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Meeting the increasing needs for differentiated health library support services in a large university hospital

Mette Brandt Eriksen¹, Janne Buck Christensen²

¹University Library of Southern Denmark, Odense, Denmark

²Odense University Hospital, Odense, Denmark



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Introduction

- The need for health library services developed to support the various users continuously undergo changes^{1, 2, 3}
- Information science qualifications of the students, researchers and clinical staff, affects the quality of the conducted research and patient care⁴
- The number of systematic reviews published is increasing⁵

Odense University hospital is one of four university hospitals in Denmark:

- The hospital covers more than 35 medical specialties
- The hospital has to a great extent increased the number of professors and PhD students⁶:



Professors (2015): 94

Professors (2009): 30

PhD students (2015): 269

PhD students (2009): 141



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Introduction

Odense University hospital is one of four university hospitals in Denmark:

- Since 2012 four elite research centers have been established (centers focusing on being on the top of the international research league within their research area)
- The number of peer reviewed publications has increased from 561 (2009) to 1203 (2015)⁶





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Introduction

The medical library (Videncentret) located at the hospital is a close collaboration between University Library of Southern Denmark and the hospital.

The medical library supports:

- Clinical staff
- Students within the medical- and health related sciences
- Researchers at University of Southern Denmark and Odense University Hospital



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Introduction

The medical library (Videncentret) located at the hospital is a close collaboration between University Library of Southern Denmark and the hospital.

- The increase in the number of researchers and research output indicate a call for differentiated health library services and support provided by the library
- The cornerstone in EBM, systematic reviews⁷, has augmented the need for literature searching skills



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Introduction

Among clinical staff, students and researchers the call for:

- Improved literature searching skills (both basic and systematic search levels)
- Reference management training
- Fast and easy accessible medical literature

Led to requisite changes in the organization of the medical library support and services



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Strategy

Despite changes in the organization of support and services, the medical library focused on the aim to promote and support research conducted at hospital.

Organizing differentiated library support services was necessary:

- To keep the library services and support updated
- To balance resources and the different needs of the students, researchers and clinical staff

Strategy

- Previously, individual guidance in literature search of both pre- and postgraduate students, PhD students, researchers and clinical staff placed high demands on personnel resources.
- The services and support now offered depend on employment and academic level:
 - Researchers
 - Clinical staff (fast and easy available information)
 - PhD students
 - Students other than PhD students



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Strategy

The overall current services and support offered:

	Literature search workshop	Reference management training	Literature search conducted by request	Customized literature search course	Individual supervision	Literature Search Strategies (PhD course)	Systematic reviews (PhD course)
Researchers at SDU / OUH	+	+	+	+	+	+	+
Clinical staff	+	+	+	+	+	(-)	(-)
PhD students	+	+	+	-	+	+	+
Students other than PhD students	+	+	-	-	-	-	-



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Strategy

The current services and support offered:

- Introduction to literature search (workshops)
- Reference management training:
 - Endnote training sessions
 - Covidence training sessions
- Customized department web pages
- Specialized services

Strategy: methods

New services initiated:

Introduction to literature search (workshops)

- One-hour training sessions: train the attendees to search the most common health science databases (PubMed, Embase or CINAHL)
- Postgraduate students are offered brief individual guidance on literature searches in relation to their thesis
- The literature search workshops are offered approximately once a week (more often if needed)



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Strategy: methods

New services initiated:

Reference management training

Endnote training sessions (initiated 2013):

- Basic one-hour training sessions (for beginners) with focus on introducing the most important functions in Endnote (offered approximately every second week, or more often if needed)
- An extended course (tips and tricks) developed to increase the competencies of existing Endnote users (offered once or twice a month)



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Strategy: methods

New services initiated:

Reference management training:

Covidence training sessions (initiated 2016):

- One-hour basic training sessions, developed to support researchers doing systematic reviews
- Offered approximately once a month (more often if needed)



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Strategy: methods

New services initiated:

Customized department web pages:

- Compile relevant resources in terms of journals, e-books and subject specialized resources
- The departments have a great impact on the content of their web page, and flexible solutions developed to meet the exact needs and requirements of the departments are provided

Strategy: methods

New services initiated:

Customized department web pages:

- Some departments have web pages customized for the different professions (e.g. nurses and doctors)
- Some departments have several customized web pages (e.g. Department of Clinical Pathology with sub specialties in skin or kidney pathology ect.)
- The Customized web pages are offered for all the departments at the hospital and are updated every half year

Strategy: methods

Example: Customized department web pages:

Department of Clinical Genetics

News from Videncentret

Journals

- Acta Oncologica
- Annual Review of Genetics
- BMC Medical Genetics
- BMJ
- Cell Stem Cell
- Clinical Dysmorphology
- Clinical Genetics
- Epigenetics & Chromatin
- Gene
- Genes & Cancer
- Genes & Development
- Genes to Cells
- Genetics
- Genome Research
- Genomics
- Human Genetics
- Human Molecular Genetics
- Human Mutation
- JAMA
- Journal of Clinical Oncology
- Journal of Medical Genetics
- Journal of Neurogenetics
- Molecular Cytogenetics
- Molecular Oncology
- Nature Genetics
- NEJM
- PLoS Genetics
- PLoS Pathogens
- Prenatal Diagnosis

E-books

- Abnormal Skeletal Phenotypes
Springer, 2005
- Cancer Epigenetics
Springer, 2015
- Cancer Genetics
Springer, 2010
- Epigenetic Epidemiology
Springer, 2012
- Epigenetics and Complex Traits
Springer, 2013
- Epigenetics and Human Reproduction
Springer, 2011
- Epigenetics of Lifestyle
Bentham Science Publishers, 2012
- Epigenetics Protocols
Humana Press, 2011
- Genetics
New Age International, 2009
- Patho-Epigenetics of Disease
Springer, 2012
- Stroke Genetics
Springer, 2013
- Toxicology and Epigenetics
Wiley, 2012

Databases

- Human Gene Mutation Database
Log evt. ind med personlig bruger - ellers, klik på HGMD®
- Winter-Baraitser Dysmorphology & Neurogenetics Database
Kræver lokal installation på computeren - kontakt evt. David fra Videncentret



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Results and achievements

New services initiated:

Specialized services

- PhD students (and affiliated researchers) are offered individual guidance (1 – 1½ hr.) – ensure a retained and specified support for those carrying out more detailed and systematic searches
- Clinical staff and researchers do have additional services available: conducted literature search, customized literature search course ect.



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Results and achievements

The reorganization of services and support reduce the time consumption of the previous individual trainings sessions.

- The availability of workshops and training sessions offer thorough introductions (regardless of academic level)
- The courses introduce a flexible offer on literature search and reference management introduction for all users

Results and achievements

The reorganization of services and support reduce the time consumption:

Literature search workshops (Previously, individual guidance would have been offered to these attendees):

- 2016 (end of April): 100 attendees
- 2015: 202 attendees

Endnote training sessions:

- 2015: 199 attendees
- 2014: 174 attendees
- 2013: 213 attendees



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Results and achievements

New initiatives were necessary to meet the increased demands for literature search skills and reference management training guidance:

- The University of Southern Denmark offers PhD courses in Literature Search Strategies and Systematic Reviews with personnel from the Medical Library teaching and being wholly or partly responsible for these courses
- Introducing Covidence training relates to a new PhD course, which introduces Covidence as a tool for systematic reviews



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Results and achievements

New initiatives were necessary to meet the increased demands for literature search skills and reference management training guidance:

- The literature search workshops and reference management training offered in the medical library correlate to and fit the context of courses offered to PhD students (and others enrolled at PhD courses)

Results and achievements

The reorganization of services and support reduce the time consumption:

Issues:

- Users that are no longer offered individual guidance in literature search (primarily postgraduate medical students), may be lacking this – especially if conducting a systematic review
- We have not yet carried out a satisfactory survey after the change in services and support

Conclusion

- A flexible and updated portfolio of introduction courses offered along with customized services contributes to the aim of supporting and promoting EBM
- Reorganizing the medical library support services to include general introduction courses, have helped us to assist more users, delivering specific, customized and complex support and training (often required by medical researchers)



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Future perspectives

In order to keep the services and support updated following future initiatives may be considered:

- Providing e-learning courses
- Require the enrollment in a literature search / systematic review PhD course prior to individual guidance



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