



**NOSM**  
UNIVERSITY

Health Sciences Library

**Annual Report  
2021-2022**



# From the Director

Allow me to introduce myself ... My name is Sophie M. Regalado and as of July 2022, along with my role as the Research & Scholarly Communications Librarian, I am also the newly appointed Director of the Health Sciences Library. Patty Fink, the former Library Director is now NOSM University's (NOSM U) Director, Research, Innovation and International Relations. All of us in the library wish her the best in her new role and look forward to her continued support.

While my tenure only began a short time ago, I am super impressed with the library team's accomplishments over the 2021-2022 academic year. A few highlights include: We have leveraged tools like Instagram (IG) to engage with our users at a distance by delivering library tours and offering search tips via IG stories. We took our users' feedback from the biennial survey and have improved study spaces by doubling individual seating capacity plus offering additional sit and stand options. To better facilitate information sharing, we worked with several NOSM U units to develop or collaborate on topic specific guides. And of course, we can't forget all of the fun, but informative social media promotions.

Not unlike the last couple of years, 2021-2022 was also far from normal ... Just as everything appeared to be in control with COVID-19 and navigating the new normal, change raised its head again, but this time it came in the form of an exciting opportunity - the creation of Canada's first independent medical university, NOSM U. With this transition, planning is well underway - as you'll see, there has been a large body of work happening (which is ongoing) with the collection, for example. In the face of all the change and challenges we experienced in these 12 months, the library team continued to showcase its resilience and commitment to our users, clearly demonstrated by our User Experience Spotlights. As the new Director, I am excited to see where the next several months take us as we move forward together on the NOSM U journey.



## Strategic Priorities

Key  
Achievements  
p. #11

### Support Research Activities

- ✓ Assessing knowledge synthesis services
- ✓ Providing faculty publications data to support the NOSM U strategic plan (see p. 10)
- ✓ Promoting Research Data Management (RDM) supports

### Develop and Deliver Innovative Learning Opportunities

- Building a robust curriculum for virtual library instruction (see p. 7, 10)
- Fully integrating the e-reserves system in the undergraduate medical education (UME) curriculum (see p.10)
- Develop education tools to promote and support use of specific databases (see p.7)

### Enrich the User Experience

- Provide 24/7 access to the spaces
- ✓ Implement space improvements (see p. 7)
- ✓ Migrate to a new catalogue

### Build Relationships and Advance Social Accountability

- ✓ Centralize library assessment to support user experience and representation (see p.3)
- ✓ Explore ways to support the Centre for Social Accountability or other social accountability initiatives (see p.9)

# Get to know some of our team!



**Katie Moise**

Library Assistant  
Public Services

Sudbury

I have worked in the Health Sciences Library for the past six years with our fun and supportive team! Prior to my role here, I attended Laurentian's Midwifery program and have a degree from McMaster University in Anthropology. I love to support learners, faculty and staff.

My current role is primarily public facing. You may find me at the library's Information Desk ready to assist you with [printing](#), [borrowing equipment](#) or directing you to some of our many services or resources. You may also end up chatting directly with me as I respond to your incoming [chat](#) questions. Behind the scenes, I work with the Public Services team to create, implement and maintain services for NOSM U library users. My role also includes the planning of library events such as our start of the year photo booth and annual DIY Christmas card station. Essentially if you're having fun in the library I was likely involved! I also coordinate our social media streams ([Twitter](#), [Instagram](#) and [Facebook](#)) and incorporate some story-telling into our posts with our library mascot, Captain Jack Marrow! Follow us for the latest updates on services, resources and upcoming events.

My role focuses on more of the "behind the scenes" aspects of operating an academic library, particularly, its collection. Alongside participating in some of the services you might be familiar with such as literature searches and answering questions on how to use our resources, I mainly work on acquiring and maintaining access to our electronic resources and curating NOSM U's metadata as it pertains to academic publishing.

Some examples of my work include:

- Ensuring NOSM U can be selected as a library in your Google Scholar account or when you want to select us as your library in Zotero.
- Making sure that there is a single and authoritative "description" of NOSM U that large metadata organizations, such as Wikipedia and ORCID, can use in a consistent and uniform way when they describe the people and output of NOSM U.
- Overseeing our collection budget which has now risen to approximately \$1,000,000 in service to our institution's research and curriculum. This involves licensing our many e-journals, e-books, and databases as well as monitoring their usage in order to conduct regular assessments of the collection and where to best spend the budget.

Each of these areas has seen a massive amount of change since we have become an independent medical university and work continues even as I write this to move the library forward in our journey as NOSM U.

However, the largest body of work in my area this past year has been working to build our relationships with the Ontario Council of University Libraries (OCUL) and the Canadian Knowledge Research Network (CRKN) in order for NOSM U to access resources subsidized through participation in these provincial and national consortia. As a librarian, it has been exciting to be a part of NOSM U stepping out on its own.



**Michael McArthur**

Access Services Librarian

Sudbury



**NOSM**  
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UNIVERSITÉ  
**EMNO**

# NOSM University's Name Change

Becoming a university has meant changing our name locally and abroad. From the library's perspective, many of the places where you see our institution's name displayed does not fall under our direct control. As a result, a great deal of communication has occurred with the many vendors we engage with to provide library services and resources.

Some examples of who we communicate with in order to make sure our branding is properly represented include:

## 1. Google Scholar

Google Scholar search results for "family medicine". The search bar shows "family medicine" and a magnifying glass icon. Below the search bar, it says "Articles" and "About 5,200,000 results (0.04 sec)". The results list includes "The future of family medicine: a collaborative project of the family medicine community" and "Future of Family Medicine Project ... - ... of Family Medicine, 2004 - Annals Family Med".

## 2. Wiki Data

Wikidata page for NOSM University. The page shows the Wikidata logo, a "Sound" section, and a table with columns: Language, Label, Description, and Also known as. The table lists "English" as the language, "NOSM University" as the label, and "NOSM University is Canada's first independent medical university and is an award-winning, socially accountable organization renowned for innovative model of distributed, community-engaged education and research." as the description.

## 3. Zotero (citation manager)

Zotero citation manager showing various university entries. The entries include "Northern Illinois University", "Northwestern University", "NOSM University", "NSCAD University (Nova Scotia College of Art and Design)", and "Ohio State". Each entry has a corresponding URL.

We continue to work with various naming authority agencies to help with the proliferation of our new name.

# Making Sense of Usage Statistics

A significant project we undertook this academic year was to centralize all library statistics within a new platform – LibInsight. One set of data was our e-resource usage statistics; LibInsight allows for the collection of these statistics automatically versus having to manually export the data from our various vendor sites. In seconds, we can now view the usage of each of our e-resource packages and collect data points.

Interesting stats such as the top used e-book, usage of certain databases and/or e-journals are just a click away for us which makes taking an evidence-based approach to managing our collection that much easier.

LibInsight platform showing a report on top 100 journal titles. The report is for the period from July 01 2021 to June 30 2022. The report shows the top 100 journal titles by Total Item Investigations. The table lists the following data:

ID	Title	ISSN	Unique Item Investigations
491	New England Journal of Medicine	0028-4793	4,082
1379	JAMA	0098-7484	3,097
4661	BMJ	1468-5833	2,511
4665	Canadian Medical Association Journal	0820-3946	2,278
458	British Journal of Sports Medicine	0306-3674	982
4677	Science	0036-8075	1,343

# Engaging @ a Distance

The 2021-2022 academic year began with continued COVID-19 restrictions, but corona couldn't stop us from engaging at a distance!



## Library Tours

We launched our Instagram-based library tours for incoming learners and those who may not have had a chance to visit the library! The tours received 74 views in the first two days. Find them in our highlights @NOSMLibrary.



## Halloween

It's not Halloween in the library without some treats! Each location was well stocked with goodies. We held a \$40 gift card giveaway to help one lucky winner buy their Halloween treats from Well.ca.



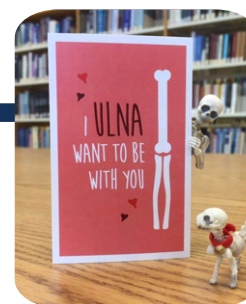
## Faculty Book Giveaway

Dr. Teresa Naseba Marsh, NOSM U faculty and author of *Healing from the Loss of a Loved One: A Pocket Guide for Grief*, generously shared ten copies of her book to give away to NOSM U members.



## Holiday Card Making

This December we relaunched our DIY holiday card making including take-out kits! It was great seeing everyone's creativity and to share in the celebration of the season.



## Valentine's Day

We brought back our favourite Valentines this year - which were once again a hit! We also gave away a gold heart plush to a lucky winner.



## Exam Swag Bags

As final exams approached, we treated learners to swag bags and a \$50 gift card giveaway to Well.ca. Learners could drop by for a bag and enter to win. This was our most popular giveaway of the year!

## Social Media

Total Followers

Facebook, Twitter, Instagram

1089

Total Post Likes

Facebook, Twitter, Instagram

1180

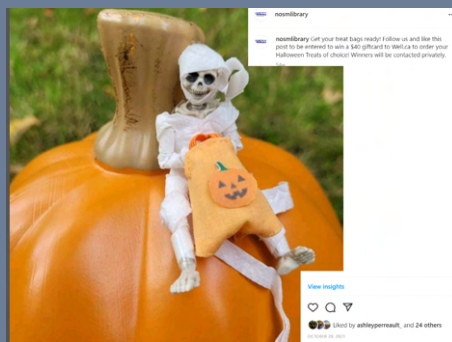
Reach

Facebook & Instagram

2418



Top Twitter Post



Top Instagram Post



Top Facebook Post



# User Experience Spotlight

This academic year we launched our User Experience Spotlight feature in our newsletter [Off the Shelf!](#) Check out some snippets below:



*"The support we received was tremendously helpful. In consultation with our [research] team, the librarian completed the entire search, forwarding all relevant [citations] directly to us. She also provided us with a write-up of the search methodology for the paper, [including search histories] to be provided as supplemental digital content. Communication between the librarian and the team was excellent, with any questions and concerns being addressed promptly. I'm not sure that a search completed by myself or other members of the team would have been nearly as thorough or complete. We are incredibly grateful to have had the librarian on our team."*

- Sam Hebert, Y3 UME student ([Fall 2021 issue](#))



*"I received service in a very timely manner. I was able to pick up my equipment at the first available time and it was very simple and efficient to communicate with the library to organize my pick up. The equipment is wonderful, it works perfectly and has been a real help to my online learning. I wish I would have taken advantage of these services earlier in the year."*

- Ericha Hendel, Year 3 UME Student ([Winter 2022 issue](#))

*"We have collaborated and consulted with the Health Sciences Library for the last three years on tools and resources available through their services related to the Residential School experience in Canada. We discussed learning resources available to all who use the library's services and had the idea to support, build, and add year to year, a [recommended resource list](#) for anyone interested in increasing their understanding of the legacy of Indian Residential Schools (IRS) in Canada and more Truth of this shared history."*

- Sally Monague, Cultural Coordinator, Indigenous Affairs Office ([Spring/Summer 2022 issue](#))

# By the Numbers

Resources Borrowed

**1,259,206**

Total Holdings

**48,632**

Collection Expenditures

**\$914,495**

Reference Questions

**689**

Website Views

**143,377**

www.nosm.ca/library is the  
3rd most viewed page on  
nosm.ca

Scholarly Publishing  
Support Requests

**12**

Research Consultations

**51**

Knowledge Synthesis  
Collaborations

**4**

Search Assistance  
Requests

**52**

Includes literature searches and  
knowledge synthesis collaborations

Equipment Bookings

**74**

Educational Session  
Attendees

**847**

58 sessions held

Interlibrary Loans Filled

**382**

\*\*Bulles, K., Howard, A., Hanson, A., Kearns, W., Orriola, J., Polo, R., & Sakmar, K. (2018). It takes longer than you think: librarian time spent on systematic review tasks. *Journal of the Medical Library Association*, 106(2), 198–207. doi: <https://doi.org/10.5195/jmla.2018.323>



# Space Enhancements

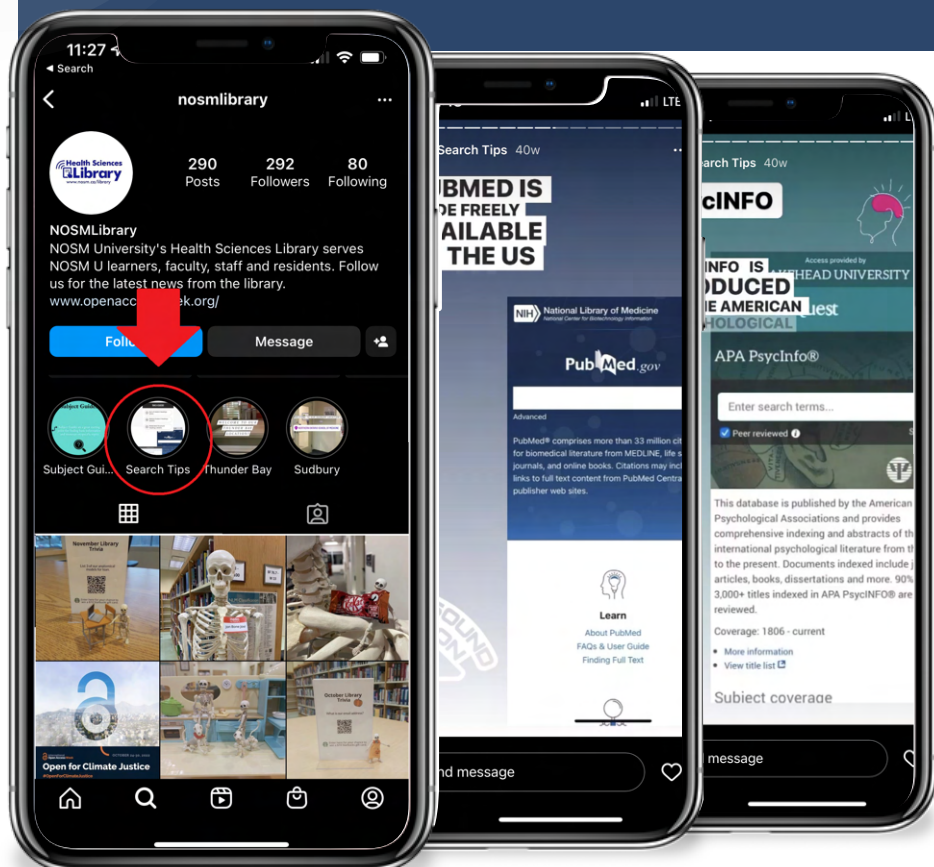
The collection is continuously evolving and improving. Beyond providing excellent resources, one major goal of our collection policy is to ensure resources are available electronically to all NOSM U members throughout Northern Ontario. An additional benefit of this policy is that as hardcopy books have been progressively removed and replaced online as needed, we have been able to expand seating.

In the winter of 2021 an empty unit of shelving, previously holding 1200-1600 hardcopy books, at our Sudbury location was removed with the assistance of procurement and facilities. Alanna Campbell, Public Services Librarian, using feedback provided by NOSM U learners, faculty and staff from our biennial user surveys, enhanced the space by doubling individual seating from four seats to eight seats and increased sit and stand seating from one to seven spots.

To do this an additional set of four individual carrels were installed - each outfitted with an EdgePower charging station. Additionally, a stunning powered table was procured along with two sit and stand chairs - providing learners with a quick touch point to land between classes or a spot to study and stretch their legs. The furniture has been a welcome addition to the library space and actively used by learners.

You'll also find a new friendly face at each location. Captain Jack's best friend, a full-size male skeleton Jon Bone Jovi, now greets learners and is easily accessible for photo ops! He is available to borrow through our [equipment booking service](#) - although he doesn't commute easily and is best used on campus.

Do you have suggestions that you think would make the library spaces better? Share them through our [online suggestion box](#) at any time.



## Search Tips

This year we added a highlight to our Instagram stories called Search Tips! You can find quick bites of information on topics including Medical Subject Headings (MeSH), selecting a research database such as Ovid MEDLINE, PubMed, CINAHL, Web of Science and PsycINFO and more.

Follow us on Instagram to see our latest search tips.

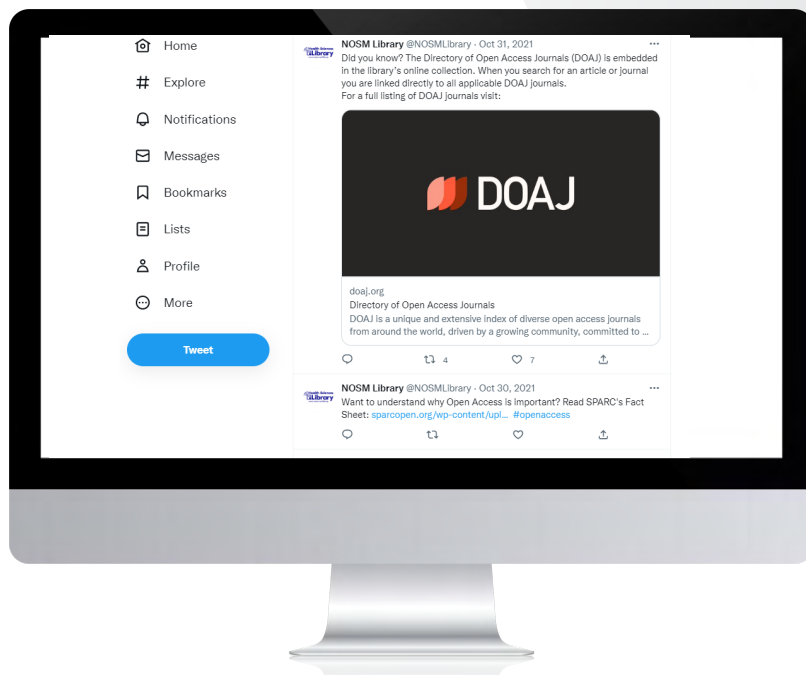


# Open Access Week Promotion

The Scholarly Publishing and Academic Resources Coalition (SPARC), an open access (OA) advocate, defines OA as,

**...the free, immediate, online availability of research articles coupled with the rights to use these articles fully in the digital environment. Open Access ensures that anyone can access and use these results – to turn ideas into industries and breakthroughs into better lives. (SPARC, n.d., para. 1).**

Keeping the above definition in mind, in the last 10 years open access (OA) has come to the forefront. In Canada, federal funding agencies such as: the Canadian Institutes of Health Research (CIHR), the Natural Sciences and Engineering Research Council of Canada (NSERC) and the Social Sciences and Humanities Research Council of Canada (SSHRC), collaborated in 2016 to produce a shared OA publication policy, Tri-Agency Open Access Policy on Publications. Echoing SPARC's definition, the Tri-Agency stipulates that its objective, "... is to improve access to the results of Agency-funded research, and to increase the dissemination and exchange of research results" (Government of Canada, 2016, para. 5).



In recognition of the Tri-Agency's policy and the importance of OA in knowledge dissemination, the library took advantage of Open Access Week as an opportunity to build awareness. Over the course of October 25 to 31, 2021, Facebook and daily Twitter posts were used to highlight OA week's theme, "It Matters How We Open Knowledge: Building Structural Equity" along with accompanying events, to define what is meant by open access, and to provide helpful resources such as the our Open Access Subject Guide, and the Directory of Open Access Journals.

On a related note, this year Sophie Regalado, Research & Scholarly Communications Librarian collaborated with Lyne Morvan, Research Coordinator, Research and Graduate Studies Office to develop the Student Open Access Publication Fund Guidelines (Student OA Fund). The fund is currently established for a three-year commitment beginning in 2022. Provided by Dr. Sarita Verma, NOSM U President, Vice-Chancellor, Dean and CEO, the fund provides \$5,000 per calendar year to support medical students' open-access publication costs.

## References

Government of Canada. (2016, December 21). *Tri-Agency Open Access Policy on Publications*. [https://www.science.gc.ca/eic/site/063.nsf/eng/h\\_F6765465.html](https://www.science.gc.ca/eic/site/063.nsf/eng/h_F6765465.html)

Scholarly Publishing and Academic Resources Coalition. (n.d.). *Open Access*. <https://sparcopen.org/open-access/>

# Building Relationships, One Guide at a Time



## Treaty Recognition: Documentaries and Videos

Search this Guide

Treaty Recognition Week | Treaties & Maps | Documentaries and Videos | Books | Podcasts & Continuing Education



### Online Videos

- [Indigenous Voices on Treaties](#)  
Produce by the Ontario Government. Indigenous speakers share their knowledge about importance of treaties, treaty relationships and rights in Ontario.
- [Land Acknowledgements](#)  
Whose Land  
[more...](#)

### Available @ the Library

#### The Walk a Mile Film Project

Call Number: WM 172 D47 2014 NOSMW & NOSME

Series of 5 short documentary films that are designed to educate and encourage frank conversations about the reality of the life and history of Aboriginal peoples in Thunder Bay across Canada, addressing subjects such as history, racism, treaties, violence against w

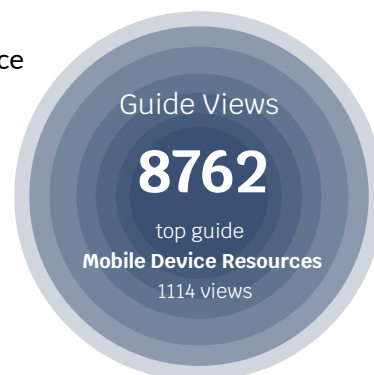
When we launched our subject guides back in 2011 we built a collection to support undergraduate and postgraduate learners. Guides were based on the broad topics covered in Phase 1, like anatomy, pharmacology and toxicology, and neurology and neuroscience. Guides were also created to support the postgraduate residency programs, like family medicine, and primary care, general surgery, internal medicine, and pediatrics. The purpose of the guides was to provide learners with a starting point to find books, journals, and websites relevant to particular areas of study.

Over time the utility of these guides has evolved beyond purely curricular support, but with the same intention of pushing information to our users. Guides on specific library services and resources or on overarching concepts like evidence-based medicine garnered attention through promotion on social media or in education sessions. We began to seek out expertise and feedback from NOSM U colleagues to generate more robust content.

Our users also saw the versatility and convenience for sharing all kinds of information via the guides. We began to receive requests for guides that could house internal documents for individual units or provide resources to address a gap in the UME curriculum. In 2021-2022 we fulfilled six requests to develop or collaborate on guides on important social and cultural topics or to facilitate the sharing of information to specific groups. These guides include:

- Integrated Community Experience (ICE) Placement Preceptor Information, on behalf of UME (*pending publication*)
- [National Day for Truth & Reconciliation](#), in collaboration with the Indigenous Affairs Office
- [NOSM U Postgraduate Medical Education \(PGME\) Advisory Board](#), on behalf of the NOSM U PGME Education Advisory Board (EAB) Committee
- Palliative care, on behalf of the NOSM U Palliative Care Student Interest Group (*pending publication*)
- [Social Accountability](#), in collaboration with the Code of Respect Working Group
- [Treaty Recognition](#), in collaboration with the Indigenous Affairs Office

These collaborative projects have been meaningful in several ways. It has given us the opportunity to establish relationships with colleagues in other areas of NOSM U. The library has benefited from University-wide visibility and cross promotion as a result of these relationships. We have broadened the scope and complexity of our guide collection to better serve the needs of the entire NOSM U community which has also introduced new users to the library, particularly faculty and staff who may not have previously considered using the library. Most significantly, some of these collaborations directly support NOSM U's strategic goal to **Advance social accountability** and the library's strategic priority to **Build relationships and advance social accountability by the promotion of collaborative projects and supports for social accountability**.





## E-Reserves

Managing the e-reserves continues to be an integral function of Education Services. With tremendous support from Library Assistants, Katy Gauthier and Ariel Doherty, we have established a workflow that ensures the e-reserves for the medical students are ready when needed and the resources are accurate and accessible. As part of our process, we review each UME module resource list with meticulous detail. Every link is tested, every edition is verified, and every issue is communicated to the appropriate Theme Committee. In the 2021-2022 academic year, we identified 69 resource issues across the 11 modules in Phase 1. Online resources, particularly websites and web documents, are a common source of problems. Often, we can find the item elsewhere or obtain alternate sources, but there are instances where the content has been removed entirely. We work with members of the Theme committees to identify resources that can be appropriate substitutes.

In our continuing efforts to reduce barriers and increase collaboration, Michael McArthur, Access Services Librarian and Jennifer Dumond, Education Services Librarian submitted a proposal to UME recommending linking Moodle (the learning management system) and Springshare (the software used to manage e-reserves); integrating Springshare with Moodle would allow the e-reserves content to be automatically populated into a Moodle course based on matching metadata. The proposal garnered a favourable response from UME, with a tentative plan for implementation in winter 2023. In the meantime, students can access e-reserves through a link within Moodle and from the library homepage or [library subject guide page](#).

## Annual Faculty Publications Search

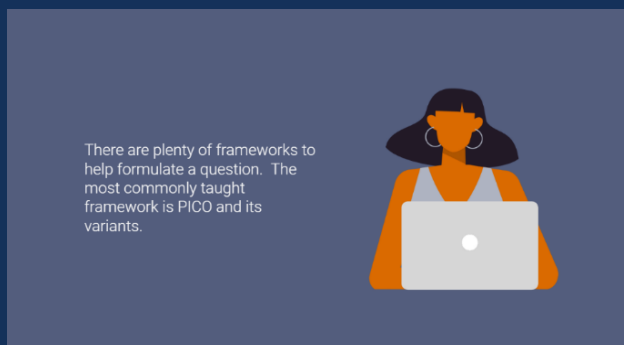
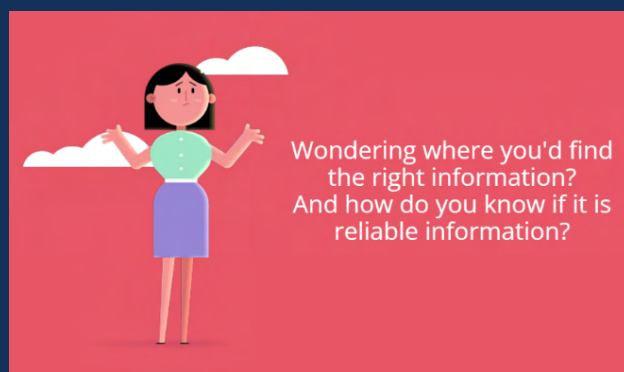
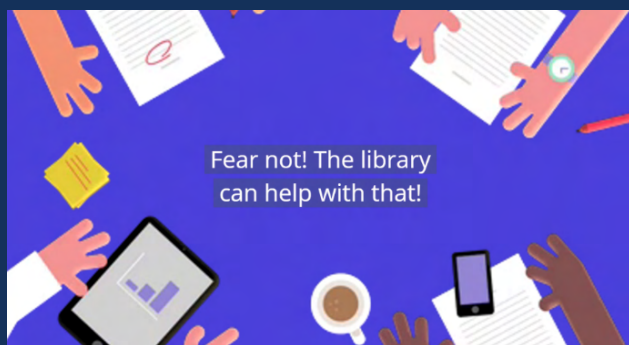
Each year since 2013, the library has engaged in a NOSM U-wide faculty publications search. Citations of peer-reviewed articles are identified through database searches, retrieved, validated and then they eventually make their way into our master publications database which currently holds 3904 citations; we searched 1951 faculty members for our most recent search covering the 2020-2021 timeframe. As of this past summer, subject headings and descriptors are now being retrieved along with the standard bibliographic information – collecting this type of information will allow for better internal searching of our citation database.

When the searching and validation process is complete, we generate charts and basic metrics such as, total number of citations per division, number of first author citations, total number of unique citations, etc. Divisional spreadsheets of citations along with accompanying charts are shared with NOSM U stakeholders.

To date, the data we collect has been used by several NOSM U programs and units; these include: Communications, Institutional Intelligence, Faculty Affairs, Office of the President, Dean and Chief Executive Officer (CEO), PGME, Research and Graduate Studies Office and UME. Faculty publications data is also addressed in NOSM U's 2021-2025 Strategic Plan.

## Biteable

We are always on the lookout for new ways to develop tools for instruction. This year we acquired access to [Biteable](#), a web-based program for building and editing videos. This resource allows us to quickly and easily create slides and tutorials to embed in MyCurriculum or a subject guide, and use on social media. Biteable's bright, animated templates and musical selections add fun and personality to an otherwise informative but unengaging video. In the coming year we plan to freshen up our older tutorials and add some brand new ones, including a series on the literature search process.



# Key Achievements

- ✓ Develop plan and next steps to begin assessing knowledge synthesis services (Complete)
- ✓ 2020-2021 Annual Faculty Publications Search & Data Reporting (Complete)
- ✓ Rebranding copyright support services as information use services (Complete)
- ✓ Developing a joint library and research office orientation (Suspended)
- ✓ Developing a knowledge synthesis subject guide (Suspended)
- ✓ Explore Dundas BI (business intelligence software) for faculty publications (Suspended)
- ✓ Assess Local Education Group (LEG) access pilot (Complete)
- ✓ Re-evaluate chat service (Complete)
- ✓ Augmented reality/virtual reality assessment (Complete)
- ✓ Public relations enhancements around educational activities (Complete)
- ✓ Strategies to engage with Year 1 MD students (Complete)
- ✓ Report on the feasibility of Northern Ontario UpToDate license (Suspended)
- ✓ RingGold metadata review and cleanup (Complete)
- ✓ Creating a guide for accessing the e-resources (Rolled Over)
- ✓ Develop 'how to search' tutorial series (In Progress)
- ✓ Audit terms of use in electronic resource management system (Complete)
- ✓ Implement all Counter 5 compliant vendors in LibInsight (Complete)
- ✓ Implement all vendors into LibInsight (Complete)
- ✓ Implement outcome of NOSM U legislative process (In Progress)
- ✓ Add book covers to titles not covered by Google Book application programming interface (Complete)
- ✓ Changeover to new NOSM U internet protocol (Complete)
- ✓ Manually transfer user accounts to TinyCat (Suspended)
- ✓ Create series of virtual library sessions (Complete)
- ✓ Increase instruction via social media platforms (In Progress)
- ✓ Create orientation for staff on-boarding (Complete)
- ✓ Integrate Springshare (e-reserves) in Moodle (In Progress)

## Ask Us!

[askthelibrary@nosm.ca](mailto:askthelibrary@nosm.ca)

### Chat

Text: 705-702-4554

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