

# From Books and Buildings to Information and Services

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OCLC

January 16, 2012



Artwork by Miro Kavacevic

# Medical Library Characteristics



- Diversity of user needs, but especially clinical
- Very extensive online materials, especially journals
- Sustained pressures on collection budgets
- Leadership of NLM

# Key Welch Facts

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- User community 35,000 faculty, students and staff of SOM, BSPH, SON and JHH
- Research intensive university with substantial clinical practice
- History of technological advances
- Many information partners
- Grand but outdated library building

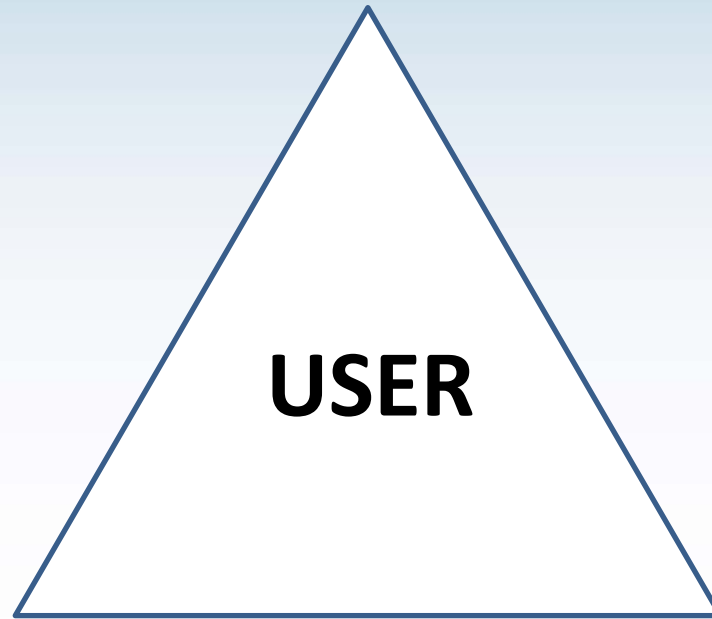


**The Welch Medical Library Building**

# Welch Library Plan 2002

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**GREAT INTERFACES**



**ONLINE COLLECTION**

**INFORMATIONIST SERVICES**

# The William H. Welch Medical Library of 2015

Will Bryant, Associate Director, Finance and Administration, Welch Library, Johns Hopkins University

## "Network Concept"



## Library Phases Timeline



## Touchdown Suites

- Consultation space w/ modular configuration
- Workstations for demos and training
- User area which doubles as meeting space
- Located near clients in teaching, research and clinical areas

## Central Core Facility

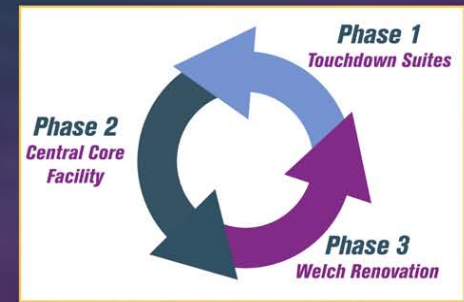
- New location for Welch staff
- Meeting space for distributed liaisons
- Support for outreach activities
- Training classrooms and computer lab



## Welch Library Building

- Institute of the History of Medicine
- Expanded Historical Collection
- Restoration of grand Reading Rooms
- New Faculty Club
- New Group Space in Converted Stacks

## "Phased" Implementation



## "Conceptual Cost Estimate"

| Conceptual Cost Estimate        | Amount                 |
|---------------------------------|------------------------|
| Phase 1 - Touchdown Suites      | \$ 2.2 Million         |
| Phase 2 - Central Core Facility | \$ 12.4 Million        |
| Phase 3 - Welch Renovation      | \$ 13.4 Million        |
| <b>Total Cost</b>               | <b>\$ 28.0 Million</b> |

Additional Information on the Welch Library's plan for touchdown suites and the Library of 2015 can be found at the following urls:  
<http://www.welch.jhu.edu/architecturalstudy/index.html> and <http://www.welch.jhu.edu/classes/wls.html>

# Progress 2002-11

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- Licensed electronic material whenever possible
- [Ongoing interface development](#)
- [Informationist services](#)
- Reviewing/reducing print collection
- Closed library branches
- [Alternative plans for the building](#)
- [Qualitative](#) and [quantitative](#) evaluation





Welch Search

Email Print Text Resize

- Resources
- Department Guides
- Services
- Find A Journal/Book
- How To
- About Welch

Your Personal Bookmark

Your Informationist

Logout Button

BOOKMARKS HOME

- PubMed
- New England Journal of Medicine
- SCOPUS
- Web of Science
- CINAHL

View All Bookmarks >> Edit Bookmarks >>

POPULAR RESOURCES

- PubMed
- UpToDate
- MDConsult
- HEJM
- CINAHL
- Nature
- JAMA
- Science
- Lancet
- Micromedex
- PsycINFO
- Web of Science
- Cochrane Library

more»

QUICK RESOURCES

- SciVal Experts Research Profiles
- NIH Public Access
- WebDoc
- RefWorks
- Find It

TIP OF THE DAY

December 21, 2011 WELCH TIP OF THE DAY 12/21/11 Hopkins Faculty eligible for SPIRIT AWARDS

more»

SEARCH

PubMed | Welch Resources | JH Libraries Catalog | Multi-Search Search PubMed and other NCBI databases Search for: PubMed Search



Click here to get help NOW!

ONLINE TUTORIALS

- EndNote
- PubMed
- Reference Manager
- RefWorks

CLASSES & LECTURES

Dec 123 (pre-registration req.) 8:00 AM - 8:15 AM

All Classes >>

LATEST NEWS

- December 19, 2011 Changes to PubMed Tutorial
- December 14, 2011 Welch Library Town Hall
- December 08, 2011 The Birth of Library Research Gaming: Bibliotouts

more»

WELCH LOGIN

Hello John Doe update your account Informationist: Claire Twose Email: ctwose1@jhmi.edu Phone: 410-502-0490

Logout



INFORMATION DESK

- Call 410.955.3410
- Ask Us
- Find Your Informationist
- FAQs
- Instant Chat
- Request Library Privileges
- Special Borrower Request
- Request A Resource
- Obtain Article Online
- General Contact Info

LATEST BLOG POSTS

- PubMed's New Advanced Search
- Education Advisory Board: Redefines the Academic Library
- Goddard Space Library & Welch: It's not Rocket Science

more»

Resources

- Find a Journal/Book
- Search
- WebDoc
- RefWorks
- Find It

About Welch

- Collections
- Employment Opportunities
- Borrowing Privileges
- General Contact Info
- Institute of the History of MedicineSite map

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William H. Welch Medical Library 1900 East Monument Street Baltimore, Maryland 21205 Phone: 410.955.3410

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Inside Welch (Staff Only) | Johns Hopkins University | School of Medicine | School of Nursing | School of Public Health | Designer

FEEDBACK



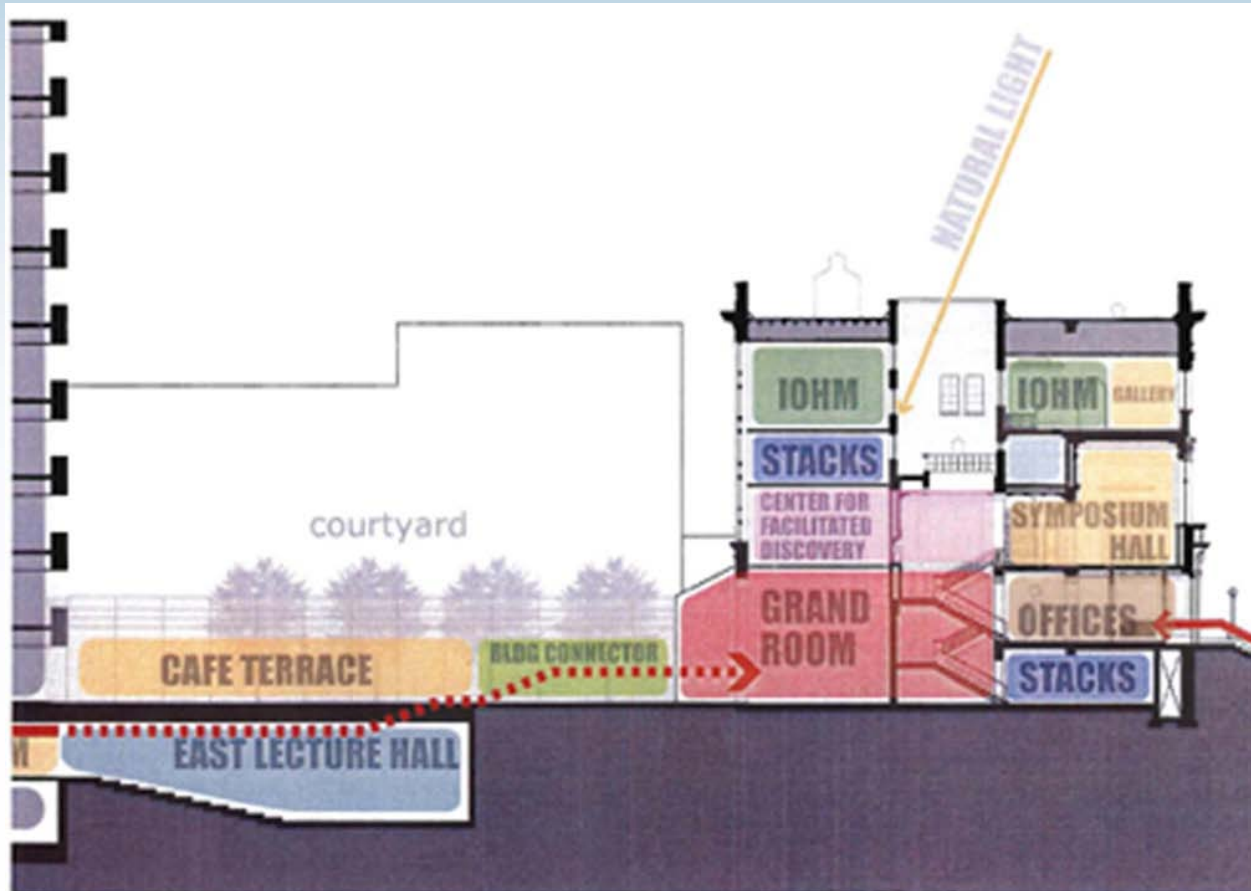
Serving the faculty, students & staff of the Johns Hopkins Medical Institutions

# Informationist Services



- Florance and Davidoff, Ann Int Med, 2000
- Assignments to departments
- Office hours, faculty meetings, rounds, etc.
- In depth services
- Broad array of services

# Graduate Education Center Plan



Vision for a Graduate Center for the Johns Hopkins School of Medicine, DEGW, April 2010

# User Comments

- **Now that's great service!"**  
Lee Watkins , Director of Bioinformatics , Center for Inherited Disease Research, Institute of Genetic Medicine , Johns Hopkins Bayview Medical Center
- **"Your assistance in more effectively using PubMed and searching the grey literature has been invaluable in my research. Many thanks for your willingness to share your expertise!"**  
Colleen Wheeler , Public Health Analyst, MPH Student , SPH , International Health
- **"Having been in Hopkins for a little over a month, I am amazed at how much is available at my fingertips, as made possible by the Welch Library and its diligent staff. Thank you for all you do."**  
Manjunath Markandaya , Fellow , SOM , NCCU Division Departments of Neurology, Neurosurgery and Anesthesia Critical Care Medicine
- **"The WELCH team is invaluable to keeping my research moving forward. They have trained my research team how to use RefWorks so we can all share a large reference library, helped me perform difficult searches when I am short on time, and even helped me access to full text articles needed for presentations when I am overseas! I don't know what I would do without them."**  
Elizabeth Hunt, MD , Simulation Center Director and Assistant Professor , SOM , Anesthesiology and Critical Care Medicine, Pediatrics
- **"Thank you so much for all of your help. Sometimes it's best to just leave these things to the professionals!!! I really appreciate it!"**  
Michelle Teel , Nurse Clinician III-PACE , Johns Hopkins Medical Institutions , Weinberg 5D
- **"It is clear that the Welch librarians are committed to our success as clinicians and researchers."**  
Drew Fuller, MD, MPH , Assistant Residency Director , SOM , Dept. of Emergency Medicine
- **"The resources available from the on site information suite provided me with significant assistance on multiple research projects. Having our liaison librarian on site not only enabled us to involve her in group planning meetings, but also allowed me to drop by and clarify questions with her on the spot. Her presence improved both the quality and efficiency of our research."**  
Jennifer McIntosh, PharmD, MHS , Research Assistant , SPH , Population, Family and Reproductive Health
- **"It's not about whether I could do it myself...eventually. It's about time management and teamwork; I let our Welch liaison be our information expert."**  
Jeanne Kowalski, PhD , Assistant Professor, Oncology and Biostatistics , SOM , Division of Oncology Biostatistics, Dept. of Oncology, Sidney Kimmel
- **"How important is Welch Library to Johns Hopkins? Shut off your servers and don't answer your phones or email for one day. Research would come to a halt and clinical care would suffer."**  
Chris Lehmann, MD , Assistant Professor, Pediatrics, Dermatology and Division of Health Sciences Informatics , SOM , Eudowood Neonatal Pulmonary Division; Division of Health Sciences Informatics

# Welch Medical Library Survey 2011

(preliminary selected results)

- 66% of faculty have used an informationist
- 91% of those would use an informationist again
- Top benefits/research: publication output 66%, grant proposals 43%
- Top valued services: bringing together all needed information services to one online location 83%, analyzing results of a search and selecting most relevant articles 67%, locating unpublished information and experts 49%, consultation on organizing your information 44%

Footnote: Fall 2011, 809 Faculty, Fellows and Residents; 460 Faculty

# Welch Library 2011

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- Library materials again consolidated in Welch
- 150,000 journal volumes (5,400 titles) and 116,000 books; most journals online
- Continued rapid growth of collection and collection **COSTS**
- Unprecedented use of online journals: 35,000 downloads per day (1 article download per person per day)
- Decreased use of physical building: 106 visitors a day (1 visit per person per year)
- Decreased checkouts of books: 41 per day
- Increased use of informationists providing services onsite



## INTRODUCTION TO THE "NEW" WELCH LIBRARY

Use of the Welch Library "wherever you are" continues to soar. Last year the online users of the library retrieved some 35,000 articles per day and used databases like PubMed and UpToDate almost 9,900 times a day. Use of our Informationist services, where the librarian/Informationist comes to you, grew 20%. While you continue to check out books (41 checkouts per day) and come to the physical library building (106 visits per day), your patterns of use suggest that we concentrate our financial and staff resources on an expanded array of electronic and informationist services.

The clear evidence of your priorities also gives us the opportunity to find a new mission and purpose for the physical library building. Thus, as of January 1, 2012, we will no longer serve Welch library users on site. With this change, other library services will continue or be improved. Articles will continue to come to you electronically, as will books that are available in electronic form. We will continue to buy and circulate paper books, and they will be delivered to your office or, for students, to a convenient location near your classrooms. We will continue to borrow materials for you from other libraries. We will continue to answer quick questions by phone or email, and your Informationist will be available to help you with more complex questions and needs.

The exception to the above is the History of Medicine Library, which will continue to serve users of historical materials on site within the Welch building. The services of our information partners, including the Chesney archives, the Harrison Library at Bayview and the Simulation Center of the SOM, as well as the Sheridan and other JHU libraries, will be unchanged and will continue to be available to you.

For more detailed information on Welch Library services as of January 1, see [our new FAQ page](#). Alternate locations for computing and study can be found [here](#). We welcome your [comments and suggestions](#) and the ongoing opportunity to serve your information needs.

### Welch Service Change Announcement

January 9, 2012

Library Services -- A Welch Class  
(pre-registration req.)

January 9, 2012

A to Z: Library Resources & Access -- A Welch  
Lecture

- Basic Sciences
- Hopkins Population Center
- Physical Medicine and Rehabilitation

# User Reactions



- Communication concerns
- Concerns about loss of paper materials, especially for browsing
- Concerns about study space
- Books and buildings





## Welch Library Transition

Dear Colleague,

We've heard your comments about the future of the Welch Library and, in response, will take time for a careful review of the future of this treasure on our campus. To ensure we capture thoughts and ideas from across the schools of public health, nursing and medicine, and the hospital, the deans of each school will join in appointing a broad-based, representative committee to look at our opportunities.

On the university side, members of the committee will be identified from the elected faculty and student senates, and from associations in each of the schools, while health system members will be chosen by the hospital administration. The committee will research and reflect on our investments in physical and digital materials, in centralized and distributed library services, and in the best use of the library building.

The library will maintain its current status, with both physical and electronic resources available, until the review period is complete and a new plan is put in place. We will keep you updated about this work and the committee's recommendations through the Welch website, emails, and print matter in the schools.

We look forward to working together to move the library forward while preserving the treasure that is the Welch Library building.

Sincerely,

David G. Nichols, M.D.

Chair of the Welch Library Advisory Committee

Mary Wallace Stanton Professor of Education

Professor of Anesthesiology, Critical Care Medicine and Pediatrics

Johns Hopkins University School of Medicine

**Library Services Remain at Current Status**

# Welch Library Plan 2012

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**GREAT INTERFACES**



**USER**

**ONLINE COLLECTION**

**INFORMATIONIST SERVICES**

# Implications

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- Centrality of user
- More in depth services
- Ongoing attention to digital collections, paper and electronic archives, retrieval
- Partnerships within and outside of organization
- Better communication of mission and value
- Books and Buildings to Information and Services