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2023 Providence Library Services Annual Report

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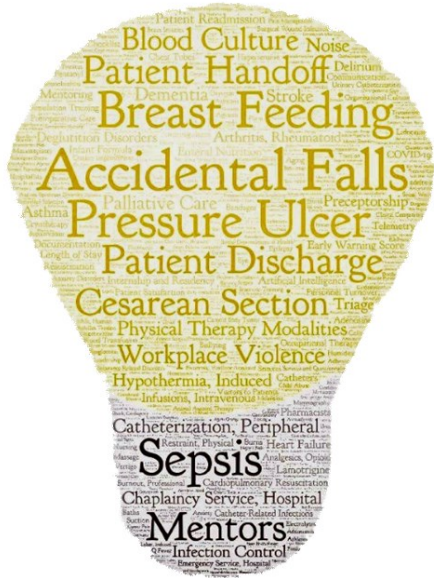
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PROVIDENCE LIBRARY SERVICES

providence.org/library librarian@providence.org



Providence Library Services provides high quality information resources and innovative services to meet caregiver and providers' clinical, research, business, and education needs in the right place at the right time.

Annual Report 2023

Providence Library Services has modernized the delivery of evidence-based electronic resources and professional library services across a complex health system environment. Using an innovative integrative organizational model, Providence Library Services leverages the skills of a small group of professional library staff who deliver significant value broadly across the organization. Touching nearly every job role, in every ministry, library staff have an impact on nearly all Providence health system operations.

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WORDS OF IMPACT

"The Providence Librarian has been a huge help to me in the past few years. This year I finally started doing research and although I am the Principal Investigator for this project, I still feel lost at times with how much information is out there. The Librarian is magic and helps me SO much. I sometimes feel like I am over-using them but I truly am so grateful for this service."

"Wonderful resource. The search was helpful for prepping of a rare/complex patient and periprocedural/perioperative management. There was a scarcity of literature detailing some specific requests but the thorough search and summary of peer-reviewed and other sources was very much appreciated."

"I value the library resources and support, and utilize them often when working on EBP/QI or re-search projects. They clarify search criteria and provide results quickly. Thank you."

"I cannot express how much benefit to clinic productivity, and up to date EBR pt care this program has for our cancer clinics. I do not have the time nor expertise to search the same methods the librarians provide to me. The depth of academic research is top notch and dependable. What a huge mistake to patient care if this resource were to be lost."

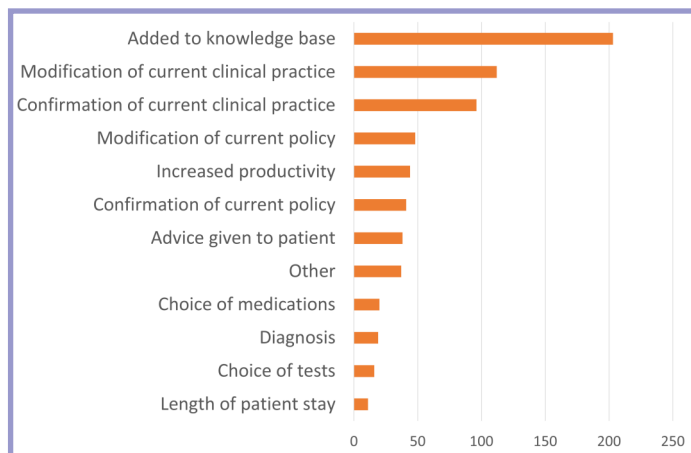
PROVIDENCE LIBRARY'S LITERATURE SEARCH SERVICE: WHAT'S THE IMPACT?

Does our Literature Search Service impact patient care and save clinicians time? Providence Library Services carried out an IRB approved project to systematically gather feedback from our users. Throughout the year every caregiver and provider who requested a search received a survey asking their perceptions of quality and impact of the search results.

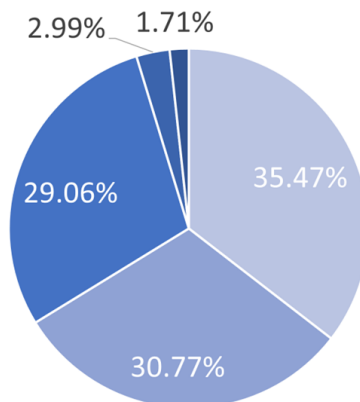
With a 23% response rate, respondents came from across all Providence regions and job roles.

Results show, our searches add to caregivers' knowledge base, modify or confirm current clinical practice & policy, improve caregiver productivity, and impact advice given to patients. Caregivers perceived our literature search results as High Quality. Most respondents indicated that they saved 4 hours or more by using the literature search service. To view the complete results please visit our [Digital Commons](#).

Search Impacts



Time Saved by Using our Service



Perceived Quality

- Saved between 1 and 3 hours
- Saved more than 7 hours
- Saved between 4 and 6 hours



BY THE NUMBERS

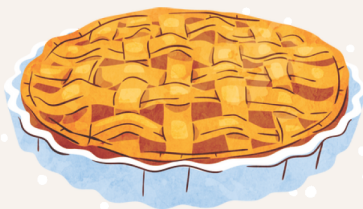
2023 was busy year in the library!

- ◆ **191,000** visits to providence.org/library by over **50,000** unique visitors, showing a **growth of more than 100%** over 2022
- ◆ **692,104** articles downloaded from our collection, in support of clinical care, education & research
- ◆ **133,609** eBooks accessed, an **increase of almost 30%** over 2022. We provide many of the core reference textbooks to guide practice,
- ◆ **25,228** articles sent via email to caregivers across Providence from Library staff
- ◆ **1,335** hours of library instruction provided to caregivers across the enterprise
- ◆ **3,130** expert literature searches performed and reference questions answered.
For more on the impact of these literature searches [view our project](#)



By the Numbers

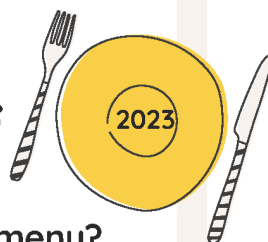
Article and eBook Downloads	825,713
Articles Delivered	25,277
Reference Question/Literature Searches/Current Awareness	9,526
Instruction Sessions	1,335



Who did we serve?

Physicians, Nursing, Managers, Administrators, PT, OT, Rehab, Researchers, and more!

Providence Library Services



What's on the menu?

Increase in database usage	9.5%
Increase in question and search assistance	41%
Increase in instruction sessions	44%
Increase in webpage visits (That's over 191,000 visits from 50,000+ unique visitors!)	110%



Hungry for more? Click on the pie to taste our full report!

Hours of Service

Minutes devoted to literature searches	102,320
Minutes of instruction sessions	2,115

Digital Commons

Submissions	1,600
Page Hits	48,919
Audio/Video Streams	101
Peer Reviewed Articles	863



Order Now

librarian@providence.org



OUR RESOURCES

Providence System Library Services offers a rich and diverse collection of resources to support patient care, professional development, and business needs. Universal on-site and remote access provides a consistent user experience across systems and locations.

- ◇ 4,000+ eJournals
- ◇ 2,000+ eBooks...and counting!
- ◇ In 2023 we added 48 new eBooks in response to user requests.
- ◇ Research databases, point-of-care tools, and other specialized clinical support platforms
- ◇ Curated resource collections, including a **High Reliability Leader Methods reading list** and a **DEI eBook collection**
- ◇ A robust website and Share-Point presence that supports seamless access at home, office or hospital campus

Providing library services – not just resources – ensures that caregivers and providers are able to access the evidence they need to make informed patient care and business decisions, and saves them time and energy for research, innovation, and improving health care delivery and population health.

NURSE RESEARCH COUNCIL CONFIDENCE SCORES

The 2023 South Division Nurse Research Council Needs Assessment showed council members are very confident in contacting a librarian & teaching others how to do the same. They are also very confident in using & teaching others to use the online Providence library to search for evidence. Our outreach is making a difference with Providence nurses!

SUPPORTING OUR NURSES

The Providence Library supports nurses by providing a wide range of evidence-based resources and services. We help nurses stay up to date with the latest advancements and evidence, enhancing the quality of their research and clinical decision-making.

The Library supports Pathways to Excellence and Magnet journeys through building and maintaining relevant library collections, providing educational support, collaborating on evidence-based practice and research projects, and disseminating the new knowledge created by our nurses.

Outreach to nursing specifically includes:

- ◇ Monthly orientation in the Nursing Research Basics 101 class
- ◇ Librarian representation on Nursing Research Committees across the enterprise
- ◇ Creation of a Nursing EBP and Research Pathway in Degreed
- ◇ Management of the Yammer Virtual Nursing Journal Club
- ◇ Updated **Nursing Research Resources Guide**
- ◇ Support of nursing scholarship through management of **Nursing Conferences** materials and a new **Nursing Terminal Degree Collection** in Digital Commons, highlighting publications by doctorally prepared Providence nurse authors

STRENGTHENING THE CORE: DEVELOPING OUR CAREGIVERS

Providence Library Services aims to support caregiver development in their current roles and beyond, building lifelong knowledge management and evidence-based practice skills. We deliver educational programming that teaches 21st century information literacy skills and have provided outreach and tailored support for educational programs such as Graduate Medical Education, interns and fellows, Clinical Academy, Nurse Residents, and students, including those at the University of Providence and the Covenant Schools of Nursing and Radiography.

Over 1,300 individuals received instruction from our Library Staff in 2023. Hundreds more accessed our [online tutorials](#), links to free [CME/CEU](#) available through Library subscriptions, and how-to videos through our SharePoint Learning Portal.

New HealthStream Courses

Following the launch of Library 101 in 2022, 2023 saw the development and launch of 3 new courses. These classes were taught by a team of Librarians and offered 4x each throughout the year. Participants received 1.5 CEU hours for each. Comments and post-class likert evaluations were universally positive.

The image displays three course flyers arranged horizontally. Each flyer is titled and contains a description, learning objectives, dates, and registration information. The first flyer is for 'LIBRARY RESOURCES 101', the second for 'Searching for Evidence in PubMed', and the third for 'Searching for Evidence in CINAHL'. Each flyer includes a list of dates and times for the course sessions and instructions on how to register via HealthStream.

LIBRARY RESOURCES 101
Thinking about evidence based practice? Learn what resources System Library Services has to offer & how to apply them to your daily work! This class will cover:

- An overview of resources & services available: how to access from work & home
- Best tools to answer your clinical questions
- Basics of searching for clinical evidence
- Accessing full text articles
- Earn 1.5 Nursing CEUs!

— Wednesday, January 10, 2024
— Wednesday, May 8, 2024
— Wednesday, September 11, 2024
10:00am–11:30am PT

To register
Visit HealthStream via Azure
[myapps.microsoft.com](#) & search for **PROV: Library Resources 101** under the Catalog.

This course has been approved by the California Board of Registered Nursing BRN Provider No. 00166. Administrator of the CE program is Kim Rosallo.

Searching for Evidence in PubMed
Whether you are a beginning PubMed user or have some experience but would like to conduct more effective literature searches, this class is for you. Learn search techniques and features of the PubMed MyNCBI account that will help you find, save and share information. Students will be able to:

- Describe the many ways to search PubMed.
- Employ MeSH database to identify subject headings for precision searching.
- Construct search strategies using keywords, MeSH subject headings and filters/limits in PubMed.
- Complete a MyNCBI account and use it's features.
- Earn 1.5 Nursing CEUs!

— Wednesday, April 10, 2024
— Wednesday, July 10, 2024
— Wednesday, November 13, 2024
10:00am–11:30pm PT

To register
Visit HealthStream via Azure
[myapps.microsoft.com](#) & search for **PubMed** under the Catalog.

This course has been approved by the California Board of Registered Nursing BRN Provider No. 00166. Administrator of the CE program is Kim Rosallo.

Searching for Evidence in CINAHL
Beginning searchers and those with some experience will learn to conduct more effective searches using the CINAHL database. Students will be able to:

- Define when CINAHL is the appropriate database for their search
- Use CINAHL Headings for precision searching
- Construct search strategies using keywords, CINAHL subject headings and limits/filters
- Create an EBSCO account to optimize searching
- Earn 1.5 Nursing CEUs!

— Tuesday March 12, 2024
— Wednesday June 12, 2024
— Thursday October 17, 2024
10:00am–11:30am PT

To register
Visit HealthStream via Azure
[myapps.microsoft.com](#) & search for **CINAHL** under the Catalog.

This course has been approved by the California Board of Registered Nursing BRN Provider No. 00166. Administrator of the CE program is Kim Rosallo.

Video Library

Our staff created a library of short how-to videos accessed via our [Learning Portal](#) on SharePoint. This initiative created an opportunity for asynchronous learning, which is essential to many of our caregivers working outside of Library business hours.

To date we have 19 short videos, with dozens more in the works.

TRANSFORMING THE FUTURE: SUPPORTING RESEARCH AND RESEARCHERS

Providence Library Services supports clinical and bench research throughout every stage of the research cycle, from inquiry through knowledge dissemination. As a key resource on scholarly communication topics, we provide support around issues such as authors' rights, copyright, open access and predatory publishers. Caregivers can further develop their skills and knowledge through our [Publishing Resource Guide](#). Librarians have collaborated with clinicians on research, participated in research training institutes, and earned IRB certification. We have conducted thousands of literature searches for busy caregivers and taught sessions on information appraisal and evidence-based practice.

While caregivers and researchers can always email us at librarian@providence.org for assistance, this year we added a new way for researchers to request library and publication support through the Health Research Accelerator's Research [Pathfinder 2.0 app](#).

PROVIDENCE EXPERTS

In June 2023 we launched **Providence Experts** research profile platform. This portal creates complete, accurate, up-to-date profiles for Providence researchers and clinical experts, pulling data from PubMed, Scopus, ORCID, external funding databases, and internal systems. Profiles aggregate scholarly activity data in one public-facing website. Together with Providence's Digital Commons institutional repository these two systems provide a rich picture of the Providence research ecosystem.

Benefits of Providence Experts include boosting institutional visibility, supporting collaboration and networking within Providence and externally as well as across disciplines. Providence Experts allows researchers and clinical experts to build an online presence and demonstrate research impact with quantitative and qualitative indicators, including h-index and other alt-metrics. Researchers, students, journalists and funding bodies can easily find publications and connect with experts.



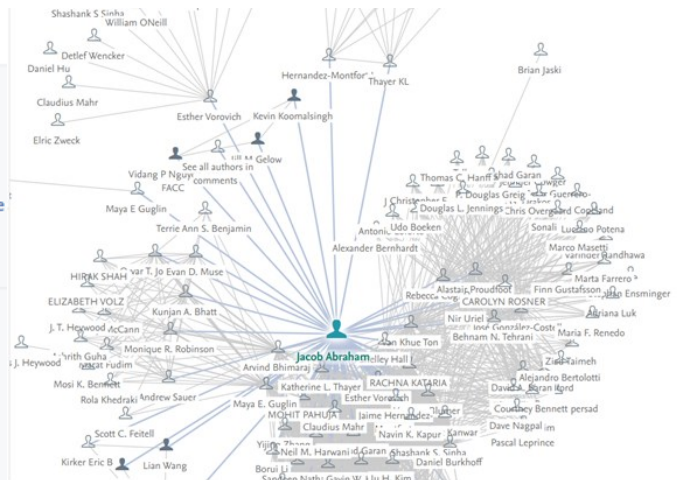
Home **Profiles** Research & Focus Areas Grants Research Output



Jacob Abraham
Physician
Center for Cardiovascular Analytics, Research and Data Science
Cardiovascular
Oregon

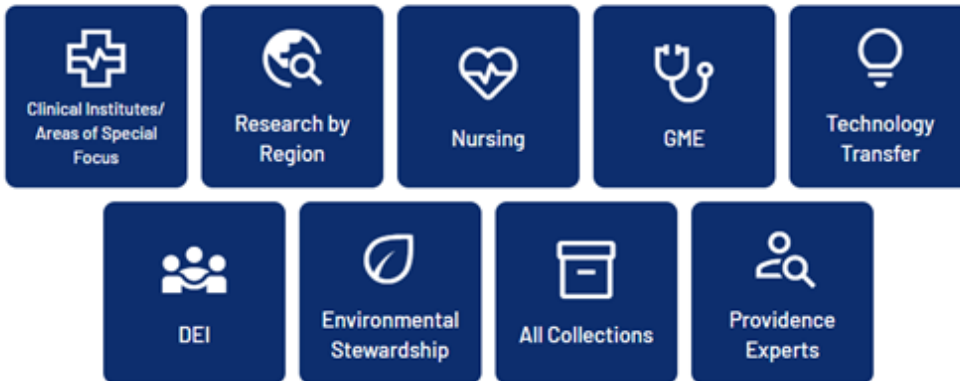
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REBRANDING AND GROWTH OF DIGITAL COMMONS

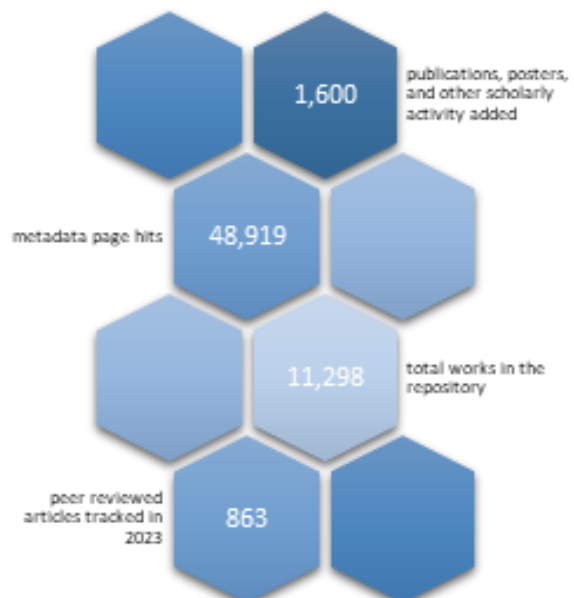
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Digital Commons went through a rebrand and refresh to align with the look and feel of Providence Experts and Brand Strategy guidelines. We saw steady growth in collecting materials and building new collections. Notably, Digital Commons received increased global usage across 170 countries. Repository visits grew 9% from 2022-2023.

New collections included an Ethics Videos Archive, a Nursing Terminal Degree collection, and Providence Special Pathogens Program. We hosted materials for the following virtual conferences:

- ◇ Providence Nursing Research Conference
- ◇ Central Division Nurse Clinical Inquiry Conference
- ◇ South Division Nursing Research Conference
- ◇ St Joseph Hospital Orange, Evidence Based Practice Conference
- ◇ Oregon Academic Achievement
- ◇ Swedish Learning Day 2023



LIBRARY STAFF SCHOLARLY ACTIVITY

New Library Staff

A new Library Specialist at Providence St. Patrick in Missoula, MT. joined our team in Spring 2023. Welcome Scott Simonson!

Alex Ferguson joined us at the beginning of 2024 as our new Librarian for the Texas/NM region. Welcome Alex!

Presentations

Chu, F. (2023, September 4). Task sharing of tele-mental health interventions in primary care: Formative assessment using implementation science. 2023 Psi@Large Chapter of Sigma Theta Tau International Research Day, Bremerton, WA.

Delawska-Elliott, B., Clark, N., Baker, B., Vaugh, V., McGowan, S, Epstein, H. Kraft, M., & Aaronson E. (2023, May 19). Advocacy resources for hospital librarians – Hospital Library Caucus LibGuide. Annual Meeting of the Medical Library Association, Detroit, MI.

Delawska-Elliott, B & Davies, M. (2023, May 19). NOT-NOT? Yes!: A visualization tool for an advanced search technique. Annual Meeting of the Medical Library Association, Detroit, MI.

Enslow E., McAteer M., & Delawska-Elliott, B. (2023, May 19). Free money: Reevaluating, reassessing, and removing barriers to chapter scholarships. Annual Meeting of the Medical Library Association, Detroit, MI.

Grinstead C, Delawska-Elliott B, Chu F, & Linden D. (2023, April 20). Building nurses' literature search knowledge using electronic databases. Presentation at the annual Western Institute of Nursing Conference, Tucson, AZ.

Linden, D. (2023, October). ChatGPT for Clinical Inquiry: Can AI change the way we find evidence? St. Joseph Hospital's 18th Annual Evidence Based Practice Conference.

Martin, H.J., Linden, D., & Grinstead, C. (May 17, 2023). Learning from Each Other: Results from the First Year of a Peer-reviewed Literature Searching Project. Annual Meeting of the Medical Library Association.

Martin, H.J. & Schwartz, A. (May 19, 2023). Leveling up Researcher Profiles: Changing Platforms, Changing Practice. Annual meeting of the Medical Library Association.

Raszewski, R., Fial, A., Stark, R.K., Alcorn, K., Dennison, C., Porcello, L. & Delawska-Elliott, B. (2023, May 19). Forging ahead with the NAHRS Nursing Essential Resources List. Annual Meeting of the Medical Library Association, Detroit, MI.

Schwartz, A. & Martin, H.J. (Nov 16, 2023). "Pure-ly for Authors: An Update of a Health System Researcher Profile Platform". Medical Institutional Repositories in Libraries.

Whitehead, S. & Delawska-Elliott, B. (2023, March 9). Bridges to success: Librarian support of a collaborative multi-institutional nursing evidence-based practice fellowship. 2023 MLGSCA/NCNMLG Joint Spring Symposium.

