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# We Can Do That For You:

Engaging front line staff to use library services

Presented By:  
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# Who are we:

Daphne Horn, MI  
Lead, Library Services  
Scarborough Health Network

As of January 13, 2020:  
Manager of Library and Archives  
CAMH

Bailey Urso-Mahy, MLIS  
Librarian  
Regional Library Service  
Woodstock General Hospital &  
Partners

# Who are front line staff?

We defined front line staff as staff or physicians who interact with the patient and/or their family

Includes:

- Nurses
- Allied health professionals
- Physicians
- Medical students
- Non-clinical staff with patient and family contact



# Barriers for engagement

- “Who has the time?”
- Visibility of the library
- Lack of awareness of roles and processes
- Accessibility of the library



# Who has the time?

- Take the Library to the front line:
  - Attend Huddles
  - Presentations:
    - Grand Rounds
    - Staff Meetings
    - Education Events
- Focus on “saving YOU time”
  - Use hard facts & relatable analogies



# Some of our observations

- Nurses:
  - Use the library for continuing education;
  - Still not thinking of the library for day-to-day support;
  - There is a way around this!
- Everyone else:

## @ WGH:

Library invited to be a standing member of:

- Pharmacy & Therapeutics Committee
- Infection Control Committee
- Medical Chart Audits
- Evidences Based Practice Committee



## @ SHN:

Strong working relationships with:

- Family Medicine
- Medical Education
- Patient and Family Engagement

# Visibility of library

- Communication newsletter
- Branding of Library
  - SHN - Libraries Transform
  - Woodstock
- Seek partners
- Participate on committees
- Volunteer for non-library events



# Visibility of library



Visit the new library intranet site on MyNetwork

The library has launched their brand new intranet site, which replaces the 2 legacy sites. Request literature searches, access medical databases, request articles, see what SHN authors have been publishing, and so much more.



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# Library Open Houses

## Centenary Guest Speaker

***"Is exercise a treatment for cancer?"***

Dr. James Chiarotto, MD ABIM FRCPC MSc

11:30am, October 24<sup>th</sup>, Centenary Library

## Birchmount Guest Speaker

***"An informal conversation about the new stroke unit at Birchmount"***

Dr. Derek Smith, MD, MSc,  
FRCP(C), Interim head - Division of Neurology, SHN

3:30pm, October 25<sup>th</sup>, Birchmount Library

## Because libraries make leaders

These 15 minute sessions will be held at each of the libraries:

**10am: *What can the library do for you?*** Come see how we can help you.

**11am: *Sign up for a Table of Contents service.*** Wondering how to keep up-to-date on all of the new journal articles published in your field? We'll show you how to sign up for a free Table of Contents service that emails you the current table of contents of up to 8 journals.

**12pm: *The difference between a Medline and Google search.*** Come learn the difference between the two, and when it is appropriate to use each.

**1pm: *How to search the SHN intranet for library journals and books.*** Discover our virtual collections.

**2pm: *An overview of our new intranet.*** We just launched our library intranet site on the SharePoint platform. Join us for a tour of the site and see everything you can do!

**3pm: *Download the BMJ app.*** See how easy it is find evidence based answers. We'll help you download the BMJ app and show you how to use it.

General	Centenary	Birchmount
Tuesday, October 22 <sup>nd</sup> 10 a.m. – 4 p.m.	Thursday, October 24 <sup>th</sup> 10 a.m. – 4 p.m.	Friday, October 25 <sup>th</sup> 10 a.m. – 4 p.m.

# Lack of awareness of roles and processes

- Library Advisory Committee
- Align with corporate strategies



# Lack of awareness of roles and processes

SHN 4 strategic directions:

1. Build our Culture to Empower and Inspire our People
2. Set a New Standard for Exceptional Quality and Patient Safety
  - ✓ Mandatory literature searches for hospital guidelines and protocols *(suggested)*
3. Improve Population Health, Health Equity and System Integration
  - ✓ Supplementary syllabus for Health Equity Certificate
  - ✓ Searches / stats on low utilization of health services of different groups
4. Transform the Patient Experience through Innovation, Education and Research
  - ✓ Research inventory - author search
  - ✓ ❤️ For the love of research and innovation day
  - ✓ Publishing support

# Example slide:

## Our Vision

- To deliver an **excellent patient care experience**, in a safe and compassionate environment, in collaboration with our healthcare partners.

## Our Mission

- To care for those who access our services while enabling their participation in decisions about their care, and to proactively coordinate their smooth access to other health care services within the broader continuum of care.
- To **support learning and continuous improvement in the delivery of safe, efficient, quality-oriented, and values-driven services.**
- To make choices about services **Save Costs and Time** consistently **balance system needs with available resources, in a constantly changing healthcare environment.**
- To promote a collaborative partnership in education through established affiliations with universities, colleges and tertiary healthcare organizations.

## Our Values

- Compassion:** Qualities include: empathy and sympathy; Active listening (being present and engaged; creating understanding); Advocating for needs of others; Non-judgmental; Focus on relationships; Offer assistance; Nurturing preferred behaviours
- Accountability:** Qualities include: Honestly and truth telling; Taking ownership; Participating; Being professional; transparency; Ability to reflect on mistakes and learn from them; Questioning the 'status quo'; **Using evidence and facts**; Ensuring clarity of communication; Role-modeling desired behaviours
- Respect:** Qualities include: Equal treatment regardless of role; Acknowledgement and recognition; Conduct; Not 'talking down' to people; Resolving conflict directly and privately; Responsive to culture
- Excellence:** Qualities include: Demonstrating commitment to outcomes; **Using evidence-based decision making**; Going above and beyond to meet and even exceed expectations; **Learning and continuous improvement**; Measuring and benchmarking outcomes; Respecting limitations; Seeking innovative solutions; Striving for simplicity
- Safety:** Qualities include: Prevention; **Protecting patients and self**; Establishing a 'safety mindset'; Visible commitment; Recognition and enforcement of safe practices and behaviours; Safe culture; Identifying the 'root cause' of errors; Benchmarking against Accreditation Canada safety standards

Make Better Decisions

Avoid Adverse Events

# Accessibility of the Library

- Do the frontline find the library easy to access both online and in person?
  - Increased signage around the hospital.
  - Created “Post-its” for huddle boards and nursing stations.
  - Moved the link to the library website to a more intuitive place on the intranet.
  - Created quick videos on using the library’s website.
- Do frontline feel their needs are being met?
  - Surveys
  - Library Advisory Committee





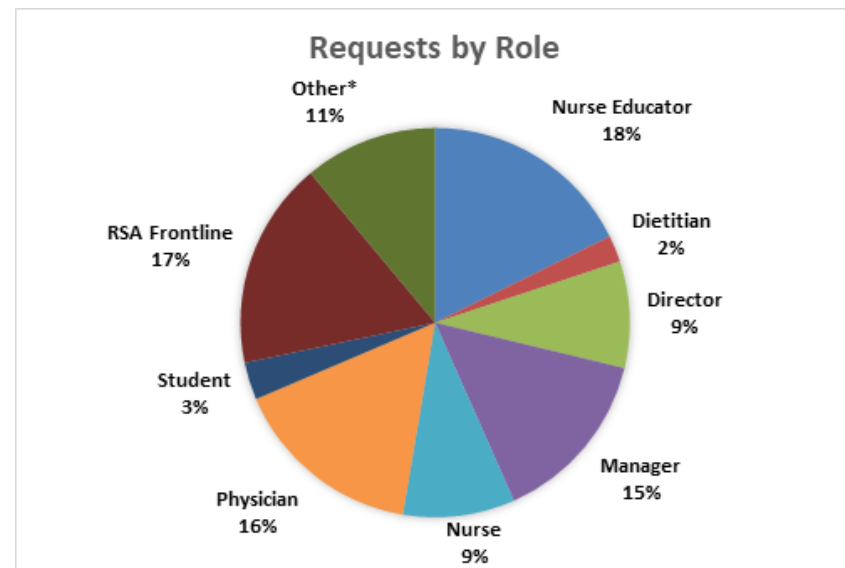
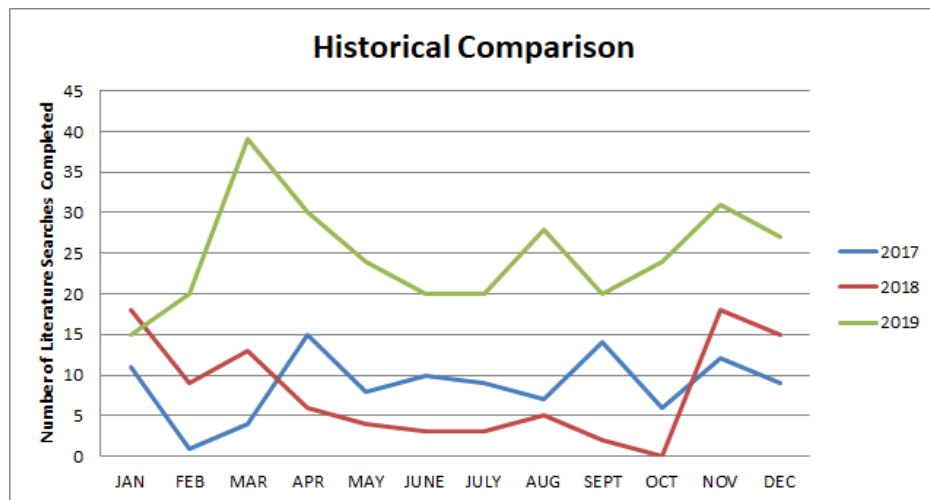
## Feedback

“Gathering this research in a fast and efficient way allowed me to use my time to create a plan of care for a client who has a rare genetic disorder. This evidence provided crucial information to the medical team caring for him and will be used to improve his quality of life, and quite likely his longevity.”

“The lack of access in the area of mental health is striking. Is this an oversight or a stigma?”

# Overall library usage

Woodstock General Hospital

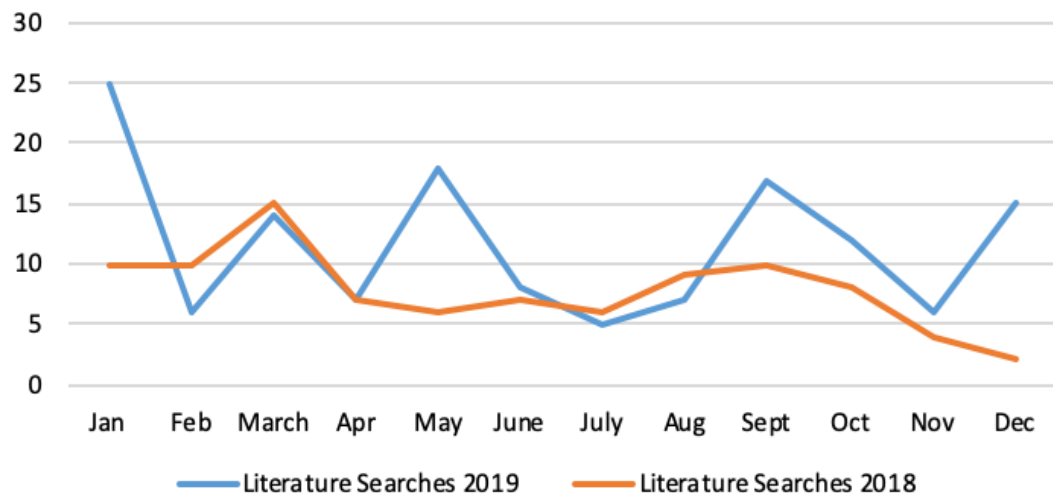




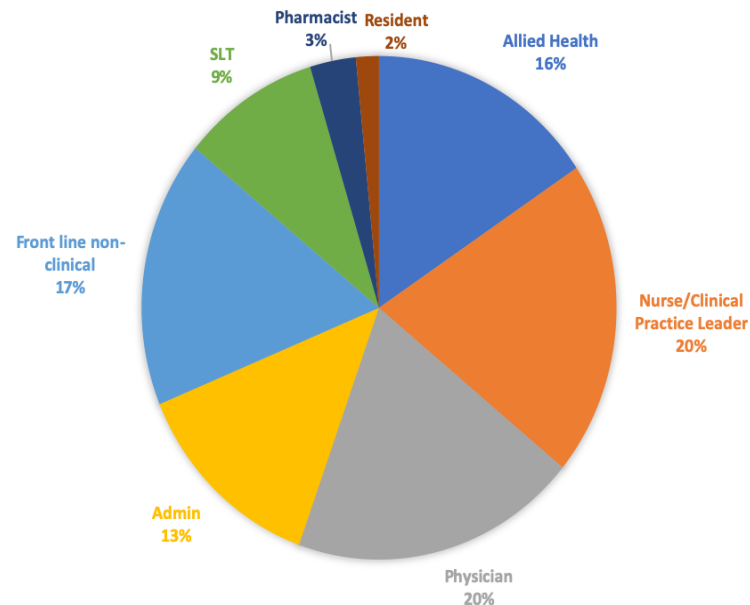
# Overall library usage

## Scarborough Health Network

SHN: Monthly number of literature searches  
2018 vs 2019



2019 SEARCHES BY OCCUPATION



# Things to think about going forward

- Sustainability
  - Don't want to sound like a broken record
  - Think outside of the box
- Staying relevant/embedded
  - Still working on visibility with nurses/physicians without *“getting in the way”*



Think

# Takeaways.....

Remain  
persistent

Be  
Visible

Create  
Value

No “one size fits all” strategy

# Additional reading

Aitken, Elizabeth M. MLS; Powelson, Susan E. MLS; Reaume, Renée D. MLS; Ghali, William A. MD: (2011). Involving clinical libraries at the point of care. Results of a controlled intervention. Penetrating the hospital environment and promoting library resources. *Academic Medicine*. 86(12):1508-1512.

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ALIA Health Libraries Australia: (2013). Worth every cent and more: an independent assessment of the return on investment of health libraries in Australia. Canberra: Australia Library and Information Association.

# Thank you!

If you have questions after the presentation, please reach out!

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