THE JENNIFER ANN WILSON DENTAL LIBRARY AND LEARNING CENTER

HERMAN OSTROW SCHOOL OF DENTISTRY OF USC

WILSON DENTAL LIBRARY ANNUAL REPORT, 2015-16
WILSON DENTAL LIBRARY MISSION & VISION

MISSION STATEMENT
The Jennifer Ann Wilson Dental Library and Learning Center provides information resources and support to the Herman Ostrow School of Dentistry of USC faculty, students, and staff and selectively for the general oral healthcare community and the public. Library services are designed to anticipate and to be responsive to the individual’s information needs for teaching, learning, research, and participation in evidence-based healthcare.

VISION STATEMENT
The Wilson Dental Library maintains up-to-date knowledge of information technology and advances in oral health sciences informatics, so that the library can participate effectively in improving the information environment, increasing access to, and expanding the distribution of information. The library is dedicated to delivering information to the individual directly and electronically whenever possible. Librarians select resources in direct support of the Herman Ostrow School of Dentistry and organize and disseminate them for efficient use and easy navigation. Educational efforts are conducted to assure effective use of information and information-gathering methodologies for life-long and independent learning. Librarians collaborate with USC faculty, researchers, and healthcare providers in planning and executing the information components of programs conducted by those groups. The library fosters the utilization of its resources by alerting users to new products and actively promoting the full range of services. The library encourages interaction with its clientele to determine priorities and to evaluate programs. In addition, the library staff contributes to the scholarship of health sciences librarianship and informatics and participates in professional, university, and community activities.
OVERVIEW

The Wilson Dental Library (WDL) Annual Report is intended to provide a summary of activities and data for FY 2015-16. During this past fiscal year, the Wilson Dental Library began to review services as well as the mission and vision of the library. The mission and vision remain the same as in past years, however, priorities and goals are shifting based on the changing landscape of academic libraries. In December, the WDL Faculty and Staff gathered to strategize about moving forward to improve services and the library space. We identified a few key areas needing attention, including: facility improvements, discovery of library collections, and outreach to our faculty, staff, and students. Each project we work on is one step closer to the future of the Wilson Dental Library. Our focus this year was collection maintenance and discoverability, and of course, outreach to the Ostrow community. We increased discoverability by reintroducing our rare books collection through a small exhibit, by developing a plan to digitize materials, as well as cleaning up records and linking items to the online catalog. Along with our efforts related to collection maintenance and discovery, we collected data from our entering and exiting students, and in April, we held a ‘coffee talk’ event that allowed our students to provide feedback regarding services.

We encourage an inclusive environment and we want to ensure that we provide value and access to our students, staff and faculty at the Herman Ostrow School of Dentistry of USC. Change is inevitable and each of the WDL Staff and Faculty are working hard to move forward toward the library of the future. Ultimately, our goal is to continue to provide excellent service as we move through change, and of course, we welcome any and all feedback.

Fight On!

Annie M. Thompson
Director, Wilson Dental Library
WHO ARE WE?

The Wilson Dental Library Staff and Faculty work hard to provide you excellent customer service and access to resources. Many students, staff, and faculty know our faces from the Front Desk, but are not aware of our roles and responsibilities related to serving the Ostrow community.
FACULTY LIBRARIANS

DIRECTOR

Annie M. Thompson, MSLS

As the Director, Annie is responsible for carrying out the overall vision and mission of the Wilson Dental Library. Responsibilities include providing access to resources for the Ostrow community, directing all WDL staff and faculty activities, ensuring that resources are available to support Ostrow’s curriculum, upgrading and maintaining the facility, and collecting data to inform educational programming and services. As faculty, Annie is involved in various Ostrow, USC, National, and Regional Committees to help support WDL and Ostrow’s mission.

INFORMATION SERVICES LIBRARIAN

Rebecca O. Davis, MSLS, PhD

As the Information Services Librarian, Rebecca is charged with providing educational programming and instruction for the Ostrow community. Rebecca is the primary contact if you should need help with literature searches or use of databases. As faculty, Rebecca is involved in various Ostrow, USC, National, and Regional Committees to help support WDL and Ostrow’s mission. She has a PhD in Communication and Information.

LIBRARY STAFF

LIBRARY SUPERVISOR

Cari Lyle

Cari Lyle received a promotion to Library Supervisor in May of 2016. As the Library Supervisor, Cari is charged with assisting the Director with maintaining the general operations of the library facility as well as supervising staff and student workers. She is responsible for all library-related scheduling and procedures related to the operation of the library. She has a MA in History and is currently working on her degree to become a librarian.
SERIALS LIBRARY ASSISTANT

Matthew Codey

Matthew joined WDL in 2014 as a Serials Assistant. He is primarily charged with maintaining the library’s journal (serial) collections as well as supervising the library on Saturdays. Matthew is a data wizard and has been working to clean up our online catalog and track data related to our collections. He is also pursuing a library degree and has a background in Human Computer Interaction.

DOCUMENT DELIVERY SERVICES – INTERLIBRARY LOAN

Sylvia Leoner

Sylvia has been with the Wilson Dental Library/Health Sciences Libraries for almost 20 years and is a dedicated member of our team. Her primary duties include Document Delivery Services or Interlibrary Loan. If WDL doesn’t own a book or journal, Sylvia will find it for you. You will most likely see her here in the mornings as she is our morning supervisor.

TECHNICAL SERVICES LIBRARY ASSISTANT – EVENING SUPERVISOR

Olivia Carreon

Olivia is the newest member of our team and is our evening supervisor. She is primarily in charge of processing and maintaining our book collection and updating databases related to Ostrow student library accounts. Prior to working at the Wilson Dental Library, Olivia worked at the Norris Medical Library.

TECHNOLOGY SERVICES SUPPORT

Joe Baranowski

Joe joined the Wilson Dental Library in 2013 as our half-time Technology Services Support person. He has been integral to maintaining technology related services at WDL as well as working with Ostrow IT to upgrade technologies and be responsive to computing needs of the community.
INCREASING ACCESS TO INFORMATION

The Wilson Dental Library maintains up-to-date knowledge of information technology and advances in oral health sciences informatics, so that the library can participate effectively in improving the information environment, increasing access to, and expanding the distribution of information.
The Wilson Dental Library improved access to resources in various ways this year.

**NEW LIBRARY RESOURCES:**

**BOARD VITALS FOR NBDE I & II, NBDHE**

The Wilson Dental Library recently acquired BoardVitals from STAT!Ref. BoardVitals is a high-quality, effective and powerful board review tool that allows students to create customized practices tests and learn their strengths and weaknesses. The system also allows administrators to monitor student usage and performance.

**EMBASE**

The Health Sciences Libraries recently acquired EMBASE, a comprehensive, intelligent biomedical research tool, providing the drug and drug-related research community with reliable and authoritative content, to advance new biomedical and pharmaceutical discovery. This tool is often utilized to conduct systematic reviews.

**HUMAN SKULLS**

The Wilson Dental Library acquired 10 human skulls for classroom use by faculty and library use by students. The library currently has 20 skulls for use, 10 acquired previously. Please see the library staff to request use of these items.

**SUBJECT GUIDES**

Subject Guides are designed to help Ostrow community navigate the wealth of information and resources available. They are curated by WDL faculty librarians and include links to the most popular resources utilized.

**THIS YEAR WE ADDED THE FOLLOWING SUBJECT GUIDES:**

- BOARD EXAMINATION MATERIALS
- CITING RESOURCES
- DENTAL ANESTHESIA & PAIN MANAGEMENT
- DENTAL ANXIETY & BEHAVIORAL DENTISTRY
- DENTAL LAWS & REGULATIONS
- DENTAL PHARMACOLOGY
- DIAGNOSTIC & LABORATORY TESTING
- GERATRIC DENTISTRY
- ORAL CANCER & MOUTH NEOPLASMS
- TREATMENT PLANNING & PHYSICAL EVALUATION IN DENTISTRY
RESOURCES YOU SHOULD KNOW ABOUT:

- **SCOPUS** is the largest abstract and citation database of peer-reviewed literature, with bibliometric tools to track, analyze and visualize research.
- **DENTAL EDUCATION IN VIDEO** is an encyclopedia of dentistry and dental technique, delivering instant online access to hundreds of high-definition videos featuring world-renowned clinicians and educators.
- **WDL CURRENT EVIDENCE** was just renamed. This is our electronic table-of-contents service. Keep up-to-date with the latest journal articles here!

In 2015-2016:

160 PRINT BOOKS ADDED*
84 DENTAL OR DENTAL SPECIALTY E-BOOKS ADDED
7,252 SUBJECT GUIDE VIEWS
10 SUBJECT GUIDES ADDED

TOP 3 MOST VIEWED SUBJECT GUIDES

- Personal Statement Writing and CVs for Residency (1492)
- Anatomy, Physiology & Histology (1032)
- Oral Pathology, Head & Neck Pathology & General Pathology (833)

154,104 WDL WEBSITE PAGE VIEWS

* Does not include all health sciences-related resources added in FY16. Data reflects dental titles only.

OUR CURRENT ELECTRONIC COLLECTION:

425 TOTAL DENTAL OR DENTAL SPECIALTY E-BOOKS
271 TOTAL DENTAL OR DENTAL SPECIALTY ELECTRONIC JOURNALS
25 TOTAL SUBJECT GUIDES
WILSON DENTAL LIBRARY LINKING PROJECT:

In an effort to ensure that our users are able to identify and access all of our collected resources our staff engaged in a project to link items that were not searchable in our catalog. When we transferred data to a new system years ago, some of our resources did not make it. Matthew Codey, our Serials Assistant, worked diligently to clean up our collection and link items.

2,407 As of June 30th, 2016, we successfully linked 2,407 items to our online catalog, HELIX, so that these items are now discoverable by the USC and Ostrow communities.

| 85 | NUMBER OF ITEMS RELABELED |
| 20 | NUMBER OF ITEMS PULLED FOR REPAIR |
| 193 | PUBLIC DISPLAY FIELDS UPDATED/CORRECTED |
| 310 | SUMMARY OF HOLDINGS STATEMENTS FIXED |
| 72 | NUMBER OF UNCATALOGED TITLES |

This is one of numerous planned projects to clean up our collections. Our staff work each day to make things more accessible to the Ostrow and oral health communities. It is of utmost importance to us to continue to make our collection discoverable.
EDUCATIONAL EFFORTS

Educational efforts are conducted to assure effective use of information and information-gathering methodologies for life-long and independent learning.
Each year, the faculty librarians provide instruction related to accessing and evaluating quality resources. Most contact hours with our students involve training related to the Problem-Based Learning curriculum, however, we continue to offer several other trainings related to information resources available at USC. We have contact with each incoming class to introduce them to our services, and this year we offered a few new workshops that included EndNote training and a faculty session on electronic resources. The library director also offers training related to personal statements and CVs each year and provides an opportunity for students to participate in a personal statement and CV review process.

**Educational Sessions with Students/Faculty**

- 24 Educational sessions with students/faculty
- 800 Students and 35 Faculty instructed on information resources
- 34 Total contact hours
- 30 Personal statements and CVs reviewed

**Workshops Related to Problem-Based Learning Curriculum:**

- Introduction to Library Resources
- Resource Selection Exercise
- PubMed Flipped Classroom
- PBL Library Resource Refresher

**Faculty Workshops:**

- EndNote training (Desktop & Web)
- Get E-Ducated: A Tour of WDL’s Electronic Resources

**Other:**

- Dental Hygiene Introduction to Library Resources
- ASPID Introduction to Library Resources
- Online Programs Introduction to Library Resources
- Advanced Specialty Introduction to Library Resources
- Spotlight on Specialties: Personal Statements & CVs
In an effort to introduce our students to the history of dentistry as well as highlight some of the rare items and treasures WDL collects, we created an exhibit called “The Hidden Treasures of the Wilson Dental Library.” The exhibit contains a dental kit from 1870s Chicago as well as various rare books and texts. We were also lucky enough to be highlighted in the Spring 2016 issue of *Trodent* (Click title to read more). We plan to continue to offer exhibits highlighting Ostrow’s history as well as the history of dentistry.
DETERMINING PRIORITIES & EVALUATING PROGRAMS

The library encourages interaction with its clientele to determine priorities and to evaluate programs.
In an effort to determine the needs of the Ostrow Community, we collect data regarding usage of our physical space as well as user opinions. At the end of each year, graduating students are asked to fill out an exit survey to provide feedback on library services, and we also collect data upon matriculation, including a library technology survey. Patron counts as well as data related to use of library services such as printing help, directional questions, and reference questions are collected each year. In 2015, we implemented a new electronic tracking system which helps us to capture these transactions.

**62,440** PATRON WALK-INS  
**171** AVERAGE NUMBER OF PATRONS PER DAY  
**75.5%** OF OUR PATRONS ARE STUDENTS  
**26.2%** OF TRANSACTIONS ARE RESEARCH/REFERENCE QUESTIONS  
**86.5%** OF LIBRARY RELATED TRANSACTIONS HAPPEN IN PERSON

Data reflected in the pie-charts below were collected via a system called DeskTracker. Overall, our transactions are still mainly in person and research related. Due to a switch to a new printing system, we see an increase in printing transactions.
TECHNOLOGY SURVEY

During the library registration period, we collect data on incoming Ostrow students’ preferences and habits related to technology. We also collect data related to how our students would like to interact with the Wilson Dental Library via social media. The data reported spans from early 2015-early 2016. DDS, ASPID, DH and Advanced Programs are included. Below please find a selection of data related to our students’ technology use.

For the full report, please click on this link: http://wilson.usc.libguides.com/technologysurvey

PRINT VERSUS ELECTRONIC

When asked about preferences regarding print versus electronic, our students still have a strong preference for print books. However, this is preference, not use. While our students may prefer print books, they may not use print due to convenience and ease of use of electronic resources. We plan to evaluate usage in the coming year.

FOR ACADEMIC PURPOSES, DO YOU PREFER READING E-BOOKS OR PRINT?
ADOPTION OF NEW TECHNOLOGIES

Our students self-report that they adopt technologies at pretty much the same time as other people do. They do report a slight delay in adopting new technology, and thankfully no one completely avoids use of new technologies.

WHICH OF THE FOLLOWING BEST DESCRIBES YOU?
The final report includes data about the least used social media tools as well as the tools used less frequently.
2016 GRADUATING STUDENT EXIT SURVEY:

Each year, the Wilson Dental Library collects data from our exiting DDS, DH, ASPID, and Advanced Specialty students regarding our services and facility. Overall our services were rated either good or excellent this year, and as you can see below, our students generally rate us Important – Essential to their time at Ostrow. We take all feedback seriously and are dedicated to making improvements to both our services and facility.

HOW IMPORTANT WERE THE WDL RESOURCES/LEARNING CENTER TO YOUR SUCCESS AT THE HERMAN OSTROW SCHOOL OF DENTISTRY?

DOCTOR OF DENTAL SURGERY (DDS)

Nice environment for studying and staff were always very helpful

-DDS Student ‘16
I feel that there's a great environment every time I am in the library and the staff is very helpful when needed.

-Dental Hygiene Student ’16
ADVANCED STANDING PROGRAM FOR INTERNATIONAL DENTISTS (ASPID)

To view the full reports from DDS, DH, ASPID and Advanced Specialty Programs, click here: http://wilson.usc.libguides.com/exitsurvey
‘COFFEE TALK’ EVENT

Each trimester, we offer extended hours to our students for midterms and finals, and this April, in an effort to gain feedback from the larger student body, we held a 2-week coffee event leading up to and during finals. Students were able to provide anonymous feedback and participate in a raffle for Amazon Gift Cards while drinking Coffee Bean coffee.

STUDENT COMMENTS:

Good thing—books. Nothing I can think of which I do not like about the library.

Thanks for the online tutorials! They’re awesome 😊 2019

Thank you for the coffee and extended hours, basically thank you for all your hard work, and for looking out for us. Really appreciate it 😊

FULL REPORT:  http://wilson.usc.libguides.com/feedback
CONTRIBUTION TO SCHOLARSHIP

Librarians and library staff contribute to the scholarship of health sciences librarianship and informatics by participating in professional, university, and community activities.
WDL FACULTY & STAFF PARTICIPATED IN THE FOLLOWING:

**University Committees**

Emerging Technologies Committee – Health Sciences Libraries (Rebecca Davis)

Appointments, Promotions and Continuing Appointments Committee – Health Sciences Libraries (Annie Thompson, Chair)

Library Supervisor Committee – USC Libraries and Health Sciences Libraries (Cari Lyle)

USC Libraries First Generation Student Group (Rebecca Davis)

Information Services Librarian for Nursing@USC Search Committee (Rebecca Davis)

Bioinformatics Specialist for University Park Campus Search Committee (Annie Thompson)

USC Women in Management (WIM) Group (Annie Thompson, Rebecca Davis)

**National Committees**

Oral History Committee, Medical Library Association, MLA (Rebecca Davis)

Dental Section, Medical Library Association, MLA (Annie Thompson, Rebecca Davis)

Leadership and Management Section, Medical Library Association, MLA (Annie Thompson)

Medical Library Group of Southern California - Chapter Council Liaison to MLA (Annie Thompson)

African American Medical Librarians Alliance SIG (Rebecca Davis)

ADEA 2017 Program Proposal Review Committee (Rebecca Davis)

Libraries in the Curriculum SIG (Rebecca Davis)

**Posters/Presentations**


Davis, RO, Kysh, L, Olmos, N, Thompson, AM. The Beginnings: Measuring Racial Microaggressions in the Medical Library Community. Lightning Talk presented at SCELCapalooza Colloquium, March 2nd, 2016; Loyola Marymount University, Los Angeles, CA.


Conferences and Continuing Education

Harvard Leadership Program for Academic Librarians, July 27th-31st, 2015; Boston, MA. (Annie Thompson)

2016 Joint Meeting of the Northern California Medical Library Group and Medical Library Group of Southern California and Arizona (NCNMLG/MLGSCA) January 20-22, 2016; Stanford University, Palo Alto, CA. (Annie Thompson & Rebecca Davis)

SCELCapalooza Colloquium, March 2nd, 2016; Loyola Marymount University, Los Angeles, CA. (Rebecca Davis)

American Dental Education Association (ADEA) Annual Meeting, March 12-15th, 2016; Denver, CO. (Annie Thompson & Rebecca Davis)

Medical Library Association (MLA) Annual Meeting, May 13th-18th, 2016; Toronto, Canada. (Annie Thompson & Rebecca Davis)

Higher Education Resource Services (HERS) Leadership Institute; University of Denver, CO; June 13th-25th, 2016. (Annie Thompson & Rebecca Davis)

Honors and Awards

Association of Academic Health Sciences Libraries (AAHSL) Leadership Scholarship to attend Harvard Leadership Program for Academic Librarians (Annie Thompson)

Women in Management (WIM) Scholarship to attend the HERS Institute 2016 in Denver, CO. (Annie Thompson)
FUTURE PLANS AND AREAS OF FOCUS

It is our goal to provide the best service and resources to the Herman Ostrow School of Dentistry. We listen carefully to your feedback and hope to modernize systems and facilities to provide even better service to you in the coming year.
NEW INTEGRATED LIBRARY SYSTEM (ILS) OR LIBRARY CATALOG

The ILS is a system that allows you to check out books, pay fines, and search our materials (electronic and print). Currently you use Helix/Horizon, but the University has confirmed that we will go live with a new system in the late summer or fall of 2017. The system will provide new searching capabilities as well as allow patrons to easily access electronic resources. Our system will also integrate with various university systems and make transactions at the Wilson Dental Library smoother. Another benefit of a new system is data analysis. We will be able to pull reports to view our usage stats and easily evaluate our collections and services to provide even better customer service and address Ostrow’s needs.

WILSON DENTAL LIBRARY WEBSITE REDESIGN

We are in the process of evaluating the use and function of our current website. We project that a redesign of our site will occur by the end of 2017. We will be reaching out to Ostrow faculty, staff, and students for input and ask you to participate in usability studies. **User education will be provided on all new systems in the library for ease of use.**

FACILITY IMPROVEMENTS

We have heard from many of you regarding our space and the need for more single cubicle study space, collaborative space, and quiet areas. We are currently investigating how we can improve the Wilson Dental Library environment to make the space more user-friendly and modern. Currently, we are making small changes including updating our signage to match Ostrow’s and we recently upgraded our public printer and a few monitors in the public computing areas. **As we investigate options, please do not hesitate to reach out to discuss your needs.**

DENTAL DISSERTATION DIGITIZATION

We have a cache of dental dissertations that are print only. We plan to digitize this research so that alumni, faculty, staff and students have access. We hope to start this project in 2017 and look forward to working on other digital projects that will enhance access to our materials.

WORKSHOPS & EVENTS

We intend to offer more workshops in 2017 and would love to hear your feedback related to your needs. Keep an eye out for events and activities sponsored by the Wilson Dental Library.