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

Clinical Medical Librarians

- Red Team
- Green Team
- Purple Team

Evidence-Based Practice Collaborative/Guidelines

- Fever in the Infant
- Migraine in the ED
- Pneumonia Guideline Update
- Anticoagulation Management
- Prevention of Surgical Site Infection
- Community Questions
- Care of the Drug-Endangered Child
- Specific Care Questions

Education/Orientation

- Oriented new physicians, residents, fellows
- Presented to Section Chiefs, Directors, Medical Staff, Department Meetings
- Supported Professors’ Rounds
- Supported EBPC and EBP Dental education

Consumer Health/Patient Events

- Teddy Bear Clinic
- School Health Conference
- Halloween Trick or Treat

Committee Work/Group Participation

- Evidence-Based Practice Collaborative
- Faculty Profile System Development Team
- School Nurse Outreach Group
- Health Literacy Committee
- Advocacy Council for Children and Teens
- Patient Education Resources Group
- New Chapel Programming Committee
- Medical Staff Education Committee
- Journal Club Groups

Health Sciences Library & Kreamer Resource Center for Families
Children’s Mercy Hospitals & Clinics
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.

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

![Literature Searches Graph]

![Document Delivery & InterLibrary Loan Graph]
I. 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

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.

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.
## Library Cost-Benefit Analysis

<table>
<thead>
<tr>
<th>National Library of Medicine Library Value Calculator</th>
<th>Number of Uses</th>
<th>Library Resources or Services</th>
<th>Cost of Resource or Service</th>
<th>Value of Resources or Services</th>
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<tbody>
<tr>
<td></td>
<td>18347</td>
<td>E-books</td>
<td>$300.00</td>
<td>$5,504,100.00</td>
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<td>55257</td>
<td>E-journals cost per use</td>
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<td>609</td>
<td>Health Sciences Library Print Books</td>
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<td>665</td>
<td>Print journal access cost per article</td>
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<td>6512</td>
<td>Interlibrary loan requests</td>
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<tr>
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<td>475</td>
<td>Reference questions answered</td>
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<td>1397</td>
<td>Mediated searches</td>
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<td></td>
<td>58881</td>
<td>Teaching/instruction contact hours</td>
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<td>97</td>
<td>AVs used or borrowed</td>
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<td>$4,850.00</td>
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<td>2000</td>
<td>Photocopies made/ printing</td>
<td>$0.10</td>
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<td>480</td>
<td>Meeting room use in hours</td>
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<td>625</td>
<td>CML time with clinical teams</td>
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<td>5763</td>
<td>Kreamer RCF visitors</td>
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<td>Kreamer RCF books</td>
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<td>FFT &amp; UMKC document delivery</td>
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<td>Computer use by customers, in hours</td>
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<td></td>
<td></td>
<td><strong>Total Value</strong></td>
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<td><strong>$9,818,216.00</strong></td>
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