



Shared Experiences and the Strength of the Community, Wellington Waterloo Dufferin Health Library Network

Barbara Gray, Brant Community Healthcare System • Trish Green, Kitchener Public Library • Gayle Jessop, Region of Waterloo Public Health
Jackie Stapleton, University of Waterloo • Carol Stephenson, Wilfrid Laurier University

WWDHLN – A Community of Practice

“Communities of practice are groups of people who share a passion for something that they know how to do, and who interact regularly in order to learn how to do it better.”

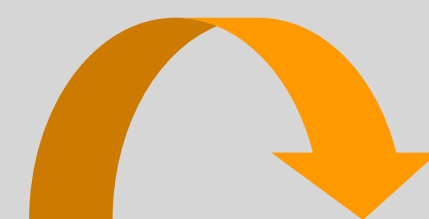
Wenger, E. (2004). Knowledge management as a doughnut: Shaping your knowledge strategy through communities of practice. *Ivey Business Journal Online*. 1

About Us

The WWDHLN acts as a **community of practice** by supporting and enhancing the ability of its members to provide quality knowledge information services to our member organizations. We are a diverse group of **public health, hospital, academic and public libraries** providing service to a wide range of clientele, including health professionals, research scholars, students and the local community.

Our Objectives

- To encourage group problem solving and exchange of ideas
- To promote communication among members
- To provide free reciprocal resource sharing among members
- To contribute to ongoing education by organizing, participating in and conducting CE programs
- To support library development in health-related settings
- To join forces to maximize influence on vendors, other library associations and relevant organizations
- To co-operate with other health library networks and associations etc. to promote efficient delivery of services



Communities of Practice Activities

- Problem solving
- Requests for information
- Seeking experience
- Reusing assets
- Coordination and synergy
- Discussing developments
- Documenting practice
- Mapping knowledge and identifying gaps

Adapted from: Wenger, E. Communities of Practice, a brief introduction. Retrieved April 5, 2007 from <http://www.ewenger.com/theory/index.htm>

Mapping knowledge and identifying gaps Research Activities



“A library and networking system funded by the Ministry of Health and Long-Term Care is proving to be a valuable asset to Ontario’s formal caregivers.” (Hamel, 2007)

WWDHLN and SHRTN Library Services

The WWDHLN, as 1 of 4 MOHLC-funded information hubs, participates in the SHRTN Library Services initiative. Information Specialists from the St. Joseph’s Health Centre, Guelph, and St. Mary’s General Hospital, Kitchener, promote the use of evidence-based information to Ontario healthcare workers who care for seniors in long-term care facilities and in the community through:

Providing training & in-person assistance:

- In person interviews
- Librarian-mediated literature searches
- Document retrieval
- Educational programs & training workshops
- Linking users to share experiences

Increasing workers’ awareness of information sources:

- Tools to navigate the Internet
- Clinical practice guidelines: to find and why to use
- Newsletter email alerts to stay current with clinical topics
- Suggestions of resources to purchase for a facility

Hamel, D. (2007). Library network helps formal caregivers. *The Morning Report*, Retrieved April 17, 2007, from <http://www.olta.com/axiom/DailyNews/2007/March/Mar21.htm>

Problem solving Resources

Research Database Trials

Acting as an informal consortia, the WWDHLN works together to identify potential products of interest and presents a single strong voice in vendor negotiations of research databases and coordination of trials.

Collections experts in the group share their skills to benefit all.



Resource collaborations include:

- Purchase of a collection of EBSCOhost medical reference databases. The WWDHLN was one of the 1st groups to arrange consortia pricing.
- Arrangements to use SHRTN monies for the Cochrane Collection



Combining financial resources allowed the group to hire a MLIS student to handle the initial setup of DOCLINE for interested members.

The WWDHLN uses DOCLINE to allow members to readily identify local serial holdings and expedite sharing of resources.



Resource sharing extends to:

- The 3 local universities (Waterloo, Guelph, Wilfrid Laurier) that provide free interlibrary loan services to all WWDHLN members (via RACER)
- The Kitchener Public Library that offers Corporate membership cards to network members at a reduced rate

Discussing developments Communication

Our challenge: 19 organizations spanning a distance of approximately 105 kilometres

Our solutions:

WWDHLN Listserv:

- Introduced in 2005, the WWDHLN listserv facilitates communication and information sharing by all members.
- It is a quick and efficient means to reach all members.

Regular Meetings – Videoconferencing

- The group meets bi monthly, alternating locations
- Introduced videoconferencing to facilitate participation by long distance locations.

Documenting practice

Website:

- www.wwdhln.ca was launched in March 2007.
- Offers a public site and members only site.
- Public site describes the network, membership information, and major activities and projects
- Members only site provides a calendar of events, contact information, meeting minutes and major documents

Wellington Waterloo Dufferin Health Library Network

The Wellington Waterloo Dufferin Health Library Network (WWDHLN) represents a diverse group of public health, hospital, academic and public libraries that collaborate to provide quality knowledge information services to member organizations.

WWDHLN provides a forum for building professional expertise through formal education and informal networking, sharing learning and best practices.

WWDHLN is affiliated with [Canadian Health Library Association/Association des bibliothèques de la santé du Canada \(CHLA/ABSC\)](#) & [Seniors Health Research Transfer Network \(SHRTN\)](#) Library Service Initiative. The Network is a free share member of Docline.

February 26, 2007
[Contact Us](#)

Seeking experience Professional Development

Education and Development opportunities have covered a range of topics in health librarianship including:

- Customer Service, Librarianship & Technology** with Roma Harris, November 23, 2005
- Systematic Reviews and Focus Groups** – workshop designed specifically for WWDHLN given by Ellen Crumley, May 1, 2006
- Local Health Initiatives** – Guest speakers invited from:
 - the National Network of Libraries for Health and Seniors Health Research Transfer Network, February 15, 2006
 - the Waterloo Wellington Local Health Integration Network (LHIN), April 3, 2006
- MLA Webcast “Survival of the Fittest: Strategies to Prove Your Library’s Value”**, March 7, 2007

Coordination and synergy Members

- | | |
|---|--|
| <p>1 Orangeville</p> <ul style="list-style-type: none"> •Headwaters Health Care Centre | <p>5 Waterloo</p> <ul style="list-style-type: none"> •Region of Waterloo Public Health Resource Centre •University of Waterloo Library •Wilfrid Laurier University |
| <p>2 Fergus</p> <ul style="list-style-type: none"> •Groves Memorial Community Hospital | <p>6 Cambridge</p> <ul style="list-style-type: none"> •Cambridge Memorial Hospital |
| <p>3 Guelph</p> <ul style="list-style-type: none"> •Community Mental Health Clinic •Guelph General Hospital •Homewood Health Centre •St. Joseph’s Health Centre •University of Guelph Library •Wellington-Dufferin-Guelph Public Health Library Services | <p>7 Brantford</p> <ul style="list-style-type: none"> •Brant Community Healthcare System |
| <p>4 Kitchener</p> <ul style="list-style-type: none"> •Community Care Access Centre of Wellington Dufferin •Conestoga College Learning Resource Centre •Grand River Hospital •Kitchener Public Library Health Link •St. Mary’s General Hospital | |



Map of Mid-Western Ontario

Established Wellington County Health Library Network

8 members

Union List of Serials

CHLA chapter status

Name change to Wellington Waterloo Dufferin Health Library Network

Hosted CHLA conference Consortium buying began

DOCLINE®

Listserv

SHRTN Library Services pilot

WWDHLN Logo design created

Website launched pilot

19 members

1980

1982

1988

1989

2002

2004

2005

2006

2007

Timeline of Major Events in WWDHLN History