# Health Sciences Library/Learning Resources Center

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Annual Report for 2008/2009

This Annual Report is dedicated to Sr. Karlanne Hanna, friend, colleague, and staff member who passed away March 21, 2009.

Sr. Karlanne Hanna January 30, 1940 – March 21, 2009
Vision Statement

HSL/LRC strives to provide health sciences information to our community whenever they want it and wherever they are.

HSL/LRC will be a comfortable physical and virtual environment conducive to teaching, learning, research, collaboration, and study.

HSL/LRC staff takes a dynamic and collaborative role in coaching, teaching, guiding, and providing new opportunities in professional health sciences education.

HSL/LRC will capture the creative output of Creighton University in a repository that will foster future scholarship and research preserving the historical record of the University’s achievements.

Mission Statement

The Health Sciences Library/Learning Resources Center is committed to:

- Supporting the information needs of Creighton University health professionals (faculty, staff, students, and practitioners) in the education research, and clinical sectors;

- Providing broad access to its resources and services;

- Incorporating technological advances into its programs;

- Contributing to Creighton University’s mission by becoming a center of excellence on campus.
Annual Report 2008/09

Director’s comments

He is wise who knows the sources of knowledge -- where it is written and where it is to be found.
- attributed to Archibald Alexander Hodge, Theologian (1823-1886)

Why do I need a library? Everything is on the web. I just “google” my questions and the information magically appears. Or, does it? The above quote attributed to A.A. Hodge is ironic in that is clearly and succinctly describes what the modern library is all about and it was found through a Google search! Clearly, libraries today are about knowing where to find the sources of knowledge.

However, remaining relevant in the world of Google, Bing, Yahoo, etc. and overcoming the above misconceptions regarding information is a huge challenge facing all libraries. Today’s version of the Health Sciences Library/Learning Resources Center is not your father’s library! In the past academic year many accomplishments were made.

We developed discipline-based research portals for all of the health sciences schools and programs. Check them out at (http://www.creighton.edu/health/library/resources/index.php). Liaisons maintain these sites. A list of the library liaisons appears later in this report.

The HSL/LRC continues to be highly relevant in this age of information both as a physical place and a virtual place. As information expands exponentially and becomes more and more digital, the library as a physical place is perhaps more important than ever. Access to greater amounts of information must be tempered by the skills to manage it, deliver it, and find it. A major change in how we physically deliver information occurred late in the year. We collapsed three service desks into one. The Reference desk was removed and the Learning Resources Center was moved to the first floor. All services are now delivered at one point, what was the Circulation Desk. In the coming year this desk will be replaced by a new, modern service unit.

As a virtual place, the HSL/LRC continues to redesign how it delivers digital information. Our web site was tweaked during the year and will undergo a major renovation in the coming year. Access to digital information has significantly increased.

We promote the concepts of lifelong learning, which is defined for us as teaching key information competencies including familiarity with informatics and literature search and retrieval strategies and other skill sets related to knowledge management.

The Health Sciences Library collaborated with the Creighton Medical Center Partnership in Health Office to host the National Library of Medicine exhibit “Opening Doors: Contemporary Academic African American Surgeons” which highlighted Creighton alum and former head of surgery Dr. Claude Organ. The exhibit was housed for six weeks at Omaha’s “Love's Jazz and Art Center” and moved to the Health Sciences Library/Learning Resources Center for the final six weeks. There were numerous events held at the Love Center and at Creighton University coordinated through the Community Outreach Office. Siobhan Champ-Blackwell, NNLM Liaison coordinated the important community outreach effort.

There were two significant changes in staffing in the last fiscal year. Long time Head of the Learning Resources Center, Jane Romack retired in September 2008. During the 20+ years of her service to the library and university the Learning Resources Center moved from a traditional audio-visual environment to a vibrant multimedia environment. Ms. Romack left a lasting legacy of service. Secondly, for nearly ten years Sr. Karlanne Hanna lovingly oversaw the maintenance and care of the book and journal stacks. She painstakingly kept the physical books and journals in pristine order.
She passed away in March 2009 after a battle with cancer. Sr. Karlanne’s dry wit and her dedicated efforts on behalf of the library will be missed.

In closing, the library is many things to many people. It is exciting that we can accomplish this goal. Our ability to serve our users whenever they want and wherever they are is a tribute to the staff. In the following pages you will find the various ways we have served our faculty, staff, and students during the past academic year. As always, your feedback about our services and resources is appreciated and can only strengthen and/or expand partnerships and collaboration.

SUCCESSES 2008/09

• Welcomed over 200,000 visitors to the library
• Welcomed nearly 300,000 visitors to the library’s website
• Provided nearly 500 unique seating arrangements for our visitors
• Provided space for nearly 250,000 physical information items
• Requested over 1,200 items of information from other libraries for our clients
• Circulated over 34,000 physical objects to our clients
• Answered nearly 7,000 questions
• Taught over 4,000 students
• Conducted over 400 searches of the literature
• Handled nearly 11,000 requests for information from other libraries
• Did a major transition in delivering information by moving from WebSPIRS to EBSCOHost
• Expanded hours of operation
• Promoted and celebrated diversity by hosting the “Opening Doors Exhibit”
• Received a grant from the National Network of Libraries of Medicine for “Crossing the Religion Divide: Health Information Resources for Diverse Populations
• Gave back to the community by coordinating a Food for Fines effort resulting in a donation of nonperishable food items to St. Martin DePorres
• Upgraded and streamlined the library’s online catalog, Sirsi/Dynix
• Made it easier to identify multimedia resources by redesigning the library web pages
• Made available to our clients over 3,500 electronic journals specific to health
• Significantly improved access to e-journals by coordinating the transition to Serials Solution for managing online journals
• Made identification and finding of electronic resources much more efficient and effective by implementing CrossSearch, a federated search engine.
• Increased efficiency of delivering information by creating a single service desk
• Completed a disaster preparedness manual
• Increased security of the library by implementing a card access program for the library’s main entrance
• Acquired high-level simulators critical to the education of health sciences students
• Increased the number of e-books by over 20%
• Successfully managed National Network of Libraries of Medicine, a sub-contract of nearly $125,000
Goals 2009/2010

Communication and Image

Evaluate the use of the library’s Website.
Establish a more efficient system to alert patrons when Interlibrary Loan books need to be returned.
Investigate the use of BlueLine software as a possible replacement for the existing electronic reserves program.
Investigate ways of increasing accessibility to the online catalog for our patrons.
Contribute to the Healthy People 2010 goal of eliminating health disparities by increasing awareness of, access to, and use of biomedical information resources for health professionals and the public.

Efficiency and Effectiveness

Identify and implement a more efficient way of booking anatomical models and simulators.
Analyze and assess the library’s collection.
Investigate additional document delivery systems to supplement the existing systems.
Explore a standard work shift program that can be used by both staff and students.
Implement a “generic” eMarket account that can be accessed by all staff.
Implement the scanning of ILL requests to increase accessibility.
Institute the new bindery system (ABLE) and resume binding print materials.
Edit records in Docline/Serhold and OCLC to make retrieval of information more efficient.

Facility Management

Identify additional funding for the construction of a Clinical Assessment Center/Simulation Laboratory.
Construct a single service desk.
Evaluate the use of the library and determine how to efficiently and effectively change user study space needs.

Research, education and patient care

Appoint a permanent Head of the Learning Resources Center.
Recruit and hire a reference librarian.
In close collaboration with faculty refine and expand our educational programs and workshops.
Implement DSpace as a vehicle to create and disseminate digital resources.
Continue to move toward a virtual, digital library.
Develop collaborations among libraries and other organizations to improve access to and sharing of biomedical information resources throughout the nation.
Develop tools and evaluation activities to understand how the products and services of the NNLM and NLM contribute to improved access to health information by health professionals, community organizations, libraries, and the public.
Collaborate closely with libraries and other organizations to achieve the goals of outreach to health professionals and the public.
Complete the Implementation of the CrossSearch federated search function on all our ‘Resource’ pages.
Personnel

In the past academic year (2008/09) the following individuals were recognized for service:

- John Mitchell, Reference librarian was recognized for 5 Years of service to Creighton University.
- Richard Jizba, Head of Reference was recognized for 20 years of service to Creighton University.
- Jane Fishkin, Acquisitions & Cataloging Coordinator was recognized for 30 years of service to Creighton University.
- Nannette Bedrosky, Head of Technical Services was recognized for 30 years of service to Creighton University.
- Shawn Ammon, Senior Library Specialist was recognized for 20 years of service to Creighton University.
- Judi Bergjord, Reference/Outreach Librarian was recognized for 10 years of service to Creighton University.

Facility

Single-Service Desk Concept: Service is the Focus

In June of 2009, the Health Sciences Library combined all of its service desks into one. Prior to this move, the library staffed three service desks—Circulation, Reference, and the Learning Resources Center (LRC). The Circulation and Reference desks were on opposite sides of the first floor entrance and the LRC desk was on the second floor. A single service desk has been temporarily created out of the existing Circulation Desk. It was established to provide one-stop access, offering our patrons more efficient and consistent service.

The single service desk will be a work-in-progress. The ongoing evaluation of staff training needs and of the service provided will continue. Ultimately, a new desk will be built to replace the temporary one. This new desk will be constructed based on the needs identified during this interim period.

A single service desk design will allow staff to respond quickly to each user’s unique information needs. The ultimate goal for the health Sciences Library is to position ourselves to build on and improve upon the excellent service that has always been provided.
The Library continues throughout the year to highlight health weeks, some of these were the National Doctors Day, National Hospital and Healthcare Week, and National Heart Month.

Opening Doors: Contemporary African American Academic Surgeons

From December 14, 2008 – January 30, 2009 the HSL/LRC hosted the National Library of Medicine’s traveling exhibit, Opening Doors. Opening Doors celebrated the achievements of four African American surgeons and educators. Claude Organ, one of the four surgeons highlighted in this exhibit, received his medical degree from the Creighton University School of Medicine. He remained at Creighton to complete his internship and residency and went on to become the first African American to chair a department of surgery at a predominantly white medical school when he became chair at Creighton’s School of Medicine in 1971. Below are pictures of part of the exhibit.
Circulation/Interlibrary Loan
Patricia Meeves

The Health Sciences Library was once again saddened by the death of a former employee and long time friend. Sr. Karlanne Hanna passed away on March 21, 2009. Sr. Karlanne will be remembered for her concern for students, especially the International students who are so far from home and family, her love of her cats, and her passion for Nebraska football. She will be greatly missed.

We continue to provide our clients with up-to-date information and materials that support their education and research. We assist them in finding the best resource to enhance their projects. The Circulation/Interlibrary Loan department offers a quick turnaround time (usually 4 hours or less) for the delivery of articles/materials that are requested. We also deliver physical objects to an office located on campus Monday through Friday. Interlibrary Loan (ILL) requests received from other libraries increased nearly 62% over the past academic year.

The Interlibrary Loan department has successfully used the Electronic Funds Transfer System and Interlibrary Loan Fee Management System for the majority of its billing. Our lending rate is such that we are considered a net lender in both systems. These two systems have significantly reduced the need for Creighton University to issue or process checks to or from other institutions. The staff of ILL works closely with the Technical Services Department to correct and update records. We also provide statistics and report all needed usage data to the Copyright Clearance Center for billing.

The library is open 105 hours a week during the academic year. At least one full-time staff member is available during all open hours. Ten work-study students and eleven student assistants compliment the staff in serving the needs of our clients.

The Circulation department provides statistics, administers our online patron database, monitors overdue material, supervises inventory procedures, and schedules student shifts. We also administer the Electronic Reserves program, which enables students to access lecture material, class notes, and assigned readings from anywhere at any time. In addition, we purchase one copy of all required textbooks for our reserve collection.

The staff coordinated one of the library’s outreach efforts to the community. The Food for Fines program was held twice this past year with all food items collected going to the St. Martin DePorres Food Bank in Omaha. We also participated in the Family to Family project sponsored by the Center for Service and Justice.

The Head of Circulation/ILLS serves as liaison to alert faculty to new resources that the library has purchased or a new database that the library is conducting a trial on. This program aids departments in having a contact person to help serve them in their information needs.

Toward the end of the fiscal year we began implementing a single service desk concept in order to serve our clientele more efficiently.
The 2008-09 academic year saw many changes in the Learning Resources Center. Long-time Department Head Jane Stehlik Romack retired after twenty years of service. One of her last actions Ms. Romack accomplished was to select and purchase new medical simulators. Acquisition of these models made an immediate impact. In their first year in circulation, use of the simulators accounted for over 10% of the overall model use. Specifically, they were used to train hospital staff, Residents, and students throughout the health sciences schools and programs. It is our goal to collaborate with individual departments within the Hospital and the University to increase awareness and use of the library’s collection. We will also work closely with the schools and hospital to identify non-library owned simulators with the goal being to have an inventory of all models and simulators available for use. By doing this we will position ourselves to develop and ultimately manage the proposed Clinical Skills Assessment Center/Simulation Laboratory.

A major change to the staffing of the LRC was the appointment of Richard Jizba as Interim Head of the LRC and then Diana Boone assumed the position as Interim Head. These positive changes made the transition from Ms. Romack to a new permanent Head much easier.

A major goal is to investigate and implement a more robust scheduling system for the models and simulators. This will position us for the new Clinical Assessment Center.

We continue to transition away from VHS tape to digital format. DVD titles and streaming video increasingly become the method of delivering video. Wherever possible we will choose streaming video because it is the best method of delivering video content to our distant education students.

The LRC web pages underwent a major redesign this year, which resulted in a much more user-friendly resource. Easy identification of multimedia resources and services was the goal and we believe we accomplished that. In addition, cataloging and classifying of the DVD collection was enhanced so that items can be more readily retrieved by subject and program area, e.g. Periodontics or Pharmacology.
Ms. Siobhan Champ-Blackwell, the Community Outreach Liaison oversees the specific activities of the NNLM/MCR that focus on carrying out specific goals around the issues of health disparities. Below are listed the four major NNLM/MCR goals for the Community Outreach Project for 2008-2009:

- **Pursue and maintain collaborations with Network Members and other organizations including community-based organizations representing minority and other underserved populations to achieve the goals of outreach to health professionals and the public.**

- **Provide consultation to Network members as well as community-based, faith-based and other organizations representative of special populations on preparing proposals for projects to compete for National Network of Medicine and NN/LM funding.**

- **Continue to develop, implement, and evaluate targeted outreach programs to bring biomedical information resources within easy reach of U.S. health professionals who still do not have access, with special focus on those in rural areas and inner cities.**

- **Increase public awareness of and access to high quality electronic health information.**

Ms. Champ-Blackwell participated in numerous outreach activities nationally, regionally and locally. Outreach included visits to organizations, presentations and exhibits at meetings, and formal training for health care professionals. This outreach resulted in contact through classes and hands on training to 60 health care providers, 371 librarians, 78 high school students and 80 community organization members. The Health Sciences Library provides support to many offices and departments at Creighton University through the Community Outreach position, including the Health Science – Multicultural and Community Affairs Office, the School of Pharmacy and Health Profession’s “Office of Interprofessional Scholarship Service and Education”, the Creighton Medical Center Partnership in Health office, and the Martin Luther King Week Planning Committee.

Representing the National Library of Medicine and Creighton University at state and national meetings is an important method of carrying out the goals of the NNLM/MCR Community Outreach position. This year, Ms. Champ-Blackwell exhibited at eight meetings, including Diversity RX, and REFORMA National Conference. She presented at several meetings, and while at the annual Medical Library Association conference, she offered a continuing education class “Getting Started with Information Outreach in Minority Communities” and moderated a panel titled “The Healthy Librarian.” Ms. Champ-Blackwell co-authored and presented five posters including three national conferences: The “NIH Summit: The Science of Eliminating Health Disparities”, the “Third National Leadership Institute Summit”, and the “American Library Association Diversity Fair.”

Helping libraries and community organizations to partner together to create projects and pursue funding is an integral part of the Community Outreach position. This year, Ms. Champ-Blackwell ran three “Café to Go” sessions across the region, at the University of Wyoming Libraries, the Kansas City Kansas Public Library, and the South Jordan Public Library in Utah. In addition to these workshops, Ms. Champ-Blackwell consulted with several NNLM/MCR Network members and with staff at community
based organizations on funding and project development. In addition, Ms. Champ-Blackwell reviewed grant applications for the Nebraska Office of Minority Health and the NNLM South Central Region.

The Claude Organ Exhibit as it was displayed at the Health Sciences Library

Left to right: John Pierce, J.D.; Richard O’Brien, M.D.; Jim Bothmer, MALS; Frank Peak, Ph.D.; and Steve Lanspa, M.D.
This was a dramatic year for the staff in the Reference Service: work assignments were shuffled as Richard Jizba assumed interim supervision of the Learning Resources Center when Jane Romack retired; and the Reference desk was torn-down as part of the establishment of a new single service desk. Despite these changes and challenges the staff continued to provide high levels of service to our patrons. We have noticed an increased demand for individual training sessions from both students and faculty. These sessions cover a wide variety of topics and are specific to the needs of the individual. They may cover particular specialty databases, e-book resources, grant sources, and utilities such as RefWorks. These sessions are provided both in the library for students and faculty as well as in faculty offices when requested.

Our education activities remain strong. Jeanne Burke, Education Coordinator, has done an excellent job managing activities which cover a wide variety of tasks including scheduling workshops, training sessions, health fair and other outreach activities and participation in new program development such as the new Masters in Health Care Ethics. John Mitchell assumed responsibility for teaching our credit courses both PTD 375 and PHA 375. Judi Bergjord took over the supervision of the OT Medical Terminology portion of the OTD 306 Clinical Conditions course on BlueLine and also serves as the HSL representative on the hospital patient education committee. Judi is also the PI for the NN/LM/MCR grant funded outreach program “Crossing the Religious Divide: Health Information Resources for Diverse Populations” which was developed with Project Interfaith. Shawn Ammon is managing the implementation of our federated search service, CrossSearch. CrossSearch will allow users to search groups of related web-based references simultaneously and will be made available at the beginning of the 2009-2010 school year on all the Library’s general and specialized ‘Resource’ web pages.

The development of the single Service Desk marks a change from an era when the separate Reference Desk was needed to provide assistance with paper-based resources and later stand-alone workstations. Now with a greater emphasis on remote services and strong educational activities and outreach, the new configuration will allow the Reference Staff to restructure their schedules and provide them with more flexibility to meet the demands of our diverse education and outreach activities. We are looking forward however, to the redesign of the new Service Desk as an opportunity to continue to provide excellent service to the many students and faculty who still come to the library to do research, study, and collaborate.

Digital Repository Service

The plans for a digital repository continued to move forward. We have selected the DSpace open source system as our repository platform. It has been implemented on a test server and will be made publically available on a production server in late August or September of 2009. The initial collections to be placed in the repository will be the M1 and M2 digital lecture archives, a collection of newsletters from Creighton Health Sciences programs, digital copies of recent Creighton theses and dissertations, a searchable digital version of A Century of teaching and healing 1892-1992: the first one hundred years of the Creighton University School of Medicine, and the archive of Henry James’ letter copies produced by the Henry James Center in the College of Arts and Sciences.
Three major Technical Services changes occurred during the 2008/09 fiscal year. Each had a major impact on the library operations.

First, a decision was made to change vendors for our electronic journal A-Z list and the link resolver product. The new resource provided by Serials Solutions was named CU Libraries E-Journal Portal. Many of the product features will remain the same. An added feature was a federated search product called Webfeat (locally called Cross Search). Over Spring Break Creighton University went live with the new portal and link resolver.

The second major change was the creation of a single service desk for the Library. The LRC staff and most of their materials moved to the first floor and the Tech Services staff moved from the first floor to the second floor. This created an opportunity for staff to clean, weed, and organize their new physical work areas.

Third, the decision was made to move the bindery responsibilities from Circulation Department to Technical Services Department.

The Circulation desk is currently our single Service desk until our new one can be installed.
Creighton University  
Health Sciences Library Advisory Committee  
2008/2009

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<th>School/Hospital</th>
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<tr>
<td>D Roselyn Cerutis, Ph.D.</td>
<td><a href="mailto:rcerutis@creighton.edu">rcerutis@creighton.edu</a></td>
<td>2009</td>
</tr>
<tr>
<td>Associate Professor of Oral Biology</td>
<td></td>
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<tr>
<td>Nicole Duckwitz (D1)</td>
<td><a href="mailto:nicolepaaper@creighton.edu">nicolepaaper@creighton.edu</a></td>
<td>2009</td>
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<tr>
<td>(student)</td>
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<tr>
<td><strong>School of Medicine</strong></td>
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<tr>
<td>Poonam Sharma, M.D.</td>
<td><a href="mailto:PoonamSharma@creighton.edu">PoonamSharma@creighton.edu</a></td>
<td>2010</td>
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<tr>
<td>Assistant Professor, Pathology</td>
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<tr>
<td>Laura Hansen, Ph.D.</td>
<td><a href="mailto:Laurahansen@creighton.edu">Laurahansen@creighton.edu</a></td>
<td>2009</td>
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<td>Associate Professor, Biomedical Sciences</td>
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<td>Brian Hollis (M3)</td>
<td><a href="mailto:BrianHollis@creighton.edu">BrianHollis@creighton.edu</a></td>
<td>2009</td>
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<tr>
<td><strong>School of Nursing</strong></td>
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<td>Anna Nolette, MSN, RN, CPNP</td>
<td><a href="mailto:AnnaNolette@creighton.edu">AnnaNolette@creighton.edu</a></td>
<td>2010</td>
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<tr>
<td>Assistant Professor</td>
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<td>Jessica Lammers (N3)</td>
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<td>2009</td>
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<td><strong>School of Pharmacy and Health Professions</strong></td>
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<td>Amy Wilson, Pharm.D.</td>
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<td>2010</td>
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<tr>
<td>Director, Center for Drug Information &amp; Evidence-Based Practice; Associate Professor, Pharmacy Practice</td>
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<td>Demi McCashland (P1)</td>
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<td>Nan Tiedeman</td>
<td><a href="mailto:nan.tiedeman@tenethealth.com">nan.tiedeman@tenethealth.com</a></td>
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HEALTH SCIENCES LIBRARY/LEARNING RESOURCES CENTER
LIAISON PROGRAM

Research (Richard Jizba)
--Preventive Medicine
--Biomedical Sciences
--Medical Microbiology
--Pharmacology
--Osteoporosis Research
--Pathology
--Allergy, Asthma and Immunology
--IACUC

Pastoral Care (Richard Jizba)

Clinical Areas (To be divided among
Judi Bergjord, Pat Meeves, Nannette Bedrosky, John
Mitchell)
–
Anesthesiology (Pat Meeves)
Family Medicine (Judi Bergjord)
Internal Medicine
  Dermatology (John Mitchell)
  Endocrinology (John Mitchell)
  Gastroenterology (Nannette Bedrosky)
  General Internal Medicine (John Mitchell)
  Hematology/Oncology (Nannette Bedrosky)
  Infectious Diseases (Nannette Bedrosky)
  Nephrology (Nannette Bedrosky)
  Pulmonary (John Mitchell)
  Rheumatology (John Mitchell)
Cardiology (Judi Bergjord)
Neurology (Pat Meeves)
OB/GYN (Pat Meeves)
Pediatrics (John Mitchell)
Psychiatry (Judi Bergjord)
Radiology (Pat Meeves)
Surgery (Pat Meeves)
  Cardiotoracic Surgery
  General Surgery
  Neurosurgery
  Ophthalmology
  Surgical Oncology
  Urologic Surgery
  Orthopaedic Surgery
  Plastic Surgery

MA Clinics (Judi Bergjord)
Hospital Patient Care areas (Judi Bergjord)

Nursing (Jeanne Burke)

Center for Health Policy and Ethics (Jeanne Burke)

School of Dentistry (Diana Boone)

OT Program (Judi Bergjord)

PT Program (John Mitchell)

EMS Program (Jim Bothmer)

School of Pharmacy (Bryan Stack)

MACA (Siobhan Champ-Blackwell)

OISSE (Siobhan Champ-Blackwell)

DoIT and other IT operations – Shawn Ammon

Deans, Health Sciences Administration, CMA
Administration, Hospital Adminstration, CME, GME,
Grants Administration, Student Affairs Administration
(Jim Bothmer)

Curriculum Committee Liaisons

School of Dentistry: Diana Boone
School of Medicine: Jim Bothmer
School of Nursing: Jeanne Burke
School of Pharmacy and Health Professions
  Pharmacy: Bryan Stack
  OT: Judi Bergjord
  PT: John Mitchell

September 2009
Health Sciences Library Donors

Christy Anderson, Pharm.D.
Henry S. Badeer, M.D.
Marvin J. Bittner, M.D.
Ms. Siobhan Champ-Blackwell
Robert M. Cochran, M.D.
Ms. Lora Freberg
Linda Gabriel, Ph.D., OTR/L
Marybeth Goddard, MOL, BSBA
Robert Heaney, M.D.
Sam Hoeper, Jr., M.D.
Ms. Susan R. Keller

Jon T. Knezevich, Pharm.D.
Joseph Knezetic, Ph.D.
Linda Lazure, Ph.D.RN
Mark Malesker, Pharm. D.
Lee Morrow, M.D.
Lawrence Parrish, M.D.
James Phalen, M.D.
Robert W. Sandstrom, Ph.D., PT
Jodie Trafton, Ph.D
Ms. Judy Troutman
Gary C. Yee, Pharm.D., FCCP, BCOP

Endowed book Funds

Charles J. Antonini Family Endowed Book Fund
Pasquale A. Carone M.D. Endowed Book Fund
Thomas J. Cinque M.D. Endowed Book Fund
D. Arnold Dowell M.D. Endowed Book Fund
Ferraro Endowed Book Fund
Edward and Leslie Goldenberg Endowed Book Fund
Dr. John A. and Catharine B. Klein Dental Library Book Fund
Wayne and Carol Leadbetter Endowed Book Fund
Cyrus J. Loverro M.D. Endowed Book Fund
E. Ann Myers M.D. and T. Otis Paul M.D. Endowed Book Fund
Sal and Marilyn Santella Endowed Book Fund
Kathleen D. Seline Endowed Book Fund
Robert and Elizabeth Sestero Endowed Book Fund
William and Patricia Tipton Endowed Book Fund
Alessandro Trombetta M.D. Endowed Book Fund
Dr. and Mrs. Patrick F Vetere Endowed Book Fund
Dr. James and Kerry Vincent Endowed Book Fund
## FIVE YEAR STATISTICAL COMPARISON

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>GATE COUNT</strong></td>
<td>197,935</td>
<td>186,757</td>
<td>207,703</td>
<td>215,403</td>
<td>202,696</td>
</tr>
<tr>
<td><strong>VISITORS TO WEBSITE</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>TOTAL BUDGET</strong></td>
<td>$1,917,183</td>
<td>$2,061,121</td>
<td>$2,151,738</td>
<td>$2,294,292</td>
<td>$2,671,445</td>
</tr>
<tr>
<td><strong>Revenue</strong></td>
<td>$323,447</td>
<td>$306,278</td>
<td>$340,006</td>
<td>$358,754</td>
<td>$330,360</td>
</tr>
<tr>
<td><strong>Salaries</strong></td>
<td>$821,510</td>
<td>$878,627</td>
<td>$870,977</td>
<td>$925,019</td>
<td>$1,022,866</td>
</tr>
<tr>
<td><strong>Operating Expenditures</strong></td>
<td>$142,775</td>
<td>$165,882</td>
<td>$180,693</td>
<td>$245,427</td>
<td>$181,075</td>
</tr>
<tr>
<td><strong>Collection Expenditures</strong></td>
<td>$951,634</td>
<td>$1,021,970</td>
<td>$1,104,950</td>
<td>$1,292,324</td>
<td>$1,268,330</td>
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### BUILDING RESOURCES

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</thead>
<tbody>
<tr>
<td><strong>Staff</strong></td>
<td>22</td>
<td>22</td>
<td>22</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td><strong>Primary users</strong></td>
<td>4,394</td>
<td>4,394</td>
<td>4,392</td>
<td>5,087</td>
<td>5,384</td>
</tr>
<tr>
<td><strong>Users seating</strong></td>
<td>500</td>
<td>500</td>
<td>500</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td><strong>Square footage</strong></td>
<td>34,000</td>
<td>34,000</td>
<td>34,000</td>
<td>34,000</td>
<td>34,000</td>
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### INFORMATION RESOURCES

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</thead>
<tbody>
<tr>
<td><strong>Total physical units at fiscal year end</strong></td>
<td>247,300</td>
<td>243,960</td>
<td>236,715</td>
<td>235,325</td>
<td>242,489</td>
</tr>
<tr>
<td><strong>Print serial titles received</strong></td>
<td>881</td>
<td>790</td>
<td>723</td>
<td>291</td>
<td>303</td>
</tr>
<tr>
<td><strong>Electronic journals</strong></td>
<td>1,908</td>
<td>1,910</td>
<td>1,913</td>
<td>3,541</td>
<td>3,554</td>
</tr>
<tr>
<td><strong>Multimedia programs at fiscal year end</strong></td>
<td>11,369</td>
<td>11,623</td>
<td>11,003</td>
<td>11,055</td>
<td>3,354</td>
</tr>
<tr>
<td><strong>Books</strong></td>
<td>38,593</td>
<td>33,424</td>
<td>37,344</td>
<td>36,912</td>
<td>33,205</td>
</tr>
<tr>
<td><strong>E-Books (health sciences only)</strong></td>
<td></td>
<td></td>
<td></td>
<td>3,692</td>
<td>8,056</td>
</tr>
<tr>
<td><strong>E-books (all accessible)</strong></td>
<td></td>
<td></td>
<td></td>
<td>37,202</td>
<td>84,506</td>
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### CIRCULATION

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</thead>
<tbody>
<tr>
<td><strong>Circulation</strong></td>
<td>65,748</td>
<td>51,562</td>
<td>45,262</td>
<td>47,183</td>
<td>34,171</td>
</tr>
<tr>
<td><strong>ILL requested from other libraries</strong></td>
<td>2,177</td>
<td>1,758</td>
<td>1,692</td>
<td>1,424</td>
<td>1,251</td>
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<tr>
<td><strong>ILL requested by other libraries</strong></td>
<td>4,019</td>
<td>5,775</td>
<td>7,335</td>
<td>7,560</td>
<td>10,876</td>
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### DOCUMENT DELIVERY

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<tbody>
<tr>
<td><strong>Number of articles copied</strong></td>
<td>2,074</td>
<td>1,776</td>
<td>2,090</td>
<td>1,431</td>
<td>1,287</td>
</tr>
<tr>
<td><strong>Number of pages copied</strong></td>
<td>15,803</td>
<td>14,269</td>
<td>15,779</td>
<td>10,809</td>
<td>10,177</td>
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### PHOTOCOPYING

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<tbody>
<tr>
<td><strong>Public Copiers</strong></td>
<td>191,630</td>
<td>85,017</td>
<td>87,954</td>
<td>62,688</td>
<td>37,111</td>
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<tr>
<td><strong>Staff Copier</strong></td>
<td>74,769</td>
<td>73,412</td>
<td>78,431</td>
<td>50,675</td>
<td>39,848</td>
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### LASER PRINTING

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</thead>
<tbody>
<tr>
<td><strong>Public Printers</strong></td>
<td>121,831</td>
<td>129,111</td>
<td>156,872</td>
<td>132,471</td>
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### REFERENCE

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<tbody>
<tr>
<td><strong>Mediated searches</strong></td>
<td>510</td>
<td>480</td>
<td>697</td>
<td>481</td>
<td>419</td>
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<tr>
<td><strong>Reference questions</strong></td>
<td>8,210</td>
<td>7,706</td>
<td>8,600</td>
<td>7,175</td>
<td>6,338</td>
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### LEARNING RESOURCES CENTER

<p>| | | | | | |</p>
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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Media Room use</strong></td>
<td>13,836</td>
<td>14,076</td>
<td>18,187</td>
<td>13,070</td>
<td>*4848</td>
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<tr>
<td><strong>Laptop usage</strong></td>
<td>2,430</td>
<td>1,933</td>
<td>2,960</td>
<td>2,094</td>
<td>870</td>
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<tr>
<td><strong>Media Circulation</strong></td>
<td>8,358</td>
<td>5,438</td>
<td>9,098</td>
<td>14,146</td>
<td>7,654</td>
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<tr>
<td><strong>Computer Lab usage logins</strong></td>
<td>31,003</td>
<td>5,210</td>
<td></td>
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</tr>
<tr>
<td><strong>Computer Lab users</strong></td>
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### EDUCATION

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<tbody>
<tr>
<td><strong>Sessions</strong></td>
<td>368</td>
<td>398</td>
<td>410</td>
<td>137</td>
<td>204</td>
</tr>
<tr>
<td><strong>Attendance</strong></td>
<td>2783</td>
<td>3811</td>
<td>3,276</td>
<td>1,417</td>
<td>2,374</td>
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<tr>
<td><strong>contact Hours</strong></td>
<td>280.05</td>
<td>389.40</td>
<td>532.00</td>
<td>208.35</td>
<td>254</td>
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</tbody>
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### ORIENTATION

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</thead>
<tbody>
<tr>
<td><strong>Sessions</strong></td>
<td>48</td>
<td>48</td>
<td>44</td>
<td>30</td>
<td>32</td>
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<tr>
<td><strong>Attendance</strong></td>
<td>1147</td>
<td>681</td>
<td>466</td>
<td>748</td>
<td>924</td>
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<tr>
<td><strong>Contact Hours</strong></td>
<td>20.00</td>
<td>27.40</td>
<td>24.85</td>
<td>21.45</td>
<td>22</td>
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*change in how we tabulate usage*