John Mitchell

Department of Psychiatry -Judi Bergjord

Department of Radiology -Diana Boone

Department of Surgery

Division of Cardiothoracic Surgery -John Mitchell

Division of General Surgery -Nannette Bedrosky

Division of Neurosurgery -Judi Bergjord

Division of Ophthalmology -Rose Wilson

Division of Orthopaedic Surgery -Diana Boone

Division of Plastic Surgery -Rose Wilson
Division of Surgical Oncology -Richard Jizba
Division of Urologic Surgery -Nannette Bedrosky
Department of Urology -Nannette Bedrosky
Graduate Medical Education -Jim Bothmer
Continuing Medical Education -Jim Bothmer

Pastoral Care -Richard Jizba

CMA Clinics -Judi Bergjord
CMA Administration -Jim Bothmer

Hospital Patient Care areas -Judi Bergjord
Hospital Administration -Jim Bothmer

School of Nursing -Jeanne Burke
Dean's Office -Jim Bothmer

Center for Health Policy and Ethics -Jeanne Burke

School of Dentistry -Rose Fredrick
Dean's Office -Jim Bothmer

School of Pharmacy and Health Professions
Occupational Therapy Program -Judi Bergjord
Physical Therapy Program -John Mitchell
Pharmacy School -Bryan Stack
Dean's Office -Jim Bothmer

Emergency Medical Services Program -Diana Boone

Health Sciences Multicultural and Community Affairs (HS-MACA) -Monica L. Rogers

Office of Interprofessional Scholarship, Service, and Education (OISSE) -Monica L Rogers

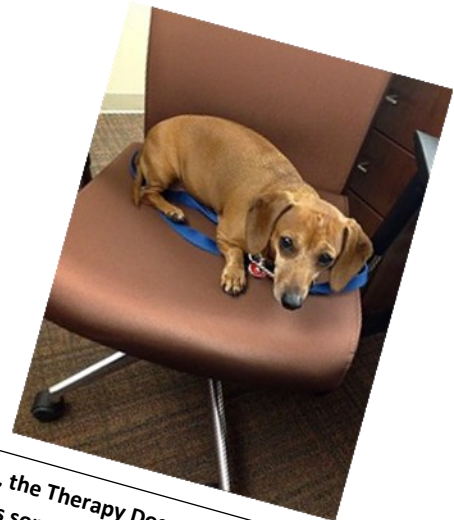
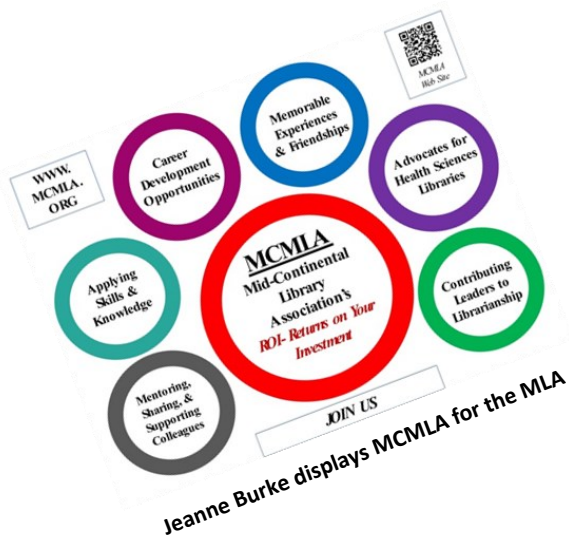
Health Sciences Library Donors

Dr. Marvin Bittner	Dr. Mark Malesker
Dr. Stephen Cavalieri	Dr. Richard O'Brien
Ms. Mary French	Dr. Lawrence Parrish
Dr. Elizabeth Furlong	Dr. Robert Recker
Dr. Ritu Madan	Dr. Robert Thune

Endowed Book Funds

Charles J. Antonini Family Endowed Book fund
Pasquale A. Carone M.D. Endowed Book Fund
Thomas J. Cinque M.D. Endowed book Fund
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Dr. James and Kerry Vincent Endowed Book Fund

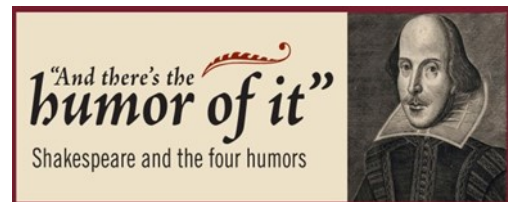
Library Highlights



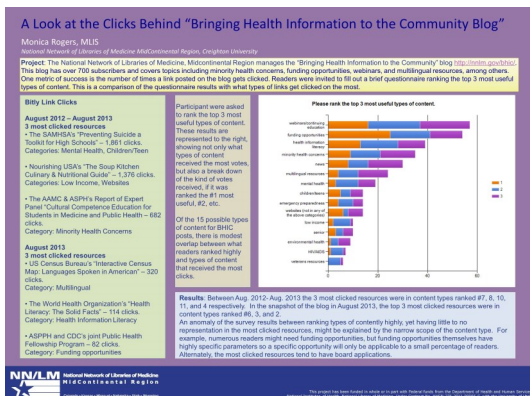
Harriet, the Therapy Dog visits HSL to give students some respite during Finals week



Jim Bothmer Congratulates the Staff Service Award recipients: Judi Bergjord, 15 years; Jane Fishkin, 35 years; Richard Jizba, 25 years; and Nannette Bedrosky, 35 Years.



A travelling exhibit, "And There's the Humor of It: Shakespeare and the Four Humors", was displayed in HSL in October, 2013.



Monica Rogers presented a poster on *Bringing Health Information to the Community* at the MLA Conference in May of 2014

