



# DANA MEDICAL LIBRARY

*Annual Report 2019/20*



## FROM THE INTERIM DIRECTOR

Several organizations, the most obvious one being Merriam-Webster, select a word that they think encapsulates the year. We don't normally do that for the Dana Medical Library Annual Report. However, if we did, I believe that our word for the past year would be **interesting**.



Our use of the word started out innocently enough. People would ask me, as the new Interim Director, what we were going to do about various outstanding issues. Since I usually did not know the answer, I would reply, "I have no clue, but whatever the answer is, I'm sure it will be interesting" and then I would go and try to find a solution. There were a lot of things that we did not know last fall, because we were waiting for our permanent Director to be hired. As a result, many of us got into the habit of saying "I don't know about [fill in the blank], but I'm sure it will be interesting." It was a humorous way to deal with a lot of ambiguity and change that we were experiencing at that time. Then COVID-19 hit and "interesting" took on a sudden, darker, meaning.

Last January, we operated the same way that we had always operated. Library staff and the librarians all worked in the physical building and we were open to everyone. We continued to help people find and access information. We did very little of our work in an online environment. Then – in what felt like weeks, but in reality, was only a few days – we closed the physical library. Everyone was sent home to quarantine. We pivoted to doing all of our work online. The fact that we were able to make this shift so quickly and with so little disruption to our patrons is due to the hard work, ingenuity, and courage of Dana Medical Library's staff and librarians. I am incredibly proud of the work that they did in these "interesting" yet highly stressful times.

Through all of these changes, our commitment to serving all UVM student, faculty, and staff as well as UVMHC physicians and health professionals remain constant. Under the leadership of our new director, Denise Hersey, we will continue to meet the challenges presented by COVID-19, no matter how "interesting" they are.

On behalf of everyone here at Dana Medical Library, thank you for a memorable year and stay safe.

Gary S. Atwood



# DANA MAKES SEAMLESS SHIFT TO ONLINE STUDENT ASSISTANCE



## Evidence of Adaptability

While adapting to a new way of working, the library's commitment to the support of students has necessarily remained vital and steadfast. As we waded into a pandemic this past spring, the education and research of our medical and health science students never needed to be proven as a priority. We knew it was, as it always had been. COVID-19 had renewed our focus to provide the very best research support and assistance to our students while simultaneously upending how we offer it.

Our Document Delivery/Interlibrary Loan services were extremely busy filling requests from instructors for class materials that would be uploaded for undergraduates. Towards the end of the Spring 2020 semester, there was a flurry of need for very new publications for student final projects. Their busyness centered around the sharing and downloading of electronic resources, articles, and e-books. Case in point, **Interlibrary Loan requests during the pandemic (March – June 2020) made up 58% of the total number of requests during the fiscal year 2020 (July 2019 to June 2020).**

Our librarians easily shifted to a system where one-on-one consultations were conducted and reference questions answered through a combination of chat, email, and video conferencing platforms. Dana staff adjusted just as well to remote support by manning the online chat service and proving to be invaluable in assisting and directing students.

**How did students manage the shift to online learning?** Overall, we saw medical and health science students well prepared for this shift due to an already established understanding of technology and online learning.

**What did students ask for?** 2nd year medical students were just at the point of transitioning to their Clerkships in March and had to delay their rotations, focusing rather on the work that they could do remotely. Our staff received many questions about access to databases as well as remote access. Rising 3rd and 4th year medical students spent the subsequent months doing research projects or reading. In these cases, librarians and staff received questions specifically related to research projects.

Looking back on our time of full remote work, our hope is that what we have learned will inform our future work for the better, so that we can best support our patrons in a changing world.



# DENISE HERSEY APPOINTED DIRECTOR OF DANA MEDICAL LIBRARY



After an intensive search this past winter, Denise Hersey accepted the position of Director of Dana Medical Library and began her tenure at UVM in August 2020. Ms. Hersey came to us with 20+ years of professional library and management experience and, most recently, was the Director of the Lewis Science Library at Princeton University. Previously, Ms. Hersey was the Assistant Director of Clinical Information Services at Cushing/Whitney Medical Library at Yale University. Before that, she was a Clinical Support Librarian and a Librarian for Liaison Activities at Cushing/Whitney Medical Library for 11 years.

Ms. Hersey's combined experience spans the depth and breadth of academic science and health science librarianship and checks every box of required and recommended qualifications for this position. Amassing an impressive list of academic and scholarly accomplishments that includes a long list of presentations and publications, grants and awards won, as well as professional memberships and committees, we have deemed her a perfect fit to be Dana's Director.

Please join us in welcoming her to the UVM community.



# COLLECTIONS YEAR IN REVIEW

Collections at Dana have seen some major changes in FY20. Our long-time Collection Development Librarian, Jeanene Light, retired at the end of October 2019, and the decision was made not to hire or appoint someone else to that role. Instead, we took the opportunity to establish a Collections Team for Dana, consisting of the Interim Director and three staff members. This team approach allows for greater specialization, with one person focusing on books and other one-time purchases, another on journals, databases, and other on-going subscriptions, and the third on the financial aspects. The team meets monthly to set priorities and make decisions about large purchases. So far, the team approach is working well and is proving to be flexible.

The team's flexibility became particularly apparent this spring, with the switch to remote instruction. Suddenly, not only our own print collection was inaccessible to our faculty and students, but so were the human patients and simulators our nursing and medical students rely on to learn clinical skills. The library rose to the challenge and purchased new or online replacements for more than fifty books: about a third of the books on print reserve are now available online. We also purchased a new video database, Symptom Media, to help psychology and psychiatry students learn to recognize the symptoms of mental illness.

Many vendors stepped forward and made some or all of their content freely available during the pandemic. Some of this was new content, such as Cochrane Library's special collection "Coronavirus (COVID-19): evidence relevant to critical care". Others gave free access to existing databases, such as Elsevier providing access to Embase and Scopus or RedShelf and VitalSource providing students with free access to textbooks. In most cases, this extra access was temporary, but it allowed us to help smooth the change to remote instruction. Going forward, many journal publishers have already announced a 0% price increase for FY2021, acknowledging the lingering effects of the crisis.

Dana Collections continues to face more challenges as we adapt to the university's budgetary adjustments but we strive to support the continued focus on remote and hybrid instruction. We are looking forward to new opportunities that inevitably grows out of the need to think creatively when facing challenges. Thank you for the continued support of our community!



# SUPPORT FOR STUDENT SUCCESS 2019/20

**275**

reference questions answered for students



**1,749**

students attended library education sessions

**150**

student research consultations



**128**

education sessions taught by librarians

**302**

documents delivered to students



# EXHIBIT AND PANEL DISCUSSION EXPLORED VERMONT'S PATIENT CHOICE AND CONTROL AT END OF LIFE LAW

## Library Exhibit

In the Fall of 2019 and Winter of 2020, Dana installed an exhibit that took an informative look at the State of Vermont's Act 39: Patient Choice and Control at End of Life law. Then Vermont Governor Peter Shumlin signed Act 39 into law in May of 2013, making Vermont the third state in the US with a law addressing this issue.

This exhibit answered vital questions about the Act: Who is eligible? What is the physician's role? What is the step-by-step process? What does Act 39 mean for both physicians and patients alike?

### What is Act 39?

The Patient Choice and Control at End of Life Act (Act 39), provides eligible Vermont residents with terminal diseases the option to be prescribed a dose of medication that, if taken, will hasten the end of their life. [Act 39 faqs](#)

## Panel Discussion

On January 28th, Dana Medical Library and Patient Choices Vermont co-hosted a panel discussion centered around the story of one man's decision to take advantage of Vermont's Act 39 – the Patient Choices and Control at End of Life Bill. The event, Medical Aid in Dying: The Story of One Man's Choice, featured Peggy Stevens, who shared the story of her husband, Eric Stevens, who suffered from multiple systems atrophy and voluntarily hastened his death under Act 39 in 2016. The other members of the panel included Dr. Jaina Clough, Medical Director of UVM Home Health and Hospice, Dr. James Boyd, Eric's Neurologist, and Dr. Tim Lahey, Director of Ethics at UVM Medical Center. More than 80 community members, physicians, nurses and health care providers attended the event.

Act 39, Vermont's medical-aid-in-dying law, allows a terminally ill patient with decision-making capacity to voluntarily end their life. The law defines strict criteria that must be met in order for a patient to receive MAID. Specifically, the patient must voluntarily request MAID for a terminal illness, be informed of all of their treatment options (including palliative treatments), and have decision-making capacity and the ability to self-administer.

The physician's role in this relationship, as in all physician-patient relationships, is to provide the best care possible, inform the patient about all of their options, and to work with them to understand what matters most to a patient's quality of life.



# SUPPORT FOR ACADEMIC AND CLINICAL CARE RESEARCH 2019/20



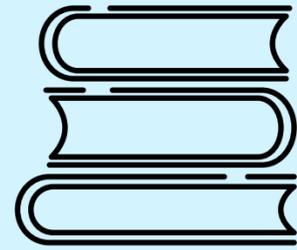
**373**

UVMHC reference  
questions answered



**1,632**

reference questions  
answered



**862**

articles and books  
borrowed from other  
libraries



**176**

expert literature  
searches



**1051**

documents supplied  
to patrons



**238**

documents delivered to  
UVM Medical Center  
affiliates and residents



**220**

faculty reference  
and researcher  
interactions



# DANA PARTNERS WITH UVM MEDICAL CENTER IN HOLIDAY BOOK DRIVE

In partnership with the Reach Out and Read (ROR) program and UVM Medical Center Pediatrics and Family Medicine Departments, Dana Medical Library hosted a children's book drive in December 2019. 66 new and gently used books were donated to Burlington Pediatric Primary Care and Williston Pediatric Primary Care. At these locations, books donated through the Reach Out and Read program are given to children when they come in for wellness checkups. Gently-used books are given to older siblings, provided at a sick visit, or simply given to help build a child's home library. In doing so, Reach Out and Read works to integrate reading aloud and literacy into pediatric care and is a great program to support early childhood literacy for our youngest readers.

Thank you to our partners in this program and thank you for all the donations from our community!



# COMMUNITY AND WEB RESEARCH SUPPORT 2019/20



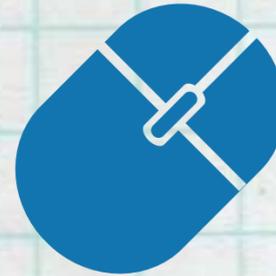
**312**

documents delivered to non-academic  
health research associates



**193**

articles provided for the Vermont  
Department of Health



**212,086**

database searches



**466,147**

Visual Dx image views



**13,479**

Visual Dx clinical inquiries



**817,017**

UpToDate topic hits



# FELLOWSHIPS AWARDED



Dana Medical Librarian **Donna O'Malley, MLS**, was selected as one of 24 fellows in the Data Analytics Research Training (DART) Fellowship conducted by The University of Texas at Arlington and funded by the National Network of Libraries of Medicine. The DART Fellowship is a 6-week cohort training and development program, providing a guided pathway for information professionals to acquire data literacy skills using common methodologies applied toward public health efforts. [Learn more](#) about this prestigious fellowship which has been postponed 1 year and is slated to run in March 2021.



Dana Medical Librarian, **Gary Atwood, MSLIS**, has been awarded a Medical Library Association (MLA) 2020 Research Institute Fellowship. “The MLA Research Training Institute for Health Sciences Librarians (RTI) was developed to provide practicing health sciences librarians with an opportunity to immerse themselves in instruction and focused activities related to scholarly research, inquiry, and publishing.” Professor Atwood will study the information-seeking habits of undergraduate nursing students, specifically exploring what incoming nursing students know about the research process and what experience they have had prior to UVM. Professor Atwood was awarded the fellowship through a competitive selection process. [Read more](#) about the fellowship and [see examples](#) of past RTI Fellows’ scholarly contributions.

Quote: <https://www.mlanet.org/rti>



# SCHOLARLY PUBLICATIONS

**Bianchi, Nancy.** "To Orientation and Beyond: an Innovative Library Orientation for Pediatric Residents." Lightning talk at Medical Library Association, Portland, OR. May 15-19, 2020. (postponed)

Delaney, Tom, PhD; **O'Malley, Donna, MLS**; Donovan, Kelsey, PhD; Carney, Jan, MD, MPH. "Team-based Research Projects in an Online MPH Program." Poster presentation at Association of Schools and Programs of Public Health Annual Meeting. Arlington, VA. March 21, 2020. (accepted)

**O'Malley, Donna.** "What Counts? Faculty definitions of scholarship and implications for library services." Oral presentation at North Atlantic Health Sciences Libraries regional meeting, Springfield, MA. November 8, 2019.

Sherriff, Graham; Atwood, Gary; Benson, Daisy. "Practices, policies, and problems in the management of learning data: A survey of libraries' use of digital learning objects." *Journal of Academic Librarianship*, 2019. 45(2), 102-109. doi:10.1016/j.acalib.2018.12.005

Sobel, Laura; Pond, Fred; **O'Malley, Donna.** "Including Student Work in a University Institutional Repository: Creating Opportunities for Learning and Collaboration." Oral Presentation at the AAMC Northeast Group on Educational Affairs, Burlington, VT, May 2020. (accepted)\*

\*[Presentation at a regional meeting, selected through competitive peer-review process and revised based on NEGEA feedback]

