The University of Manitoba Health Sciences Libraries
MHIKNET Library Service
April 1, 2011 – March 31, 2012

Manitoba’s Health Information & Knowledge Network (MHIKNET)
University of Manitoba Health Sciences Libraries
May 1, 2012

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Summary
There continues to be good uptake and utilization of MHIKNET within Manitoba Health and the
participating Regional Health Authorities (RHA). Highlights of the 2011-2012 fiscal year include: strong
utilization of the literature search service at Manitoba Health and within the RHAs; presentations at RHA
network meetings; educational sessions in the NEHA region and through the Faculty of Medicine’s
Continuing Professional Development curriculum; and creating a logo for MHIKNET and new
promotional material.

The recently announced restructuring of the RHAs has implications for MHIKNET in the 2012-2013 year
and we will work closely with RHAM as this restructuring comes into effect. Similarly, restructuring has
taken place at Manitoba Health and we will continue to work together in determining who is eligible for
MHIKNET. Manitoba’s Electronic Health Library will also be a priority moving forwards, to provide
electronic access to all health professionals in Manitoba.
Background
In September 2008, nine Regional Health Authorities (RHAs) and the Regional Health Authorities of Manitoba (RHAM) entered into an agreement with the University of Manitoba and contributed funds to receive library outreach services from the University of Manitoba Health Sciences Libraries. Prior to this agreement, the Winnipeg Regional Health Authority was the only RHA with an agreement to receive library services from the University of Manitoba Health Sciences Libraries. The nine regional health authorities included in the agreement are Assiniboine, Burntwood, Churchill, Interlake, NOR-MAN, North Eastman, Parkland, Central, and South Eastman. The only RHA not included in this agreement was Brandon.

Manitoba Health and Health Living signed a similar contract in January 2009 for staff of the department and fee-for-service physicians in Manitoba to receive library outreach services. With the split of the departments in 2010, this changed to Manitoba Health (MH) Library Services.

In December 2009, these library outreach services were officially named Manitoba’s Health Information & Knowledge Network (MHIKNET). A website for MHIKNET (pronounced “my net”), http://mhiknet.lib.umanoitoba.ca was launched in October 2009, and provides information on the available services, as well as news, and links to free, online, health information.

MHIKNET Services
MHIKNET Outreach Services not only includes the services of health librarians, but also access to all of the University of Manitoba Library’s collection, which has an annual acquisitions budget of $8.3 million. The four primary MHIKNET Services offered are:

1. Literature Searches: Clients can request the Outreach Librarians to complete comprehensive literature searches.

2. Document Delivery and Borrowing of Library Material: Clients can request resources (books, full text articles, audio-visual material, etc.) which will be delivered to the client using his/her preferred method of delivery (e.g. email, pick-up, mail, or fax).

3. Current Awareness Service and Listserv: Clients can receive an individualized weekly alert on specific topics of interest to them, and of new articles from specific journals. Clients can then request the full text of resources of interest to them through document delivery.

4. Training in Searching and Library Use: The Outreach Librarians are available to provide training on search strategies and techniques, library services and resources, information utilization, etc.

MHIKNET and Health Sciences Outreach Staff
Reporting to the Head of the Health Sciences Libraries (Ada Ducas), MHIKNET staff consists of the Outreach Services Librarian (Orvie Dingwall), the Manitoba Health Outreach Librarian (Carol Friesen), and the Outreach Services Library Assistant (Connie Mancheese). The librarians at Deer Lodge’s J. W. Crane Memorial Library (Angela Osterreicher and Laurie Blanchard) specialize in Geriatrics and Long Term Care and provide service to personal care homes within the RHAs. The Aboriginal Health Librarian (Janice Linton) serves the Aboriginal health needs of the province of Manitoba, including within the RHAs.
Activities of the 2011-2012 Year

Eligibility for MHIKNET

With the original Manitoba Health and Healthy Living Library Services contract, library services were delivered to staff of the Healthy Living branch. With the split of the departments in 2010, library services were not delivered to those staff for a period of time; however, in 2011, it was discovered that the Healthy Living branch did contribute financially to the contract, and were therefore still eligible for services. Ms. Friesen delivered an information session to Healthy Living staff in February 2012, and Healthy Living staff registered for library cards. Ada Ducas, Kristin Anderson, Orvie Dingwall and Carol Friesen met in April 2012, to further discuss the eligibility of staff in the department of Manitoba Healthy Living, Seniors, and Consumer Affairs.

With the recent announcement that the RHAs will be amalgamating from eleven regions to five, there are implications for MHIKNET in the 2012-2013 year. Particular implications include the Churchill region, since it will be joining the Winnipeg region, as well as the Brandon, Assiniboine, and Parkland regions. Brandon has not been part of MHIKNET, though Assiniboine and Parkland have, and these three regions will be merging into one. We will work closely with RHAM as this restructuring takes place.

Events and Presentations

Conferences

MHIKNET Library Services displayed a booth at the Health Innovation Conference in Winnipeg in November 2011. Ms. Friesen also attended the Manitoba Centre for Health Policy (MCHP) and Manitoba Health Workshop day in April 2011, and Ms. Dingwall attended the MCHP Rural and Northern Healthcare Workshop in October 2011.

At the Canadian Health Libraries Association conference in May 2011, in Calgary, AB, we presented a poster titled “Evolving and transforming a current awareness service for outreach clients in Manitoba” (http://www.chla-absc.ca/2011/node/182). The poster was well received and many other librarians providing, or struggling to provide, current awareness services to their outreach clients, asked questions about our service.

Based on literature search requests from Manitoba Health, Ms. Friesen wrote a poster “Finding Evidence for Provincial Health Department Staff: Analysis of a Literature Search Service”, which was accepted for presentation at the Canadian Agency for Drugs and Technology in Health (CADTH) Symposium (in Ottawa, April 2012) and at the Canadian Health Libraries Association Conference (in Hamilton, June 2012).

Presentations to RHA Networks

RHA networks exist to focus on specific aspects/areas of health care within Manitoba. The networks include such areas as acute care, EMS, home care, infection control, etc. Each network holds regular meetings and has representation from each of the regions. The Chairs of the networks were contacted in Fall 2011, requesting that an introduction to library services be added to the agenda. Presentations were made to eight of these networks (acute care, EMS, disaster management, infection control, long term care, mental health, primary health care, and quality/risk management) and one more is scheduled for fall 2012 (community health assessment). The groups meet in a variety of ways,
so some presentations were done in person, while others were done by telehealth or teleconference. The presentations were well received and many people registered for library cards, or followed-up with requests for literature searches, document delivery, or current awareness. Two spin-off presentations were booked as a result of connecting with these networks; one for the NOR-MAN quality council, and one for the Interlake regional mental health team.

In the coming year we will continue to connect with these networks, as well as approach each of the regions to present to their Management Teams. The first of these presentations is scheduled for May 2012, in the Central region.

**Education Sessions in NEHA**

The North Eastman Health Association (NEHA) held four mandatory education days for staff of their personal care homes. We attended these sessions and displayed promotional materials and select books, and provided a short overview of library services. Library card holders in the NEHA region more than tripled as a result of registration from these days.

**University of Manitoba, Faculty of Medicine, Continuing Professional Development**

Continuing Professional Development (CPD) (formerly Continuing Medical Education) at the University of Manitoba’s Faculty of Medicine hosts regular education sessions in the regions and Ms. Dingwall presented an accredited session to three of the regions through the CPD curriculum. The session was titled “Introduction to Library Services and PubMed” and the presentations took place in:

- Central Region, Boundary Trails, February 9
- South Eastman Region, Steinbach, February 21
- Assiniboine Region, Minnedosa, March 20

CPD also hosts day-long educational events one Friday per month from September through May, and MHIKNET exhibits a promotional booth at these events.

**Copyright and the Fair Dealing Guidelines**

As a result of the University of Manitoba adopting the *Fair Dealing Guidelines* (Association of Universities and Colleges of Canada, 2011, available at [http://umanitoba.ca/admin/vp_admin/ofp/copyright/fair_dealing_guidelines.html](http://umanitoba.ca/admin/vp_admin/ofp/copyright/fair_dealing_guidelines.html)) three changes to MHIKNET services were implemented. These changes have resulted in process change, but have not changed the end result / delivery to MHIKNET clients. The three changes include:

- **No photocopying from the print collection**
  
  We are no longer able to make copies of articles/chapters from resources in the print collection. If a client requests an item from the print collection, we can:
  - Mail the print copy to the client;
  - Purchase the article through a company that charges us for the cost of the article, and also for the cost of the copyright to loan the article. Usually this charge is $10 and we have a budget line dedicated for this;
  - Locate a similar resource that we can loan to the client.
  
  To determine the best option for the client, our Library Assistant Connie contacts the client to see which option best meets their needs.
• **Explicit checking of permission to loan copies of electronic articles**
  Our Library Assistant Connie explicitly checks the licensing permissions before loaning any article from the electronic collection. If we are not able to loan an article, or if we do not have an article, we are able to purchase the article (and copyright permission) as above.

• **Email agreement after requesting articles**
  Every time a client requests an article by email, we now send them a statement about complying with the *Fair Dealing Guidelines*. Clients are required to respond to this statement, saying they agree, before any documents are loaned to them. Despite this increasing the number of email messages required when requesting an article, we have not received any complaints.

**Promotional Materials**
MHIKNET is becoming a recognized name throughout Manitoba. To create a visual identify for MHIKNET and to create a more professional look for MHIKNET’s promotional materials, a graphic designer was hired. He created a logo for MHIKNET, as well as templates for the brochures, letterhead, postcard, poster, and header on the website. The new look has been updated on MHIKNET’s website and new MHIKNET pens have been ordered. The brochures will be updated and disseminated once the RHA’s have completed their re-organization, and new posters and postcards will be printed and distributed at that time as well.

**Staffing and Committees**
From May through August, Caroline Monnin was hired as the Outreach Library Assistant, while Elizabeth Stregger attended the summer term of the Master of Library and Information Science program at Western University. Caroline was an excellent addition to the team and learned very quickly. In December, Elizabeth accepted another Library Assistant position within the University of Manitoba Libraries. We were very sad to see her go, and wish her well in her future career endeavors. Connie Mancheese started in February and is settling in well. From December through February when the Library Assistant position was vacant, we were very thankful for the staff of the Neil John Maclean Health Sciences Library, particularly the Document Delivery department, who helped to keep our services running.

At Manitoba Health, a Library Services Committee had been in place since 2009, with representation from each Divisional group. Meetings took place on a bimonthly basis to discuss implementation of library services and to resolve any issues relating to MH Library Services. Given the success of the service, this committee achieved its mandate of establishing University of Manitoba Health Sciences Library Services within the Department, and was dissolved. A new committee, the Evidence Coordination Committee, was formed in early 2012, to build on the work done by the Library Services Committee and to assist the Department in moving forward with a more coordinated approach to using evidence. Ms. Friesen is a member of this committee.

**Manitoba’s eHealth Library**
The contracts between RHAM, Manitoba Health, and the University of Manitoba, do not currently allow access to the University of Manitoba’s electronic resources. Providing electronic access...
(through an electronic health library) to health professionals in Manitoba is an essential next step in meeting the information needs of health professionals. Manitoba’s Electronic Health Library will be a priority moving forwards, to provide electronic access to all health professionals in Manitoba.

**Utilization of MHIKNET**

Manitoba Health and all of the RHAs are utilizing MHIKNET. Manitoba Health saw an increase of 81 library card holders over the past year, bringing the total number of library card holders to 404, or 35% of Manitoba Health staff. Within the RHAs, library card holders increased by 182 clients (2%). The target number of library card holders for each region is 10% of number of staff and we are close to this achievement in half of the regions. We have been working with those regions not yet at 10% on strategies to reach this goal.

Many physicians within the RHAs have appointments with the University of Manitoba’s Faculty of Medicine and have library cards through those appointments. This year we worked to accurately identify the number of fee for service physicians who hold library cards (either MHIKNET or Faculty). We have now cross referenced in our system those faculty members who work in the RHAs. This has helped us accurately count the number of physicians who have library cards, but has also helped us promote library services by knowing who the physicians, and faculty, are in each region.

**Library Card Holders - RHA**

(April 1, 2011 – March 31, 2012)

<table>
<thead>
<tr>
<th>RHA</th>
<th>Library Card Holders March 31, 2012</th>
<th>Library Card Holders March 31, 2011</th>
<th>Number of Staff*</th>
<th>% of Total Workforce with Library Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assiniboine</td>
<td>105</td>
<td>82</td>
<td>3,263</td>
<td>3%</td>
</tr>
<tr>
<td>Burntwood</td>
<td>8**</td>
<td>4**</td>
<td>817</td>
<td>1%</td>
</tr>
<tr>
<td>Central</td>
<td>164</td>
<td>148</td>
<td>3,465</td>
<td>5%</td>
</tr>
<tr>
<td>Churchill</td>
<td>15</td>
<td>12</td>
<td>123</td>
<td>12%</td>
</tr>
<tr>
<td>Interlake</td>
<td>133</td>
<td>107</td>
<td>2,147</td>
<td>6%</td>
</tr>
<tr>
<td>NOR-MAN</td>
<td>69</td>
<td>53</td>
<td>1,076</td>
<td>6%</td>
</tr>
<tr>
<td>North Eastman</td>
<td>100</td>
<td>29</td>
<td>983</td>
<td>10%</td>
</tr>
<tr>
<td>Parkland</td>
<td>89</td>
<td>77</td>
<td>2,258</td>
<td>4%</td>
</tr>
<tr>
<td>South Eastman</td>
<td>99</td>
<td>88</td>
<td>1,412</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>782</strong></td>
<td><strong>600</strong></td>
<td><strong>15,544</strong></td>
<td><strong>5%</strong></td>
</tr>
</tbody>
</table>

*Number of staff provided by RHAM, August 8, 2012

** Many more clients utilize MHIKNET through the library technician at the Thompson General Hospital’s library, especially the document delivery service (as indicated below).

**Library Card Holders – Manitoba Health**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Manitoba Health</td>
<td>404</td>
<td>323</td>
</tr>
<tr>
<td>Fee for Service Physicians</td>
<td>not available</td>
<td>58</td>
</tr>
</tbody>
</table>
Services Provided

MHIKNET Website
MHIKNET’s website provides links to evidence-based and authoritative resources that are accessible for free online. It also is a primary contact point for MHIKNET clients to view information about the service, and access brochures, contact information, and the forms for literature searches and document delivery. Updates to new reports, resources, and websites, are available on the site as well as information about holiday closures, staffing changes, etc.

As can be seen from the graph below, MHIKNET’s website has seen an increase of use in the last year, and had the highest rate of use in October. We cannot determine where website visitors were from, though October was when we presented to large groups in the North Eastman RHA. In the coming year we will utilize Google analytics which will provide us with richer information about how the MHIKNET website is being used, and who is using it.

![MHIKNET Website Page Views Graph]
RHA Services Provided
(April 1, 2011 – March 31, 2012)

<table>
<thead>
<tr>
<th>RHA</th>
<th>Library Card Holders</th>
<th>Literature Search Clients</th>
<th>Literature Searches</th>
<th>Document Delivery*</th>
<th>Current Awareness Clients</th>
<th>Current Awareness Alerts Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assiniboine</td>
<td>105</td>
<td>12</td>
<td>18</td>
<td>146</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>Burntwood</td>
<td>8</td>
<td>1</td>
<td>3</td>
<td>423</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Central</td>
<td>164</td>
<td>19</td>
<td>31</td>
<td>107</td>
<td>3</td>
<td>135</td>
</tr>
<tr>
<td>Churchill</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Interlake</td>
<td>133</td>
<td>17</td>
<td>31</td>
<td>283</td>
<td>6</td>
<td>202</td>
</tr>
<tr>
<td>NOR-MAN</td>
<td>69</td>
<td>9</td>
<td>21</td>
<td>209</td>
<td>5</td>
<td>239</td>
</tr>
<tr>
<td>North Eastman</td>
<td>100</td>
<td>6</td>
<td>11</td>
<td>391</td>
<td>6</td>
<td>301</td>
</tr>
<tr>
<td>Parkland</td>
<td>89</td>
<td>13</td>
<td>30</td>
<td>713</td>
<td>2</td>
<td>93</td>
</tr>
<tr>
<td>South Eastman</td>
<td>99</td>
<td>14</td>
<td>21</td>
<td>112</td>
<td>4</td>
<td>185</td>
</tr>
<tr>
<td>Total</td>
<td>782</td>
<td>91</td>
<td>166</td>
<td>2,385</td>
<td>27</td>
<td>1,170</td>
</tr>
</tbody>
</table>

*This is the total number of items requested (and delivered) from literature searches, the current awareness service, and any other items requested.

Though the number of RHA literature searches (166) is down slightly from last year (183), the number of literature search clients this year (91) has increased from last year (64). The number of literature searches (166) continues to be higher than the number of literature search clients (91) demonstrating good uptake and use of the service and that clients are requesting more than one literature search.

Due to the change-overs in our Library Assistant position, we were not able to promote our current awareness service as intensely as we had anticipated. Roughly one third of all document delivery requests received are requested from the current awareness alerts, demonstrating that those clients who are utilizing this service, are finding value in the service.

Manitoba Health Services Provided
(April 1, 2011 – March 31, 2012)

<table>
<thead>
<tr>
<th>Manitoba Health</th>
<th>Library Card Holders</th>
<th>Literature Search Clients</th>
<th>Literature Searches</th>
<th>Document Delivery*</th>
<th>Current Awareness Clients</th>
<th>Current Awareness Alerts Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>404</td>
<td>72</td>
<td>143</td>
<td>1,866</td>
<td>56</td>
<td>2,660</td>
</tr>
</tbody>
</table>

*This is the total number of items requested (and delivered) through literature searches, the current awareness service, and any other items requested.

The literature search service continues to be well received and strongly utilized by staff in all branches at Manitoba Health. The staff of Health System Innovation frequently request literature searches.

Training Sessions Provided

As mentioned above, training and educational sessions were provided at mandatory education days for staff of the personal care homes in the NEHA region, and through the University of Manitoba’s Continuing Professional Development curriculum in the Central, South Eastman, and Assiniboine regions. Within the RHAs, the total number of training sessions provided was 17, which reached 299
participants, for total contact hours of 13. At Manitoba Health, 13 sessions were conducted, with 42 participants, totally 6 contact hours.

Priorities for the 2012-2013 Year

The recently announced restructuring of the RHAs has implications for MHIKNET in the 2012-2013 year and we will work closely with RHAM as this restructuring comes into effect. Similarly, restructuring has taken place at Manitoba Health and we will continue to work together in determining who is eligible for MHIKNET. Manitoba’s Electronic Health Library will also be a priority moving forwards, to provide electronic access to all health professionals in Manitoba.

In addition to adjusting to this restructuring, our priorities for the 2012-2013 year include the following:

- **Create a Five-Year Strategic Plan for MHIKNET:** To best inform our priorities and the development of our services over the next five years, we will create a strategic plan for MHIKNET. The strategic planning process will utilize stakeholder and situation analysis, include a focus on measurement of the effectiveness of the service, and articulate our objectives and strategies.

- **Manitoba’s Electronic Health Library:** Providing electronic access to evidence-based health resources to all health professionals in Manitoba through Manitoba’s Electronic Health Library is a priority moving forwards.

- **MHIKNET Website:** A priority over the summer months of 2012 will be updates to MHIKNET’s website. We have applied Google analytics to the site so we will be able to better understand how visitors are using the website. We will create new toolkits that will provide links to free, evidence-based, authoritative resources that are focused on aboriginal health, geriatrics and long term care, and innovation. We will also create a guide on the University of Manitoba’s Health Sciences Libraries page to provide another point of access to the service.

- **Using Evidence at Manitoba Health:** There has been strong uptake of MHIKNET Library Services by Manitoba Health staff. This year an evaluation will be carried out to determine how library services contribute to the use of evidence and what activities could further benefit staff, in terms of training sessions or workshops.

- **Continue Connecting with RHA Networks:** Now that each of the RHA Networks has been given an overview presentation of MHIKNET, we will continue to stay connected, and work closely, with each of these networks.

- **Presentations to Management Teams:** Once the RHA’s have completed their restricting, we will approach the management teams to present at their regular meetings on MHIKNET, and discuss specific strategies for their region on uptake, utilization, and strategies for moving forwards.