



Capital Health

Health Sciences Library

Annual Report 2007-2008

Penny Logan, Manager Library Services

For the period April 2007 - March 2008

TABLE OF CONTENTS

COLLECTIONS	4
BOOK COLLECTION	4
JOURNAL COLLECTION	4
DATABASES	4
SYSTEMS	4
EQUIPMENT	5
SERVICES.....	5
TRAINING.....	5
LITERATURE SEARCHES	5
CIRCULATION.....	6
REFERENCE QUESTIONS.....	6
INTERLIBRARY LOANS	6
ONLINE SEARCHES.....	6
CONSULT-HOURS	6
TABLE OF CONTENTS USERS	6
TRAFFIC	6
HIGHLIGHTS.....	6
FACILITIES	6
DICKSON LIBRARY.....	6
HALIFAX INFIRMARY	6
NOVA SCOTIA HOSPITAL SITE	6
PERSONNEL	7
INTERNAL/EXTERNAL COMMITTEES AND ACTIVITIES	7
HEALTH SCIENCES LIBRARY BUDGET FISCAL 2008	8
LOOKING AHEAD TO 2009.....	8
<i>Appendix A: Proposed space plan for relocation of the NSH Library</i>	<i>9</i>
<i>Appendix B: Library response to Capital Health Education Task Force.....</i>	<i>9</i>
<i>Appendix C: Maritimes Health Knowledge Partnership Proposal</i>	<i>9</i>



**Capital Health
Health Sciences Library
Annual Report 2007-2008**

This year the library saw increasing demand for services in all areas. Circulation increased by 40%, interlibrary loan activity increased by 24%, and visitors to the library increased by 31% to an all-time high of more than 166,000 visitors. The first seven months of the library's new training program is a testament to the huge demand for this service. The number of people trained tripled from 250 in 2007 to more than 800 in 2008.

The Library received a commendation in the Accreditation report, under Key Findings, page 97: "The health sciences library is commended for providing public access to computers for clients and families. The clients can access education materials through the organization's website."

The library experienced personnel changes for the first time in several years with two retirements, one employee hired for a three-month term and a completely new position added to the staff complement.

Each of the libraries held an Open House during the week of October 15, in conjunction with National Library Week. The Dickson Library Open House featured our new library training program under the direction of our new Librarian Educator, Seana Collins. The Dartmouth General Hospital Open House highlighted the Oncology Interactive Education Service computer.

For their site Open House, the Nova Scotia Hospital (NSH) Library staff created a display of some of the historical artifacts that they have collected over the past 25 years. People were eager to come for 'one last look' as we prepare to move out of Simpson Hall. A small committee was established to develop a plan to ensure the NSH artifacts are appropriately cared for. Tim Gregory was hired by the Mental Health program to catalogue the artifacts and to make recommendations for the long-term care of these valuable items.

The Infirmary Library Open House had as its theme, the 10th anniversary of the opening of the 'new' Infirmary site. A display of photos by Angela Carlsen, taken of the 'old' Infirmary just before it was torn down, was presented in the main hallway of the Library. We were fortunate to borrow artifacts from the cornerstone of the old Infirmary with the help of Patti Bannister, Archivist for the Sisters of Charity. These exhibits brought people in from the broader community as well as people who worked at the 'old' site.

Several Library staff took on leadership roles for the Canadian Health Libraries Association conference that will be held in Halifax in May, 2008.

Collections

Book collection

Additional electronic books were purchased this year. The catalogue now has 1251 electronic book titles. As publishers offer affordable e-texts, we will look to increase the e-book collection because all the titles are then available to all users, at any time.

Journal collection

Working with the hospital libraries in New Brunswick, we were able to reconfigure our holdings so that we could join their consortium to purchase a journal package from Proquest. This allows the Library to have access to more titles for the same budgeted amount. We now have 2964 online journals in our catalogue including a vastly improved selection of nursing, psychology and health administration titles.

Databases

Working with the health libraries in Nova Scotia through the Atlantic Health Knowledge Partnership (AHKP), we were able to reduce our costs for *ACP's Pier*, and *Harrisons*, two evidence-based titles that are essential to the library's collection. We continue to benefit from these partnerships that give us access to more materials for the same or reduced cost.

Systems

The Library continues to work with Capital Health Information Technology Services (ITS) on the Active Directory project. During this period, most of the icons have 'disappeared' from staff's Novell Application Launcher screens. Soon we will access all our programs from the computers' Start menus. We look forward to experiencing the advantages of Outlook e-mail and the seamless capabilities of an all-Microsoft network.

Research and Academic Affairs portfolio purchased RefWorks, a bibliographic management system. The Library has had many requests to support many different kinds of bibliographic management software packages. Our research showed that RefWorks is the most-used software in Canada, that it is accessible via the Internet, and that references can be shared amongst research groups. This purchase is a big step forward for the Library as we can now develop a training program, provide appropriate support for this software and meet our users' needs. An official 'launch' is scheduled for May.

The Library continues to receive complaints and offers of support to find a way to allow off-site access to the library's collections. We have confirmed that the Moncton Hospital allows access to their library materials remotely. Discussions will continue with the ITS department to find a way to meet both the security needs of Capital Health and the needs of the library's users.

Equipment

New matching chairs were purchased for the Dickson library replacing some 'retro' furniture that was rescued from Stores. This greatly improves the look of the library and provides appropriate seating for users.

An inventory of pieces of shelving that was in storage at several sites was undertaken. Three units were sent to the NSH Library for use in the new location.

Services

Training

We are very fortunate to hire Seana Collins, the Librarian Educator, in August, 2007. Seana has set up a training program that is extremely popular. The numbers show that we have more than tripled the number of trainees this year.

Year	Number trained	Increase over previous year
2003-2004	95	n/a
2004-2005	183	88
2005-2006	253	70
2006-2007	257	4
2007-2008	887	630

Literature Searches

Seana has also taken on the task of supporting literature searches. This is hugely popular, so we are keeping track of the number of consult-hours spent on this activity. This statistic appears in the Library Services chart below. This service began in October, so in 5 months, more than 20 days, or one full month (!) of Seana's time has been devoted to supporting Literature searches. This service must be strictly managed due to great demand. This hard statistic supports the library's 3-year plan to add Clinical Librarians so that the Library can expand this service to try to meet the ever-expanding needs of our users to find evidence-based material.

Capital Health Library Services 2007-2008	
Circulation	22,528
Reference Questions	9,384
Interlibrary Loans	8,727
Online Searches	123
Consult-hours	156 hours
Table of Contents Users	281
Traffic - # of visitors (total count /2)	166,219

Highlights

Circulation increased more than 40% from 15,492 in 2007 to 22, 258 in 2008.

Interlibrary Loan transactions increased 24% from 7,063 in 2007 to 8,727 in 2008.

Visitors coming to the libraries increased by 31% from 126,701 in 2007 to 166,219 in 2008.

Facilities

Dickson Library

Some artwork was purchased for the Dickson Library from donated funds. Old journal shelving was removed creating a more open space.

Halifax Infirmary

Some artwork was purchased for the Infirmary using donated funds. The main hallway was painted before the artwork was installed leaving an overall much improved 'face' to the library.

Nova Scotia Hospital Site

Discussions with representatives of the Mental Health Program resulted in an agreement to relocate the NSH Library to the old cafeteria space in the Hugh Bell Building. This is an excellent choice for the Library because it is an open space that will require only minimal renovations. It is smaller than the current space. However, a draft plan was developed that includes all the necessary furniture and shelving. In addition, the computer lab from room 404 in Simpson Hall was included in the draft plan. The Library frequently uses these computers for training and the ITS department has no allocated space into which to move the lab. As a result, the computer lab will continue to be a resource to all of Capital Health in the new Library space. A copy of the proposed space plan is attached in the Appendix.

Personnel

Moira Stewart retired in September, 2007 after more than 20 years with Capital Health and the Victoria General Hospital. Rachel Green retired in January 2008 with more than 25 years service to Capital Health and the Halifax Infirmary. Staff celebrated with luncheons and humorous gifts. Several staff who worked with Moira and Rachel in the past attended the celebrations.

Seana Collins was hired as the Librarian Educator in August 2007. This is a new position and was made possible because of the direct support from the Director of Medical Education and the Vice President for Research and Academic Affairs. This position is in line with the One, Three and Five year plan for the Library. Seana works out of the Dickson Library and has the responsibility of developing training for all aspects of library service.

Carrie Burke was hired as a Library Technician into Moira Stewart's position at the Dickson Library in October 2007. The Human Resources Department agreed to post the job ad for this position as 'Library Technician' rather than as 'Library Assistant'. This terminology has been accepted and appears in the new *Collective Agreement between the Capital District Health Authority and the Nova Scotia Government and General Employees Union Healthcare Bargaining Unit Term: November 1, 2006 – October 31, 2009*. This is significant because it identifies the qualifications required for this position, and replaces the outdated and inaccurate job title of 'Assistant'.

Shelly MacDonald, Library Technician, worked at the Dickson Library for a three-month term to cover for a long-term illness.

Kristina Holman, also a Library Technician, was hired on March 18 into Rachel's position at the Infirmary Library.

Library Staff, April 2008:

- David Barteaux, Library Technician – Dickson
- Joan Briand, Library Clerk – Nova Scotia Hospital
- Carrie Burke, Library Technician – Dickson
- Seana Collins, Librarian Educator – Dickson
- Kristina Holman, Library Technician – Infirmary
- Diane Lawson, Library Clerk – Infirmary
- Myrna Lawson, Library Technician – Nova Scotia Hospital
- Verona Leslie, Library Technician – Infirmary
- Penny Logan, Manager Library Services

Internal/External Committees and Activities

The Library continues to contribute to the Capital Health Patient Education Committee, the Nova Scotia Cancer Patient Education Committee, the Information Management Accreditation Team, the Atlantic Health Knowledge Partnership, the Oncology Interactive Education Series (OIES) committee, the Professions Education Policy and Planning Committee (PEPPC) and the

Dalhousie Library Committee. Penny Logan served on the Transforming the Patient and Family Leadership Action Team from April to October, 2008. Seana Collins joined the Nova Scotia Hospital Mental Health Research Committee, and was invited to participate in the ad hoc Capital Health Educators Committee.

The Library participated in a survey commissioned by the PEPPC Committee that was chaired by Dr. Jean Grey. The final report was entitled *Capital Health Education Task Force Report August 2007*. A copy of the Library's response to the survey is attached.

The proposed New Brunswick Medical School provides the opportunity for more sharing of resources across the Maritimes. A proposal entitled *Maritimes Health Knowledge Partnership Proposal for a Dalhousie Libraries and Teaching Hospital Libraries Partnership* was developed with Patrick Ellis from the Kellogg Medical Library with the aim to:

- obtain more resources
- reduce redundancies and
- reduce duplicated expenses

A copy of the proposal is attached in the Appendix.

Health Sciences Library Budget Fiscal 2008

2007-2008	DGH	Dickson & Infirmary	Nova Scotia Hospital	Libraries outside metro	Total
Salaries & Benefits	0	392,388	91,323	0	483,711
Books	12,360	52,246	11,606	569	76,781
Journals	47,080	481,525	103,728	0	632,333
Supplies	2,917	58,694	16,183	815	78,609
Total	\$62,357	\$984,853	\$222,840	\$1384	\$1,271,434

Looking Ahead to 2009

In the 2008-2009 year, we will launch RefWorks, and move to create online tutorials using the Capital Health Learning Management System. We expect to move the NSH Library into new space by September, 2008. We continue to work towards a solution for our users who need remote access to library materials. Conversations with Moncton Hospital IT folks about their remote access systems will continue. We look forward to the Academic Council examining the *Maritimes Health Knowledge Partnership Proposal*. The Proposal includes offsite access for all hospital libraries, so there may be an opportunity to address several challenges by creating such a library consortium.

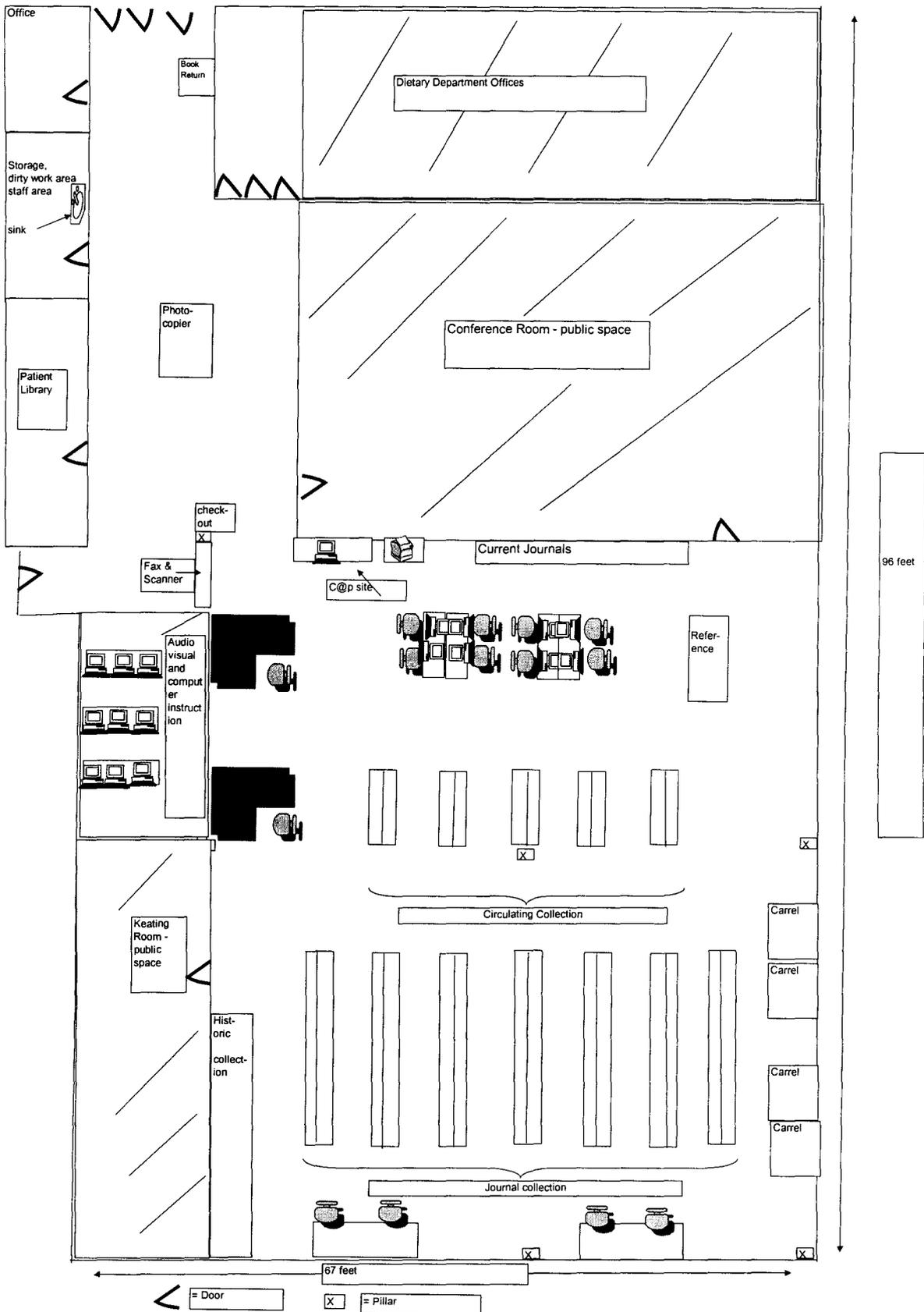
Penny Logan, Manager Library Services, Capital Health

Appendices

Appendix A: Proposed space plan for relocation of the NSH Library

Appendix B: Library response to Capital Health Education Task Force

Appendix C: Maritimes Health Knowledge Partnership Proposal



Library space plan for Hugh Bell Cafeteria area April 18, 2007

April 2, 2007

To: Capital Health Education Taskforce:

- Dr. Doug Sinclair, Associate Dean of Continuing Medical Education, Dalhousie University;
- Ms. Marilyn Swaffer, Director Medical Education Services, Capital Health
- Dr. George Turnbull, Associate Dean, Faculty of Health Professions
- Ms. Mary Ellen, Gurnham, Chief Nursing Officer/Director of Professional Practice
- Dr. Jean Gray, Professor Emeritus, Dalhousie University (Chair)

From: Penny Logan, Manager Library Services, Capital Health

Thank you for the opportunity to respond to your inquiry about programs and services that are provided to Dalhousie University students. Please see below an overview of Library services at Capital Health followed by answers to your specific questions.

The Health Sciences Library of Capital Health supports the health information needs of Capital Health staff, physicians and affiliated students. A collection of 11,000 current books, 1,000 journals and 1,400 audiovisual materials is maintained to support clinical decision-making. Of those resources, 700 books are available online and the library subscribes to online full text content to more than 800 journals. Access to the electronic resources is available from any Capital Health computer.

The Health Sciences Library of Capital Health purchases and catalogues all the books and journals for Capital Health. A web catalogue of all the library's materials is available both on the Internet and on the Capital Health Intranet. Users can order books and interlibrary loans using the Library's online ordering systems.

There are three staffed libraries throughout Capital Health: one in the Dickson Building, one in the Halifax Infirmary and one in the Nova Scotia Hospital. All the libraries are staffed and open to the public Monday – Friday from 08:30 to 04:30. Library access is available 24 hours a day, seven days a week either by electronic Capital Health ID badge, or by signing out a key from security.

Services offered at all sites include computers and printers, circulation of materials, photocopiers, orientation to library and information resources and services, reference assistance, document delivery, end-user training in electronic information search and retrieval techniques and AV-viewing equipment.

The library provides access to the following databases:

Adverse Drug Reactions, Canadian Adverse Drug Reaction Database, Campbell Collaboration, Canadian Best Practices Portal, Canadian Health Research Collection, Canadian Public Policy Collection, Center for International Rehabilitation Research Information & Exchange (CIRRIE), Common Drug Review (CDR), CINAHL, Cochrane Library, Interdok, MD Consult, Micromedex, Natural Medicines Comprehensive Database, Health Canada Population Health Databases, Physiotherapy Evidence Database (PEDro), PsycInfo, PubMed, Rehabdata and Toxnet.

The Health Sciences Library maintains worldwide Interlibrary Loan agreements in order to obtain material not owned by the library.

Number and nature of students/residents/interns/trainees in your program each year who receive all or part of their program in Capital Health facilities:

Third and fourth-year Medical Students, Residents, nursing students, pharmacy students, and any of the allied health students who rotate through the hospitals have access to Capital Health's Libraries. All students attending the Capital Health-run certification programs in Critical Care Nursing, Emergency Nursing and Perioperative Nursing under the auspices of the Registered Nurses Professional Development Centre (RNPDC) have full access to the library facilities. The Library provides specialized training to the RNPDC groups.

Whether or not you have an affiliation agreement with Capital Health:

The Library does not have a separate affiliation agreement with Dalhousie. The Library is, however, a member of the Atlantic Health Knowledge Partnership (AHKP) which negotiates subscriptions for a group of libraries. Dalhousie's Kellogg Library is a member of AHKP. The Capital Health Library, the IWK Library and the Kellogg Library work cooperatively on many efforts to limit duplication while providing more resources to our users.

Challenges you face in meeting your educational requirement.:

The Library experiences more demand for small group meeting rooms and for individual study space than we can supply. There is an ever-increasing demand for computers. The hospital infrastructure does not yet allow the remote-access that our users demand.

Efforts are underway to upgrade the staffing of Capital Health Library services. Additional personnel will allow the library to provide a literature search service and to implement services to support reference management software – two much-requested services.

I look forward to meeting with the Taskforce.

Penny Logan
Manager Library Services
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Maritimes Health Knowledge Partnership
Proposal for a Dalhousie Libraries and Teaching Hospital Libraries
Partnership – December 2007

Maritimes Health Knowledge Partnership will offer access through a single website to electronic databases, e-journals and e-books. This approach keeps the cost for providing information service as low as possible, while providing access to a variety of quality resources and services and supporting local collections and services. Members of the partnership will be the Teaching Hospital Libraries and the Kellogg Health Sciences Library at Dalhousie. The Partnership will produce equitable, easy to use, barrier-free access to knowledge-based health information to support decision-making and best practice. It will reduce the redundancies and duplicated expenses associated with various institutions subscribing to the same products.

Preamble

The expansion of the medical curriculum into New Brunswick, raises the opportunity to address gaps in library resources and services delivered to the Maritimes Teaching Hospitals and to review the library support model that has been in place for Dalhousie and the Teaching Hospitals for several generations.

Health sciences libraries in the region have had successes networking and sharing some resources. The need to support the New Brunswick Medical curriculum provides a great opportunity to build on this experience and fill some of the collections gaps common across our constituency. This is similar to how the University of Sherbrooke has managed resources in support of the French language medical school in New Brunswick.

This proposal focuses on cooperative collection development to provide more electronic resources at the clinical “coalface” by building upon Dalhousie’s and the Teaching Hospital Libraries’ digital collections. The user group for this proposal encompasses the staff and students at the Teaching Hospitals of Nova Scotia, New Brunswick and Prince Edward Island:

- Saint John Regional Hospital
- Moncton General Hospital
- Dr Everett Chalmers Regional Hospital
- Queen Elizabeth Hospital (Charlottetown)
- IWK Health Centre
- Capital Health Libraries
- Cape Breton Regional Hospital.

This proposal does not recommend any changes in individual library administrative structure or governance.

Currently Teaching Hospital libraries and Dalhousie libraries can only cooperate informally owing to our institutional affiliations, lack of infrastructure and the absence of a pool of shared collections funds.

This proposal is a first step toward integrated, seamless, 24/7 remote access to Library collections for clinicians within and without the health authorities throughout the region.

This proposal includes:

- Providing infrastructure for licensing and administration
- Identifying common e-collection targets
- Creating a co-operative decision-making forum
- Providing remote access to library resources via web based authentication

Consortial licensing makes sense to publishers since they negotiate one contract and thus deal with a single account. This makes sense to libraries and universities because negotiations are for the total user group – and they are no longer paying twice for the same groups.

There are many successful digital health library networks groups active in other parts of the country. Saskatchewan has developed SHIRP - electronic access to health information for healthcare workers and to the broader citizenry

The U.K. has developed the National Electronic Library for Health “The NeLH is based around a central website featuring core resources and links to commissioned specialist collections. Over 70 information resources, including bibliographic databases and full text publications, are accessible via the NeLH, which aims to act as a one-stop shop to support evidence-based decision-making. Much work has been undertaken on national procurement and licensing, particularly in partnership with National Health Service (NHS) libraries. Partnerships as a whole are crucial to ensure true seamless access for health information for all”¹.

A table of models in Canadian jurisdictions is appended.

¹ Turner, A. et al. (2002) “A First Class Knowledge Service: Developing the National Electronic Library for Health” Health Info Libr J. 19 p.133-145

Challenges and Opportunities

First Challenge – overlap in subscriptions

In Nova Scotia, the Teaching Hospitals and Dalhousie are maintaining several subscriptions to the same resources drawn from different budgets yet serving the same group of users. Libraries and universities have recognized this redundancy and have been successful in negotiating Nova Scotia-wide licenses to:

- *MD Consult,*
- *The Cochrane Library*
- *Stat!Ref*

In the current situation the Kellogg Library and Capital Health Libraries are donating the time and staff to handle contracts and administration for *MD Consult, Cochrane* and *Stat!Ref*. To move forward by including more participants and more products, a Project Office with administrative staff is required.

Opportunity

The Nova Scotia-wide licenses can be re-negotiated to include the New Brunswick Teaching Hospital Libraries. A single electronic subscription for each product could be available for all users for less cost. With cooperation, we can manage larger negotiations, user groups and collections, thus ensuring that users have access to more resources throughout the region.

Second Challenge – different resources depending work sites

There are different resources available depending on the institution in which people are working. This results in users having access to one set of resources in one work site and a different set of resources in another. In addition, there are continual demands to purchase heavily marketed products like UpToDate and Dynamed. However, there is no coordinating body looking at evaluating products to ensure appropriate purchases.

Opportunity

The *Maritimes Health Knowledge Partnership* will create a committee of clinicians and librarians charged with evaluating resources and suggesting purchases based on curriculum and institutional needs and the best evidence. This will result in equitable access across the constituency

Third Challenge – including non-Dalhousie users in licenses

Dalhousie is under pressure to open electronic library access to non-affiliates. However, Dalhousie can neither pay for nor provide access for non-Dalhousie personnel without a formal contractual agreement and collection moneys to support non-affiliated users.

Opportunity

The *Maritimes Health Knowledge Partnership* will provide a contractual agreement and collection moneys so that non-affiliated users can access selected Dalhousie resources and Dalhousie's users can access the Teaching Hospital services.

Fourth Challenge – remote access to materials

Libraries in every teaching hospital have collections and staff, but do not have the facility to allow remote access. Healthcare workers need expeditious, user-friendly access to information no matter from where they are ‘dialing in’.

Opportunity

Web portal access to library services will provide remote access to library resources. A single sign-on web portal will provide user-friendly access to all the *Maritimes Health Knowledge Partnership* resources 24/7.

Fifth Challenge – facilitating end-user training in health knowledge resources as a facet of life-long learning.

Opportunity

The existing network of hospital libraries supports end-user training at the work site. If all the Teaching Hospitals have similar resources to supplement their specialized and local collections, then end-users will see familiar resources on familiar platforms with a common interface. End-user training and shared resources can be coordinated and enhanced across the constituency. This is also an opportunity to enhance recruitment and retention initiatives as staff in the hospitals will have uniform access to life-long learning resources.

How it will work

The *Maritimes Health Knowledge Partnership* will provide a platform for collaborating in the development of shared digital library resources and the delivery of health knowledge. The primary aim is to support the common information needs of our shared constituency. Secondary aim will be to build further partnerships where appropriate.

Provider Agencies will be:

- Kellogg Library, Dalhousie University,
- Capital District Health Authority Library,
- IWK Library,
- Cape Breton Regional Library,
- Teaching Hospital Libraries in N.B. and P.E.I.,

Second stage Partners can be

- Other Health Authorities in N.S. and N.B.
- Memorial University Health Sciences Library
- Regional Public libraries
- Government departments
- Other Academic Institutions e.g. UNB, St. F.X., CBU.
- Professional Healthcare Organizations e.g. DoctorsNS, Pharmacy Association of Nova Scotia

Maritimes Health Knowledge Partnership will handle the management and administration of large scale negotiations with a Librarian Project Manager experienced in license negotiation. In the current situation the Kellogg Library and Capital Health Libraries are donating the time and staff to handle contracts and administration for *MD Consult, Cochrane* and *Stat!Ref*. To move forward a Project Office with administrative staff is required.

Teaching Hospital Librarians will take responsibility for training their user groups. Shared resources mean shared training modules and the ability for the libraries to work cooperatively to create online user training materials.

Maritimes Health Knowledge Partnership will increase the current Teaching Hospital library resources.

Maritimes Health Knowledge Partnership will provide an Internet Web portal to permit user-friendly, equitable, barrier-free electronic access to the best decision-making and evidence-based literature for all healthcare workers in the Teaching Hospitals .

Objectives

The *Maritimes Health Knowledge Partnership* will:

- Effectively network library-based health knowledge resources for delivery to our common constituency.
- Provide appropriate infrastructure for resource sharing and cost effective delivery of health information
- Develop and implement end user training programs for accessing health information
- Support and enhance existing health library services in Nova Scotia.
- Build a model for future cooperation
- Build upon the opportunities of electronic publication and our proven experience in joint licensing and cooperation in order to deliver library resources
- Increase the use of the electronic services and resources by healthcare professionals
- Provide evidence-based information and knowledge that contributes to or influences positive outcomes of the health system
- Better support the academic needs of hospital-based clinicians, students and staff

Program Description

Maritimes Health Knowledge Partnership will be supervised by a Board with representatives from the Teaching Hospitals and Dalhousie University.

Phase I: In Phase I, the emphasis will be to extend current subscriptions to all Teaching Hospitals. A Librarian Project Manager will negotiate licenses

- Set up the Board
- Establish a Task Force
- Determine costing
- Hire Project Manager
- License the titles for all sites

Phase II In Phase II a content evaluation team will identify required resources

- Establish content evaluation team
- Create list of core resources
- Negotiate licenses
- Implement access

Phase III In Phase III a proposal for web portal access will be developed.

- Investigate costing for web portal access
- Develop proposal
- Bring web portal proposal to Task Force

Phase IV In Phase IV the web portal will be implemented

- Assess and implement network infrastructure
- Assess needs and plan training program including online training.
- Develop evaluation component.
- Using web portal technology, create username/password database and distribute passwords to all healthcare workers
- Access to the web portal shall be from any computer station in the region, not institution-based.
- Evaluate product rollout, access, usage and training programs

Phase V Phase V will deliver products to all citizens of N.S., N.B. and P.E.I.

- Initiate citizen access to the web portal
- Purchase electronic consumer health resources for all citizens of Nova Scotia
- Launch citizen access to *Maritimes Health Knowledge Partnership* portal
- Provide train-the-trainer via the Public Library staff on how to use the resources.
- Evaluate first five phases
- Develop long-term strategy based on evaluation

Outcomes/Results

Improved patient care

Improved policy and decision-making

Recruitment and retention of healthcare professionals

Research support

Informed consumers

The citizens of Nova Scotia, New Brunswick and P.E.I. will have access to health information in a manner similar to that available in Saskatchewan, British Columbia and other jurisdictions.

Evaluation

A variety of methods² to measure the success of the program will be used. Indicators are based on Equinox Library Performance Measurement and Quality Management System Performance Indicators for Electronic Library Services^{3,4}

System outputs:

- **% of target population reached by electronic knowledge/information service**

To establish the success of *Maritimes Health Knowledge Partnership* in reaching its users by calculating the %age of the population who are using the electronic service using a random sampling of target population

- **Number of log-ins to each electronic library service per member of the target population**

To establish the success of *Maritimes Health Knowledge Partnership* in reaching its users by calculating the %age of the total population who are using each electronic library service, and to determine the use made of each electronic service by the target population by examining Vendor statistics.

- **Cost per log in to each electronic library service**

To determine the cost of each electronic service by ascertaining the costs for each login during a specified period of time. Vendor statistics in relation to cost.

- **Number of persons at formal electronic service training sessions or online sessions per member of the target population**

To assess the success of *Maritimes Health Knowledge Partnership* in reaching its users through training sessions on electronic services and resources. Evaluate training statistics.

- **Number of broken links on website**

To assess the success of *Maritimes Health Knowledge Partnership's* website in providing access to electronic resources

² Cullen, R. (2003) "Evaluating digital libraries in the health sector: Part 1 Measuring inputs and outputs" *Health Info Libr J.* 20 p.195-204

³ Brophy, P. et al. (2000) *Equinox: Library Performance Measurement and Quality Management System* <http://equinox.dcu.ie/reports/pilist.html>

⁴ Clarke, Z. (2004) *Equinox: Library Performance Measurement and Quality Management System*

System outcomes:

- **Target population satisfaction with the electronic services and resources of *Maritimes Health Knowledge Partnership***

To determine client level of satisfaction and areas for improvement using surveys of target population and focus groups.

- **How electronic information acquired through *Maritimes Health Knowledge Partnership* contributes to outcomes of the healthcare system**

To determine how electronic health information impacts on the healthcare system using surveys, telephone calls, e-mail, questionnaires and interviews.

Impact on other Services

Maritimes Health Knowledge Partnership will assist in the equitable access to electronic resources that support evidence-based decision-making and that is required at all levels of the healthcare system.

The *Maritimes Health Knowledge Partnership* web portal will provide access to electronic resources that have been funded through other areas of the healthcare system. This can eliminate the need for the development of multiple websites.

Information Technology

Access to electronic information will be through registered user access through a web portal. This will require appropriate portal software running via a server. Open Source software like currently in use at Dalhousie, can be used, so that the project can draw on local expertise.

Submitted by:

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Appendix A

Examples of license costs			
Resource	Year one	Year two	Year three
ELECTRONIC RESOURCES			
e-CPS*	\$17,000	\$11,485	\$12,403
Stat!Ref* (e-books)	\$50,000	\$55,000	\$60,500
CINAHL*	\$60,305	\$66,340	\$72,794
EBSCO Databases*	\$163,182	\$176,236	\$190,334
* typically 10% annual increase in subscription costs			
Total	\$290,487.	\$309,061.	\$336,031.

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>	<u>Bundle information (databases, journals, full text)</u>
<p>Consortium of Ontario Libraries (COOL) http://www.sols.org/resourcesharing/coolcpa/whatiscool.htm</p>	<p>negotiate license agreements and investigate Funding Support opportunities</p>			<p>Ontario non-profit libraries (public, schools, colleges, universities)</p>		<p>Health & Wellness Resource Center -- Gale Group -- http://www.galegroup.com/pdf/facts/hwrc.pdf http://www.sols.org/resourcesharing/coolcpa/cooldata/product.asp?ProductID=6 75% full text of 700 health/medical journals Health Source Consumer Edition -- Ebsco -- http://www.sols.org/resourcesharing/coolcpa/cooldata/product.asp?ProductID=7 nearly 300 full text periodicals netLibrary/COOL E-Book Shared Collection -- OCLC Canada -- http://www.sols.org/resourcesharing/coolcpa/cooldata/product.asp?ProductID=47 includes some e-books on medicine</p>
<p>Consortium of Ontario Academic Health Libraries (COAHL) http://www.coahl.ca/</p>	<p>to serve the students and faculty at all of the Ontario medical schools and to extend information access to the broader health care community affiliated with each institution.</p>	<p>Consortial licensing with major vendors, development of <u>OHeLP</u></p>		<p>McMaster University (Hamilton) , Lakehead University (NOSM) (Thunder Bay), Laurentian University (NOSM) (Sudbury), University of Ottawa, Queen's University (Kingston), University of Toronto, University of Western Ontario (London)</p>	<p>Associated Medical Services Inc. of Ontario (AMS).</p>	<p>N/A</p>

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
<p>Hamilton & District Health Library Network http://www-hsl.mcmaster.ca/network/ Janette Hatton Chair, Hamilton & District Health Library Network, c/o Joseph Brant Memorial Hospital, 1230 North Shore Boulevard East Burlington, ON Tel: 905-632-3737, ext. 5515 Fax: 905-681-4871 jhatton@jbmh.com</p>	<p>to enhance the ability of each member to provide quality library and information services to the health care community it serves through resource sharing and other cooperative efforts</p>	<p>MORRIS, the online catalogue of McMaster University includes the journal holdings of Hamilton Health Library Network members</p>	<p>Books and journals in electronic format</p> <p>OVID - Medline, CINAHL, PsycINFO, Cochrane Library, HAPI (Health and Psychosocial Instruments),</p> <p>Available resources vary by site.</p>	<p>City Of Hamilton Public Health & Community Services Hamilton District Health Council Hamilton Health Sciences Joseph Brant Memorial Hospital Juravinski Cancer Centre, McMaster University Mohawk College St. Joseph's Healthcare Hamilton St. Peters Hospital</p>	<p>by members on a cost-sharing basis.</p>	<p>Network libraries provide access to quality resources that may include:</p> <p>Electronic Databases</p> <p>OVID - Medline, CINAHL, PsycINFO, Cochrane Library, HAPI (Health and Psychosocial Instruments), AARP Ageline</p> <p>Books and journals in electronic format</p>
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
<p>Health Science Information Consortium of Toronto</p> <p>c/o Gerstein Science Information Centre University of Toronto 9 King's College Circle Toronto, ON M5S 1A5 416-978-6359 Fax: 416-971-2637 http://www.library.utoronto.ca/hsict</p> <p>Laurie Scott Executive Director</p>	<p>to promote advances in health care through optimal use of information resources, technologies and our collective expertise</p>	<p>Consortial Licensing, union catalogue</p>	<p>Ovid : Medline, CINAHL, Evidence Based Medicine Reviews (EBMR) and PsycInfo , ProQuest: full-text nursing journals EBSCO : Nursing and Allied Health, Biomedical Reference, Health Business and Psychology/Behavioral Sciences collections., New England Journal of Medicine , eCPS</p>	<p>University of Toronto Libraries & Libraries in health care institutions affiliated with the Faculty of Medicine (teaching hospitals, community hospitals, health laboratories and public health departments) Including Baycrest Centre for Geriatric Care , MOHLTC</p>	<p>Annual fees</p>	<p>Journal List -- http://www.library.utoronto.ca/hsict/union_list/</p> <p>Ovid - Medline, CINAHL, Evidence Based Medicine Reviews (EBMR) and PsycInfo</p> <p>ProQuest - full-text nursing journals</p> <p>EBSCO - Nursing and Allied Health, Biomedical Reference, Health Business and Psychology/Behavioral Sciences collections.</p> <p>New England Journal of Medicine eCPS</p>

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
MOHLTC Public Health Portal				Public Health Units in Ontario		
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
<p>Northern Ontario Virtual Library operated by Northern Academic Health Sciences Network (NAHSN), Health Sciences North , 955 Oliver Road, Thunder Bay Ontario, Canada, P7B 5E1 ,Tel: 807-343-2144, Toll Free: 800-279-4859, Fax: 807-343-2104; E-Mail: novl@hscn.on.ca</p> <p>Alexander Lyubechansky, Director, www.novl.ca</p>	<p>The Northern Ontario Virtual Library (NOVL.CA) is committed to providing northern Ontario health practitioners <i>who do not have access to biomedical information resources locally</i> with efficient and equitable access to quality information at the point of need</p>	<p>Links: CE, EBM tutorials, Professional Librarians, Document delivery, Mediated Literature searches Library collection</p>	<p>OVID dbases: Clinical Evidence Evidence Based Medicine Reviews (EBMR) - (Inc Cochrane, Dare, ACP Journal Club) CINAHL, MEDLINE and OldMEDLINE, PsycINFO ,Stat!Ref Text Books (87), OVID FT journals (350) & books</p>	<p>free-of-charge to all Northern Ontario health professionals who are members of the health professions regulated by the MOHLTC, plus other regulated health professions that clearly provide patient care: MDs, RNs, OTs, pharmacists, PTs, psychologists, social workers, and other health care professionals</p>	<p>MOHLTC</p>	<p>List of full text journals: http://www.novl.ca/images/NOVLFullTextJournalsupdatedMay1305.pdf list of full text books: http://www.novl.ca/images/NOVLFullTextBooksupdatedMay1305.pdf list of digital resources: http://www.novl.ca/templates/main_template.asp?page_id=173&section_id=1</p>

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
OHELP (by COAHL) Ontario Health Link for Practitioners http://www-hsl.mcmaster.ca:8080/ohelp/OHeLPmain.jsp	COAHL (Consortium of Ontario Academic Health Libraries) vision to provide all health care practitioners in Ontario with a source of health information resource and services	search engine (at McMaster) directs health practitioners to sources of health information services, including health libraries, private information brokers, and professional organizations	Freely accessible dbases (or those the searcher already has right to use by proxy access)	Ontario Health Practitioners		
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
OntarioMD http://www.ontariomd.com/en/company/index.jsp	online access to medical information		MD consult, Ovid, Medline, SKOLAR MD, eCPS, Epocrates, Med Tools, Efacts	Free - for Ontario's physicians, medical students and interns	OMA with support from the MOHLTC	Services -- http://www.ontariomd.com/en/services/ontariomd.jsp
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
TriUniversity Group of Libraries (TUG)	Easy access to each others collections and services	Combined catalogue		University of Guelph, University of Waterloo, Wilfrid Laurier University		
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support	
<i>PROPOSED</i> Regional Learning Portal for Healthcare in Eastern Ontario http://www.medicine.uottawa.ca/pdf/AccreditationReports/LCMEProgressReportAugust2005.doc	"to provide access to the current literature to healthcare providers across the Champlain and North Simcoe-Muskoka LHINs " Talking mostly about infrastructure					

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>	
<p><i>PROPOSED</i></p> <p><i>Ontario Digital Library - Ontario Library Association</i></p>	<p><i>To coordinate the purchase and delivery of electronic information and virtual services on behalf of Ontario public, school, college, academic libraries</i></p>					

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

OTHER PROVINCIAL/REGIONAL EXAMPLES

<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
Alberta Health Knowledge Network (HKN) http://www.ucalgary.ca/HKN/index.html University of Calgary, University of Alberta	Delivers databases to desktops of members of University community and health care professionals in Alberta, Canadian Territories and Saskatchewan	Continuing education Professional Librarians at both universities Document delivery: Library collection	OVID Medline & Cinahl = basic package that must be purchased first before taking advantage of other dbase offerings: AMED, API, EMBASE, HAPI, PsycINFO OVID FT Journals, Ebsco FT, STAT!Ref , Access medicine	Affiliates of Universities of Calgary and Alberta and Health Professionals by paid subscription (employed by or affiliated with a provincial Health Authority, university, college or professional health care organization or association.)	
<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
Atlantic Health Knowledge Partnership (AHKP) c/o WKK Health Sciences Library Dalhousie University Halifax, N.S. B3H 4H7	Facilitate resource sharing of electronic products in the Atlantic (NS & NL) through consortial purchasing	None by the partnership. services provided to clientele of each partner's institution.	MD Consult for 6 NS regional health authorities, DoctorsNS, Memorial and NLHIN access to Cochrane through NS professional associations (COTNS, CCRNS, DoctorsNS, NSCP, NSDA, PANS) investigating EMBASE with NB	NLHKIN, DoctorsNS.com, WKK Health Sciences Library, IWK Health Centre and the Western & Capital District Health Authorities	
<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
College of Physicians & Surgeons of British Columbia's College Library https://www.cpsbc.ca/cps/college_library 400- 878 Beatty Street Vancouver, B.C. V6B 1C1 Phone: 604-733-6671 Fax: 604-737-8582	Professional association full library service	Professional Librarians, Document delivery, Mediated Literature searches, Document Delivery, Table of Content Services , Bibliographies , Library services for community hospitals , Library collection	Ebsco Biomedical reference collection: 1000 FT ejournals Medline, Cochrane, StatRef	Association Members/Clients, or contractual arrangement	
<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
DoctorsNS.com Medical Society of Nova Scotia	represent NS doctors, provide public education on	Links Access to databases	MD Consult NEJM Dxpain (Decision support system),	Consumer Health (access to free resources)	

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

https://www.doctorsns.com/ 5 Spectacle Lake Drive Dartmouth, NS B3B 1X7	healthy lifestyles	Support and training Continuing education Professional Librarian	Infotrac Drugs and Therapeutics for Maritime Practitioners (print)	Professional Health Information (Society Members/Clients)	
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support
Health Information Network, Calgary Region (6 month transition period new services to be in place January 2006) Head of the Health Sciences Library at the University, Dr. John Cole, 220-6858 Elizabeth Aitken, Acting Manager, Library Services, Calgary Health Region 943-0192. Elizabeth.Aitken@CalgaryHealthRegion.ca Lori Van Rooijen, Interim Project Manager at 620-5448	Library Services for the Calgary Health Region and Alberta Cancer Board (Tom Baker Cancer Centre) John Cole at the University at 220-6858 or Elizabeth Aitken at the Region at 943-0192. Lori Van Rooijen, Interim Project Manager at 620-5448 vanrooi@ucalgary.ca	provide comprehensive access to electronic health sciences resources, along with expert help in finding and retrieving information, and finding outreach programs and training.	Access via HKN for a fee As a result of the Agreement with the Calgary Health Region four new professional librarian positions will be available as well as seven new library technician and administrative positions.	University of Calgary Health Sciences Library, with four initial Knowledge Centres at the Peter Lougheed Centre, the Rockyview General Hospital, the Alberta Children's Hospital and the Grace Women's Health Centre; moving library services from the Foothills Medical Centre and Southport locations to the Knowledge Centres	for a fee
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support
Newfoundland and Labrador Health Knowledge Information Network (NLHKIN) http://www.med.mun.ca/nlhkn/ Health Sciences Library Memorial University, Saint Johns, Nfld. A1B 3V6 709-777-6672 hslinfo@mun.ca	Deliver health information resources needed by physicians, nurses and health professionals across the province	Access to databases Support and training Continuing education Professional Librarians Document delivery: Library collection	Medline, CINAHL, PscyInfo, Social Services Abs, Cochrane Database, STAT! Ref. , 1600 journals	Fee based Members/Clients: corporate, associate (through organizations designated librarian), & personal	Members/Clients fee & support from Memorial University

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

Name	Mission/Goal	Services	Databases/Resources	Members/Clients	
Outreach Services Neil John Maclean Health Sciences Library University of Manitoba Libraries 70 Bannatyne Ave., Winnipeg, MB, R3E 0W3	Extends access to library resources to individuals across Manitoba	Links Continuing education Tutorials Professional Librarians Document delivery, Mediated Literature searches Library collection	Full range	Individuals, and/or contractual basis, within Manitoba	Fee based service
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support
Saskatchewan Health Information Resources Partnership SHIRP	University of SK Library, SK Academic Health Sciences Network (SAHSN) and the SK Health Libraries Association (SHLA) province-wide access to library health resources	Professional librarian at University of SK ,online resources	OVID Medline, CIONAHL, PsychInfo, EBMR (Cochrane, DARE, ACP Journal Club), Natural Medicines StatRef, Books @ Ovid, OVID & Ebsco FT journals (Partnered with Alberta Health Knowledge Network to extend license agreements to Saskatchewan (SHIRP)	Phases 2: extend online resources to selected health regions Phase 3: to all health regions Phase 4 to remaining healthcare practitioners	SK Government

NATIONAL MODELS

Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support
Canada Institute for Scientific and Technical Information (CISTI) http://www.nrc.ca/cisti/services_e.shtml National Research Council Canada Building M-55, Montreal Road Ottawa, Ont K1A 0S2 (800) 668-1222 or (613) 993-1600 Fax: (613) 952-9112 info.cisti@nrc-cnrc.gc.ca		Professional Librarians Mediated Lit searches Document Delivery Tables of Content Services Bibliographies Library collection Services to health libraries	National Collection: Science, technology, medicine Full range	Fee based	
Name	Mission/Goal	Services	Databases/Resources	Members/Clients	Funding Support
Canadian Library of Family Medicine The College of Family Physicians of Canada	Professional national voluntary organization of family physicians	Professional Librarian, Document delivery: 5 free Mediated	Full family of databases available at UWO's Taylor Library (https://www.lib.uwo.ca/database/)	Members of the College of Family Physicians of Canada plus service	

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

<p>University of Western Ontario, Natural Sciences Centre Rm. 70D London, ON N6A 5B7 CANADA 519-661-3170 FAX 519-661-3880 <u>cflm@uwo.ca</u> http://www.cfpc.ca/English/CFPC/CLFM/services/default.asp?s=1</p>	<p>that makes continuing medical education of its members mandatory</p>	<p>Literature searches /yr, Document Delivery : 25 free articles/re, priority service for fee, Tables of Content Services ,Library collection</p>	<p>secure/jumpstart.shtml)</p>	<p>charges</p>	
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LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
Canadian Association of Occupational Therapists (CAOT) http://www.caot.ca/ CTTC Building, Suite 3400 1125 Colonel By Drive Ottawa, ON K1S 5R1	Professional Association	Support: Professional Occupational Therapist Document Delivery: No	OTDBase Can.J Occup Ther (FT) Occup Ther NOW (FT)	Association Members/Clients	
<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
Canadian Dental Association Resource Centre http://www.cda-adc.ca/public/frames/eng_index.html	Professional Association	Continuing Education Professional Librarians Mediated Lit searches Document Delivery Bibliographies Library collection	Lexi-Drugs® On-Line and Lexi-Natural Products™	Association Members/Clients	
<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
Canadian Nurses Portal Canadian Nurses Association http://www.cna-nurses.ca/CNA/nursing/portal/default_e.aspx	bilingual online portal to help nurses in Canada and around the world manage their careers, connect with colleagues and health-care experts, and care for their patients	The “nurses’ communities” section of the portal will provide a meeting place for diverse networks of nurses. Support: Professional Nurse, 1 library technician, Document Delivery: No	CINAHL, MEDLINE, Cochrane, Ebsco Biomedical Reference Collection: Corporate Edition (600 full-text journals) e-CPS, STAT!Ref	Association Members/Clients	funded by Health Canada’s First Nations and Inuit Health Branch \$3.98 million
<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
Canadian Research Knowledge Network (CRKN) http://www.researchknowledge.ca/ continues to work of the Canadian National Site Licensing Project (CNSLP) 3-year demonstration project supported by the Canada Foundation for Innovation (CFI)	to expand content available to Canada’s academic research community; to speed the transition of access to digital materials and value-added forms of content; to leverage the buying power and	to license electronic publications primarily in the fields of science, technology, environment and medicine to multiple universities, at a national level	Elsevier ScienceDirect journals, Web of Science (Institute for Scientific Information - ISI), American Chemical Society (ACS) Journals, Royal Society of Chemistry (RSC) Journals, Institute of Physics (IOP) Journals, SpringerLink - Springer-Verlag Journals, MathSciNet - American	Canadian universities and colleges	

LIBRARY NETWORKS / CONSORTIA / PORTALS - DECEMBER 2007

	influence of Canadian universities		Mathematical Society		
<u>Name</u>	<u>Mission/Goal</u>	<u>Services</u>	<u>Databases/Resources</u>	<u>Members/Clients</u>	<u>Funding Support</u>
Osler Service Canadian Medical Association http://www.cma.ca/osler/index.asp 1867 Alta Vista Drive Ottawa ON K1G 3Y6	Professional Association	Professional Librarians	Association publications Lexi-Online drug database, MDConsult, Clinical Practice Guidelines, InfoPOEMs, OVID Medline, EbscoHost Journals Cochrane	Association Members/Clients	

Evidence Based Medicine Reviews (EBMR): Suit of four databases: Cochrane, ACP Journal club, DARE, controlled TRials