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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.
Director’s Comments
Jim Bothmer

Providing timely, accurate information to healthcare personnel is the underlying goal of the Health Sciences Library (HSL). And, it is more than a technological issue. It is a difficult intellectual problem, which librarians have long faced and dealt with. We strive continually and, I believe, successfully to answer the question, “How is information most effectively and easily packaged, stored, retrieved, formatted, and delivered?” We work to utilize information technology to maximize the success of our endeavors. Melding people and technology into an effective information system becomes the key strategy. Customer service is our main focus. Without an emphasis on that there can be no effective system.

To reiterate, the role of the HSL is to procure, organize, and promote resources and services to our clients in ways which utilize our expertise. We strive to streamline access and aid our researchers to maximize their time and effort. As we begin a new academic year it is good to reflect on solid, classic advice from the past. The “Five Laws of Library Science” were first stated by S.R. Ranganathan in 1931. [Ranganathan, S.R. The five laws of library science. New Delhi, India: Ess Ess Publications, 2006.]

The following paraphrasing of the Five Laws is adapted from several posts in Lorcan Dempsey's Weblog Weekly Digest (<http://orweblog.oclc.org>). Mr. Dempsey is Vice President of OCLC Research and Chief Strategist. These five laws of library science detailed the principles of operating a library system and are as pertinent today as they were in 1931. They express something that remains relevant even as contexts change. So, with respect to Ranganathan and thanks to Dempsey, the following five laws are updated by substituting information for books to reflect the changed context in today’s library.

- Law 1: Information is to be used, not just preserved and locked away.
- Law 2: Information should be available for anyone and not for a privileged few.
- Law 3: Information should be openly accessible by all and not restricted.
- Law 4: Information must be cataloged and organized so our clients can easily find what they are looking for.
- Law 5: Information is a growing entity that absorbs new material, discards old material, changes in size and takes new shapes and forms and is delivered in a variety of ways.

The library then is a symbol of universal education and dissemination of knowledge.

The HSL focuses on making it easy for our clients to discover information, locate it, and request it, while at the same time streamlining the delivery of information and the insertion of the library in our client’s environment rather than expecting them to come to the library or website. That is our overarching challenge in the coming years. On a national and local level we must improve discovery of information while reducing costs. We will continue to manage research, learning, and institutional produced materials.

In the following pages you will learn how we managed health information for our clients. We strived for efficiency by creating a single service desk. We strived to capture the scholarly output of our faculty, staff, and students by leading the effort to digitize this information and coordinating a three-library digital repository (Creighton Digital Repository). Significant changes in staffing have infused new energy into the HSL team. So, read on and reflect on a successful year and join us as we lead you into an exciting future of information access and management.
2009/10 Successes

Planned and implemented a single service desk
Migrated the e-reserves to BlueLine
Contributed 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
Began the process of analyzing and assessing the library’s collection
Implemented credit card payment options for faculty and staff
Implemented the digitization of paper interlibrary loan requests to become “greener”
Made retrieval of information more efficient
Changed and updated user study space
Appointed a permanent Head of the LRC
Recruited and hired three new staff to the HSL team
Coordinated a three-library effort to implement the Creighton Digital Repository (CDR) using DSpace as a vehicle to create and disseminate digital resources
Continue to move toward a virtual, digital library
Acquired high-level simulators critical to the education of health science students
Increased use of simulators by 172%
Added millions of digital medical images to collection
Made available to our users over 12,000 health sciences e-books
Made available over 4,000 health sciences e-journals
Welcomed nearly 200,000 visitors to the library
Welcomed over 300,000 visitors to the library’s website
Circulated over 24,000 physical objects
Conducted nearly 500 literature and research searches
Taught nearly 3,000 “students”
Handled over 10,000 requests for information from other libraries
Answered nearly 5,000 reference questions
Requested nearly 1,200 items for information from other libraries for our clients
Gave back to the community by coordinating a Food for Fines effort resulting in a donation of nonperishable food items to St. Martin DePorres
Sponsored an Upward Bound student
Successfully managed National Network of Libraries of Medicine sub-contract of over $125,000

Goals 2010/2011

Access to Information

- Conduct a thorough collection analysis to make sure relevant material is available
- Create more metadata and controlled vocabulary entry points for our clients
- Continue shifting the physical collection to better utilize space
- Continue assessing the monograph collection and working with faculty weed the collection of out of date material
- Create three dimensional virtual reality movies of the simulators and anatomical models
- Work to find mobile applications for users of PDAs to more efficiently access information

Advocacy

- Support the national and international Open Access efforts by continuing to list open access journals on our e-journal page
- Conduct a survey of Creighton researchers to help determine the value of the library
**Acquisition of Information**
- Move from a collection-centric model to a user-focused model
- Work with the university to redirect information expenditures from various schools and departments to the library

**Education of our Clients**
- Explore new ways of discovery for our clients through the use of new search engines, browser tools, RSS aggregators, etc (in other words, make it easier for our clients to obtain information)
- Develop web-base tutorials
- Update our medical informatics elective
- Through the library liaison program promote new resources and services to faculty, staff and students
- Develop new student employee website via MyCreighton

**Facility Management**
- Explore re-purposing existing space to create small group learning rooms for health sciences students
- Lead the effort to create a clinical assessment simulation center underneath the BIC building
- Continue to evaluate library space to better meet the needs of our clients

**Outreach**
- Aggregate demand of library resources by significantly increasing our web presence
- Work with faculty to evaluate the electronic reserve procedures on BlueLine
- Pursue and maintain collaborations with community based organizations representing minority and other underserved populations to achieve the goals of outreach to health professionals and the public.
- Provide consultation to 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
- Continue to offer delivery service of physical objects from the library to faculty at their on-campus office.

**Preservation of Institutional Scholarly Output**
- Continue to develop digital collections for the CDR
- Proceed with digitizing all Interlibrary Loan requests

**Personnel**

In the past academic year (2009/10) the following individual were recognized for service at the holiday luncheon:
John Mitchell*, Reference Librarian was recognized for five years of service to Creighton University
Shawn Ammon*, Senior Library Specialist was recognized for 20 years of service to Creighton University

*[NOTE: John and Shawn were also listed in last year’s annual report]*
New staff were hired and welcomed to the HSL:

Viral Amin, Digital Services Librarian, Reference
Rose Fredrick, Library Specialist, Access Services
Greg Hollins, Library Specialist, LRC

Facility

The “one-service” desk was completed in February 2010 and was dedicated in a brief ceremony with Father Andy Alexander, Vice President for University Ministry in June 2010.

“God of Love, God of Wisdom and God of Compassion, we thank you for this day which gathers us to dedicate this new help desk in this important resource library.

We thank you for all who worked to make this happen and created an area that is as welcoming as it is helpful.

We thank you for the friends and benefactors who continue to resource us and strengthen our ability to serve our faculty, staff, students and patients.

Finally, we thank you for all who will serve in this place. May they be especially dedicated, along with this place, in the Ignatian values of service for and with others.

May our cooperation across the schools be renewed by the commitment of this resource and those who staff it.

May there be a special dedication to the mystery of exploring and discovering knowledge, information sought for learning and the special, personal care of your people.

We make a special prayer for all your little ones, who are at the margins of our society, who will be helped by the services given here.

So, with these prayers, and those in our hearts, we ask you to dedicate this desk and all who will service her to the ministry of support which guides the mission of this library.

We ask this in Jesus’ name, and in the faith of each tradition that gathers the Creighton community together.”

Amen

New Study pods were added on the mezzanine level.

EXHIBITS
Access Services Department (Circulation/Interlibrary Loan)
Pat Meeves

The highlights listed below are just a few examples that reflect the dedication of the Access Services Department to serve the needs of our patrons in their endeavors to teach and learn. We strive to maintain a collection that is abundantly full of appropriate and up-to-date information.

The Health Sciences Library did a major renovation to our service desk area. A change in personnel provided an opportunity to combine three separate service areas. The establishment of a single service point of access addressed the need to simplify the delivery of services to clients and provide flexibility in staffing. A new service desk area was blessed by Father Alexander on June 16th, 2010.

The shifting of the journal collection continues. In order to better accommodate the comfort of our clients studying in the HSL, new study pods replaced dated study carrels on the mezzanine level. All of the 1960 – 1965 journals that were housed on the mezzanine level were relocated to the main level. New labels will be installed when the move is completed.

Weekly lists of pre-1986 monographs are prepared, together with their usage, for the Collection Development committee and faculty to assess. We are continually looking at our collection to make certain that it meets the needs of faculty and students. Along with defining the collection we are shifting materials to aid the space problem and enhance the appearance of the collection.

The student webpage for our student assistants is still actively used and maintained. This enables them to contact all other students employed in case they need a substitute or to trade shifts. The schedule also appears on this webpage. We employ 8 Federal Work Study (FWS) students and 6 Student Assistants.

The expansion of our Food for Fines program to include the spring semester has generated increased amounts of food items to send to the Food Bank. Originally we only did this once a year and received approximately 200 – 300 food items. This Spring, we increased our delivery by 50% to St. Martin DePorres Food Bank.

One copy of all required text books are acquired each semester for our reserve collection. The electronic reserve segment continues to grow and we receive a lot of positive feedback from students and faculty regarding the ease of use of the system. Madonna Knudson, our Reserves Coordinator, used BlueLine this past Spring Term and we will be converting all reserve material to this tool in the Fall 2010 semester.

There was an increase in the number of information items obtained from other libraries for our clients. This reflects a strong collection. At the same time the information items requested by other libraries from our collection increased. Again, this reflects a strong collection and our commitment to providing outstanding service to our clients (on and off campus). When filling requests from other libraries, we average one day turn-around time on most requests. We continue to utilize document delivery services such as Ariel, or e-mail (PDF) for the majority of requests. These two methods seem to be the preferred delivery method.

The Interlibrary Loan department continues to use the Electronic Funds Transfer (EFTS) system and IFM for billing purposes. These two electronically debit systems has reduced paperwork and has resulted in a much more efficient billing system.

Effectively and efficiently serving our clients is the most important aspect of the Access Service Department. We strive to meet the needs of all our clientele in the most positive manner.
Learning Resources Center
Diana Boone

The 2009-10 academic year saw the Learning Resources Center (LRC) relocate to the main floor of the Health Sciences Library. The LRC’s multimedia collection was integrated into the main floor stacks as well as new stacks in the back work area. The LRC staff were relocated to the old Technical Services work area as well as integrated into the new single Service Desk.

Acquisition of sophisticated medical simulators began in earnest during FY 2008/09. In FY 2009/10 use of these models increased 172% over the previous academic year. A pick-up and delivery service proved to be extremely popular resulting in half of the requests being delivered to our clients. One of our goals for FY 2011 is to increase that service. Models and simulators are increasingly important to teaching clinical skills to students and our project this year is to create three dimensional virtual reality movies of the models to give students and faculty access to the “virtual copy” of the models from wherever they are. These movies will provide faculty and students with an alternative to relying on having the actual model in hand for demonstration purposes during lectures and presentations, for last-minute studying before a test, and to determine if a model will work for what they need without having to come over to the library.

The demand for online resources increases as the number of distance programs increases. To that end we added two online titles to our offerings. Essential Neurologic Examination and Essential Neurological Findings were added for use by the School of Medicine and the School of Nursing as well as the Neurology Department. Films on Demand adds almost 1200 health and medicine titles to our online video collection. A new digital image collection from Springer was licensed by the HSL and made available to our clients. This collection added an impressive 2 ½ million images that span the scientific, technical and medical fields. This collection was utilized 66% more over previous licensed image collections. We also doubled the number of consecutive users for our online AnatomyTV subscription and saw an increase in use of 81% over last year.

Diana Boone, LRC Department Head

Part of our models collection stored behind the Service Desk
One of the key areas of focus for FY 2009-2010 was to acquire more e-books. To that effect, we coordinated with the other two libraries the purchase and licensing of nearly 19,000 e-books published by Springer from 2005-2010. In addition, we licensed access to 289 e-books on a provisional purchase plan with Elsevier. Our goal is to check every book request from our clients to see if the title is available as an e-book. We then work with the requester to determine the delivery preference (e.g. print or electronic).

FY 2009-2010 was a year of routine activity with our serials collection, including the checking in, claiming and binding of our small print collection. The task of checking and troubleshooting online links for our e-journal collection is routine but a critical function. One notable acquisition was of the back-file collection of the American Journal of Physiology and its sub-sections. We acquired access to volume 1, 1898 to the present. We also continue to benefit from our partnership with the Greater Western Library Alliance (GWLA) consortium. This partnership has allowed us to provide comprehensive access for our clients of all of the titles from Springer and Wiley/Blackwell. We continue to seek other partnerships or package deals offered by scientific, technical, and medical publishers such as the British Medical Journal publishing company, Thieme, and Ovid.

On July 1, 2009 our OCLC network provider switched from NEBASE to BCR. In April 2010 BCR announced that it would phase out its operation by December 2010. So, we were forced to seek and ultimately switch to another OCLC network provider. In June 2010, we switched to the Missouri Library Network Corporation (MLNC).

We have started using the assessment tools from Serial Solutions for our e-journals with the goal of analyzing our collection. That will be a major focus of the 2010/11 academic year. Our ongoing practice of offering duplicate materials to other libraries continues, thus fulfilling a core Creighton value of sharing resources with the greater community. We also continue to ship duplicate/gift books to Better World Books, who in turn works with third world countries to supply them with more up to date health information.
The merging of the separate service desks into one was an opportunity for the Reference Service to update scheduling and procedures. The implementation of a set weekday desk schedule for the Reference Librarians allows them to manage their time more effectively and apply themselves to other projects, particularly teaching activities and digitization projects. In addition, working at the new service desk has given the staff a greater appreciation and insight into some of the other services provided by the HSL.

Viral Amin joined the staff in February. His responsibilities include reference service and the development of the Creighton Digital Repository (CDR). Now that the CDR has moved from the testing and development stage into routine use his help is quite valuable in further developing the system and working with other staff on the development of digital collections.

This spring the CDR was selected as the digital repository system for all three Creighton libraries and we are collaborating with them as they explore the system and develop collections. The three libraries arranged for a three day DSpace training workshop in June. The participation of all three libraries in the development of the CDR will allow for the system to be utilized more quickly and effectively by our clients.

Our teaching and tutoring efforts continue. This year PHA 375, an elective offered to the students in the School of Pharmacy and Health Professions (SPAHP) experienced its highest enrollment ever with sixteen students enrolled in this 1-credit hour elective. We are also working with the SPAHP to implement a web-based medical terminology course which will be managed and taught by the library. The medical terminology course evolved from work we did in the past few years with the Occupational Therapy program. Informal feedback on our policy of providing informal one-on-one tutoring for faculty and students on the use of RefWorks and other information resources continues to be very positive.

The focus for the coming year will be on the development of our education programs, particularly the development of web-base tutorials and updating of our medical informatics elective. We will also continue to develop digital collections for the CDR.
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 2009-2010:

- **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 30 health care providers, 188 librarians, 50 high school students and 42 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 (HS-MACA), the School of Pharmacy and Health Profession’s “Office of Interprofessional Scholarship Service and Education” (OISSE), and the Creighton Medical Center Partnership in Health office. Ms. Champ-Blackwell participated in several OISSE events including the health fair at the Immanuel Center Age Well Center.

Serving a population in six states has led the NN/LM MCR to rely on technology to provide online services. Ms. Champ-Blackwell worked with a group of librarians and community group staff to develop a webinar series on outreach. The series, “Navigating Collaboration: A Crash Course in Connecting with the Community” was presented over the fall and winter of 2009-10. She also co-taught “Caring for the Mind: Providing Mental Health Information at Your Library” online, and presents periodically to the NN/LM MCR region through its monthly “Breezing with the MCR” webinar series. Ms. Champ-Blackwell was asked to teach classes outside the MidContinental Region. She traveled to Houston to teach “Getting Started with Information Outreach in Minority Communities” to outreach librarians in the NN/LM South Central Region, and to Chicago to teach “¿No Comprende? Spanish Health Information Resources for English Speaking Librarians” for the NN/LM Greater Midwest Region.

In an effort to increase access to health information by members of community and faith based organizations, the NN/LM MCR developed a blog that focused on information relevant and useful to communities. The “Bringing Health Information to the Community” blog was launched in March 2004. Management and content of the blog fall under the Community Outreach Project. An evaluation done in 2009 identified ways BHIC blog readers made use of the post: sharing information with other colleagues and applying for funding opportunities listed on the blog are the top two uses blog readers identified. Readers also provided comments:

> It really helps me stay up-to-date with everything going on in preventive health care. I really appreciate it. Thanks!"

The responses to the evaluation strongly indicate that the information that is posted on the BHIC blog is relevant and useful. It reaches over 500 readers across the country daily.
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 five meetings, including the American Dietetic Association Food & Nutrition Expo. She presented at several meetings. While at the American Library Association Annual Meeting, she co-presented a poster at the Diversity Fair.

The poster presented by Siobhan at the Diversity Fair
Creighton University
Health Sciences Library Advisory Committee
2009/2010

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<th>School/Hospital</th>
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<td>Scott Di Lorenzo</td>
<td><a href="mailto:scottdilorenzo@creighton.edu">scottdilorenzo@creighton.edu</a></td>
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<tr>
<td>Associate Professor of Oral Biology</td>
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<td>Gregory Goessman (D4)</td>
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<td>Poonam Sharma, M.D.</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

Pastoral Care (Richard Jizba)

Clinical Areas
Anesthesiology (Pat Meeves)
Family Medicine (Judi Bergjord)
Internal Medicine
  Dermatology (John Mitchell)
  Endocrinology (John Mitchell)
  Gastroenterology (Diana Boone)
  General Internal Medicine (Diana Boone)
  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 (Diana Boone)
Pediatrics (John Mitchell)
Psychiatry (Judi Bergjord)
Radiology (Pat Meeves)
Surgery (Pat Meeves/Diana Boone)
  Cardiothoracic Surgery
  General Surgery
  Neurosurgery
  Ophthalmology
  Orthopaedic Surgery
  Plastic Surgery
  Surgical Oncology
  Urologic Surgery

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

School of Nursing (Jeanne Burke)

Center for Health Policy and Ethics
(Jeanne Burke)

School of Dentistry (Viral Amin)

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
Administration, CME, GME, Grants
Administration, Student Affairs
Administration (Jim Bothmer)

Curriculum Committee Liaisons

School of Dentistry: Viral Amin
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

July 2010
Health Sciences Library Donors

Carl Dahl, MD  Shirley A. Blanchard, Ph.D., OTR/L, ABDA
Amy Matthews, OTD, OTR/L  Ronald R. Watson, Ph.D.
Diane Simmons  Diane Jorgensen, BCC, MA, MSWW, LMHP
Amy Haddad, Ph.D.  Adrienne Cella-Carone
William H Marquardt, MA, PA-C, DFAAPA  Edwin A. Bowman, Jr., M.D.
John Filippi, D.D.S.  Marvin J. Bittner, M.D.
Brian Riordan, M.D.  Terry Zach, M.D.
Jos V.M. Welie, Ph.D.  Frances C. Moore, Pharm. D.

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

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Gate Count</strong></td>
<td>186,757</td>
<td>207,703</td>
<td>215,403</td>
<td>202,696</td>
<td>190,868</td>
</tr>
<tr>
<td><strong>Visitors to Website</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Total Budget</strong></td>
<td>$2,061,121</td>
<td>$2,151,738</td>
<td>$2,294,292</td>
<td>$2,671,445</td>
<td>$2,750,253</td>
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<tr>
<td><strong>Revenue</strong></td>
<td>$306,278</td>
<td>$340,006</td>
<td>$358,754</td>
<td>$330,360</td>
<td>$378,993</td>
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<tr>
<td><strong>Salaries</strong></td>
<td>$878,627</td>
<td>$870,977</td>
<td>$925,019</td>
<td>$1,022,866</td>
<td>$991,096</td>
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<tr>
<td><strong>Operating Expenditures</strong></td>
<td>$165,882</td>
<td>$180,693</td>
<td>$245,427</td>
<td>$181,075</td>
<td>$141,898</td>
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<tr>
<td><strong>Collection Expenditures</strong></td>
<td>$1,021,970</td>
<td>$1,104,950</td>
<td>$1,292,324</td>
<td>$1,268,330</td>
<td>$1,384,894</td>
</tr>
</tbody>
</table>

### Building Resources

- **Staff**: 22, 22, 22, 20, 21
- **Primary Users**: 4,394, 4,392, 5,087, 5,384, 5,977
- **Users Seating**: 500, 500, 500, 500, 500
- **Square Footage**: 34,000, 34,000, 34,000, 34,000, 34,000

### Information Resources

- **Total Physical Units at Fiscal Year End**: 243,960, 236,715, 235,325, 242,489, 243,336
- **Print Serial Titles Received**: 790, 723, 291, 303, 249
- **Electronic Journals**: 1,910, 1,913, 3,541, 3,554, 10,027
- **Multimedia Programs at Fiscal Year End**: 11,623, 11,003, 11,055, 3,354, 4,598
- **Books**: 33,424, 37,344, 36,912, 33,205, 32,610
- **E-Books (Health Sciences Only)**: 3,692, 8,056, 12,635
- **E-Books (All Accessible)**: 37,202, 84,506, 106,591

### Circulation

- **Circulation**: 51,562, 45,262, 47,183, 34,171, 24,223
- **ILL Requested from Other Libraries**: 1,758, 1,692, 1,424, 1,251, 1,184
- **ILL Requested by Other Libraries**: 5,775, 7,335, 7,560, 10,876, 10,198

### Document Delivery

- **Number of Articles Copied**: 1,776, 2,090, 1,431, 1,287, 887
- **Number of Pages Copied**: 14,269, 15,779, 10,809, 10,177, n/a

### Photocopying

- **Public Copiers**: 85,017, 87,954, 62,688, 37,111, 28,044
- **Staff Copier**: 73,412, 78,431, 50,675, 39,848, 34,776

### Laser Printing

- **Public Printers**: 121,831, 129,111, 156,872, 132,471, 82,760

### Reference

- **Mediated Searches**: 480, 697, 481, 419, 496
- **Reference Questions**: 7,706, 8,600, 7,175, 6338, 5083

### Learning Resources Center

- **Media Room Use**: 14,076, 18,187, 13,070, 4,848, 4,965
- **Laptop Usage**: 1,933, 2,960, 2,094, 870, 470
- **Media Circulation**: 5,438, 9,098, 14,146, 7,654, 6,682
- **Computer Lab Usage Logins**: 31,003, 31,104
- **Computer Lab Users**: 5,210, 4,533

### Education

- **Sessions**: 398, 410, 137, 204, 169
- **Attendance**: 381, 3,276, 1,417, 2,374, 1,970
- **Contact Hours**: 389.40, 532.00, 208.35, 254.25, 293.35

### Orientation

- **Sessions**: 48, 44, 30, 32, 32
- **Attendance**: 681, 466, 748, 924, 960
- **Contact Hours**: 27.40, 24.85, 21.45, 22, 33.4

*Change in how we tabulate usage*