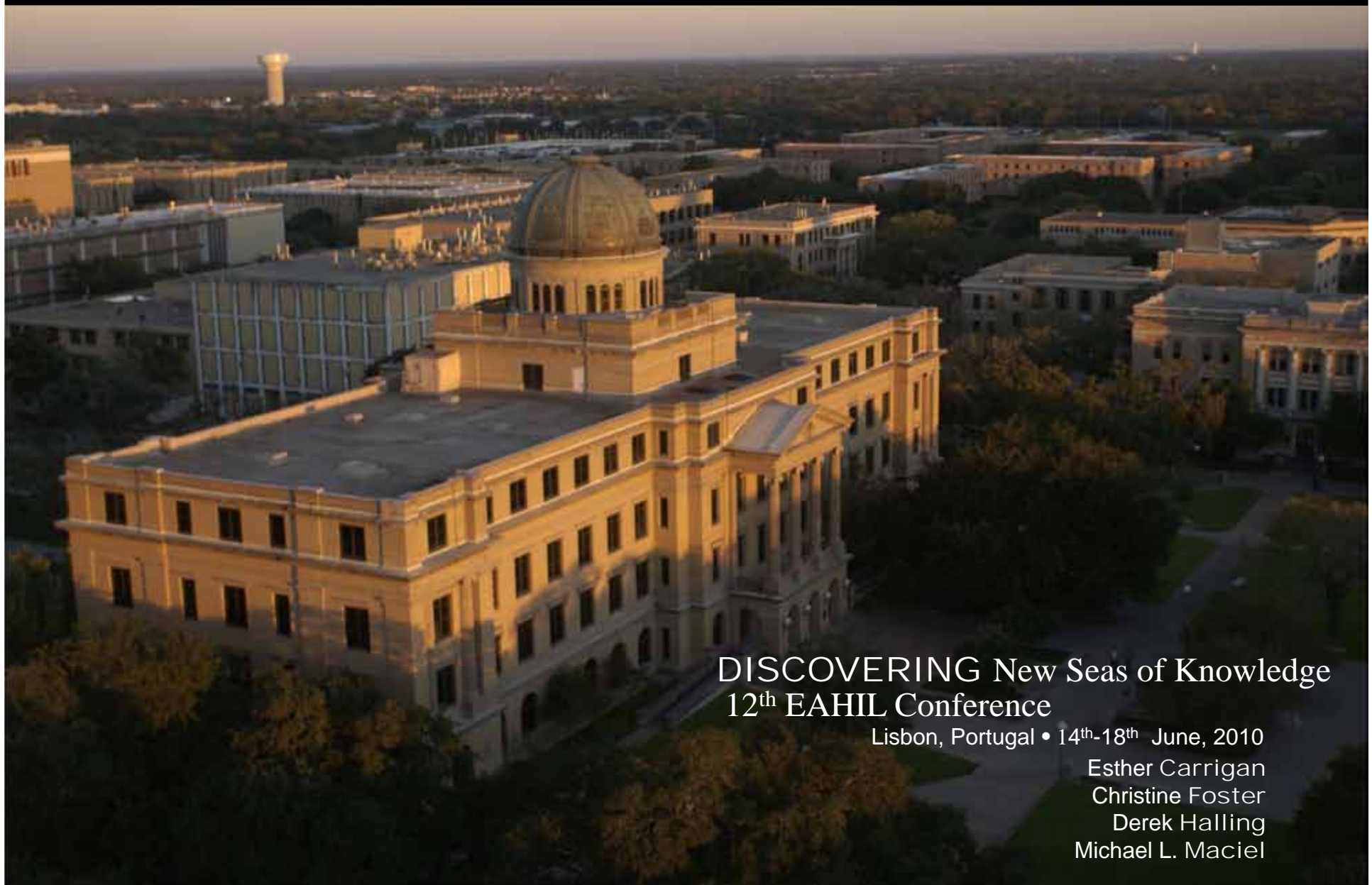


Building a One Medicine / One Health Library Perspective with Views from Veterinary & Health Sciences Library Users



DISCOVERING New Seas of Knowledge
12th EAHIL Conference

Lisbon, Portugal • 14th-18th June, 2010

Esther Carrigan
Christine Foster
Derek Halling
Michael L. Maciel

One Medicine / One Health: A Library Perspective

ONE HEALTH / ONE MEDICINE



“Recognizing that human and animal health ... are inextricably linked, One Health seeks to promote, improve, and defend the health and well-being of all species by enhancing cooperation and collaboration between physicians, veterinarians, and other scientific health professionals”

www.onehealthinitiative.com

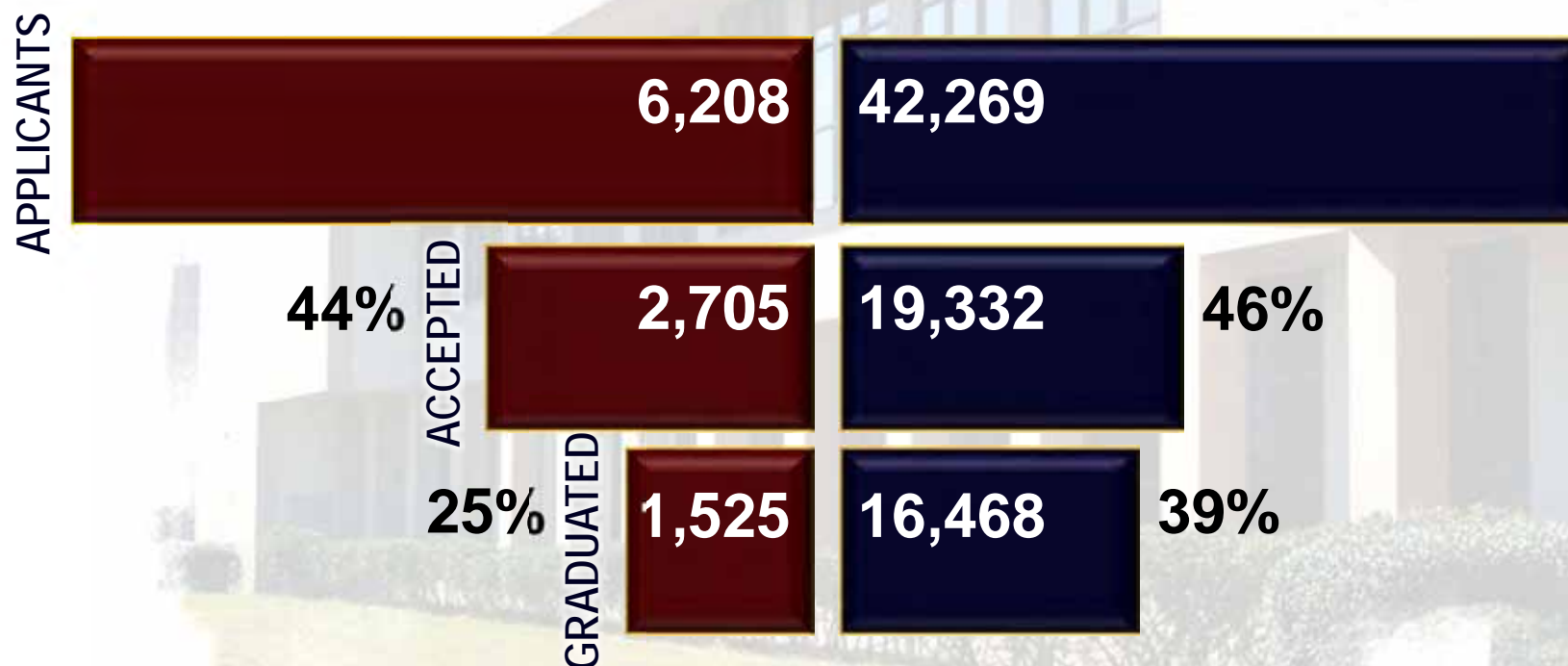
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COMPARISON OF U.S. MEDICAL SCHOOL & VETERINARY SCHOOL

2009 APPLICANT & ENROLLMENT DATA

Only 3% of U.S. Bachelor's Degree graduates apply to Veterinary or Medical Schools

VETERINARY (28 U.S. SCHOOLS) MEDICAL (132 U.S. SCHOOLS)



What is the Health Sciences Library's role in supporting Veterinary & Medical School goals?

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TEXAS A&M UNIVERSITY

COLLEGE OF VETERINARY MEDICINE



- **ESTABLISHED 1916 (HISTORY EXTENDS BACK TO 1878)**
- **1 of 28 U.S. VETERINARY MEDICINE SCHOOLS (Only one located in Texas)**
- **~ 10% of U.S. PRACTICING VETERINARIANS GRADUATED FROM TEXAS A&M**
- **DEPARTMENTS:**

<p>INTEGRATIVE BIOSCIENCES</p> <p>PATHOBIOLOGY</p> <p>BIOMEDICAL SCIENCE</p>	<p>PHYSIOLOGY & PHARMACOLOGY</p> <p>LARGE ANIMAL CLINICAL SCIENCES</p> <p>SMALL ANIMAL CLINICAL SCIENCES</p>
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**TEXAS A&M HEALTH SCIENCES CENTER
COLLEGE OF MEDICINE**



- **ESTABLISHED 1977
(RESULT OF AFFLIATION W/ 15 ESTABLISHED CLINICAL FACILITIES)**
- **1 of 132 U.S. MEDICAL SCHOOLS (1 of 8 located in Texas)**
- **5 BASIC SCIENCES DEPARTMENTS**
- **10 CLINICAL DEPARTMENTS**
- **20 CLINICAL DEPARTMENTS LOCATED IN 5 TEXAS METROPOLITAN AREAS**

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TEXAS A&M UNIVERSITY LIBRARIES

MEDICAL SCIENCES LIBRARY

- **ESTABLISHED 1949 AS VETERINARY LIBRARY**
- **BECAME MEDICAL SCIENCES LIBRARY IN 1977 (W/ESTAB OF COLL OF MED)**
- **BUILDING BRANCHES LOCATED IN 5 TEXAS CITIES**
- **PART OF THE TEXAS A&M UNIVERSITY LIBRARY SYSTEM WITH ACCESS TO**
 - **91,580 JOURNALS**
 - **4 MILLION+ VOLUMES**
 - **1,000 DATABASES**

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ABOUT THE LibQUAL+® SURVEY



- **IDENTIFIES USER NEEDS & EXPECTATIONS**
- **WEB-BASED, USER-CENTERED SURVEY**
- **SURVEY USED IN:**
 - 1,100 LIBRARIES**
 - 17 LANGUAGE TRANSLATIONS**
 - 26 COUNTRIES**
- **3 CATEGORIES OF QUESTIONS:**
 - 1) CUSTOMER SERVICE**
 - 2) INFORMATION RESOURCES & DELIVERY**
 - 3) LIBRARY AS A PLACE OF STUDY**

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2010 LibQUAL+®

CATEGORIES

Customer Service

Customer Treatment

- AS-2 Giving users individual attention
- AS-3 Employees who are consistently courteous
- AS-4 Readiness to respond to users' questions
- AS-6 Employees who deal with users in a caring fashion
- AS-8 Willingness to help users

Job Knowledge to Answer User Questions

- AS-1 Employees who instill confidence in users
- AS-5 Employees who have the knowledge to answer user questions
- AS-7 Employees who understand the needs of their users
- AS-9 Dependability in handling users' service problems

Information Resources and Information Delivery

Information Resources

- IC-3 The printed library materials I need for my work
- IC-4 The electronic information resources I need
- IC-8 Print and/or electronic journal collections I require for my work

Information Delivery

- IC-1 Making electronic resources accessible from my home or office
- IC-2 A library Web site enabling me to locate information on my own
- IC-5 Modern equipment that lets me easily access needed information
- IC-6 Easy-to-use access tools that allow me to find things on my own
- IC-7 Making information easily accessible for independent use

Library as a Place of Study

Environment

- LP-1 Library space that inspires study and learning
- LP-3 A comfortable and inviting location
- LP-4 A getaway for study, learning or research

Individual & Group Study

- LP-2 Quiet space for individual activities
- LP-5 Community space for group learning and group study

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2010 LibQUAL+® FINDINGS RESPONDENTS

Institution	User Group	Year	Number of Respondents	Total Population	Percent Response
Texas A&M	Graduate Students	2009	279	9,047	3%
	Faculty	2009	162	1,218	13%
Texas A&M	Graduate Students	2010	692	9,383	7%
	Faculty	2010	378	1,495	25%
Med	Graduate Students	2010	107	999	11%
	Faculty	2010	74	110	67%
Vet Med	Graduate Students	2010	97	669	15%
	Faculty	2010	63	116	54%

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2010 LibQUAL+® FINDINGS TOP 5 PRIORITIES

STUDENTS

COLLEGE OF MEDICINE

- AS-3 Employees who are consistently courteous
- AS-5 Employees who have the knowledge to answer user questions
- ▶ AS-8 Willingness to help users
- IC-7 Making information easily accessible for independent use
- LP-2 Quiet space for individual activities
- LP-4 A getaway for study, learning or research

COLLEGE OF VETERINARY MEDICINE

- ▶ AS-8 Willingness to help users
- IC-1 Making electronic resources accessible from my home or office
- IC-2 A library Web site enabling me to locate information on my own
- IC-7 Making information easily accessible for independent use
- IC-8 Print and/or electronic journal collections I require for my work

FACULTY

COLLEGE OF MEDICINE

- AS-7 Employees who understand the needs of their users
- ▶ AS-8 Willingness to help users
- IC-1 Making electronic resources accessible from my home or office
- IC-6 Easy-to-use access tools that allow me to find things on my own
- IC-8 Print and/or electronic journal collections I require for my work

COLLEGE OF VETERINARY MEDICINE

- ▶ AS-8 Willingness to help users
- IC-1 Making electronic resources accessible from my home or office
- IC-4 The electronic information resources I need
- IC-7 Making information easily accessible for independent use
- IC-8 Print and/or electronic journal collections I require for my work

SIMILARITIES: MEDICINE VETERINARY

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2010 LibQUAL+® FINDINGS

TOP 5 AREAS OF EXCELLENCE

STUDENTS

COLLEGE OF MEDICINE

AS-3 Employees who are consistently courteous

AS-4 Readiness to respond to users' questions

▶ AS-5 Employees who have the knowledge to answer user questions

▶ AS-6 Employees who deal with users in a caring fashion

AS-8 Willingness to help users

COLLEGE OF VETERINARY MEDICINE

AS-3 Employees who are consistently courteous

AS-4 Readiness to respond to users' questions

▶ AS-5 Employees who have the knowledge to answer user questions

▶ AS-6 Employees who deal with users in a caring fashion

AS-9 Dependability in handling users' service problems

IC-2 A library Web site enabling me to locate information on my own

FACULTY

COLLEGE OF MEDICINE

AS-4 Readiness to respond to users' questions

▶ AS-5 Employees who have the knowledge to answer user questions

▶ AS-6 Employees who deal with users in a caring fashion

AS-7 Employees who understand the needs of their users

AS-8 Willingness to help users

COLLEGE OF VETERINARY MEDICINE

AS-1 Employees who instill confidence in users

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SIMILARITIES: MEDICINE VETERINARY

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2010 LibQUAL+® FINDINGS

TOP 5 AREAS OF CONCERN

STUDENTS

COLLEGE OF MEDICINE

AS-9 Dependability in handling users' service problems

▶ IC-1 Making electronic resources accessible from my home or office

▶ IC-2 A library Web site enabling me to locate information on my own

LP-1 Library space that inspires study and learning

LP-4 A getaway for study, learning or research

COLLEGE OF VETERINARY MEDICINE

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FACULTY

COLLEGE OF MEDICINE

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COLLEGE OF VETERINARY MEDICINE

AS-9 Dependability in handling users' service problems

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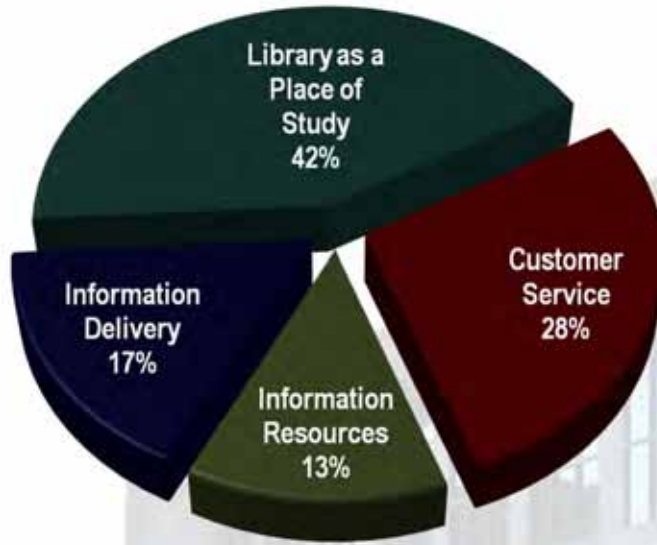
IC-8 Print and/or electronic journal collections I require for my work

SIMILARITIES: MEDICINE VETERINARY

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2010 LibQUAL+® FINDINGS
 COMMENTS ANALYSIS

College of Medicine
STUDENTS



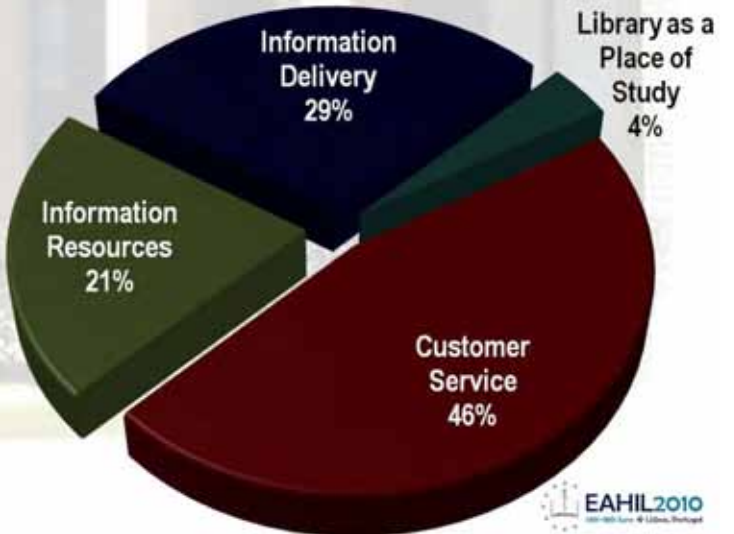
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College of Veterinary Medicine
STUDENTS



FACULTY



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www.WORDLE.net

**College of Medicine
STUDENTS**



**College of Veterinary Medicine
STUDENTS**



FACULTY



FACULTY



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ACTION PLAN

OVERVIEW

- Implement 2010 LibQUAL+® findings
- Conduct Focus Groups
- Schedule LibQUAL+® for 2012

CUSTOMER SERVICE

- Staff training
- Leverage Customer Service
- High-Tech-High-Touch™

INFORMATION DELIVERY

- MSL & University Libraries websites
- Integrated search solutions
- Address accessibility concerns
- Partner w/ IT Department & HSC

INFORMATION RESOURCES

- New Information Resources
- Assess usage & cost of resources

LIBRARY AS A PLACE OF STUDY

- Library renovation & enhancements
- Convert mat'l's space into user space
- Expanding HSC campuses

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QUESTIONS ?

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Director, Medical Sciences Library

College Station, TX U.S.A.

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