



Canadian Centre  
**on Substance Abuse**  
Centre canadien **de lutte**  
**contre les toxicomanies**

Partnership. Knowledge. Change.  
Collaboration. Connaissance. Changement.



[www.ccsa.ca](http://www.ccsa.ca) • [www.cclt.ca](http://www.cclt.ca)

# Capitalizing on Change

**35<sup>th</sup> Annual SALIS Conference**  
**Chad Dubeau, Canadian Centre on Substance Abuse**  
May 3, 2013

# Agenda

- **About CCSA**
- **Overview of changes at CCSA that had significant impacts on the Information Specialist role**
- **How have we adapted?**
- **Lessons learned**
- **Questions**

# About CCSA



- **Vision: All Canadians should live in a healthy society, free of alcohol and drugs-related harm**
- **Mission: Provide national leadership and advance solutions to address alcohol and other drug-related harm**
- **National non-profit organization**
- **Pan-Canadian and international role**

# Change

## Information Requests

**2004: 2000+**

**2012: 400+**

- **Availability of information via internet** ↑
- **Searching skills** ↑
- **FAQs** ↓

# Results

## Information Requests

**Just as busy as before:**

- **More complex questions take more time**
- **New roles for Information Specialists**

**Benefits:**

**Less time spent answering FAQs = more time spent helping clients with complex, detailed searches which saves them time and improves their work**

# Change

## Physical Library

**Decreased use of physical library**



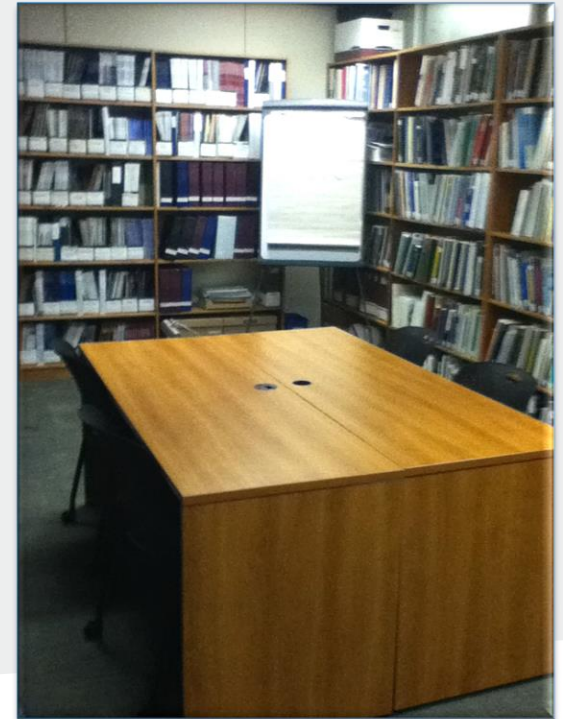
# Results

## Physical Library

- **Now used as a meeting space**
- **Kept reference collection and CCSA publications**
- **Use of consortium to access literature**

### Benefits:

- **Better integration of information services with CCSA priority areas and project teams**



# Change

## CCSA's Research

- **Formalized knowledge syntheses**
- **Expanding range of topics**
- **Increase in funded research**



# Results

## CCSA's Research

- **Requires specialized skills following systematic review methods**
- **Requires expertise in online tracking systems**
- **Requires literature searches for grant proposals**

**Benefits: lend credibility to CCSA's work**

# Change

## Expanding Role of Information Management

- **Records management**
- **Website support**
- **Media monitoring**

# Results

## Expanding Role of Information Management

- **Records capture and disposition**
- **Metadata for website**
- **Taxonomy for media monitoring**
- **Shared drive and development of intranet**

**Benefits: Helping the organization find, store and retrieve information**

# Lessons Learned

- **Network with other IS who are going through similar situations**
- **Anticipate change and prepare**
- **Be proactive to offer added value to the organization**

# Questions?



# Contact information

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