



# Summer e-WIRE MAGAZINE

featuring the electronic health library and its members

Looking AHEAD to the  
Future

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"I often have students look up articles on the diagnoses that their patients have and how best to care for them. Students present their findings to their peers in clinical settings and then everyone becomes more informed and better able to care for those patients."

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We want to hear your e-HLbc SUCCESS STORIES! Email [info@ehlbc.ca](mailto:info@ehlbc.ca) to share

...and MORE

# Reflections on 2008 & Looking Ahead to the Future

*Greg Rowell*  
Co-chair, e-HLbc  
Steering Committee

April and May were busy, interesting and rewarding months for e-HLbc. Just as the inaugural newsletter was hitting your inboxes, e-HLbc was awarded a British Columbia Library Association (BCLA) Merit Award in the Programs Category, a panel

*"We can all be proud of e-HLbc for the fiscally prudent manner in which information resources are provided to our users no matter where they are in the province and in the innovative way the consortium itself is built and works."*

presentation was given at the BCLA Conference, the e-Box (Products Suggestion Box) was opened, the semi-annual e-HLbc Steering Committee meeting was held, discussions began on updating the business case and e-HLbc Coordinator Jo Anne Newyear-

Ramirez announced she was accepting a position at UBC.

Winning the BCLA Merit Award is a great honour for the consortium. Recipients of the award are evaluated "on the basis of

overall program excellence, value of goals and services offered, ability to meet the needs of target audiences and communities and innovation and originality." The best kind of recognition is from our peers, as they truly understand the delicate balance of matching information resources to financial resources, as well as the work that goes into making a consortium viable. We can all be proud of e-HLbc for the fiscally prudent manner in which information resources are provided to our users no matter where they are in the province and in the innovative way the consortium itself is built and works.

The panel discussion presented as part of the BCLA Conference was an opportunity to compare experiences of the academic, health and affiliate

members. Not surprisingly, from the Lower Mainland to the Heartland, our health and academic members' users appreciate and make use of e-HLbc resources. The Physiotherapy Association of BC (our first affiliate member) has had incredible uptake of the resource by very appreciative Association members. Thanks go out to Shannon Long (VCH), Eugene Barsky (UBC) and Nancy Levesque (Thompson Rivers University) for their participation in this presentation. On pages 4-5 of this issue you can read the full copy of Nancy's panel presentation.

The Steering Committee meeting in April produced some of the best discussion and feedback on consortium work to date.



Greg Rowell

Highlights of this meeting include discussion of the e-Box Products Suggestion tool, marketing and communications work, a forthcoming training needs assessment, and the process and outcomes of the evaluation work. The minutes of this meeting are available to members on [ehlbc.ca](http://ehlbc.ca).

Over the summer months, work will continue on the business case, a new products ranking survey will be distributed and a 'Negotiations Advisory Team' will be formed. This work will be in preparation for the licensing renewal and the possible addition of content to the existing consortial products.

As mentioned in our inaugural newsletter message in April, Jo Anne Newyear-Ramirez was instrumental to the smooth running of this consortium. It is sad to see her depart but we are all pleased for her in her new role as AUL Collections at UBC. The process is currently underway in selecting a new e-HLbc Coordinator. ☺

To view a full copy of the press release announcing the Merit Award please visit: <http://www.marketwire.com/mw/release.do?id=848644&k=health%20library>

Keep up-to-date at

[www.ehlbc.ca](http://www.ehlbc.ca)

## The Case for Renewal: e-HLbc's Updated Business Case

*BJ Gdanski*  
Business Manager, BCAHC

In the past three years e-HLbc has become a strong partnership for healthcare professionals and post-secondary institutions by providing equal access to a core suite of health information resources for healthcare professionals, students and researchers across British Columbia. Currently, work on e-HLbc's next phase

business case and sustainability planning is underway by the steering and management committees. Bruce Chow, whose work on the initial case was outstanding, will be writing the updated business case. The Case for Renewal will outline the key strategies and steps needed to move the project beyond the initial three-year planning cycle. The business case will be completed in early fall 2008 and will be submitted to the e-HLbc Steering Committee for review. It will then be tabled at the BCAHC's fall Council meeting for discussion.

If you have any questions, please do not hesitate to contact [bjgdanski@bcahc.ca](mailto:bjgdanski@bcahc.ca).

# Panel Presentation

BC Library Association  
Conference April 18, 2008

*Nancy Levesque*  
Co-chair, e-HLbc  
Steering Committee

The e-HLbc was created in response to the needs of B.C.'s academic and health libraries to support study, teaching, research and practice across the province.

For B.C.'s "Heartland" this has been a worthwhile project and partnership. Five years ago graduates of Thompson Rivers University Health Sciences programs lost access to health and science research databases once they had graduated and began to work in the health sector. Now, a core suite of health databases is accessible across the continuum from study through practice.

The e-HLbc project makes sound business sense and accrues benefits to both the health and post-secondary sectors. The project's group license reduces costly duplication and overlaps. Training, maintenance and technical support are coordinated for all member libraries. A Steering Committee comprised of representatives from all partner libraries

is responsible for governance under the auspices of the BC Academic Health Council. A contract-for-services has been negotiated with the BC Electronic Library Network to serve as the administrative centre for the project. A web page and marketing campaign have been launched to further communication among e-HLbc member libraries, stakeholders, and users.

It is useful to reflect on the process and development as we moved from concept to implementation. While the initial need was identified and understood, providing timely access to research information to students, teachers and healthcare practitioners across B.C., the solution required extensive consultation and collaboration. The notion of cross-sector collaboration as a new way of doing business had to be sold to health and academic libraries. It was important

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that all libraries realized a benefit from participation in a new consortium. The new arrangement had to add value to the operation and services of member libraries.

The Planning Committee recognized that all members of the proposed new consortium had to be surveyed for their most pressing database requirements. Negotiations with vendors would be for content that responded





to the needs of the libraries. The initial “wish list” from the health and academic libraries was extensive and costly. The Planning Committee felt that for the success of the proposed project it was crucial to have full participation. Therefore, the databases were scaled back to a core suite, more likely to be accepted by all libraries. An equitable cost-sharing formula was derived so that all libraries realized a good deal from this new venture. A boost of confidence came with a substantial contribution from the Ministry of Health.

A deliberate decision was made to establish a governance model that was inclusive and involved all partner libraries. A Steering Committee, a committee-of-the-whole with representatives from all member libraries, the Ministries, (Health, Advanced Education, Children & Family Service), B.C. College of Physicians & Surgeons, and the BCAHC is ultimately responsible for the project. A small Management Committee, elected by the Steering Committee from its members, works with the BCAHC and the BC ELN on operational matters. The Management Committee drafted a constitution and by-laws to guide the project.

As Chair of the e-*HLbc* Evaluation Committee, I can tell you that we are working on assessing the project’s outcomes and impact. We are tracking usage statistics. Take-up was overwhelming and database hits and downloads remain high; all very gratifying. We are conducting a survey to

gather feedback from users on the utility of the databases, ease of access, effectiveness of training, and the relevancy and benefit of the project. We are compiling a bibliography of research and data that analyzes and measures the roles of libraries to support study, research and practice in health.

We continue to add new members based on the agencies and organizations listed in the original e-*HLbc* business case. We will soon poll member libraries for the suggestions for new, additional databases and content to our core suite. We are revising the business case, anticipating a new phase of the project.

Can we sustain and grow the e-*HLbc* project successfully? Can we continue to demonstrate worth to users and value for the investment to member libraries?

A couple of years ago, I came upon an Outsell, Inc. study, their September 2006 Hot-Topics report. The study noted that information was proliferating and segmenting, making it harder and taking longer to sift, sort and find reliable relevant information. Tellingly, the Outsell study found that healthcare workers were experiencing the greatest increase in time spent searching for relevant information.

Clearly, the e-*HLbc* project can make a difference! Trusted information is into the hands of healthcare practitioners and students across B.C. Their access to scholarly information is improved, thus contributing to their quality of care to patients. e-*HLbc* matters. ☺

## Ruth Rochlin: In Her Own Words

I'm a big city woman. Washing up in 'Ktown' 18 years ago was a bit of a surprise. I'm from Toronto, my husband is from Huntington Beach California. We lived in California, Vancouver, Edmonton and were in Toronto when he got a good job offer in Kelowna. It was a startling decision, but when we spilled out into Kelowna with the two babies, three dogs, car payments and a new mortgage I said, "Honey, we're going to stay here awhile."

I have an undergrad degree in history and anthropology from U of A, and an MLIS from UBC. I started on the health librarianship route when I got the student assistant position on the Woodward Library reference desk – which terrified me (you people know I have a degree in history – right?). After two years with some great

mentoring from the Woodward librarians, I felt I could do something useful in the healthcare library world.

In Kelowna I worked at Okanagan University College, but I was the last librarian in so I worked evenings and weekends. My boys were young and my husband traveled a lot, so (with some coaching from Jim Henderson, then head of the BC Medical Library Service, College of Physicians and Surgeons of BC) I convinced the powers at Kelowna General Hospital (KGH) that they needed a library and that I was the librarian to create it for them. I could convert a dingy, windowless 750 square foot meeting room into a library and would do this for them Monday to Thursday between 8:30 and 3pm only, convincing them these were peak hours for library use in a hospital. I came and went with the school bus for many years and didn't work on Fridays so I didn't have to worry about school PD days.

For awhile I missed the buzz of a larger library, but the little library service grew. Regionalization came, bringing more growth and opportunities.

Ruth, her husband Jim and their son Nick enjoying a Bolivian adventure



I was brought in on the discussions about having provincial coordination for database subscriptions by Elizabeth Woodworth from the Ministry of Health (MOH) library shortly after I started. It always seemed like a brilliant idea to me because the Interior was really bereft of library resources and services. I started with CD-ROM versions of CINAHL and Medline in the KGH library. After pounding the pavement around the health region looking for more support for online subscriptions, by 2006 I was managing online subscriptions in 9 buildings (there are hundreds). Each year I had to find someone in each building willing to buy the idea and pay the bill.

The e-HLbc project brought the first equitable access to e-library resources to all staff of all facilities in Interior Health. I know that the e-HLbc made only small differences in some areas, but in Interior Health it was a seminal change. There was dancing in the streets (and in the mountains and along country roads)!

“The eHLbc project brought the first equitable access to e-library resources to all staff of all facilities in Interior Health.”

As part of the management committee, I can add my support to keeping the consortium strong and relevant to the rural areas of the province.

I’ve put my nose to the wind a few times, but it turns out I really like what I do

and wouldn’t do anything else. Now Kelowna General is expanding and the UBC medical school is arriving. A new library is planned, 3600 square feet and it will include windows. The new library might open by September 2009 and you’re all invited to the opening party!

Eleven years later my boys are grown but I still can’t bring myself to work Fridays. After all, this is Kelowna and there are lots of great things to do on Fridays. ☺

## End User e-HLbc Health Database Survey

On April 1st the “End User e-HLbc Health Database Survey” was made available. The survey remained open until May 1st. Nearly 1,000 responses were received. A full report will be available shortly but below is a brief sample of what end users are saying about e-HLbc.

- “On-line access to medical journals, actually helped me save a patient’s life. A hospital nurse asked me to look at a patient’s leg wound. I had never seen necrotizing fasciitis before, but felt that is what was happening I went back to my office, quickly looked up the condition using e-HLbc and found out my hunch was correct. I notified the patient’s doctor and she was sent for immediate surgery.”
- “I recently used e-HLbc resources to do a lit search to update our cardiorespiratory practice here at the hospital. It was wonderful to be able to access the information so quickly and relatively easily even though I am not a whiz when using the computer.”
- “I am a third year nursing student I have used your electronic library many times. It has been a lifesaver. I use it to research peer reviewed scientific articles and always seem to find what I am looking for. My instructors often comment that I have excellent resources on my reference list!”
- “Any time you can find useful resources it can only aid in your personal performance on the job.”
- “Articles found have helped me to understand the disease process better and have improved nurse family relationships through the communication of this information.”

# e-HLbc Success Story

## Project Background

The research project was initiated by Karyn-grace Clarke, IBCLC and LLLL, who was interested in implementing a new model of care with pregnant and breastfeeding mothers. She had designed a model called the “Lactation Management Model.” The original concept of the project was to test this model with a group of women. I joined the project as a co-researcher, helping design the study and doing the data analysis.

We applied for the Canadian Institutes of Health Research (CIHR) Health Professional Student Award, offered through Malaspina, and were awarded some funding to conduct this study. The process of applying for that award required us to have a Faculty Supervisor, and Lynn Rollison has been guiding us through our research ever since.

The outcome of the research will be a two part report: one from the antenatal period and one from the postpartum period. The study will end when all 10 participants have stopped breastfeeding.

## e-HLbc to the Rescue

The project most certainly would not have been possible without access to the databases provided through e-HLbc. CINAHL and the e-HLbc Ovid Gateway were the primary resources that I used to conduct my literature review. Without them I would not have had access to many key journals and would have been requesting a lot of inter library loans! I found the EBM Reviews to be very useful in providing concise summaries and results of multiple studies.

My co-researcher, an independent community practitioner, does not have access to these e-resources. Without our interprofessional collaboration, it would have been very difficult for her to have launched a research study. ☺

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Submitted by Rebecca J. Stanley, Student, Bachelor of Science in Nursing, Vancouver Island University & Karyn-grace Clarke, International Board Certified Lactation Consultant, with special thanks to Jean Blackburn, Librarian Vancouver Island University.

“The project most certainly would not have been possible without access to the databases provided through e-HLbc.”

## Elsewhere in e-Health Services

The Canadian Interprofessional Health Collaborative (CIHC) is the national hub for interprofessional education and collaboration across all healthcare sectors. CIHC is currently hard at work developing an online, searchable library that indexes results of interprofessional (IP) projects across Canada. The library is still under development but can be viewed by visiting: <https://www.cihc.ca/library/>. CIHC both welcomes and encourages input from health librarians with expertise in interprofessional education.

For more information please feel free to contact CIHC at [info@cihc.ca](mailto:info@cihc.ca).

# News from the Administration Centre

*Jo Anne Newyear-Ramirez*  
e-HLbc Consultant

As e-HLbc searches for a new Coordinator, I've had the good fortune of continuing some of my work with the consortium as a Consultant. Presented below are a few notes and updates from the Administration Centre.

On a personal note I'd like to thank e-HLbc members and members of the Steering Committee. I enjoyed my time with the consortium very much and wish you all the best and much success.

Here are few notes from the Administration Centre:

- e-HLbc is pleased to announce that the BC Electronic Library Network (BC ELN) was awarded the 2008-2009 administrative centre contract.
- Abstracting and indexing for the e-HLbc core suite collection has grown from 8,000 to 11,278 journals in just two years. The number of full-text journals has also grown from 1,500 titles to 1,634.
- Steady growth in use can be seen from the previous year in all categories except total

## Cost per Use 2006 to 2008

- Total EBSCO and OVID sessions, cost per transaction \$0.33 with 6,284,674 total sessions.
- Total searches, cost per transaction \$0.13 with 16,381,765 total searches.
- Full-text viewed, cost per transaction \$0.26 with 7,771,931 full-text views.
- Full records viewed, cost per transaction \$0.11 with 18,345,378 full record views.

## Comparisons of Monthly Usage Show Steady Growth

Total sessions:

- April 2006 = 183,623
- March 2007 = 425,616
- March 2008 = 508,532

Total searches:

- April 2006 = 549,603
- March 2007 = 1,203,345
- March 2008 = 1,121,677

Full-text viewed:

- April 2006 = 200,039
- March 2007 = 641,704
- March 2008 = 685,474

Full records viewed:

- April 2006 = 401,522
- March 2007 = 1,012,613
- March 2008 = 1,903,933

searches. This suggests that the number of search statements used per session have decreased due to increased skill level as a result of end user training at institutions.

## General Statistics Last Year to Current Year

- EBSCO & Ovid saw an increase in the total number of sessions up from 2,993,300 to 3,291,374, representing a 9% increase.
- Total searches decreased (likely as a result of increased search efficiency) from 8,444,811 to 7,936,954, representing a 6% decrease.
- Links accesses saw an increase from 1,702,839 to 1,725,669, representing a 1.3% increase.
- Full-text viewed saw an increase from 3,451,816 to 4,320,115, representing a 20% increase.
- Full records viewed also saw an increase from 7,518,577 to 10,826,801, representing a 31% increase. ☺

For more information, please feel free to contact the e-HLbc Administration Centre at [info@ehlbc.ca](mailto:info@ehlbc.ca) or 778.782.5440.

## e-WIRE MAGAZINE

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We're always looking for submissions for upcoming newsletters. If you have an article or an idea for an article, please contact us at [bcahc@bcahc.ca](mailto:bcahc@bcahc.ca).

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[www.ehlbc.ca](http://www.ehlbc.ca)

If you are an e-HLbc member but do not have a member login to access the member-only website, please contact [info@ehlbc.ca](mailto:info@ehlbc.ca). The member-only website has all kinds of additional information from content updates, usage statistics, vendor contacts and committee documents.

## e-HLbc Members

- All BC public post-secondary institutions providing health education
- BC Ministry of Advanced Education
- BC Ministry of Health
- BC Ministry of Children and Family Development
- BC Academic Health Council
- Fraser Health Authority
- Interior Health Authority
- Northern Health Authority
- Provincial Health Services Authority
- Providence Health Care
- Vancouver Coastal Health Authority
- Vancouver Island Health Authority
- College of Physicians and Surgeons of BC
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