

CMH&C Library Services 2010 Annual Report

Overview

2010 was a year of change and growth for the libraries. After a few difficult, understaffed months, we filled two vacant positions with excellent candidates, establishing a talented and well rounded team. The Library Services department was transferred from the leadership of Patient Care Services to the Medical Staff and now reports to the Graduate Medical Education department. We dramatically enhanced our information resources and streamlined access, most notably with the addition of a link resolver/proxy server combination that renders remote access to electronic collections seamless and user-friendly.

Library Services Staff



Andrea (Andi) Wall, Library Technician

Andi has a B.A. in Environmental Studies and ten years of library work experience. She maintains the Health Sciences Library's print periodical collection, assists the librarians in general library duties, processes interlibrary loans and provides article and book requests for CMHC staff. Andi also supervises a volunteer in the Health Sciences Library.



Benjy Stein, MSLIS, MEd, Librarian/Informationist

Benjy has Master's degrees in Library Science and Education. He has worked as an information manager for a health informatics company, interned at NYU Health Sciences Libraries, and as a special education teacher. Benjy helped to re-design several of the library web sites and implement the new link resolver/proxy server applications. He primarily provides librarian-in-context services/CPG team support, educates library clientele in the use of information resources, and supports other library operations.



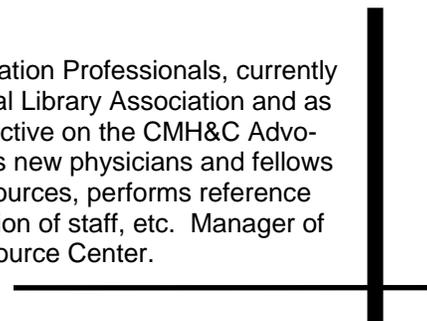
Keri Swaggart, MLIS, Librarian/Informationist

A member of the Evidence-Based Practice Collaborative and CMH&C guideline creation/revision committees providing library support and literature searches, attends morning report and clinical rounds and supports clinical information or patient education needs, orients all new residents to Library Services and introduces them to evidence-based literature and literature-searching skills, supports Professors' Rounds through training and literature searches, performs reference and literature searches for CMH&C staff, instructs in the use of information resources, and assists with other library operations.



Brenda R. Pfannenstiel, MALS, MA, AHIP Manager of Library Services

A distinguished member of the Academy of Health Information Professionals, currently serving on the Editorial Board of the Journal of the Medical Library Association and as the Consumer Health column editor for the MLA News. Active on the CMH&C Advocacy Council and the Health Literacy Committee. Orients new physicians and fellows to Library Services, instructs in the use of information resources, performs reference and literature searches, collection management, supervision of staff, etc. Manager of the Health Sciences Library and the Kreamer Family Resource Center.



Snapshot of Services

Instruction—Librarians conducted approximately 91 hours of formal instruction to 384 people, covering a variety of topics, including: library orientation, literature searching skills, use of point-of-care tools, citation tracking, article retrieval, accessing UMKC online resources, developing search statements, use of EBM resources and more. Of special note: Keri Swaggart's work with residents preparing for Professor's Rounds resulted in residents' improved reporting of search strategies, renewed focus on EBM searching skills, and gratitude for her contributions.

Literature Searches:

In 2010 librarians completed 1122 literature searches and reference questions, twice as many as in 2009.

New Resources:

Journal access increased in 2010 with the addition of 14 new titles and the purchase of backfiles (electronic, archived issues that compliment active electronic journal subscriptions), totaling over 400 current electronic journal subscriptions. With the addition of MD Consult to the electronic collection, we now have approximately 130 online books.

Some Journals Added Include:

Annals of Plastic Surgery
British Journal of Cancer
Clinical Gastroenterology & Hepatology
Indian Journal of Pediatrics
Journal of Diabetes Science and Technology
Leukemia
Pediatrics and Neonatology
Research on Social Work Practice

Some Online Books Added Include:

Ashcraft's Pediatric Surgery
Comprehensive Pediatric Hospital Medicine
Harriet Lane Handbook
Nelson Textbook of Pediatrics
Oncology of Infancy and Childhood
Pediatric Cardiology for Practitioners
Potter's Pathology of the Fetus, Infant, & Child
Principles & Practice of Pediatric Endocrinology
Smith's Anesthesia for Infants and Children



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What is DOI? Example DOI: 10.1103/PhysRevD.15.2752
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Browse e-journals by medical subject

Search other CMH&C resources online
[CINAHL](#)
[Community of Science](#)
[DynaMed](#)
[Google Scholar](#)
[Lexi-Comp](#)
[MD Consult](#)
[Medications and Mother's Milk](#)
[Micromedex Healthcare Series](#)
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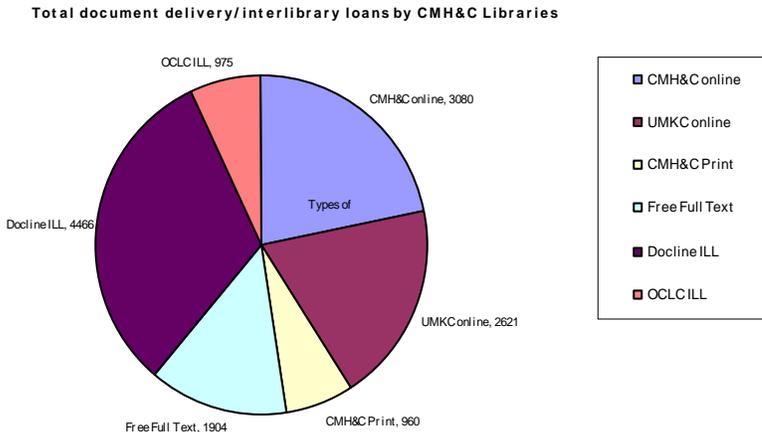
Software: After careful research and consideration, the library staff selected Clio to replace QuickDoc in the first part of 2010 as the new interlibrary loan management software. This was a significant change for library staff in terms of ILL documentation and payment/invoicing processes, although it did not affect library clientele.

Another time consuming project for the library was the launch of the new **E-Resources Portal** in December of 2010. This portal combines a link resolver and proxy server to allow Hospital employees to access the CMH&C library's electronic resources from any computer, including offsite, using their Scope password- eliminating the need for VPN access. Individual articles may often be found with a PMID number, DOI number, or the use of a citation finder. Subscribed databases, drug references, and point-of-care tools may also be accessed through this portal, bringing CMH&C knowledge-based information resources

to each employee, regardless of location. An added benefit to the E-Resources Portal is the ability to retrieve articles from more than a thousand open access journals. The purchase of the link resolver has improved full-text access to articles through PubMed and Google Scholar, and potentially decreases library staff time spent manually resolving broken links to electronic resources.

Interlibrary Loans and Document Delivery:

This is an extremely active aspect of our services, requiring much staff time and considerable expense. Whenever a CMH&C employee requests a book or article from Library Services, we either retrieve the item from our collections and deliver it to the requestor, or we borrow the item from other libraries through one of the interlibrary loan networks (Docline or OCLC). We are also able to retrieve online materials from UMKC on behalf CMH&C staff with UMKC faculty or student/resident privileges. Staff members writing research grant applications, or books and book chapters, are especially heavy users, but the Health Sciences Library also responds quickly to requests for information needed for clinical care. Increasingly, evidence-based practice teams engage in literature reviews requiring literature searches, articles and attendance at team meetings.



Number of Items Retrieved for Borrowers in 2010

CMH&C Online	3080
CMH&C Print	960
UMKC Online	2621
Free Full Text	1904
Docline ILL	4466
OCLC ILL	975

	2008	2009	2010
OCLC borrowed from other libraries	41	22	115
OCLC loaned to other libraries	626	722	860
copy/document delivery (not ILL)	Stats not available	5004	8565
Docline loans to other libraries	899	1153	1416
Docline articles requested by CMH&C	2547	2884	3050

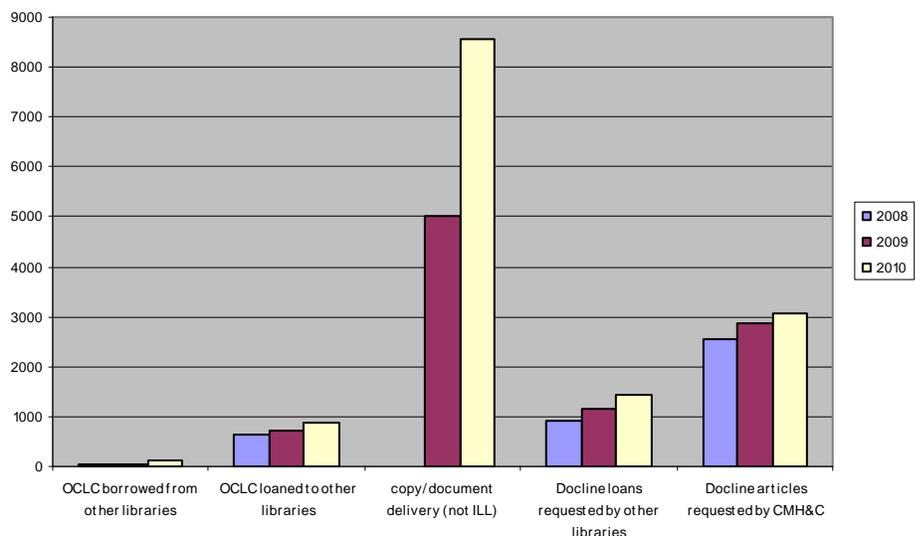
Increased document demand in all areas

Growth

Our goal for 2011 is to provide education and instruction for online article retrieval and increase awareness of the E-resources portal to reduce staff time spent obtaining articles available online in the CMH&C and UMKC collections.

Volunteers

Our volunteers provide exemplary services to families, patients, and CMH&C staff; the library services staff is grateful for such support.



Using library print collections:

All CMH&C staff are able to utilize electronic collections (online books, journals, databases, point-of-care tools, and references), but on-site staff still come to the Health Sciences Library to use computers, browse for journals and read textbooks, as is indicated in the “in-house check-in” statistics. Patient families continue to use the Kreamer Resource Center for Families (a name change enacted in 2010) to obtain consumer health information, find exercise videos for the Phit Kids program, check out books for entertainment during hospital stays, use computers, and obtain assistance from librarians. We estimated a minimum of **5,675** visitors to the Kreamer in 2010!

Staff use the hslibrary@cmh.edu email account to send literature search and article/book/video requests; some staff have also learned to use the “Hold” feature to request books from the online library catalog. More CMH&C staff members have learned that the library and its services are only a click or a phone call away, and as each person discovers our services, we get busier. Satisfaction appears to be high, judging from the amount of referrals, repeat business and positive feedback received by the library staff.

Physical items circulated: (print books, print journals, DVDs, etc.)

Health Sciences Library:	Kreamer Resource Center for Families
273 checkouts	2898 checkouts
<u>546</u> in-house use	<u>132</u> in-house use
819	3030

Web Sites:

The CMH&C libraries maintain five web sites. The most heavily used is the Virtual Library, where online knowledge-based information resources are accessible and library trials of new resources are posted. In 2010, this web site was re-designed and streamlined. Benjy Stein added a new page on mobile applications, as many of the Virtual Library resources are accessible via mobile devices.

The Health Sciences Library public web site on www.childrensmc.org was re-designed as well to make it more of a public relations recruiting tool for potential employees and residents/fellows. Candidates get an overview of library resources available at CMH&C and current employees are able to link directly to electronic resources with the appropriate login information.

About half the content of the Kreamer Resource Center for Families public web site was updated, with the rest scheduled for update in 2011. New video tutorials were added to the Health Sciences Library intranet site, with more planned for 2011. The Kreamer RCF intranet sites are not in immediate need of re-design, but the Health Sciences Library intranet site is scheduled for re-design in mid-2011. Brenda Pfannenstiel also developed the Health Literacy Committee web site and updated its resource pages shortly before completing her term at the end of 2010.

Children's Mercy HOSPITALS & CLINICS
Kansas City

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For Patients and Families | Your Child's Health | Clinical Services | For Health Care Professionals | Medical Education | Medical Research

Home > Departments > Health Sciences Library

Health Sciences Library

Welcome

About

Search for E-Resources

Search the Library Catalog

Medical Education

Kreamer Family Resource Center

Welcome to the Health Sciences Library

The Children's Mercy Hospitals & Clinics Health Sciences Library provides a variety of services for our employees. We have 3 full time librarians and a library technician to assist you with electronic resource instruction, literature searches, and access to electronic and print resources. We also assist pediatric residents, fellows, and faculty members affiliated with the University of Missouri-Kansas City in using resources from UMKC libraries.

Librarians are available to attend clinical rounds, participate in and support committees, and provide training. Our collection includes electronic databases, books and journals, point-of-care tools, and other resources to enhance pediatric research and clinical care. The Health Sciences Library is complemented by the Kreamer Resource Center for Families, providing consumer health information services, patient education materials, and entertainment reading.

Core Resources

PubMed	LexiComp	DynaMed	THOMSON MICRODEX	OVID Cochrane Reviews
CINAHL	VisualX	pediatric care online	UpToDate	BMJ Clinical Evidence
E-Journal Portal	MOSBY'S NURSING CONSULT	STATRef	PsycINFO	MD CONSULT

SCOPE

Search the Scope []

User: kswaggart

Print Friendly

Home

Resources

Incident

PCS

Physicians

My Page

Health Sciences Library Home Page

UMKC Affiliates

UMKC Health Sciences Library

UMKC E-Journals and E-Books

Kreamer Family Resource Center

Virtual Library - Virtual Library home page

Home > Health Sciences Library > Virtual Library

Ask a Librarian!

Request a literature search!

Ask a Reference Question!

Request articles and books!

Suggests Items for our Collection!

hslibrary@cmh.edu

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[Micromedex](#)

[Micromedex tutorials](#)

[ToxNet Plus](#)

[Medications and Mother's Milk](#)

[NeoFax](#) -ask Neonatology for password

Databases

[PubMed](#)

[Ovid](#) -Medline, PsychINFO, & Cochrane databases

[CINAHL](#) -nursing and allied health database

[Google Scholar](#)

Point-of-Care Tools

[DynaMed](#)

[VisualX](#)

[Pediatric Care Online](#)

[UpToDate](#)

Other Resources

[BMJ Clinical Evidence](#)

[MD Consult NEW!](#)

[Mosby's Nursing Consult](#)

[NORD](#) -database of rare diseases

[Gale Encyclopedia of Cancer](#)

London Medical Genetics databases -call HelpDesk for installation

[Community of Science](#) -register for a personal account

[Evidence-Based Medicine Library Resources](#)

Mobile Applications