



camh Centre for Addiction
and Mental Health

Taming that Beast of Library Statistics

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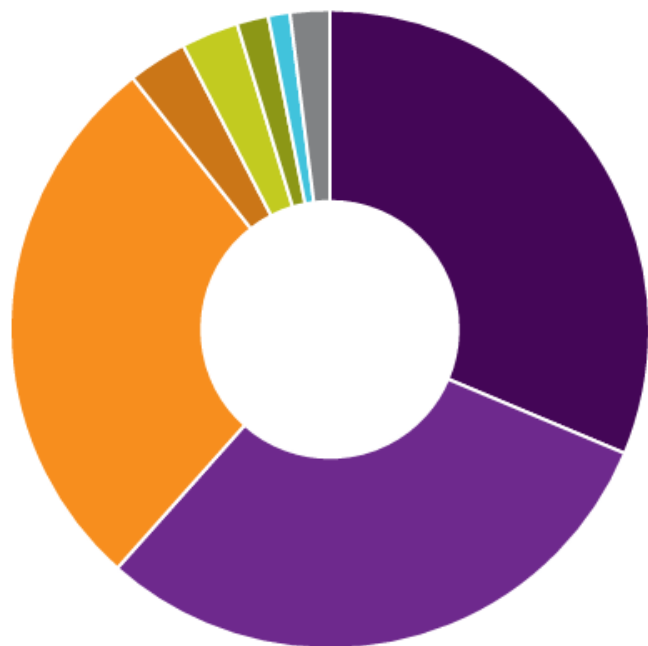
+ Today's Topics

- About CAMH
- The CAMH Library
- Our history of collecting reference statistics
- The changeover process
- Challenges of demonstrating value
- Future plans

+ Introducing CAMH

- Canada's largest mental health and addiction academic health science centre
- Fully affiliated with the University of Toronto
- A Pan American Health Organization and a World Health Organization Collaborating Centre
- Serves over 31,000 patients per year
- 500,000 outpatient visits per year
- Over 8,000 Emergency Dept. visits per year
- Average length of stay 43 days

Primary diagnosis of inpatients on admission



- Substance abuse disorders **31%**
- Schizophrenia & psychotic disorders **30%**
- Mood disorders **28%**
- Anxiety disorders **3%**
- Personality disorders **3%**
- Disorders of childhood adolescence **2%**
- Cognitive disorders **1%**
- Other disorders **2%**

56 %

had more than one diagnosis at admission

+ Transforming Lives...



- CAMH is unique from most teaching hospitals in that it has a fourth pillar – Build
 - Literally reflected in our redevelopment
 - Broadly about fighting the stigma associated with mental illness and addiction.
 - Reflected in the work we do to support policy development and system change



+ The CAMH Library

- The services and resources of the CAMH Library support and enhance CAMH's multidisciplinary research and clinical programs, its educational mandate and its health promotion initiatives.
- As an important contributor to CAMH's provincial role, the Library provides services to professional communities and the public of Ontario.
- Builds upon the collection of:
 - The Addiction Research Foundation (ARF) Library
 - The Farrar Library of the Clarke Institute of Psychiatry
 - The Queen Street Mental Health Centre, Health Sciences Library.



Queen St. Site
+ College St. Site
Russell St. Site



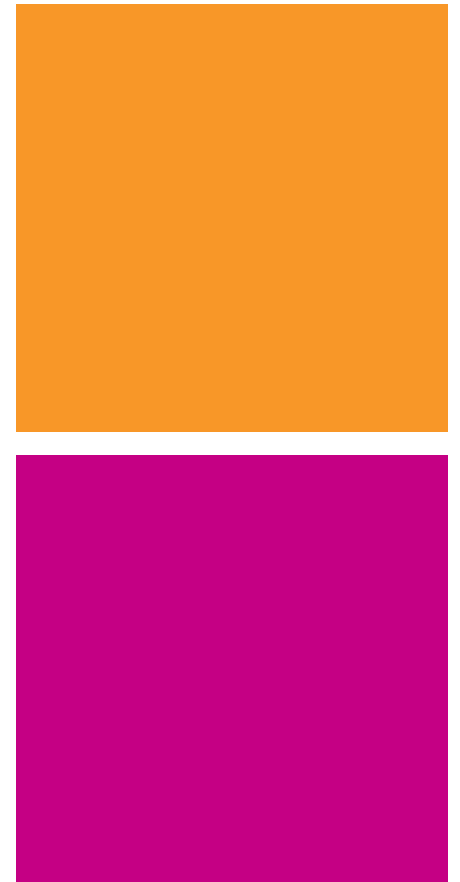
+ Our Library Collection

- The collection includes books, journals, reprints, research reports, government documents in both print and digital format, as well as videos.
 - Only a 20% overlap with UofT collection
- Scope is international and historical in core areas
- Ontario and other Canadian materials including laws and government and NGO reports are also collected
- Special and Historical collections include a historical Temperance Collection

+ Our Library Users

- CAMH staff members
 - Clinical
 - Research
 - Education
 - Administration
- Students
- Patients
- Professionals from other organizations
- Members of the public

(yes, we're a medical library, a patient library and a public library)



+ History of Reference Statistics Collection

- ARF / CAMH Library has a long history of collecting in-depth statistics
- The focus was who was requesting the info
 - Emphasis on capturing questions from non-staff
- Data (from Info Centre & Library) was used for:
 - Developing PIMs (brochures)
 - Balanced Scorecard in the ‘Services to the Community’ section

+ Quick Timeline

- **1990s**, Q&A software was used
 - Selected because of its flexible and searchable text fields
- **2000**. Library moved to MS Access as Q&A was not Y2K compatible
- **2000-2012**. Library continues to use MS MS Access
- **2012** Hospital reorganization; Library moves out of research and reports to Education
 - The limitations of the fields and field values was becoming evident

+ 2013 – Library Value Taskforce

- Health Sciences Information Consortium of Toronto
- It became apparent from literature reviews, etc. and the work of the taskforce that the Library was capturing
 - The **Who**
 - The **Subject Area**
 - The **Type of Service** provided
 - But not the **Why**

+ The Decision to Transition

- Need to revise the data collection parameters
- Limited ability to customize Access
- Dislike of Access
- Data demands from senior management - more, more, more!
- Desire for a real-time dashboard of activity
- Experience with LibAnalytics

+ About LibInsight

- One of a suite of products by Springshare (others include LibGuides, LibSurveys, LibCal, LibAnswers...)
- Marketed as an upgrade to the basic LibAnalytics product
- Boasts of:
 - Opportunity to keep all library data in one place and hosted remotely
 - Highly customizable templates
 - Great support, training, and a community of users
 - Integration with other Springshare products

+ LibInsight vs MS Access

- **MS Access**

- No additional cost beyond software
- Hosted on network
- Customization can be done locally
 - ...if you know how to do it
- Running reports can be a challenge

- **LibInsight**

- Subscription-based
- Hosted remotely by vendor
- Multiple datasets in single interface
- Customizable templates geared to libraries
- Easy to build and edit fields and values
- Analysis/reports easier to generate and format
- Dashboard feature (ostensibly) available for as-needed analysis and reporting
- Datasets can (ostensibly) speak to each other for further analysis

+ **Changeover process from MS Access to LibInsight**

1. Export legacy data from Access
2. Import legacy data to LibInsight with all original fields and values for analysis and reports
3. Build and test new dataset
4. Record (and backdate) data from changeover period

+ MS Access Interface

The screenshot displays a web-based interface for managing call references. At the top, the window title is 'Call Reference'. The main form is divided into several sections:

- Top Section:** Contains input fields for 'Date' (Monday, January 25, 2016), 'Staff' (Sarah Bonato), 'Contact Made By', 'Language' (English), and 'Department/Focus'. It also includes numeric input fields for 'Do Not Use' (0), 'Reference (Hrs)' (0), 'Research (Hrs)' (0), and 'Total Time (Hrs)' (0). A 'Record ID' field shows '15427'. Action buttons include 'Save Record', 'Calculate Time', and 'Preview Report'.
- CALLER INFORMATION Section:** Features a tabbed interface with 'MATERIAL REQUEST' selected. It includes dropdown menus for 'Caller Type' (CAMH Internal), 'Addiction / MH Professional', 'Government', 'Public Sector', and 'Student'. Other fields include 'Caller Location' (Ontario), 'Service Provided', 'Subject 1' (Adolescents/Youth), and 'Subject 2' (Concurrent Disorders). There are also text areas for 'Caller Question' and 'Response Information', and dropdowns for 'Internal Referral' and 'External Referral'.
- Bottom Section:** A navigation bar showing 'Record: 919 of 919', a 'No Filter' indicator, and a search input field.



+ Looking at Our Database Fields in MS Access

Main Fields

- Date
- Staff
- Contract made by
- Language
- Department/Focus
- Total time spent
- Caller type
- Service provided
- Subject 1
- Subject 2
- Caller question
- Response information
- Internal referral
- External referral
- Material Request

+ Some Subcategories of the Main Fields

- **Caller Type**

- Included over 11 selections for caller type
- Some caller types selections had subcategories
- Example Caller Type **Public Sector**
 - Subcategories of Public Sector
 - Criminal Justice
 - Education
 - Health
 - Library
 - Social Services



+ What We Were Working With

- Over 70 subjects captured
- 26 Department/Purposes options
- Over 30 caller types
- Much overlapping concepts in all of the fields
- Collecting data on subjects of requests was not repurposed
- Not used for collection development
- Not often used to develop library projects
- Collected very detailed information about each transaction

+ How We Captured the *Who* of the Request

- Current MS Access caller types
 - Addiction mental health professional
 - CAMH internal
 - Client/family
 - General public
 - Government
 - Librarian
 - Other
 - Private consultant
 - Public sector
 - Student
 - Unknown



+ How We Captured the *Why* of the Request?

- Aboriginal Programs
- Client Advocacy/Support
- Clinical Program Area
- Cooperate-CEO's office
- Cooperate-Other
- Cooperate-Public Affairs
- Education
- Education Course Development
- Education Product / Content Dev
- Education Research
- Foundation
- Health Equity
- Health Promotion
- Information Centre
- International Health
- Nursing Education
- Pharmacy
- Provincial Services (PSSP)
- Research Area
- Research Office
- Resident – Other
- Resident – Psychiatry

+ How We Captured the *Service* Provided

- CAMH Library Orientation
- CAMH Library Presentation
- Lecture / Workshop
- Help - Directory Info
- Help - Clients / Public
- Instruction - Group
- Instruction - Individual
- Reference
- Research Support Searching
- Research Support Coaching
- Research Support Consulting
- Special Project



+ How We Captured *What* Our Caller Wanted to Know

- Captured the main two subjects of the caller's question
- Also had a free text field for entering the caller's question



Subject of the Question

- Aboriginal
- Abuse - Sexual / Physical
- Adolescents/Youth
- AIDS/HIV/STD
- Alcohol Drinking
- Anxiety
- CAMH
- CAMH Historical
- CAMH Library
- Cannabis
- Children
- Cocaine
- Concurrent Disorders
- Crime
- Developmental Disorders
- Disabled
- Drug Testing
- Drugs of Abuse
- DWI
- Eating Disorders
- Economics
- Education
- Education, Professional
- Elderly
- Ethnicity/Culture
- Evidence-Based / Best Practices
- Family
- Fetal Effects
- Gambling
- Hallucinogens
- Harm Reduction
- Homeless
- Inhalants

Subject of the Question

- Law & Mental Health
- Mental Disorder Other
- Mental Disorders
- Mental Health
- Mental Health Topic (Suicide, Stress,)
- Methadone
- Mood Disorders
- Opioids / Heroin
- Personality Disorders
- Policy/Legislation
- Prevention/Health Promotion
- Professional Practice
- Program Planning
- Psychotherapy
- Schizophrenia
- Special Populations
- Statistics
- Stimulants
- Tests / Instruments
- Therapy - Drugs
- Therapy – Other
- Tobacco
- Trauma/PTSD
- Treatment
- Violence
- Women
- Workplace

+ Our Process for Transitioning

- If we could not define the scope of the field we did not use it
 - Knowledge exchange
 - Search coaching
 - Search consulting
- Did not combine different categories into a single field (i.e. time and question type,) since we could not analyze separately in the final dataset
- We looked for overlapping concepts
 - Alcoholism
 - Alcohol Drinking
 - DWI (driving while intoxicated)

+ Paring Down The Fields

- **CAMH Staff Department**
 - From 26 categories to 15
- **Added Purpose of Request**
 - Separated purpose of request field from department
- **Service Provided**
 - From 12 to 8
- **Subject Area**
 - From 70 to 42!



+ A Closer Look at Behavioral Health Topics

- Used **Drugs of Abuse** for more than one topic
 - Cocaine
 - Hallucinogens
 - Inhalants
 - Stimulants
- Used **Therapy—Pharmacological** for more than one topic:
 - Methadone
 - Treatment

+ Example Discarded Fields/Added Fields

- Discarded Fields
 - Internal Referral
 - External Referral
 - Subcategories of caller type
- Added Fields
 - U of T Affiliated
 - Feedback
 - Follow Up
 - Annual Report Fodder



+ Example Discarded Subjects/Added Subjects

- **Discarded Subjects**
 - Abuse - Sexual / Physical
 - AIDS/HIV/STD
 - Crime
 - Drug Testing
 - Women
 - Eating Disorders
 - Economics
 - Mental Health Topic (Suicide, Stress,)
- **Added Subjects**
 - Advocacy
 - Health System
 - Gender
 - Self Care/Self Help
 - Treatment Programming/System



+ The Fields for LibInsight

- Start Date
- Library Staff Member
- CAMH Staff Member
- U of T Affiliated
- Non CAMH Staff
- Contact Location
- Purpose of Request
- Service Provided
- Subject(s)/Subject Area(s)
- Reference/Research Question (Free text)
- Response Information (Free text)
- Total Time Spent
- Feedback (if any)
- Annual Report Fodder
- Contact's name, email address, organization, additional info

The Fields for LibInsight

Record Data to Research/Reference Statistics 2015-

Entered By Bailey, Sharon

Notes

Start Date Jan 22 2016 00:00

Library Staff Member Sharon Bailey Sheila Lacroix Sarah Bonato Tim Tripp

Contact Made By
Circulation desk telephone
Direct email
Direct telephone
Library email
Mail

CAMH Staff? Yes No Unknown

CAMH Staff: Department Clinical Programs

U of T Affiliated? Yes No Unknown

Non-CAMH Select a value

Contact Location Ontario

Purpose of Request
Client Consumer Help
Clinical
Product Development
Professional Development
Reference

Service Provided
Alerts
Group Instruction
Individual Instruction
Library Orientation
Library Presentations

Subject(s)/Subject Area(s)
Mental Disorders (other)
Mental Disorders General
Mental Health
Mood Disorders
Mood Disorders

Reference/Research Question Looking for guidance on how to search for research on antipsychotics deliv

Response Information Instruction on building research question, choosing subject terms and filters

Total Time Spent (hours) 1.25

Feedback (if any)

Follow up? No Yes

Annual Report fodder? No Yes

Contact's name

Contact's email address

Contact's Organization

Contact's additional information

? Submit or Submit & Clear ?

+ Notable Challenges With the Transition

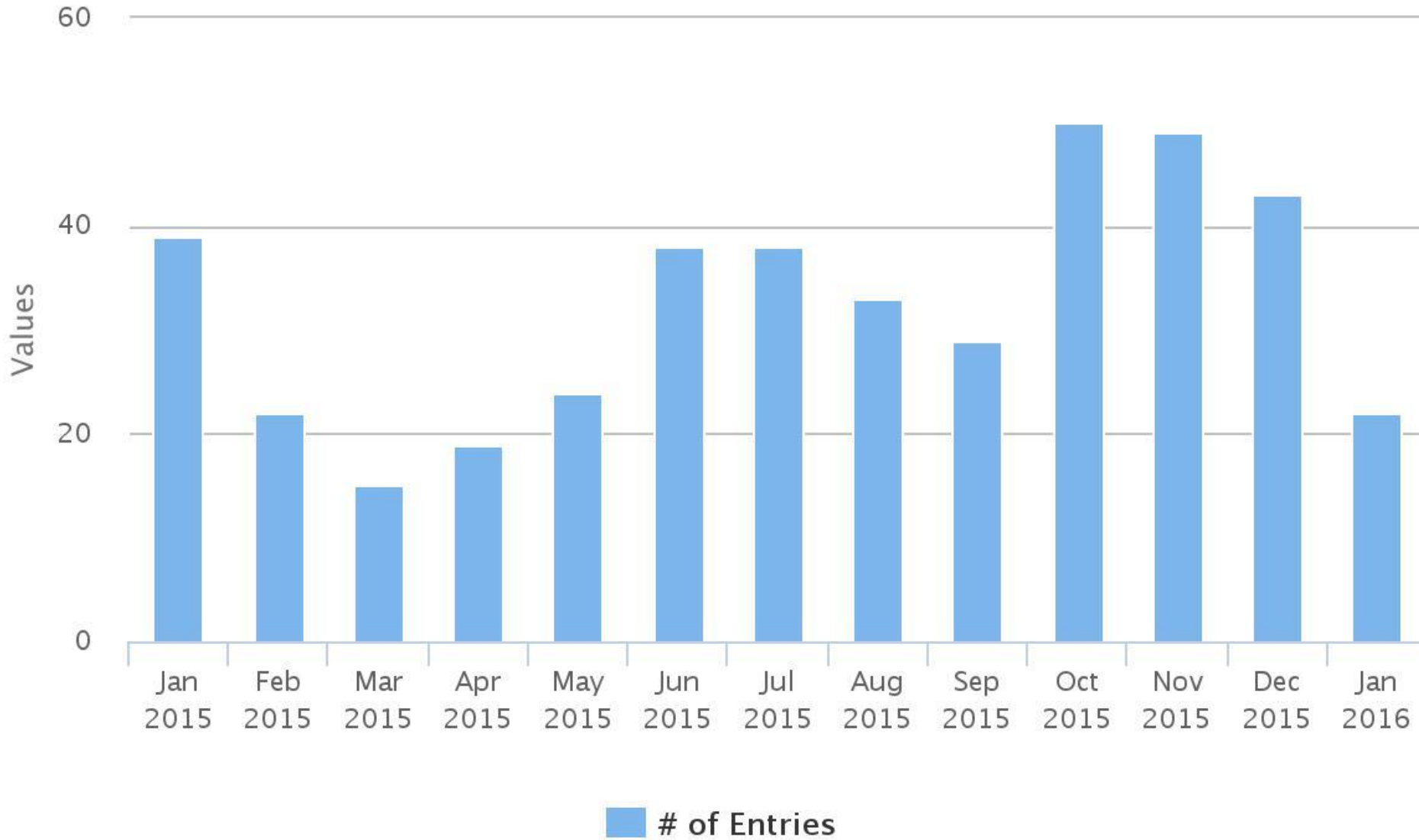
- Finding a balance between collecting information that:
 - Is relevant and measurable
 - Is able to be entered in less than 1 minute
 - Captures the complexity of the services provided
- Complexity of requirements
 - Time spent vs. duration
 - Building consensus on taxonomies
 - Ongoing research (project vs. problem)
 - Custom templates break cross data set integration
- Dashboards are very limited (require time axis)
- Data still needs to be entered!

+ Evaluation of LibInsight (So Far)

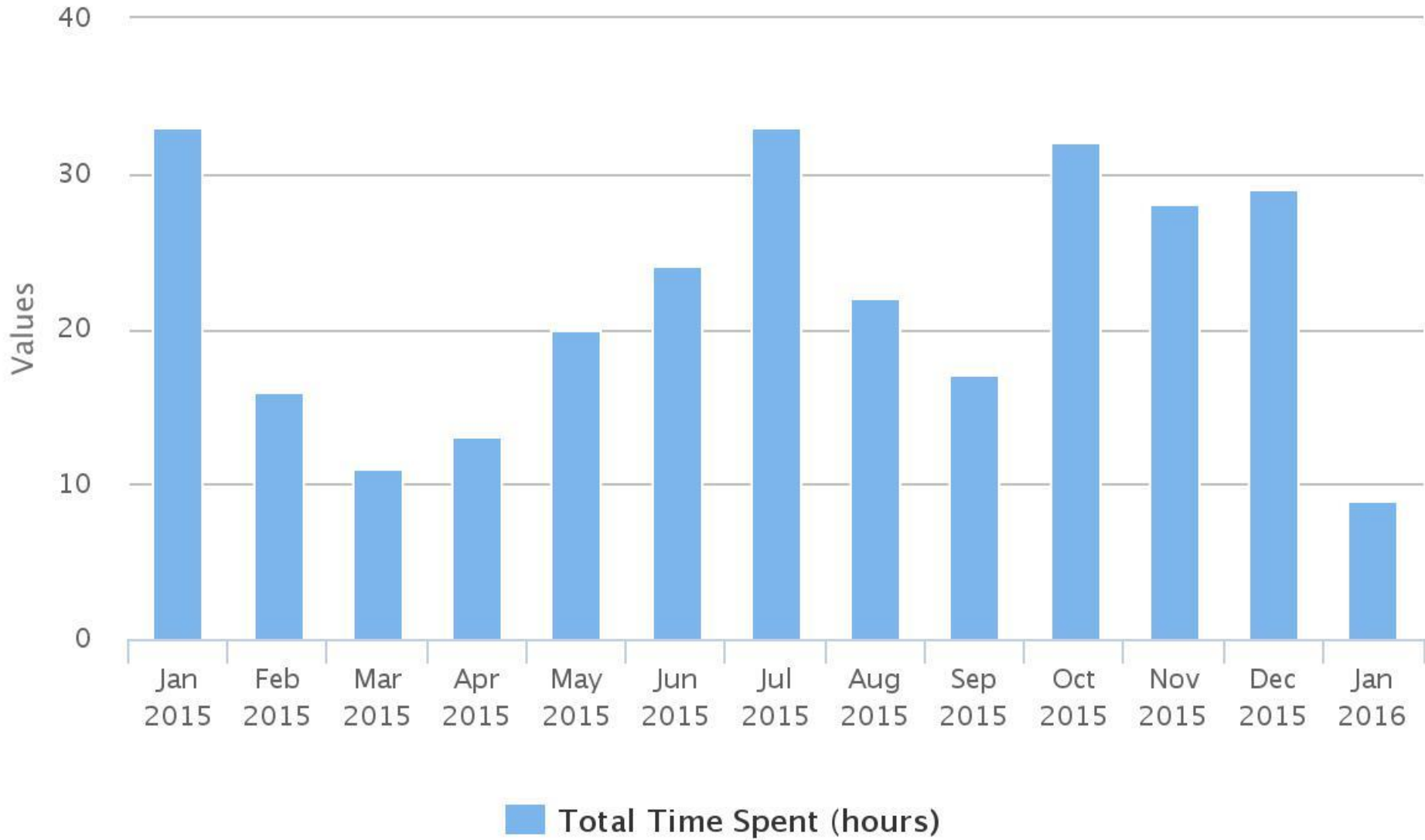
- Easy for frontline staff to use
- Can have more than one data set
- Reports can be run quickly
- Automatically generates graphs
- Real date time entry
- Can import from other data sources
- Customization options
- Web based
- Cost
- Limited data visualization potential
- Yearly renewal required
- Time investment required to transition



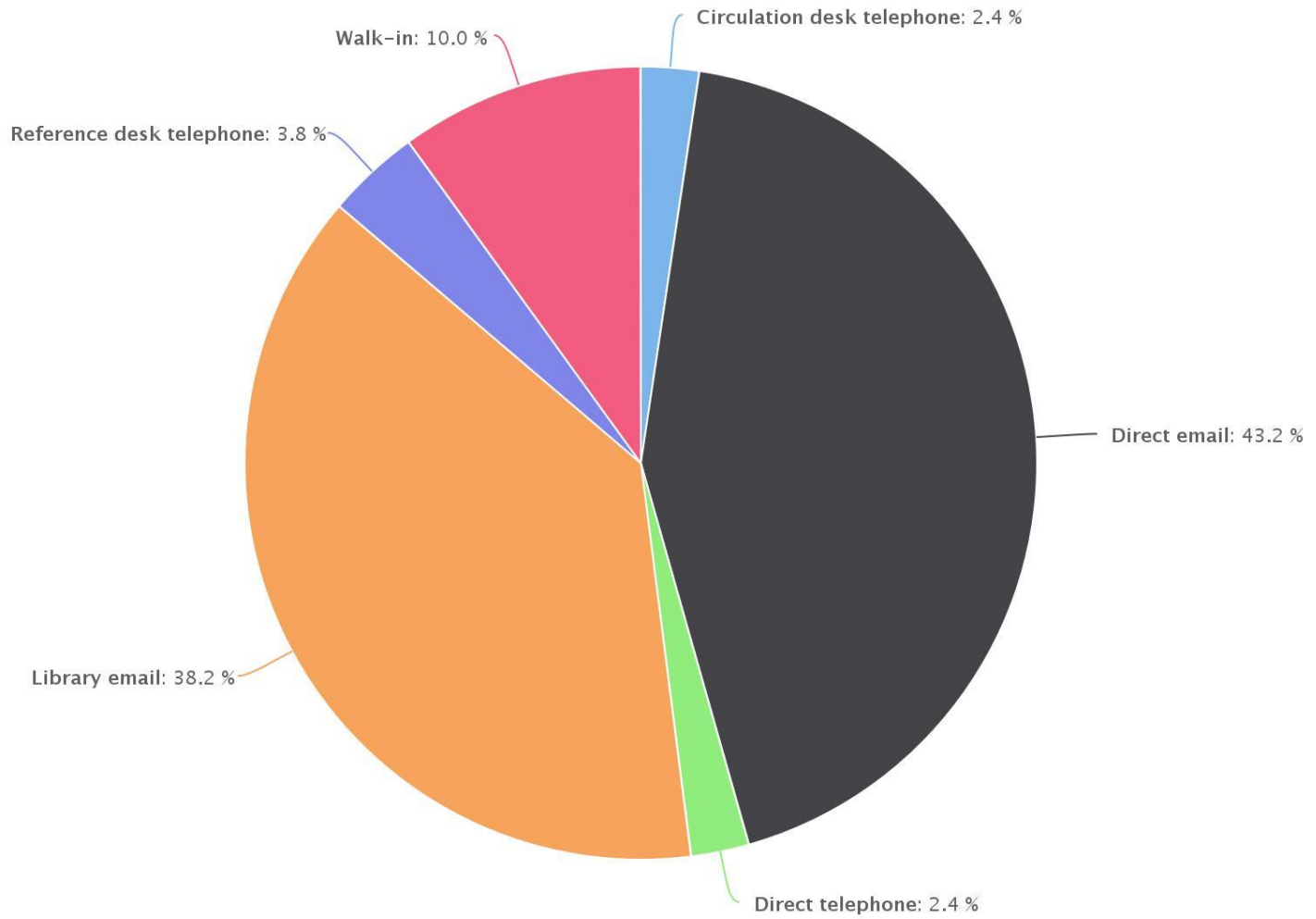
of Entries



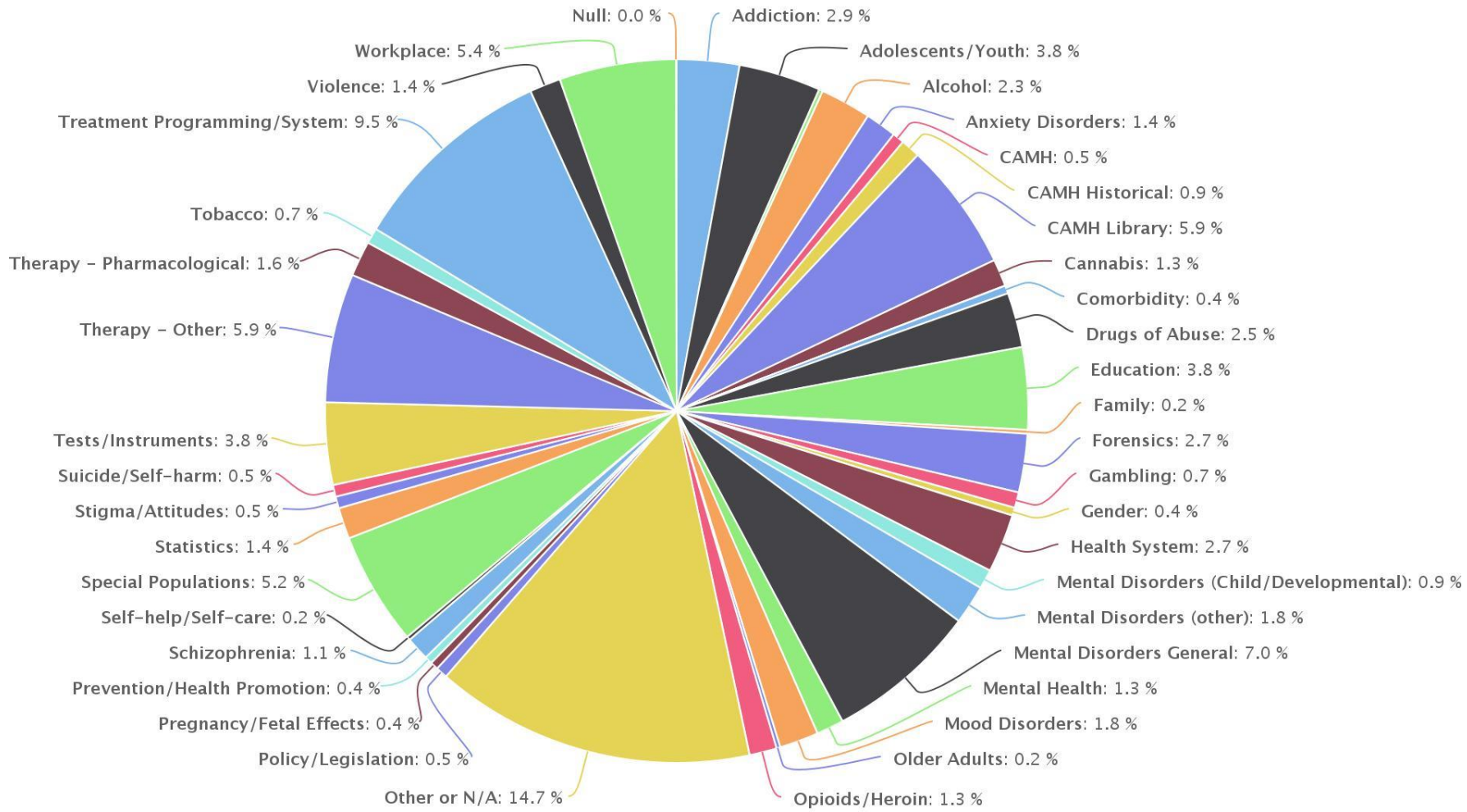
Total Time Spent (hours)



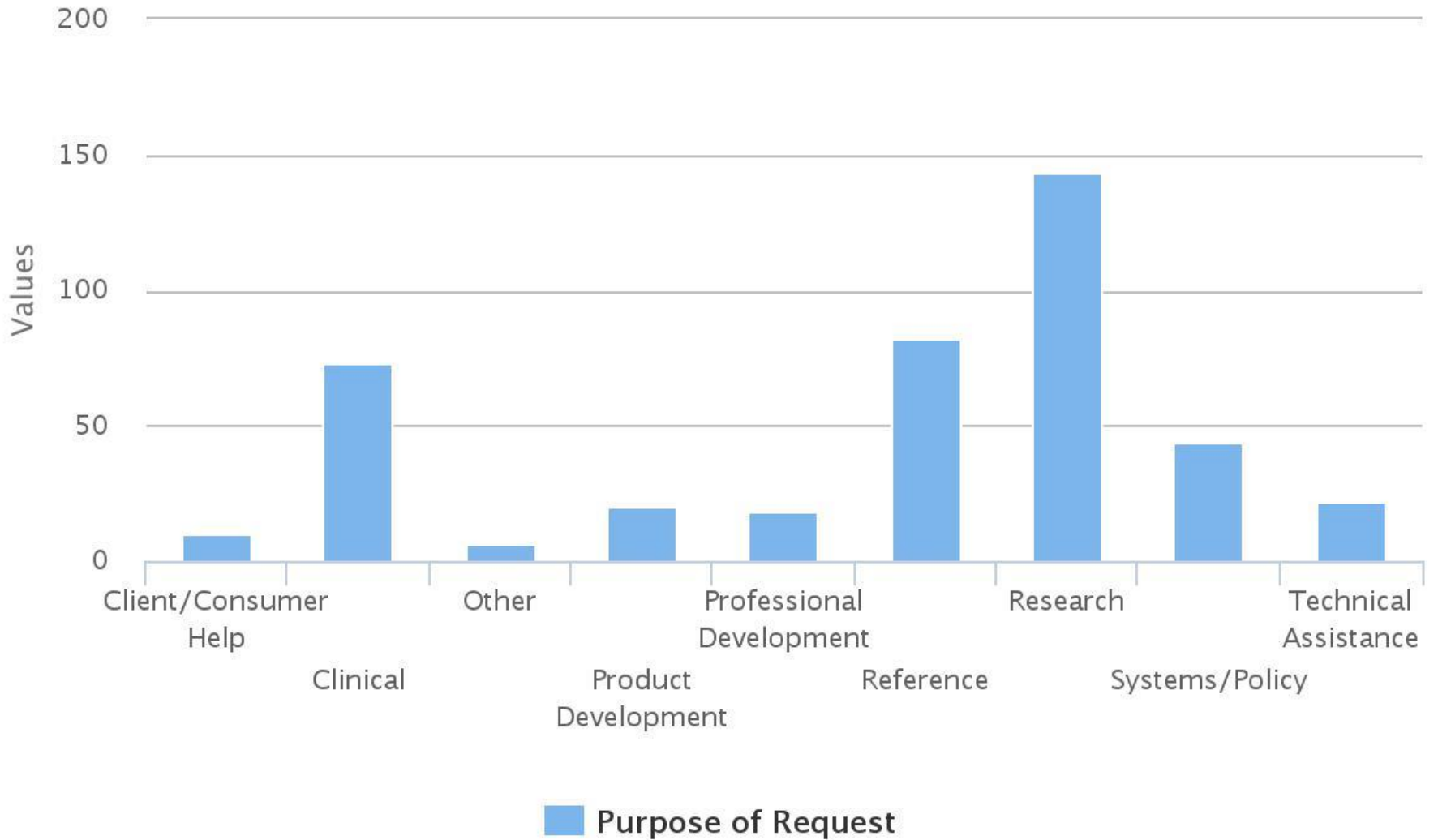
Contact Made By



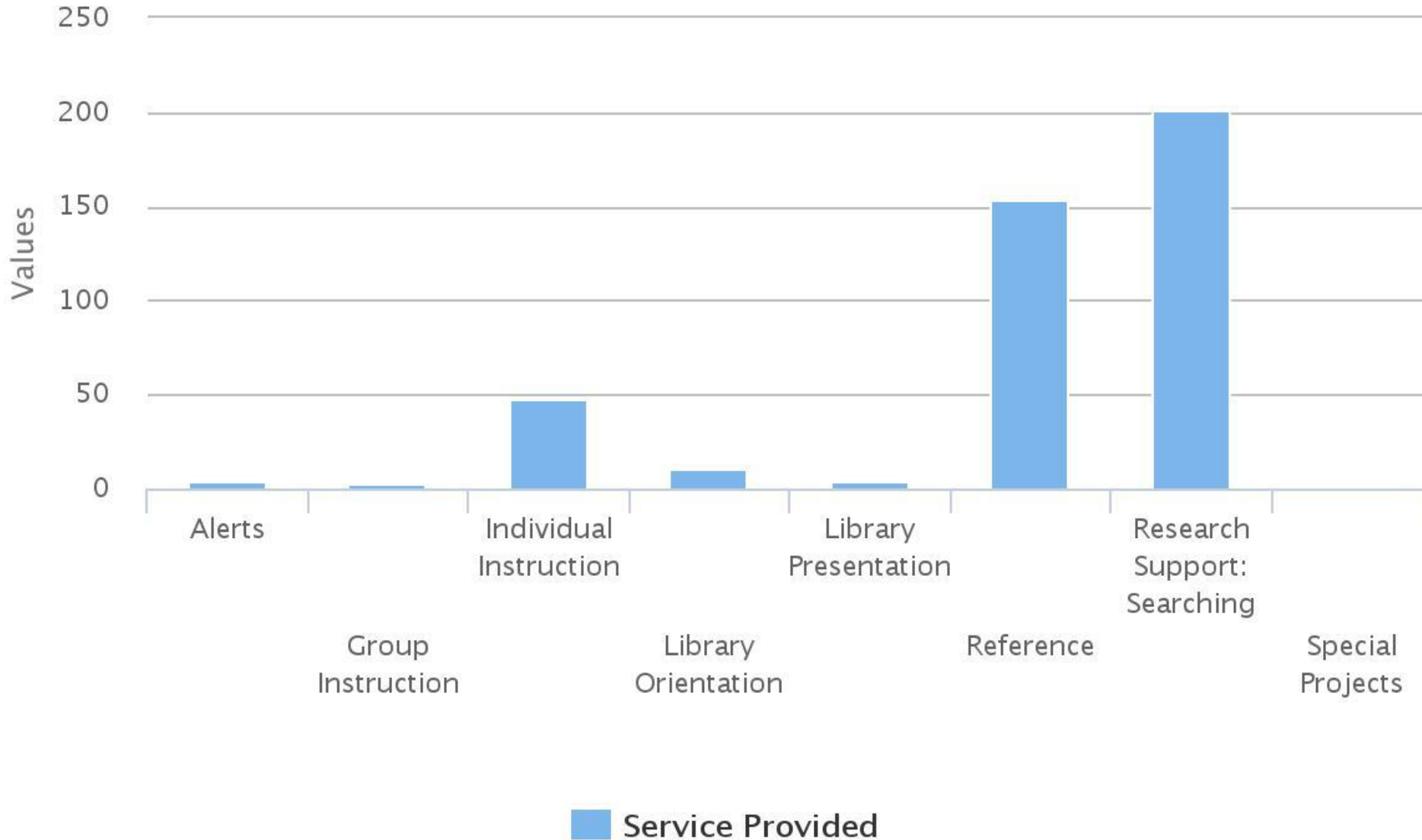
Subject(s)/Subject Area(s)



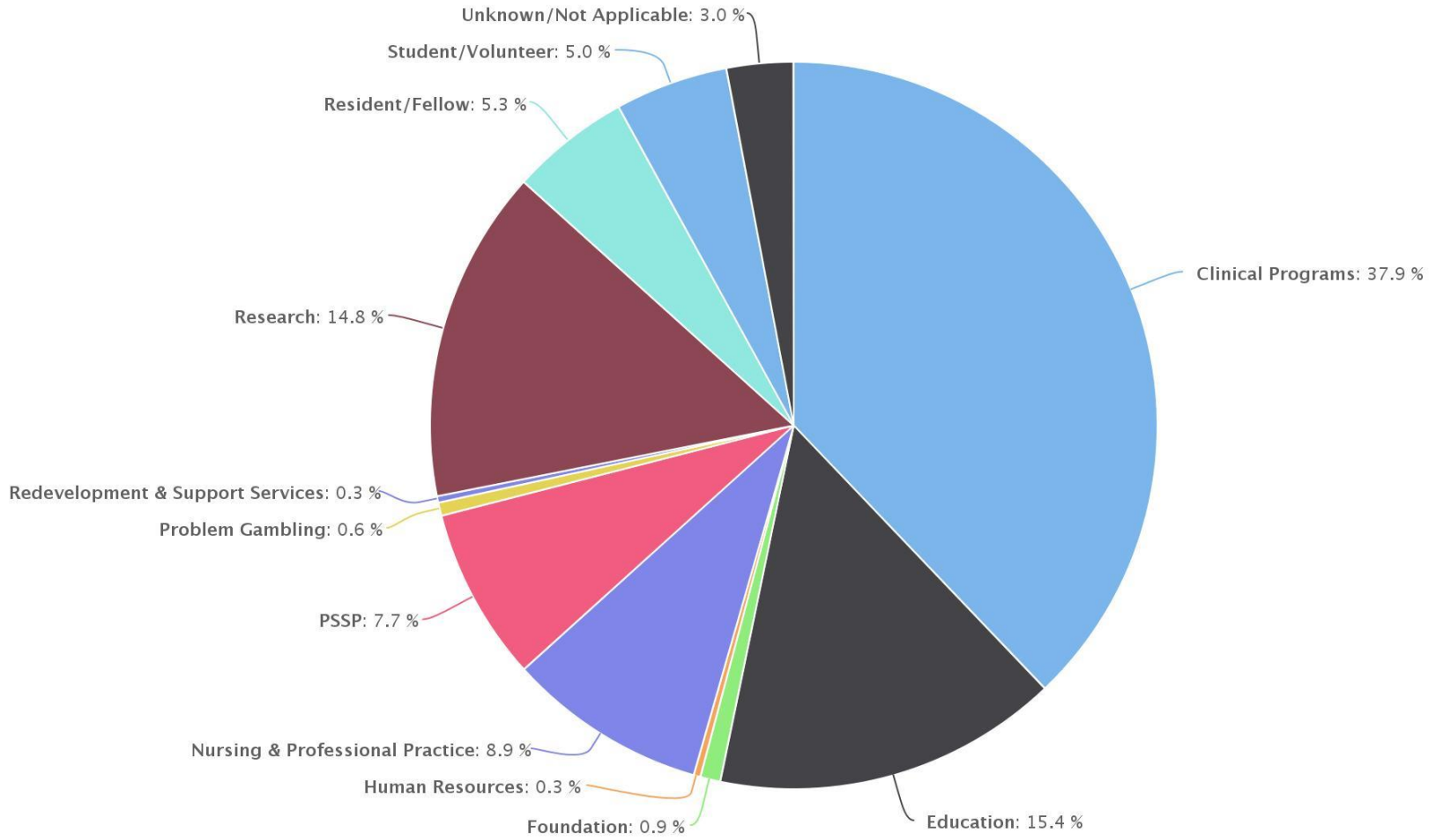
Purpose of Request



Service Provided



CAMH Staff: Department



+ The Challenges of Demonstrating Value

There's still a gap between:

- what we do & knowing the impact
- effort & complexity
- instruction & outcomes
- time spent & time saved
- data & data visualization



+ Future Plans

- Reference statistics are only a part of a broader picture of library service trends
- Designing and implementing any new system for tracking statistics requires thoughtful planning
- Deciding how much data to collect is a challenge
- Exploring options for using LibInsight for all library statistics
 - Interlibrary loan
 - Document delivery
 - Circulation
 - E-resource usage
 - Adding Archives to Reference dataset
- **And keep asking - *what are we trying to accomplish?***

+ Questions and Comments



+ Contact Info and Thank You

- **Contact Info**

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Canada
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Email: library@camh.ca

- **Thank You**

Sheila Lacroix, CAMH Library Coordinator
Irma Sauvola, OLA convenor

