Wherever You Are

Annual Report

2009 - 2010

William H. Welch Medical Library

Johns Hopkins University
Throughout its history, the Welch Library has endeavored to be at the forefront of providing information to serve the needs of the faculty, students and staff of the Johns Hopkins Medical Institutions. In the recent past we have used technology to automate our catalog and provide access to searchable electronic databases and journal articles. The library’s focus now is on moving our personal services to meet our users where they work: in their offices, at their labs, in the classroom, or at the bedside.

This year’s report (2009-2010) looks at Welch’s services with particular emphasis on those provided where the user is located. We have done much over the year and are proud to showcase some of those accomplishments.

Nancy K. Roderer, Director
Service Wherever You Are

Welch Informationists provide research and knowledge management services to health professionals in their respective disciplines in support of the Johns Hopkins Medical Institutions’ mission of research, education and clinical care. Informationists’ skills and Welch’s collections provide deep and broad information resources for Hopkins faculty, students and staff. The library’s motto, Welch Library – Wherever You Are

is at the center of the informationist program, getting informationists out into the communities they serve, be they clinics, research labs or classrooms. Being where our users are results in more contact with our users, which in turn leads to increased collaborations and other projects. The chart below shows the steady increase in contacts as well. In addition, as shown in the chart, research contacts have increased, both in total as well as percent of all contacts.

<table>
<thead>
<tr>
<th>Informationist Activity</th>
<th>Fiscal 06/07</th>
<th>Fiscal 07/08</th>
<th>Fiscal 08/09</th>
<th>Fiscal 09/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total contacts</td>
<td>910</td>
<td>1011</td>
<td>2990</td>
<td>3000</td>
</tr>
<tr>
<td>Contact hours</td>
<td>1309</td>
<td>1638</td>
<td>5108</td>
<td>4662</td>
</tr>
</tbody>
</table>

*Contacts resulting in the provision of information to support a research grant or specific research project.

Research

Research is the major focus of the Johns Hopkins mission and Welch informationists support our users’ research needs. In the past year informationists have provided assistance for numerous systematic reviews. Some examples:

- Gay/Lesbian/Bisexual youth and suicide
- Adverse Effects of Using Intranasal Steroids to Treat Chronic Rhinitis and Allergic Rhinitis
• Development of clinical practice guideline on the bioequivalence of generic versus brand-name antiepilepsy drugs
• HIV/AIDS as an independent risk factor for stroke; this review led to another on HAART therapy and Metabolic Syndrome X
• Crowding measures in the Emergency Department
• Systematic content analysis on new legal protections for reporting patient errors under the Patient Safety Quality Improvement Act
• Return of sensation after breast reconstruction
• Female genital mutilation in countries where it is not "normal"
• Pediatric Stroke Outcome Measures
• MRI of Peripheral Neuropathy
• Vertebroplasty for treatment of osteoporotic compression fractures
• Use of conjugate vaccines

Research grants are another area where Welch informationists have demonstrated their value. A grant proposal submitted by the Center for AIDS Research requested specific support by a Welch informationist. Such support was also provided to faculty who received grants from the National Institute on Deafness and other Communication Disorders, and a grant from the Eunice Kennedy Shriver National Institute of Child and Human Development.

Clinic/Office

‘Wherever You Are’ is more than a slogan for Welch Library’s informationist services: it is the heart of the service model. Supporting the clinical and patient care mission of Johns Hopkins means that informationists not only need to be out in the clinical units but also beyond them, in the office areas where ideas are discussed and research is begun. This past year saw informationists engaged in office hours in the Departments of Basic Sciences, Endocrinology, Emergency Medicine, GI, Obstetrics & Gynecology, Physical Medicine & Rehabilitation, and Radiology for the School of Medicine; as well as Biostatistics, International Health and the Population Center for the School of Public Health. Informationists also attended case conferences for the Pediatric Intensive Care unit.
**Education**

Education is the third facet of the Johns Hopkins mission. As with clinical care and research, informationists are active participants in support of the educational activities of the Johns Hopkins institutions. From working with faculty to design library specific modules within the course curriculum to being guest lecturers in the library’s own education program, informationists are where our users are.

**School of Medicine**

For the first time, in January 2010, the information resources and searching classes were taught for the new Transitions to the Wards (TTW) course, part of the new Genes to Society curriculum of the School of Medicine. Two, two hour face-to-face sessions combining didactic and hands-on instruction took place in the teaching labs in the Armstrong Medical Education Building. These classes focused on information literacy, resource selection, searching skills, and point-of-care information needs.

**School of Nursing**

For a second year, informationists offered a module on library resources and searching skills in the Nursing Trends and Issues class. This class consisted of a one hour lecture followed by a one hour hands-on lab session. Additionally, presentations on searching for evidence-based literature were made for the research classes for the baccalaureate, masters and doctoral programs.

**School of Public Health**

Two informationists supported and co-taught a special studies class, presenting skills for undertaking a systematic review of the literature on screen for male adolescent health issues. Informationists offered a hands-on Introduction to Welch Services and Resources as part of a for-credit introductory class in July. The class connected with 83% of the incoming Masters in Public Health students.

**Support for Wherever You Are**

The informationist’s work cannot happen without the active support of many departments and committees behind the scenes. These groups provide resources, tools and other supporting activities, creating the framework for the informationists’ work.
Collections and Access

The Digital Library Services Department (DLS) continued its work of supporting the information needs of the Hopkins medical community by acquiring and managing the library collection and ensuring its availability. In the past year DLS added several back files to the library’s online journal collections, among them The New England Journal of Medicine back file (taking online access back to 1945), the OVID journal definitive archive collection, and the Springer Protocols Archive. New resources were also added, chief among them the MD Consult Basic Science e-book collection, Science Translational Medicine and InformaHealthCare.

For the library to be ‘Wherever You Are,’ we need a robust electronic collection. As our users rely more and more on electronic resources, the demand for print resources falls. This past year DLS developed strategies, tasks and workflows for reducing the library’s print collections, removing over 13,000 volumes. Some of these volumes were donated to the National Library of Medicine; others went to other libraries that might need them, and the rest were recycled.

The library also began active planning for converting the Lilienfeld Library and the Nursing Information Resource Center into Welch spaces. For Lilienfeld, this meant removing the print collection. Work on the move began in 2009.

Welch library is not the only library to be withdrawing print resources from its collection. DLS staff worked with Mid-Atlantic region of the National Network of Libraries of Medicine (NN/LM) to determine whether a strategy for responding to the rapid and uncoordinated withdrawal of print in the medical library community in the Mid-Atlantic region was necessary. It was decided that a strategy was needed and work has moved to the next phase, developing the strategy.

Johns Hopkins School of Medicine continues to expand its services beyond the Baltimore area, entering into partnerships with other hospitals both within the Baltimore-Washington area and beyond. As these new hospitals become part of the Johns Hopkins family, Welch adds them to our electronic licenses. This past year, a recent addition, Suburban Hospital in Washington, DC, was added, bringing to four the total number of hospitals included in the Welch licenses.

Centralized collection management with the Milton S. Eisenhower Library continued. This collaboration identified duplicate charges from a number of vendors, saving the library approximately $50,000.

As use of electronic resources grows, use of the library’s physical resources also continues to decline as can be seen in the chart. Physical use
of all library sites declined by fifteen percent in fiscal 2009/2010. Interestingly, the number of questions asked by people who visited libraries increased by 16 percent. In fiscal year 2009/10 use increased by 19 percent. Circulation of printed materials continued to decline, down 15 percent this past year.

The Welch Services Center staff continues to expand their support of other library operations. Staff is active in supporting the library’s education program, both in instructional roles and support roles. Further, staff provides bibliographic database support for systematic reviews conducted by informationists and work with the Schools of Medicine, Nursing and Public Health to provide print and electronic course reserve materials.

**Education**

Providing instructional support for faculty, students and staff is an important part of the work of library staff and is the particular work of the Education Committee. In addition to the individualized support offered to departments by the informationists, the library’s education program is active and growing. Both hands-on classes such as PubMed: Search Like a Pro, Google Tools, and Finding Funding for Your Research, as well as lectures on similar topics, are well attended.

This past year 63 classes were held and total attendance was 575. Twenty-one lectures were offered at locations throughout the campus and eight new online tutorials were developed and made available.

Internally, the committee streamlined processes for the group, collecting class
outlines and handouts and making them available on the library’s intranet portal. Work also continued on the benchmarking project begun the previous year. This phase of the benchmarking project consisted of a survey of peer institutions, asking for information on frequency of class offerings, type of class (hands-on or lecture), general attendance, fee structure (if any), policies regarding no shows and advertising of classes.

The scientific writing and editing program continued with classes on Introduction to Grant Writing, Planning and Writing the Biomedical Research Paper, and Writing Effective Abstracts.

**ATIS**

**Digital Information Portal Projects**

Advanced Technology & Information Services (ATIS) continued its collaboration with Welch informationists to develop an information portal for the Hopkins Population Center and one for the Department of Physical Medicine and Rehabilitation. These portals contain customized biomedical resources as well as communication and collaboration tools such as blogs, wikis and forums.

**WelchWeb and MyWelch**

WelchWeb, the online presence of Welch Library, continues to see heavy use. The chart shows that both the number of total sessions and unique users increased this past year from the previous year. Average daily use of the library website increased 6.2% going from 1,822 to 1,944 average daily uses.

Welch’s portal, MyWelch, has become an important biomedical information-seeking environment for our faculty, students and staff. Last year 1,584 new MyWelch accounts were created, a 15% increase over the previous year.

During this past year several initiatives were completed to improve the performance and accessibility of WelchWeb and MyWelch. Among them were:

- An auto-complete and spell checker feature was added to the WelchWeb. This helps to increase search term accuracy and search efficiency.
- An eJournal RSS feed was added to the MyWelch portal allowing users to view/retrieve the table of contents from current issues and articles.
- Using an Accordian widget, the MyInterests function of the MyWelch portal was rewritten to allow users to select subjects from PubMed interests and view the article summaries/full text.
MobileWelch iPhone Applications Prototype
In recent years, the iPhone has been the leader in mobile devices. Librarians have sensed its potential as a tool to improve services to their user communities. ATIS has begun development of MobileWelch, a prototype of an iPhone-based information portal that will connect to the user’s individual personalized environment. MobileWelch is anticipated to be in production in Spring 2011.

Mobile Computing
Mobile devices are increasing being used by faculty, students and staff, not merely for communication but also for research and content creation. Keeping up with the devices being used and the software most commonly used is part of the responsibility of the Mobile Computing Committee. The committee spearheaded the purchase of ten iTouch devices for distribution to library staff, encouraging them to use the devices in their day-to-day work and become familiar with applications their client groups are using. Additionally, the committee worked with ATIS to create applications for library resources for uploading to the Apple iStore, particularly an application for the proxy server and an application for library electronic resources.

Assessment
Monthly and semi-annual statistical datasheets, providing a snapshot of library activities, continued to be updated and presented to library staff. The data are reviewed monthly, allowing the library management team to keep abreast of trends in library usage. The committee continued its work of setting standards for identifying and measuring the progress of the library’s action plan goals.

Communications
Communicating the work of the library, the resources available and the fact that the library is ‘Wherever You Are’ is the job of the Communications Committee. This past year the committee introduced the Welch Library Blog, a Facebook page and a Twitter account. These tools help get the word out to our users not just about new resources and services but also goings-on in the library and interesting news items from other sources.

The ‘I Love the Library’ campaign moved into its second phase with the ‘Welch Round the World...So Where Are You?’ photo contest. Over thirty categories are available for library patrons to enter their photos showing where they are around the world and their use of the library.

Internal Communications
In order for Welch staff to provide the best service, internal communication of library initiatives and resources is necessary; that is the function of the Internal Communications Committee. The committee initiated monthly all-staff meetings. The meetings are both interactive and informative, covering work/life topics as well as updates on library changes. Staff input on topics for meetings is actively encouraged through an online suggestion box in the library’s intranet.

Scholarly Communications
In collaboration with the Johns Hopkins University Press, a workshop on Publishing Opportunities was offered in October 2009 during Open Access Week. The workshop treated topics such as best practices
for journal publishers, turning a dissertation into a book, open access, and institutional repositories and copyright.

**Division of Health Sciences Informatics**

Collaboration between Welch and DHSI continued this year with support of DHSI’s research and educational activities, which mainly involved responses to federal stimulus package initiatives:

- Adding a one-time training slot to its NLM-funded informatics research training program
- Creating material for 4 semester-long courses taught in community-college settings, and
- Becoming a ONCHIT (Office of the National Coordinator for Health Information Technology) University-Based Training site. The funds garnered in this effort ($3.7 million) were used to put three Post-Baccalaureate certificate programs (Clinical, Public Health, Applied Health) on line and will support student subsidies for 203 students over three years.

**Sharing Our Service Model**

Welch library was proud to host a visitor, Baocheng Wang, PhD, from the National Science Library, Chinese Academy of Sciences. Dr. Wang is a subject librarian at the National Science Library and spent six months at Welch, researching informationist services for implementation at the National Science Library.

In September 2009, Nora Smith joined the library for a one-year basic sciences informationist traineeship. In April 2009, Welch hosted LIS student Abby Adamczyk, who was researching informationist services for basic science.

In June 2010 an article on embedded librarians appeared in *Inside Higher Ed* and was also printed in the June 9 edition of *USA Today*. The article spoke of the direction of the Welch library, its distributed library model and its embedded informationist program. Also, in the June 21st issue of the *The JHU Gazette* an article titled Envisioning the Future appeared. This article also spoke of embedded librarians as well as other aspects of the services models, such as departmental portals and service points.
**Financial Support**

The amount of funding needed for the library emerges from a series of operational budgets developed annually by the staff and the library director. Funding is distributed using an existing formula of fixed percentages for each institution. Currently, the Johns Hopkins University’s School of Medicine, School of Public Health, and School of Nursing share the cost with the Johns Hopkins Hospital, Bayview Medical Center, Howard County General Hospital, and the Kennedy Krieger Institute. The library also manages several service center accounts and other project-based accounts.

In FY10, personnel costs for library staff accounted for approximately 42% of the expenditures. Collection costs for books, journals, and electronic resources are nearly 38% of the total budget and the cost for physical plant operations for the main library and all satellite locations was approximately 12%. Other uses are detailed below.
### FY10 Statement of Expenditures:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel (includes fringe benefits)</td>
<td>$3,397,728</td>
</tr>
<tr>
<td>Supplies and Materials</td>
<td>107,376</td>
</tr>
<tr>
<td>Telephone Services</td>
<td>62,397</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>295,960</td>
</tr>
<tr>
<td>Staff Development</td>
<td>28,840</td>
</tr>
<tr>
<td>Computer Hardware and Software</td>
<td>55,283</td>
</tr>
<tr>
<td>Collections (books, journals, electronic resources)</td>
<td>3,084,679</td>
</tr>
<tr>
<td>Physical Plant (maintenance and operations)</td>
<td>975,127</td>
</tr>
<tr>
<td>Other Costs (miscellaneous)</td>
<td>164,108</td>
</tr>
<tr>
<td><strong>Total FY10 Expenditures</strong></td>
<td><strong>$8,171,498</strong></td>
</tr>
</tbody>
</table>

**NOTE:** Expenditure statement includes all institutional appropriations and generated revenue sources.
Publications & Presentations

Publications


Presentations


Fowler, S., & Wissinger, C. (2010). *Virtual Embedding: Where have we been, where are we going?* Presented at the Medical Library Association Annual Meeting, Washington, D.C.


Roderer, N., & Oliver, K. (2009). Providing information prescriptions (IRx) in two clinical populations: Two randomized controlled trials. Presentation at Health Sciences Informatics Grand Rounds, Johns Hopkins University, Baltimore, MD.

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* indicates staff member hired since July 1, 2009  
** indicates staff member who left library during 2009-2010  
^ indicates Faculty, Division of Health Sciences Informatics