

## **A Tale of Two Libraries: the Adult and Paediatric Experience**

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University Health Network (UHN) and The Hospital for Sick Children (SickKids), Canada's two premiere teaching hospitals in downtown Toronto serve very different patient populations and are home to health care professionals representing discrete specialties and sub-specialties. In order to provide their hospitals' clinicians, researchers, staff and students with appropriate collections, access and services, each Library adopts different methods of collection building but engages in similar activities such as extending the librarian's expertise in research, teaching and outreach programmes.

The main differences between the UHN and SickKids Libraries are:

- hospital profiles, demographics and areas of specialization
- collection allocations between print and electronic resources
- bulk buying electronic packages is more cost-effective for general adult collections
- individual à la carte electronic resources is more cost-effective for specialty collections
- utilization of electronic resources (98% electronic vs. 2% print at UHN) compared to (67% electronic vs. 33% print at SickKids)
- coordinating individual or departmental book, journal and database

The similarities between the UHN and SickKids Libraries are:

- User information needs:
  - user visits to Virtual Library pages vs. in-person visits approximately (50%-50%)
  - support for systematic reviews or dissertation searches (25% total searching time)
  - search assistance acknowledgements in Cochrane and peer-reviewed journals
  - requests for in-house staff & faculty of university training sessions
- Collection Purchases:
  - title access embargoes and publisher price increases are comparable
  - E-books
    - subscription e-books are 2 to 3 times more expensive than print versions
    - higher cost justified to support point-of-care, patient safety, network access
    - high ROI: \$0.15 to \$0.20/per session
  - E-Journals
    - user preference for e-access
    - good ROI: \$0.31 to \$2.43/per download (PDF and HTML)
  - Consortium Membership
    - savings of 5% to 30% in consortial purchases
    - participation in committees, task groups & professional development
- Resource Sharing:
  - net lenders & beneficial Freeshare agreements
- Customer Service:
  - highly customized services (e.g. workshops, database training, portals, SDI)
  - reference and searching expertise
  - outreach to clinical teaching units
  - journal clubs and research rounds
  - EBM methodological filters
  - client satisfaction monitoring (e.g. hospital & library surveys, focus groups, client feedback, 360° feedback)

Institutional Comparisons

<b>UHN</b>	<b>Sick Kids</b>
3 sites	1 site
Tertiary/Quaternary care – General Hospital	Tertiary/Quaternary care – Paediatric Hospital
Subspecialization – 7 areas	Subspecialization – 16 areas
Beds – 698	Beds - 271
Ambulatory Visits – 848,005	Ambulatory Visits – 357,523
In-Patient Visits – 236,926	In-Patient Visits – 99,037
FTEs – 11, 623	FTEs – 5,368
University affiliated FTEs – 28%	University affiliated FTEs -30%
Library FTEs – 14.4	Library FTEs – 9.2
Services Clinical Librarian: Dept Clin Rounds – 3 Dept Journal Clubs - 1 Informal Office Hours - 1 Mediated Searches -1498	Services Clinical Librarian: Dept Clin Rounds – 1 Dept Research Rounds - 2 Dept Journal Clubs - 2 Mediated Searches – 348
Collection access Intranet - 2000 - Print 1931- Internet – reverse proxy	Collection access Intranet 1997 - Print 1916 - Internet – paid SecurAccess cards
Collection allocation Print 46% Electronic 54%	Collection allocation Print 70% Electronic 30%
Titles Purchased in 2006/07 Journals: 318 Print; 3758 Electronic Books: 273 Print; 747 Electronic	Titles Purchased in 2006/07 Journals: 292 Print; 1678 Electronic Books: 100 Print; 60 Electronic
<b>Individual E-resource Packages *</b>  <b>Databases:</b> OVID (MEDLINE, EBM-Reviews, CINAHL, PsycINFO)*, Natural Standard, EMBASE (Elsevier)  <b>Full-Text Journals:</b> Wiley InterScience*, LWW Legacy Archive LWW Total Access *, ProQuest* Nursing & Allied Health Source, EBSCO Health Business Fulltext Elite*’ Elsevier Freedom Collection, Blackwell STM Collection, Oxford University Press, Annual Reviews (BioMedical Science Collection)  <b>E-Books:</b> LWW Complete Book Collection, STAT!Ref, Springer Medicine On-line Book Collection, MD Consult  <b>Synthesized Resources:</b> Clin-eguide (Wolters Kluwer Health), Clinical Evidence (BMJ), ACP’s PIER, Evidence Matters *C= Consortium purchase	<b>Individual E-resource Packages: *</b>  <b>Databases:</b> OVID (MEDLINE, EBM-Reviews, CINAHL, PsycINFO)*  <b>Full-Text Journals:</b> Wiley InterScience* LWW Legacy Archive  <b>E-Books:</b> Books@OVID, STAT!Ref, e-CPS*  <b>Synthesized Resources:</b> Gideon *C= Consortium purchase