

**CMH&C
Library
Services
2011 Annual
Report**

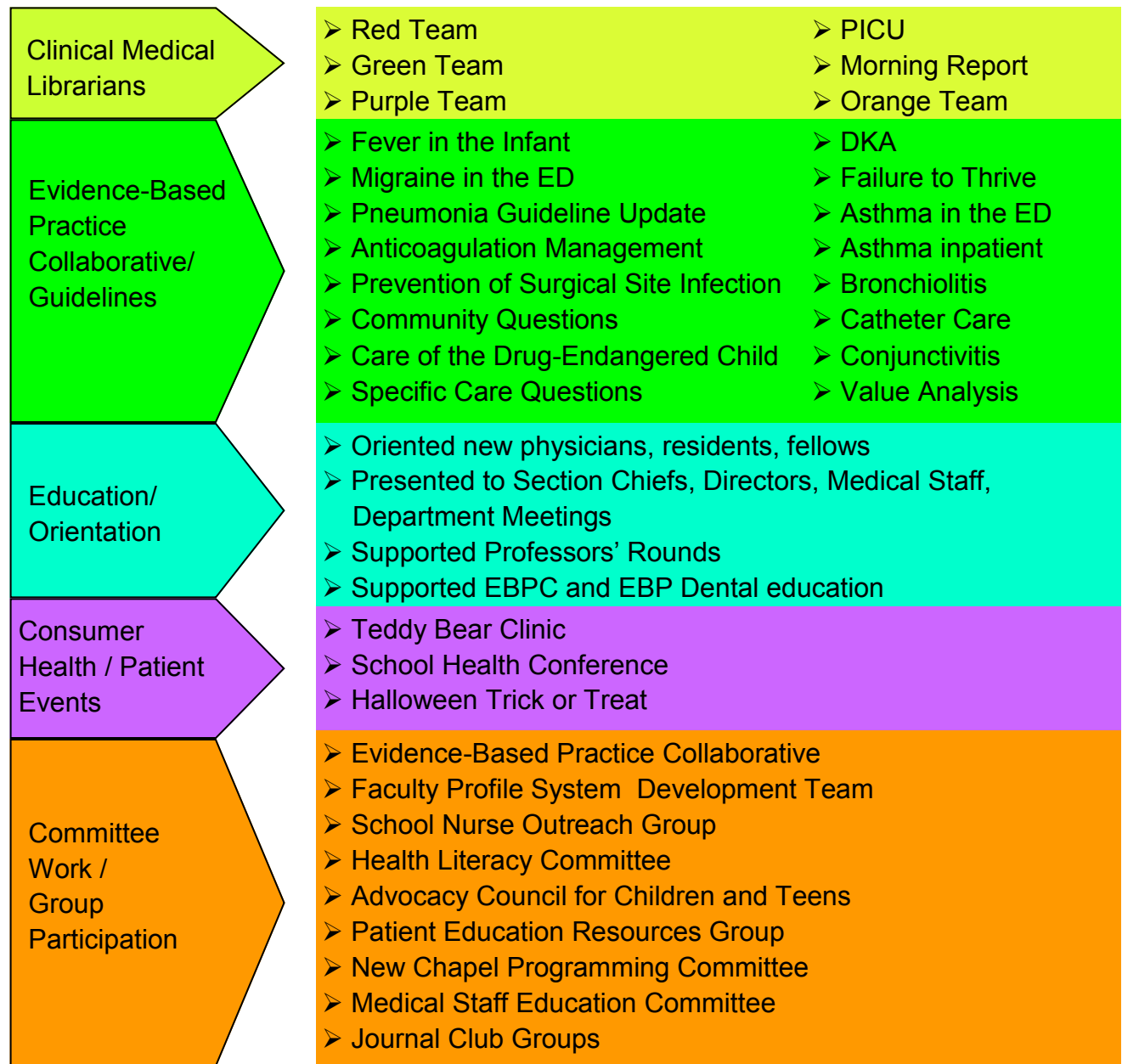
**Library Services—
Embedded
Engaged
Professional**

**Brenda Pfannenstiel, MALS, MA, AHIP
Manager of Library Services**

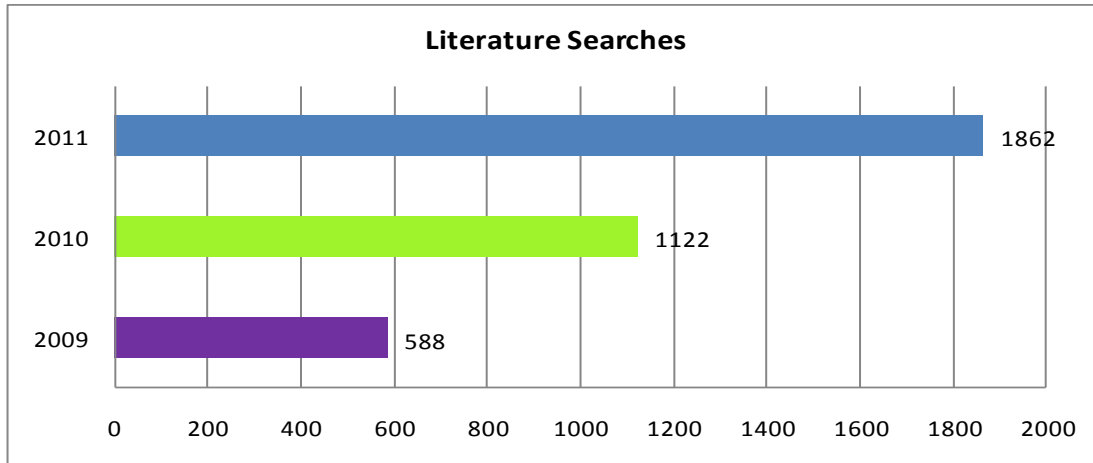
**Keri Swaggart, MLIS
Clinical Medical Librarian**

**Benjy Stein, MLIS, MS Ed
Clinical Medical Librarian**

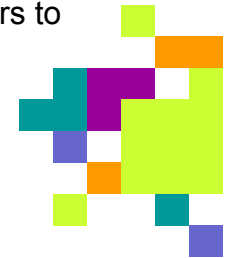
**Andi Wall, BA
Library Technician**



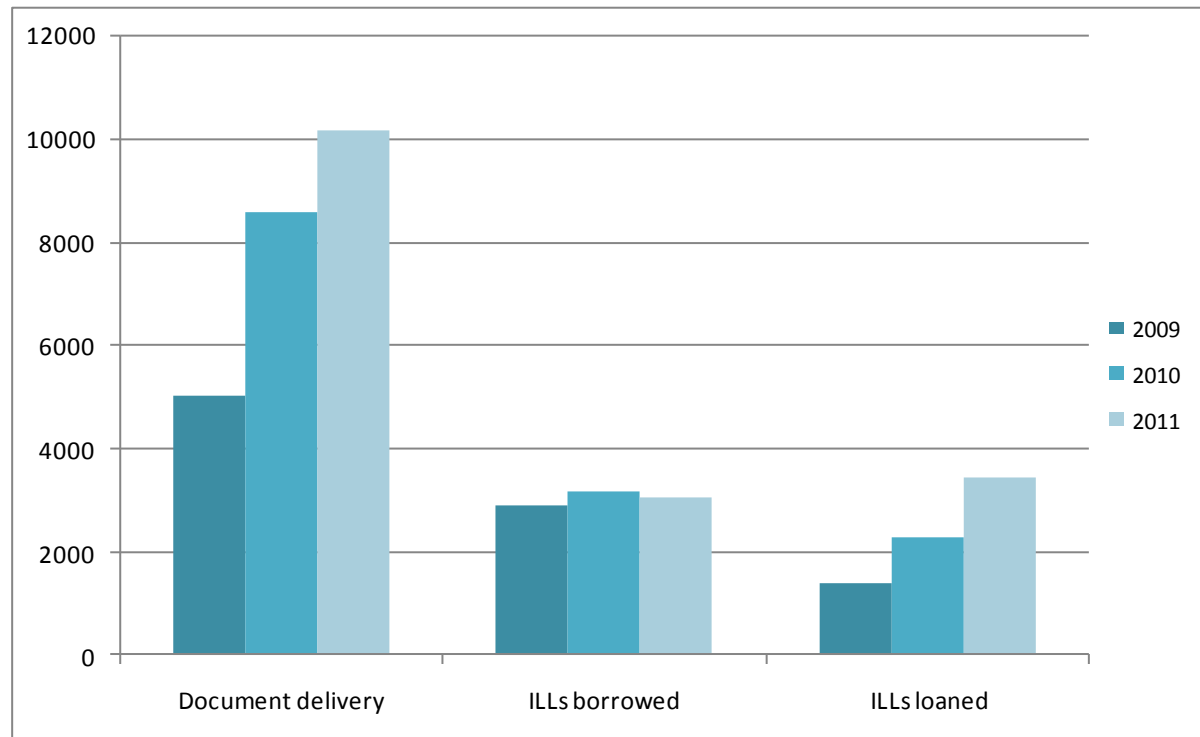
Rising Demand for Library Services



Librarians search the literature for answers to clinical, research, resident education, policies/ procedures/ practice management, and consumer health questions at the request of CMH&C staff and patients' families. Complex questions can take many hours to research and perform a mediated search.

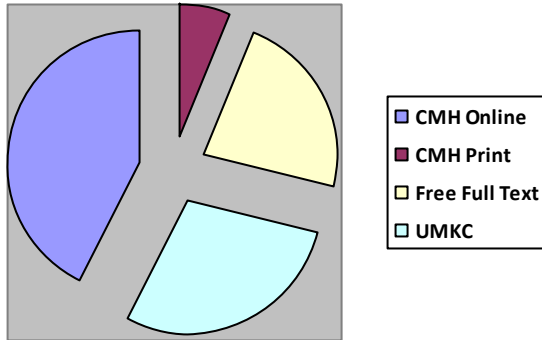


Document Delivery & InterLibrary Loan



Librarians **Increased** the number of people taught in formal educational sessions by 40% over 2010.

2011 Document Delivery Breakdown



ILL & Document Delivery

Library staff provide articles, books, book chapters, technical reports, and other material for CMH&C staff. ILLs borrowed refer to the materials we borrowed from other libraries, ILLs loaned are materials we loaned to other libraries, and document delivery refers to items we retrieved from CMH&C online and print collections, UMKC online collections (on behalf of UMKC's authorized users), and from free full text (open access) resources.

Of note:

During the winter emergency in early 2011, the librarians were able to provide literature searches, document delivery, and interlibrary loan services while working from home.

The Kreamer Resource Center for Families received new exterior paint and a new name.



Library Services staff represent CMH&C in the community and in the profession.

Brenda Pfannenstiel, MALS, MA.
AHIP

- Elected chair of Midcontinent Chapter of the Medical Library Association
- Editorial Board member, Journal of the Medical Library Association
- Serves on MCMLA Research Committee, MCMLA 2012 Local Arrangements Committee, MCMLA Leadership Committee, National Network of Libraries of Medicine MCR Regional Advisory Board
- Presented to local chapter of the Assn of Occupational Health Professionals in Healthcare, MO Nurses Assn, NNLM MCR webinar.

Keri Swaggart, MLIS

- Serves on MCMLA Education Committee

Benjy Stein, MSLIS, MS Ed

- HSLNKC web site manager

We thank our volunteers—

Bev, Marie, An, Rachel, Vicki,
Chris, Sally, Barb, Clara, Susan

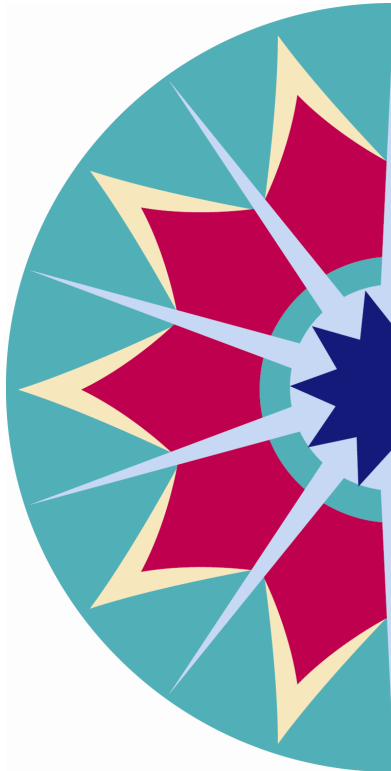


Library Cost-Benefit Analysis

Library Budget \$ 772,322
 Number of months of statistics entered 12

CBA (estimated dollar value per dollar spent) 12.71

National Library of
 Medicine Library Value
 Calculator



Number of Uses	Library Resources or Services	Cost of Resource or Service	Value of Resources or Services
18347	E-books	\$ 300.00	\$ 5,504,100.00
55257	E-journals cost per use	\$ 35.00	\$ 1,933,995.00
609	Health Sciences Library Print Books	\$ 140.00	\$ 85,260.00
665	Print journal access cost per article	\$ 35.00	\$ 23,275.00
6512	Interlibrary loan requests	\$ 18.00	\$ 117,216.00
475	Reference questions answered	\$ 45.00	\$ 21,375.00
1397	Mediated searches	\$ 75.00	\$ 104,775.00
58881	Teaching/instruction contact hours	\$ 30.00	\$ 1,766,430.00
97	AVs used or borrowed	\$ 50.00	\$ 4,850.00
2000	Photocopies made/ printing	\$ 0.10	\$ 200.00
480	Meeting room use in hours	\$ 50.00	\$ 24,000.00
625	CML time with clinical teams	\$ 75.00	\$ 46,875.00
5763	Kreamer RCF visitors	\$ 5.00	\$ 28,815.00
3005	Kreamer RCF books	\$ 25.00	\$ 75,125.00
5153	FFT & UMKC document delivery	\$ 5.00	\$ 25,765.00
4680	Computer use by customers, in hours	\$ 12.00	\$ 56,160.00
	Total Value		\$ 9,818,216.00