A Library Without Place
Patron Education in an Online-Only Health Library

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History of the WRHA Virtual Library
Educational Offerings
A toolkit is an online guide specific to a professional area or topic. It provides an overview of some of the key library resources most pertinent to that area. Click on the relevant toolkit below to see the resources specific to your area of interest. If you would like to suggest an additional topic or need more help finding resources, contact us!
This is a selection of key resources. For more, please search our collection or contact us.

Back to the library homepage

**General Websites**
- WRHA Health Information Index
- Manitoba 211
- Winnipeg Public Library Health Information Guide
- MedicinePlus
- It's Your Health (Government of Canada)
- It's Safe to Ask (Manitoba Institute for Patient Safety)

**Subject-Specific Handouts**
- Addiction (doc)
- Advance Care Planning (doc)
- Allergy (doc)
- Anxiety and Stress (doc)
- Arthritis (doc)
- Asthma (doc)
- Bone Health (doc)
- Brain Injury (doc)
- Cancer (doc)
- Caregiving (doc)
- Complementary Medicine (doc)
- Dementia (doc)
- Diabetes (doc)
- End of Life (doc)
- Grief (doc)
- Hearing (doc)
- Heart Disease (doc)
- HIV (doc)
- Kidney Disease (doc)
- Liver Health (PDF)
- Lung Disease (PDF)
- Mental Health (PDF)
- Nutrition (PDF)
- Pregnancy (PDF)
- Smoking Cessation (PDF)

**Multilingual Patient Education**
- Available in other formats on request.
- Multilingual Health Websites (PDF)
- Addiction (PDF)
- Cancer (PDF)
- Diabetes (PDF)
- Falls (PDF)
- Heart Health (PDF)
- HIV (PDF)
- Immunization (PDF)
- Kidney Disease (PDF)
- Liver Health (PDF)
- Lung Disease (PDF)
- Mental Health (PDF)
- Nutrition (PDF)
- Pregnancy (PDF)
- Smoking Cessation (PDF)
% Multilingual Resource Guide... Cancer
We have compiled online resource lists for patients who speak languages other than English. This topic includes the following languages:

- Amharic
- Arabic
- Bengali
- Bosnian
- Chinese
- Cree
- French
- Greek
- Hindi
- Inuktitut
- Italian
- Japanese
- Korean
- Nepali
- Oji-Cree
- Ojibwe
- Polish
- Portuguese
- Punjabi
- Russian
- Somali
- Spanish
- Tagalog
- Ukrainian
- Urdu
- Vietnamese

To see other available resource lists, or to request other topics or languages, please contact us: https://libguides.lib.umanitoba.ca/wrha

Available in alternate format on request

% Multilingual Resource Guide... Cancer: Cree
These sites give information in Cree on topics related to Cancer.

- Treatment tips: https://bit.ly/2TCZ2hT
Search UpToDate

Why UpToDate?

What is UpToDate and what do I use it for?
UpToDate is an electronic Clinical Decision Support tool used in the delivery of healthcare. It includes more than 10,000 topics covering general internal medicine and more than 20 specialties, a select drug database and drug interaction tool (in partnership with Lexicomp®), more than 1,500 patient education topics, more than 28,000 graphics, links to more than 400,000 references, and a number of medical calculators.

Do I have to create an account to access UpToDate?
No. However, you will want to create an account if you want to:
- install and use the UpToDate app;
- access UpToDate outside of your organization's IP range (i.e. from home);
- track and earn continuing professional development credit;
- download images to PowerPoint.

Create an Account with UpToDate

Access UpToDate using your WRHA Virtual Library username and password. You will create a different login for UpToDate itself.
Next click “Register” from the UpToDate website.
How to Search for WRHA Patrons: Build a Great Search Question

Overview Build a Great Search Question Boolean Operators Search Strategy Revising your Search Database Guides Tools & Tips

Turn an idea into a simple answerable question

- It is important to make general ideas and topics into concise questions before you begin your search. This helps keep you focused on your precise topic when searching.
- Your question should have between 2 and 4 main concepts; with any more than that you should consider creating two or more questions.
- Identify the major concepts and put them into a concise answerable question.

Example

This: A 32-year-old female. Sylvia Smith works at the university in the office in human resources. Sylvia is active and likes to play ultimate Frisbee. She has been playing for 10 years and is on a competitive team that tours and goes to tournaments. For the past 5 years Sylvia has developed some back issues and experiences chronic pain in her lower back. She has been doing some core strengthening exercises to help with pain and takes ibuprofen before games. She has come to you about using kinesio tape for her back and how to apply it. You are experienced in using this tape but wonder about its effectiveness for pain. You decide to consult the literature to see if there is strong evidence to support its use.

Translates to: Is kinesio tape effective in relieving discomfort from low back pain during athletics?

Tools to Help You Create a Question

- Information needs are often complex and hard to decipher - creating a concise question that reflects that information need makes searching for information easier.
- Identifying the concepts in the information need makes it easier to create a question.
- The PICO, SPIDER, SPACE, and EQUATOR tools (see table below) make it easy to identify the concepts in your search.

PI (Population/Problem) = low back pain
I (Intervention) = kinesio tape
C (Comparison) = ibuprofen
O (Outcome) = pain relief during athletic events

Question: Is kinesio tape more effective than ibuprofen in relieving back pain during athletic events?

SPIDER is used for qualitative/mixed method questions.

Contact Us
Training and Instruction

Training and instruction services include:

- Online help tools (guides, instructional videos) to provide help when and where you need it
- Scheduled, customized in-person group or individual instruction sessions
- Scheduled, customized group or individual instruction sessions using online training software to support desktop sharing and recording of education sessions for later viewing

Watch Past Education Sessions

- Introduction to the WRHA Virtual Library
  (YouTube video, autocalopinted)
  Aired: September 26th, 2018
- Searching PubMed: Basics
  (YouTube video, autocalopinted)
  Aired: October 22nd, 2018
- Effective Googling
  (YouTube video, autocalopinted)
  Aired: November 29th, 2018
- Evidence-Based Practice and Levels of Evidence

Upcoming Education Sessions

The WRHA Virtual Library is pleased to present a series of educational webinars to enhance your library experience. Webinars will be presented live, and then posted on our website to watch at your convenience. Each webinar is 30 minutes long.

Critical Appraisal
April 23rd @ 1:00 pm
Register here: https://bit.ly/2Ent29D

Handouts
Available in other formats on request. Guides are licensed CC BY-NC
- Finding Open Access sources (PDF)
Video Tutorials

Overview of the WRHA VL
Searching the Library
Accessing Articles
Ordering Sources
Order U of M Items
Zotero
MyNCBI
UpToDate

To view transcripts of the videos, click here.
What we were hoping to accomplish

- Wide variety of educational offerings
- Different formats and array of content
- A digital “place” that patrons could still come to
- To make patrons comfortable and familiar with the WRHA VL
- To provide education in ways that fit the needs of our patrons
- To provide information literacy and critical appraisal education
- To help users find information
- To help users manage information effectively
Survey

Style of Education

- Info Sheets
- Live Webinars
- Recorded Webinars
- Short Videos
- Other

Length of Webinar

- 1 Hour
- 45 Minutes
- 30 Minutes
- Would not Attend
- Other

Occupation

- Analyst
- Dietitian
- Scientist
- Physiotherapist
- Physician
- Nurse
- Social Worker
- Other
- Pharmacist

Live

Recorded
Turnouts and usage

- Frankly not as high as we’d like
  - Much lower than MHIKNET
- Awareness about WRHA Virtual Library is still pretty low
Problems: Promotion & Reach

- Lack of information sent out about the WRHA Virtual Library when it formed
- Very few networking systems in place
  - Still learning who to contact
  - Some groups much harder to reach than others (e.g.; personal care homes)
  - Certain groups overrepresented in who is contacted (e.g.; pharmacists)
- Still working through this
  - Will take time to build up an effective network
  - In some ways, we don’t even have a good sense of who we are or aren’t reaching
- How do we let people know about our services when they might not even know we exist at all?
Problems: The Digital “Space”

- Being purely digital is a challenge
- People still want us to be available in person
  - And we are
    - Live education sessions
    - In person site visits
    - Open offices
  - We agree that we need to be available in person, too
Problems: Big Shoes to Fill

- Closure of hospital libraries
- Changes in access to information
- Different rules for use
- Lack of information communicated
- This comes at a time of other large-scale health system changes that have left healthcare workers stressed
- Some of it is adjustment to change
- Some of it is stuff that we can help with
  - Some of it isn’t
Problems: Technical Issues

- Camtasia (*WHY*)
- Changes in Primo

Image by Peter Alfred Hess: [https://www.flickr.com/photos/peterhess/2976755407](https://www.flickr.com/photos/peterhess/2976755407)
Problems: Content

- Low webinar turnout
- Small survey response
- Responses focused on a specific group (mostly pharmacists)
Lessons learned

- Communication is good
- Surveys: seek more diverse responses and fewer angry people
- Technology doesn’t always make things better
- Clinicians are busy
- Some things are better in person
- Not everyone speaks our language
- Some things in life are free
- Roll with it
Questions?

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- https://libguides.lib.umanitoba.ca/wrha/home