# Annual Report

# FY 2019



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## From the Director Elaine Martin

MSLS, DA Director and Chief Administrative Officer

On behalf of the entire Countway Library’s team, it is my honor to share with you the 2018-2019 Annual Report of the Countway Library.

The Countway Library continues its evolution into an active, collaborative, student-focused library of the 21st century. For example, the 2019-2020 renovation includes new staff, new services, new types of spaces and new ways of delivering these services to the Longwood medical community and beyond. The Countway Library engages its users and aligns its mission, goals, and space to the larger institution. Countway will fulfill its mission of service, education, and research by capitalizing on the strengths of its space, staff, and collections. It demonstrates leadership in its commitment to interdisciplinary activities that serve all its users and provide them the resources and space they require when needed. Countway’s commitment to service is a programmatic approach using a purposeful plan of action that is strategic and nimble enough to adapt to the rapidly changing health sciences, technology, and information environment. Preparing students for a career in the health professions, assisting faculty with their research and classroom activities, and providing evidence-based information in support of patient care have always been important dimensions of Countway’s work. However, in today’s world, these goals need to be achieved with greater focus and effectiveness in new types of spaces. We believe this transformation and strategic space plan gives meaning and relevance to Countway Library as we embark on our information pathway of the 21st century.

Countway’s first-ever annual report highlights the achievements and progress made by our library staff in FY 2019. We are proud of the enormous growth seen in our research and education, collections and access, information and expertise, classes and events, and community and space. I encourage you to reach out to me to learn more about how we strive to deliver extraordinary library service.

Thank you for your support.

## The 2019-2020 Renovation

Overarching principles of this transformation include Countway’s responsibility to share its rich resources with Harvard’s Medical, Dental, and Public Health Schools, as well as the entire Longwood Medical area, demonstrate diversity through building community, and to bring the inside out and the outside in.

Instagram: @countwayconstruction Twitter: @countwayconst

* 263,000 People walked through Countway’s doors
* 11,939 Total number of reference transactions via face-to-face or LibAnswers software
* 1,300,000 Pageviews of online guides provided on our website
* 1,761 Outreach service sessions provided in-person, or via “live” online technologies
* 20,544 People served by the outreach service and consultations sessions

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## Spotlights of Success

### User Experience

As of August 2019, Countway is proud to have launched several new projects online. 3 of these projects were creating new landing pages for the Countway Library, Center for the History of Medicine, and the Warren Anatomical Museum. These new designs were created to give users a better understanding of what our organization has to offer and add more visually appealing and user-friendly components.

What users have to say about the new landing pages:

“more dynamic”

“distinctive”

“the new design is more interactive and engaging”

“I like that… much, much nicer and straightforward”

“this is enriching”

“more sophisticated”

### Community Engagement

Countway Library collaborated with the Arts and Humanities Initiative (AHI) to host the following events, all open to medical students, faculty, staff, artists, and the public at large: Cultivating Humanism: a day of workshops aimed at fostering well-being in healthcare through the arts. A celebration of the 1985 and 2017 Nobel Peace Prizes awarded to International Physicians for the Prevention of Nuclear War (IPPNW) with art by Corita Kent, followed by an art and activism workshop with Dr. Lachlan Forrow and artist Ekua Holmes. A monthly talk series entitled Conversations on Medicine and the Arts: an informal setting for practicing physicians to discuss how they incorporate their chosen art form into their medical practice. Additionally, Countway has collaborated with AHI to generate ideas about informal ways to incorporate arts into a medical library.

### Collections

In addition to maintaining Countway's extensive biomedical collection, in 2018 we launched a new specialized collection: Graphic Medicine. As a field, graphic medicine, which explores the intersection of healthcare and the medium of comics, has exploded in the past decade and we are working to ensure our community has access to all that it offers. Since launching in early 2018, the collection has grown to more than 300 titles, proving a great resource for both the Longwood Medical community and Harvard at large.

### Research and Instruction

One of the major initiatives for 2019 was standardizing data collection for research consultations and instruction sessions across the department. The second was establishing a liaison model for fostering relationships with the students, staff, and faculty at the three Longwood Medical Area schools: Medicine, Public Health, and Dental Medicine.

Between September and December 2019, twenty-three 2 hour pop-ups sessions were held at the Harvard Chan School resulting in nearly 800 visits with school community members. At the School of Dental Medicine, liaison efforts have been more focused on connecting with administrators in the education, student affairs, and research office. A student body wide event to highlight new PubMed interface features and invitations to faculty team meetings have been the results of these behind the scenes efforts. The library’s relationship with the Medical School was the most established to date but even here, new relationships have been fostered in consideration of board exam test prep material cost-sharing between the library and Office of Student Affairs and discussions with the pre-clinical clerkship course directors about visual image resources available through the library. Complementing all of this liaison work, the team received 154 requests for mediated search assistance as part of our updated review service model and we were included as co-authors on 5 peer-reviewed publications.

### The Center for the History of Medicine

In 2018, the Center for the History of Medicine acquired landmark Harvard Six Cities respiratory health and air pollution exposure research records from the Harvard T.H. Chan School of Public Health; opened thirty manuscript and archival collections to research including the professional papers of HMS Professor of Oncologic Medicine Paul Charles Zamecnik; received Harvard Library S.T. Lee Innovation Grant funding for its proposal “Beyond the Bone Box” to create circulating resources that contain 3D-printed copies of Warren Anatomical Museum specimens contextualized by surrogates of rare books and manuscripts; and supported eleven research fellows. The Center served over 20,000 patrons through its reference, educational, tour, and event services.

### Outreach

The Countway Outreach Office was created in Summer 2017. Since then we have added programs like Countway Cuddles (pet therapy), Suicide Prevention Month, Black History Month and others. All of this programming was not done solely by the Outreach Office, it was with the help of students from HMS, HSDM, and HSPH as well as staff and faculty. The success of our programs is because of them. There is much more work to be done to help meet the needs of our users with regard to programs, classes, and events. Email us with your ideas! Meredith\_Solomon@hms.harvard.edu

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