



21st Century Library Planning: One Hospital's Journey

Presenters:

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Date: February 1, 2013

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Sharing with you today ...

- **Introduction and Organizational Overview**
- **Strategic Planning Process**
- **Library Specific Plan and Challenges**



St. Michael's Hospital – Toronto's Urban Angel



*Creating a healthier world,
through our culture of caring and
discovery.*



By the numbers ...

460 acute care beds
>25k inpatient visits
>35k surgical cases
>60k emergency visits
>430k ambulatory visits

>5,000 staff members
>3,000 students
>700 volunteers
> 650 physicians



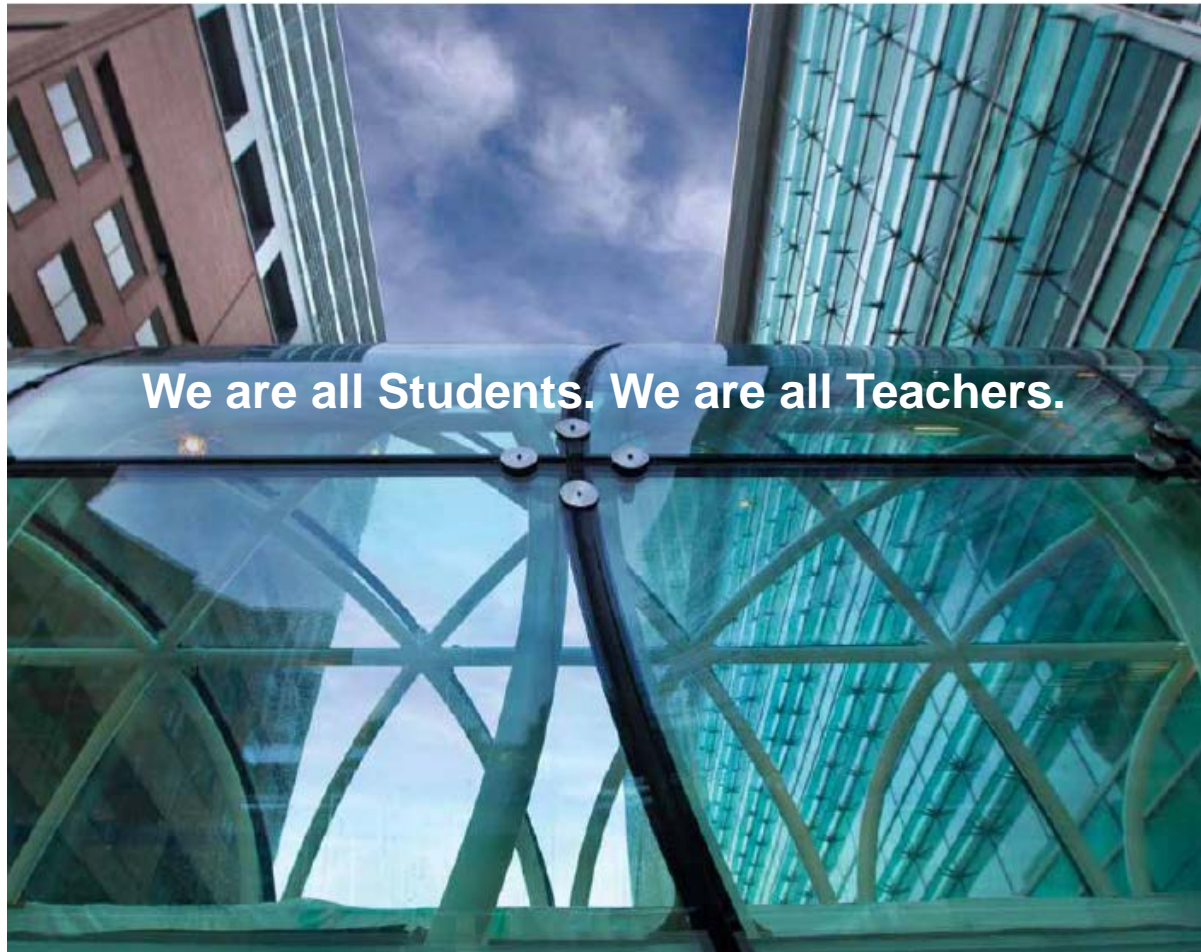
Education at St. Michael's Hospital

Our learners

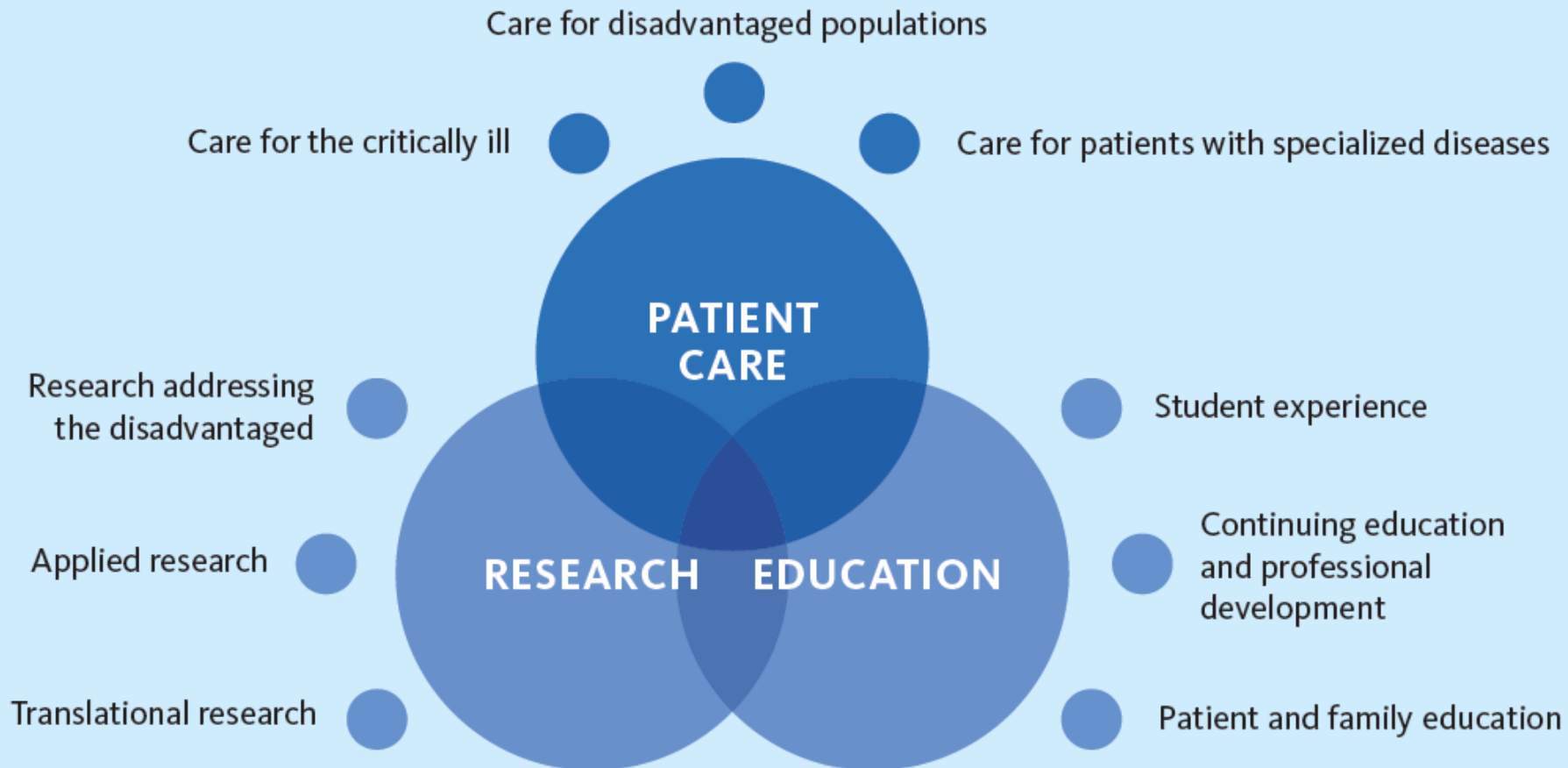
- All Students: Medical, Nursing, Health Disciplines, Dietitians, and more
- All staff, physicians, and faculty
- Patients and their families

Education Portfolio

- Health Sciences Library
- Student Centre
- Medical Simulation Centre
- Telemedicine
- Centre for Faculty Development
- Patient and Family Education
- eLearning



St. Michael's Hospital - Organizational Strategy



Creating a healthier world, through our culture of caring and discovery

MISSION AND VALUES

Guided by our:

PATIENT DECLARATION

CORPORATE PRINCIPLES

QUALITY

Build quality improvement across all aspects of our work

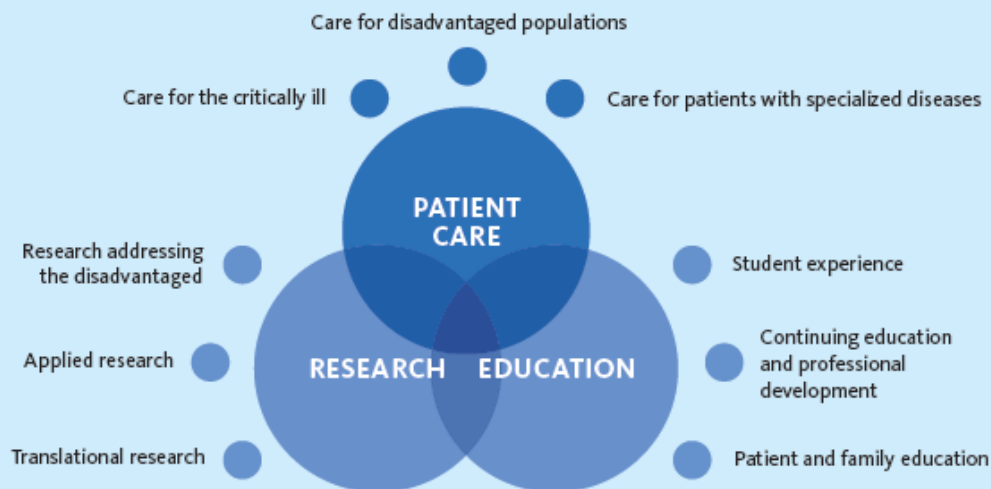
PARTNERSHIPS

Strengthen internal collaboration, and community, provincial, national and global partnerships

INNOVATION

Lead in the development, adoption and evaluation of innovative approaches, by Integrating patient care, research and education

CORE BUSINESSES



STRATEGIC ENABLERS

OUR PEOPLE

- Engagement and healthy work environment
- Capacity for change and growth
- Developing people as healthcare leaders
- Culture of team

INFRASTRUCTURE

- Planning
- Information management
- Communication

FUNDRAISING

- Acquire more donors
- Provide more choices
- Grow partnerships for success

Organizational Vision and Principles

Education Portfolio Strategic Directions

Health Sciences Library

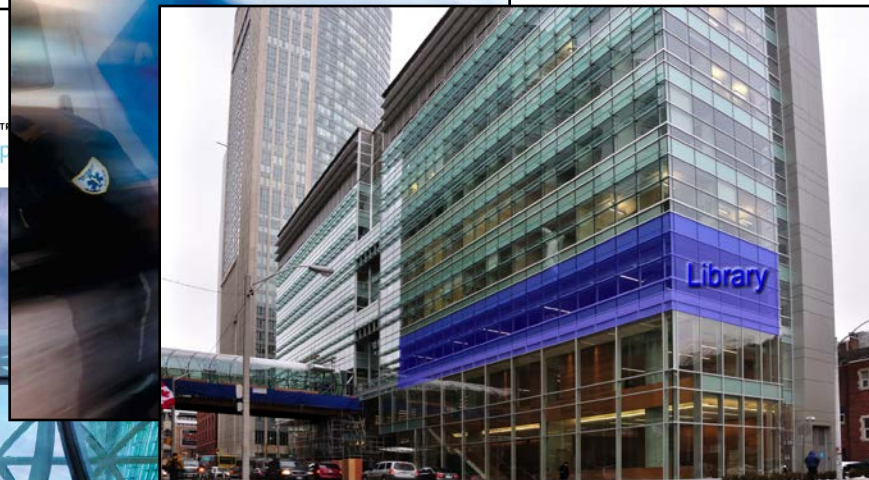
Why revisit our Library's strategic directions now?

Internal

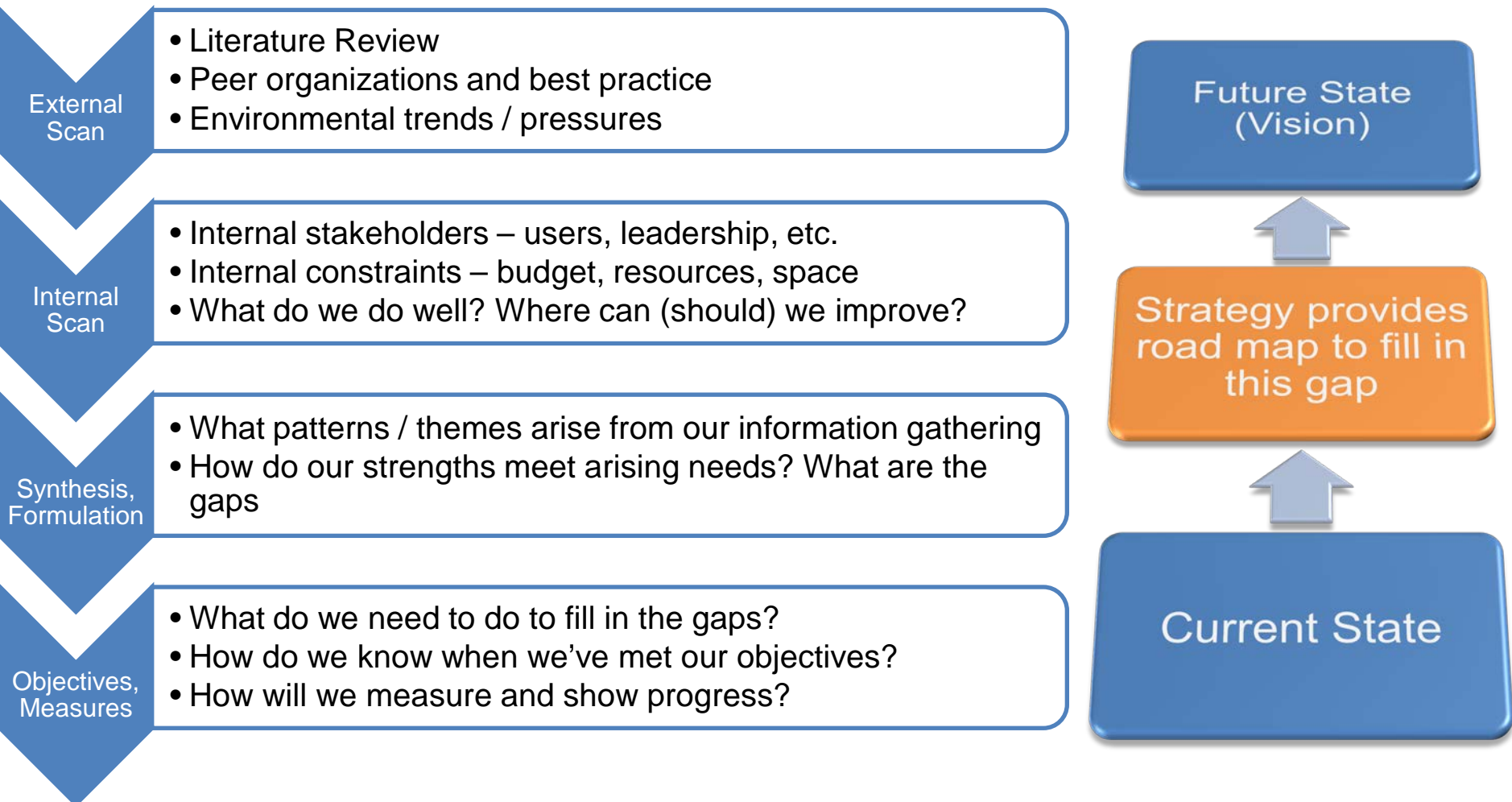
- Organizational and Portfolio Strategy Refresh
- Context surrounding the Library has changed

External

- Keep pace with changing environment
 - Technology
 - Services
 - Resources



Strategic Planning Process 101



SMH Scotiabank Health Sciences Library

- The Health Sciences Library blends traditional collections with the digital world and expert services to support St. Michael's mission of innovative patient care, teaching and research.
- Our Mandate: To support education, research and informed decision-making in patient care by providing high-quality integrated knowledge-based health information to our physicians, staff and students affiliated with the Hospital.
- To promote and support the goals and objectives of St. Michael's and foster our culture of discovery and innovation.



SCOTIABANK HEALTH SCIENCES LIBRARY



Trends
consultation
access mobile access
space for quiet study scholarly publication
resources and services
space to facilitate collaboration teaching
space for computers space for materials space for people
mediated searching **promotion and marketing**
e-content assessment and evaluation
copyright return on investment
content curation space for teaching
data management content aggregation
space for group study
rising costs



SMH Library – Statistical Snapshot

- Active library borrowers: 1163 Annual Visits: 36,000
- Number of items borrowed: 1139
- Books (electronic and paper) added to the collection: 331
- Total books in collection: 2189
- Number of print journals: 253 Ejournals: 3826.
- Reference questions answered: 7600
- Lit searches conducted by Information Specialists: 339
- Average length of time needed to conduct a literature search: 3.5 hours
- Staff hours need to complete 339 literature searches: 1186+
- Total number of staff and students trained in information searching: 289



SMH Health Sciences Library - Community Survey

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6. Please rate the quality of your experience working with the Health Sciences Library.

Not at all positive



Satisfactory



Quite positive.



Above average. Extremely positive.



N/A



Comments:

7. From where do you use library resources or services?

	Never	Seldom	Occasionally	Frequently
While I am in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While I am at the hospital, but not in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From home or another office location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While I am 'on the go'... coffeeshops; TTC; anywhere I need the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How do the library's resources and services help you? Please indicate your level of agreement with each of the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
The library helps me to discover new information, new research, new technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library supports my own continuing education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library enables me to be more efficient in my day to day work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library supports my independent research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

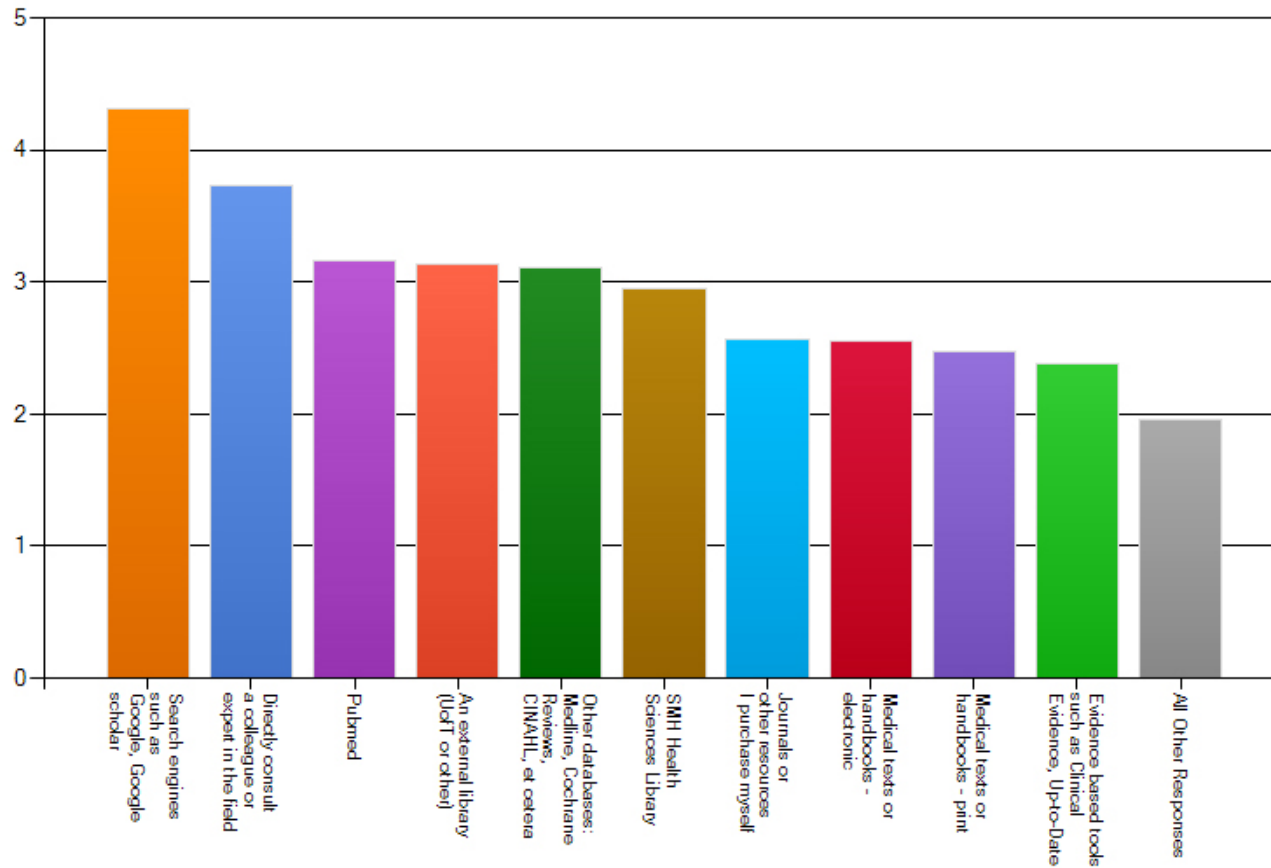


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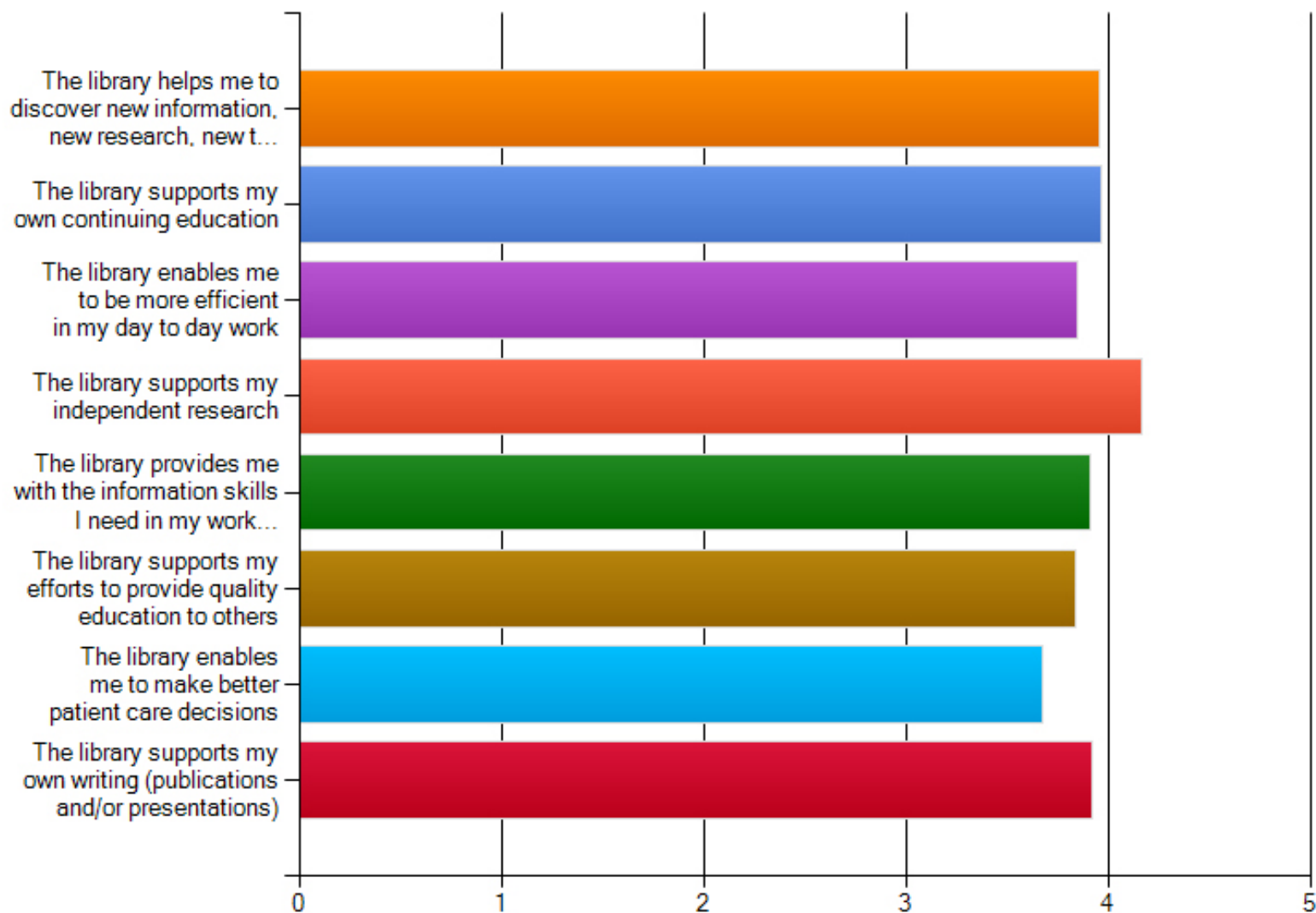
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What we have learned so far

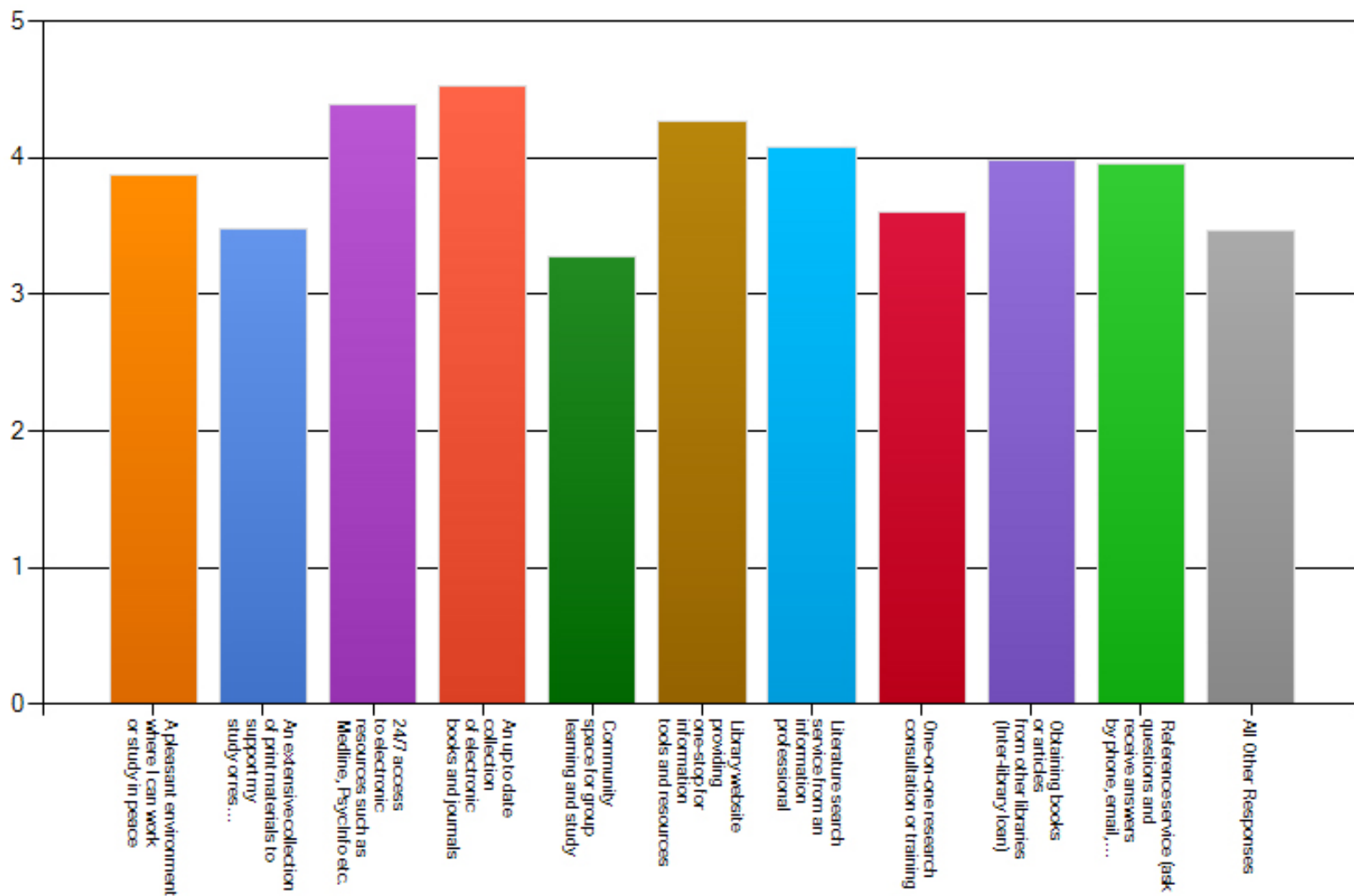
Within the context of your work at SMH; how often do you use these common information sources.



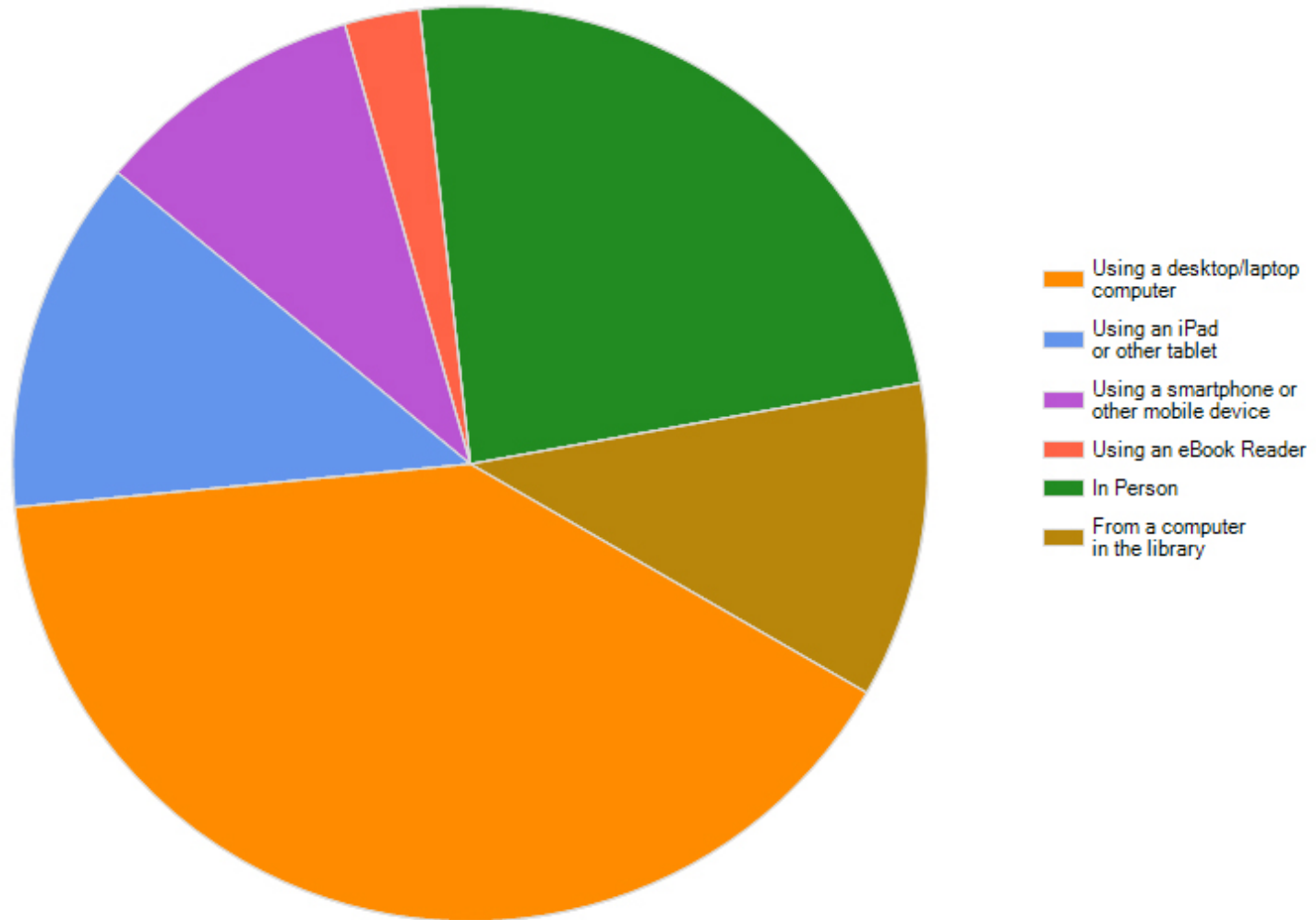
How do the library's resources and services help you? Please indicate your level of agreement with each of the following statements:



What services do you think the SMH library should provide? Which services or resources do you value the most? Please rate each.



How are you most likely to access the library's resources?
(Choose all that apply)



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Your voice. Harvesting
information for change.

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Space for Collaboration and/or Study

One suggestion is that the library should be more of a collaborative working space, especially for students. This would likely leave less room for materials (books etc) and may create a less quiet environment. However, it could mean the library becomes a more social, vibrant and creative space. Would you embrace this concept, or mourn the loss of the traditional blend of quiet study and scholarly materials collection?



For more on Library Space see also: [The Informative Commons](#)



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Technology

What technologies do you use on a daily basis to keep you connected to information that is important to you? How do you think the Health Sciences Library can leverage these same technologies to benefit you?

"Everything is on the internet, why do we need a library?" Does this comment resonate with you - positively or negatively?

More on Library Resources:

- [What do you need?](#)
- [Books Print or Electronic?](#)

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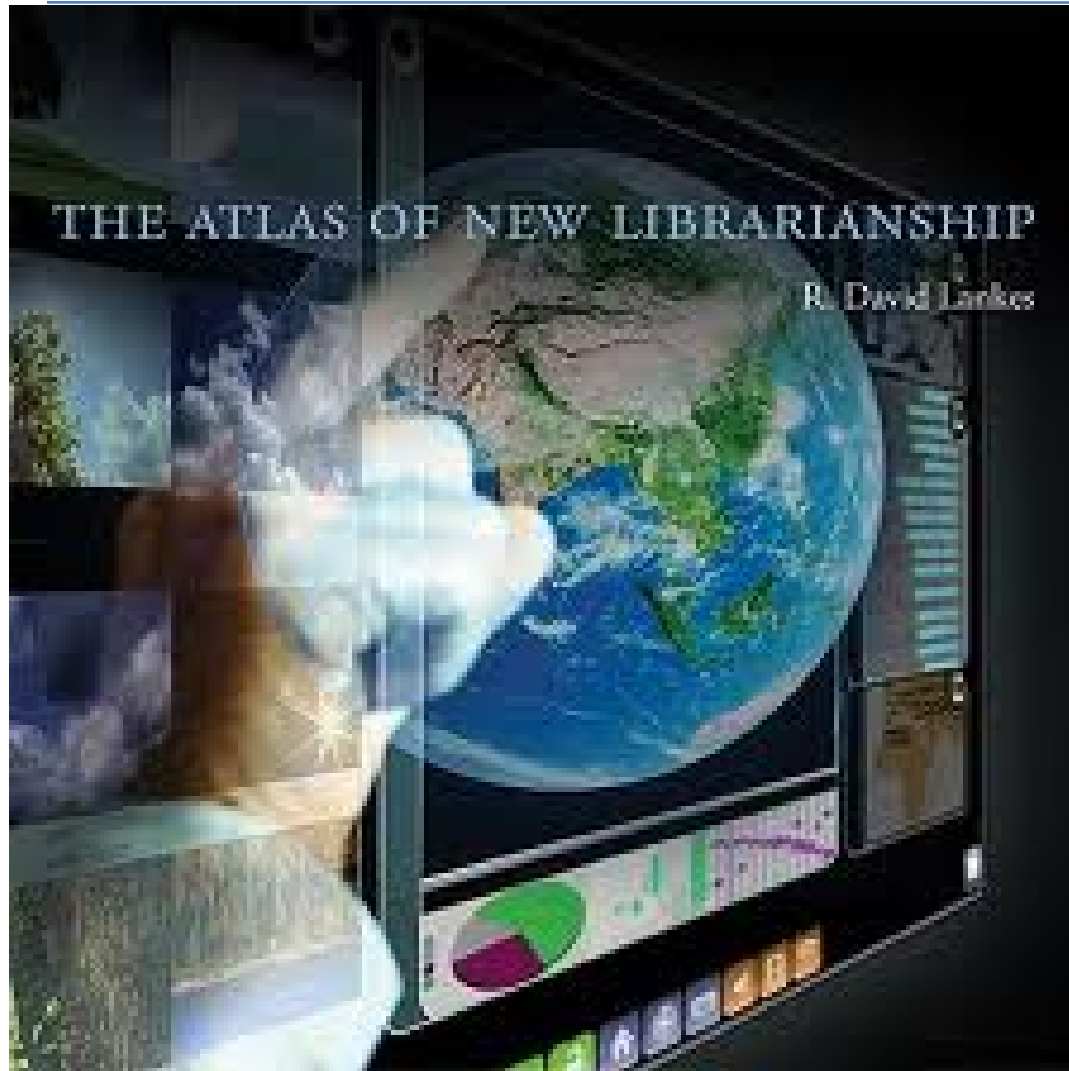
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The MISSION of LIBRARIANS
is to IMPROVE SOCIETY
through FACILITATING
KNOWLEDGE CREATION in
their COMMUNITIES



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I have long contended that
a room full of books is
simply a closet, but that an
empty room with a librarian
in it is a library.

R. David Lankes





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