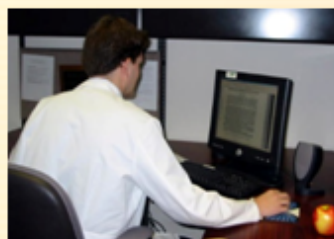


**The University of Tennessee**

**Graduate School of Medicine**

## **Preston Medical Library**



### **Annual Report 2010**

Preston Medical Library

UT Medical Center

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Knoxville, TN 37920

P: 865-305-9525

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<http://gsm.utmck.edu/library>

**2010 Annual Report**

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*Preface:*

## **Our Mission**

The Preston Medical Library's mission is to assist the Graduate School of Medicine in providing excellence in education, patient care and research. The library is committed to ensuring access to clinical information through the acquisition, organization and management of collections. We provide exceptional reference, research and instruction for faculty, residents, students and physicians and outreach to the community.

## **Vision**

Preston Medical Library aspires to be an essential part of the Graduate School of Medicine's endeavor to become a school of choice for graduate medical education and research through innovation, collaboration and providing exceptional, personalized services.

## **Values**

**Service:** We will actively seek to identify, meet and exceed client needs (in an accurate and timely manner).

**Innovation:** We actively pursue new methods and the use of technologies in order to provide services essential to our clients.

**Excellence:** We will be professional, conscientious and responsible and strive to exceed the expectations of our clients.

**Commitment:** We are dedicated to providing quality service to our clients.

**Collaboration:** We believe in teamwork. We will work together both internally and externally to share knowledge, resources and ideas in order to fulfill our mission.

**Positive Attitude:** We will be cheerful and positive in our interactions with each other and our clients.

## Preston Medical Library 2010 Annual Report Executive Summary

Each year Preston Medical Library's annual report shows an increase in our service metrics. This occurs in part because of our ever-expanding community of users, but it is also the result of changes in how we choose to serve our community. Preston Medical Library combines the use of technology with personalized face-to-face service, integrating easy access to e-resources with our traditional, customer-driven services.

So while some speculate that the value of libraries is being diminished by increased access to information on the internet, our library use-statistics do not show this. Instead, we see a picture of increased foot-traffic, a higher number of books circulated, and an increase in face-to-face interactions with our patrons.

This Annual Report includes the following important points:

The use of the physical library is trending upward when analyzed by general door count and by analyzing the evening and weekend use. In 2010, there was a 12% increase in the number of patrons visiting the library. Patrons are not just visiting the library space; they are also interacting with the library staff. The number of reference questions increased by 11% from 2009 to 2010. The use of the book collection has increased dramatically from 1600 materials checked out in 2009 to 4221 materials checked out in 2010.

Literature searches done by librarians for UT Medical Center administrators and nursing staff continue to trend upward, with a 41% increase since 2009. The addition of the library faculty to the four Nursing Councils has resulted in increased awareness of the library as a resource for evidence based evaluation of patient care.

A total of 104 classes and lectures about library resources were held with 1,234 participants from various categories of Graduate School and Medical Center patrons. The library also exhibited at four events to raise the awareness of our community services.

The faculty librarians at Preston Medical Library were active in both teaching and scholarly activities. Six University of Tennessee students were mentored in our special library environment through formal programs while others were mentored through the Medical Library Association Academy of Health Information Professionals Mentor program. There were 13 library faculty publications and abstracts, an increase of four over 2009.

The information provided in this Annual Report was compiled with the help of all team members at Preston Medical Library.

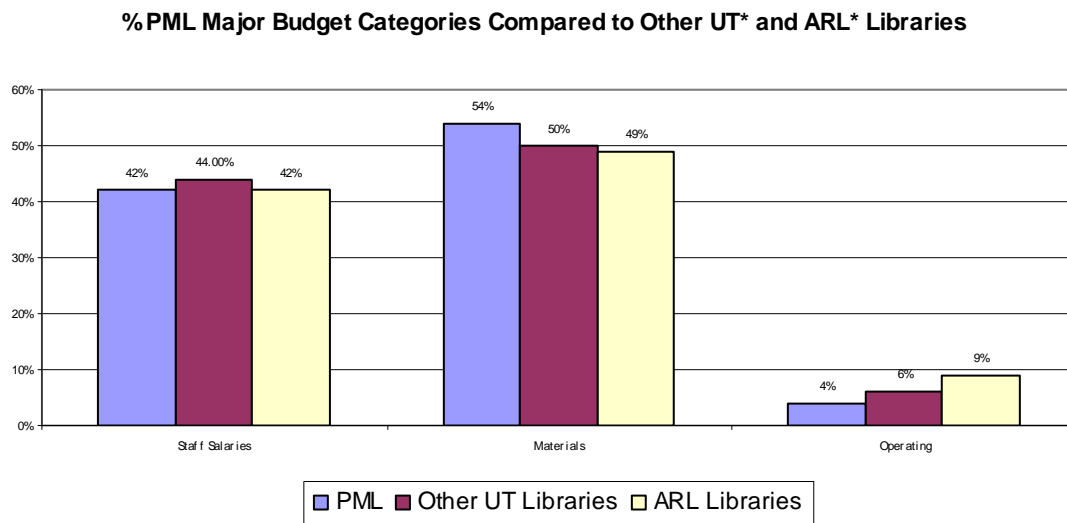
Sandy Oelschlegel  
Library Director  
February 2011

## Library Resources:

### Resources

Compared with other Association of Research (ARL) Health Sciences Libraries and other University of Tennessee (UT) Libraries, Preston Medical Library utilizes more of our budget in the area of Library Materials, while we have less of our budget allocated to Staff and Operating expenses. Operating expenses continue to be a small portion of our overall expense in comparison with these two categories. This allows us to purchase more library materials such as books, journals, e-journals and clinical databases. Figure 1 illustrates these differences

**Figure 1: Percent of Major Budget Categories**



\*ARL- Only Association of Research Libraries in the Health Sciences discipline are included

\*UT Libraries include UT Martin, UT Knoxville, UT Chattanooga, and UTHSC

### Collections

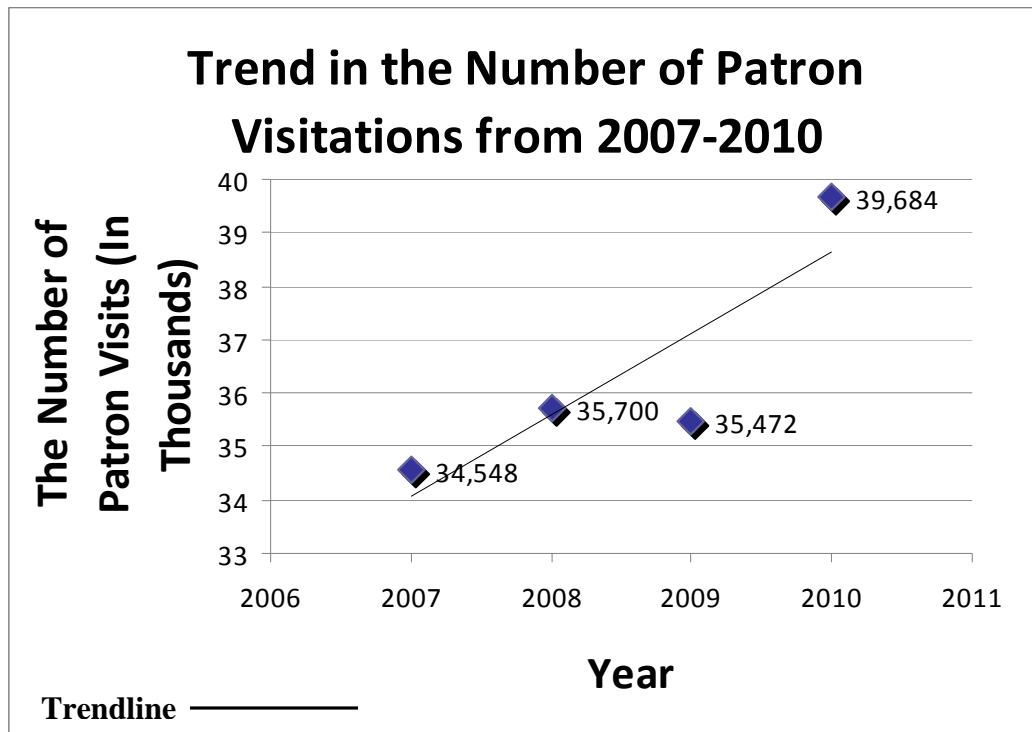
The use of the book collection as measured by the number of books circulated has increased dramatically over the past year from 1600 materials checked out in 2009 to 4221 materials checked out in 2010. The library worked closely with residency program directors and department chairs to identify which books to purchase to best meet their needs. In addition, the nursing administration purchased certification material for placement in the library. These books are now cataloged and managed by the library allowing for increased access and control. This nursing certification material has contributed to the number of check outs noted above with 1039 books circulated from that collection. Also contributing to the increase in circulation is the addition of a new books shelf at the entrance to the library and implementing a new books page on the website that is updated regularly.

### Library Services

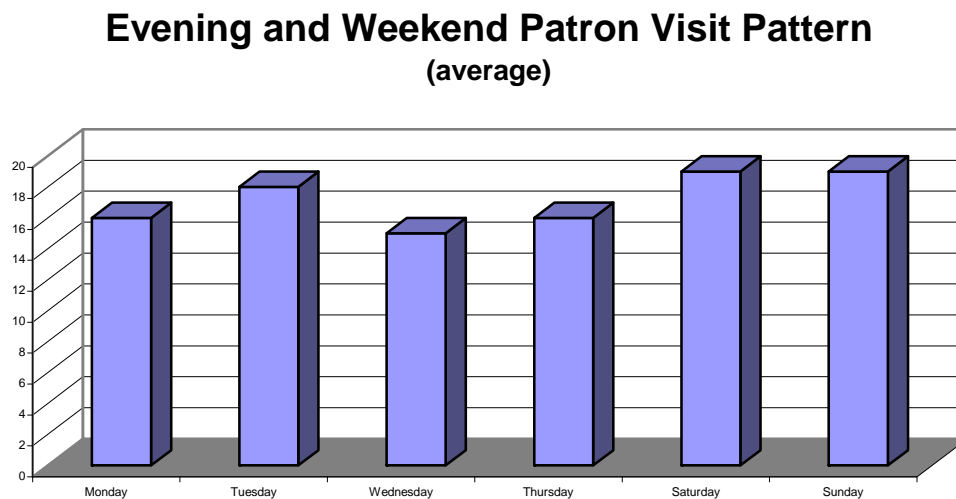
Preston continues to be a destination for many of our patrons. While the popular thought may be that physical libraries are being utilized less, our numbers prove that this is not true for our library. The automatic door counter reveals that foot traffic has increased by nearly 12% in 2010. The overall trend since 2007 is shown in Figure 2.

Evening and weekend hours, which have been in place for two years are showing steady use. Figure 3 demonstrates the pattern of weekly use displayed as daily averages. These data reflect the actual door count at the beginning and end of each evening and weekend shift.

*Figure 2: Number of patrons entering library annually*



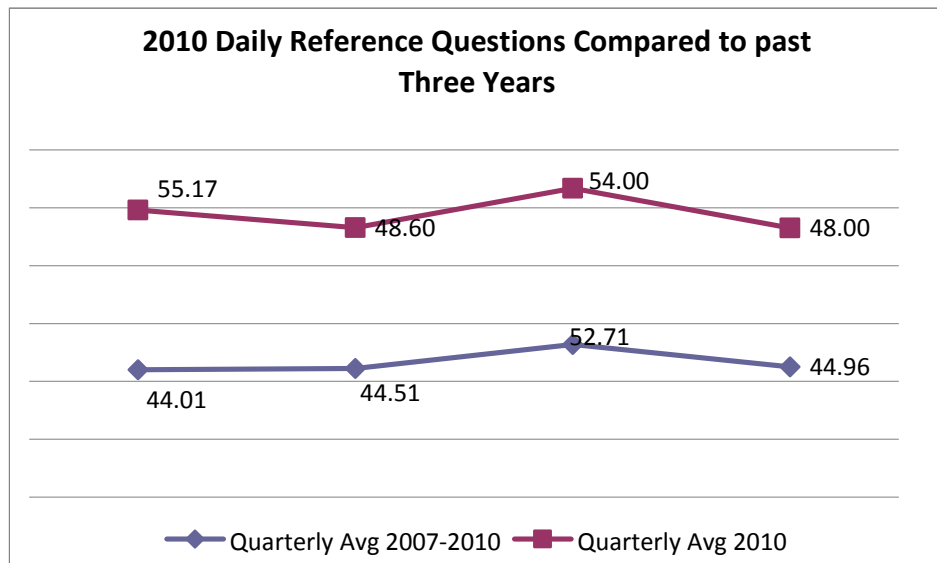
*Figure 3: Evening and weekend library use*



**Reference Services**

Reference desk transactions make up the majority of the information services provided through Preston Medical Library. The statistics on these transactions are collected on a sample basis and categorized by the type of transaction and user. The 2010 reference statistics show that compared to the mean of the past three years; the daily average for each quarter was higher in 2010. This is illustrated in Figure 4.

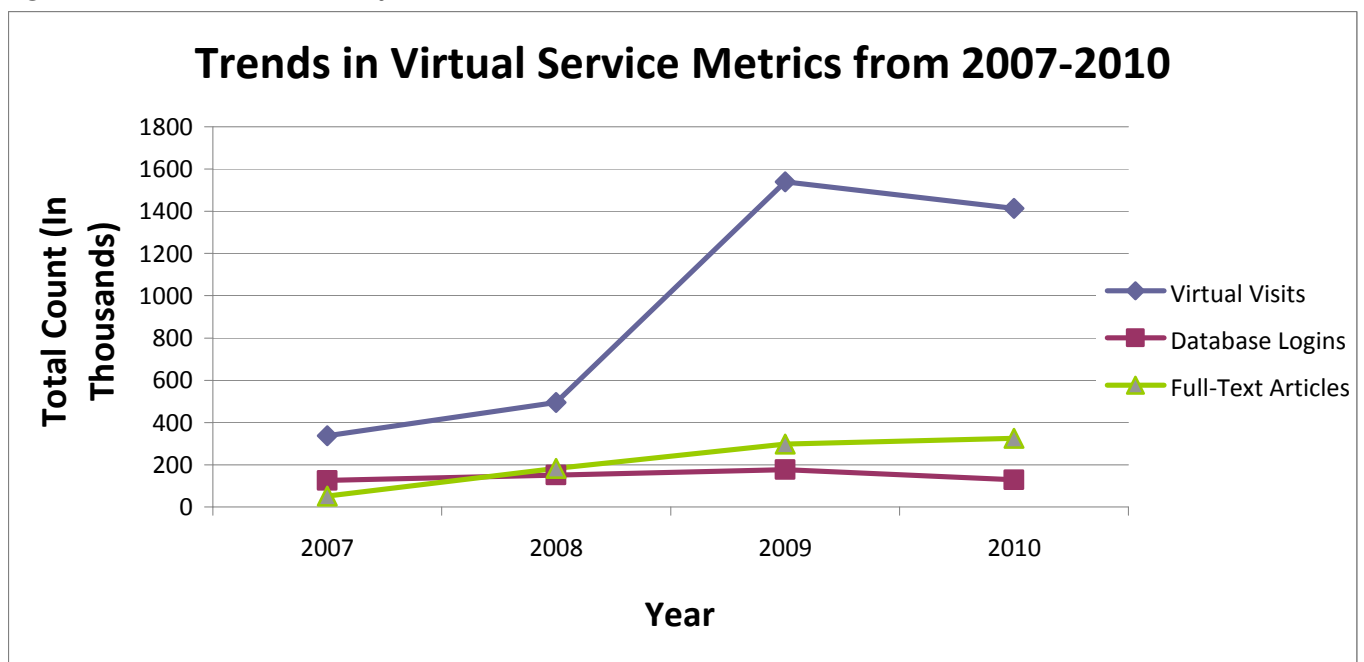
**Figure 4: Trends in daily reference questions over time**



**Use of Virtual Resources**

While the data on the use of the “bricks and mortar” physical library are all showing an increase, the use of the “virtual library” as reflected by the visits to the Preston Medical Library web site, and access to databases has decreased somewhat over 2009. Access to full text of e-journals has remained on an upward trend. Figure 5 displays the trend in each of these areas. Since two of our main clinical databases are now downloaded to mobile devices by our residents, faculty and students the decrease in web page and database access may be a reflection of the increased use of these devices. Once downloaded to a smart phone, iPod etc, we are not able to measure individual logins.

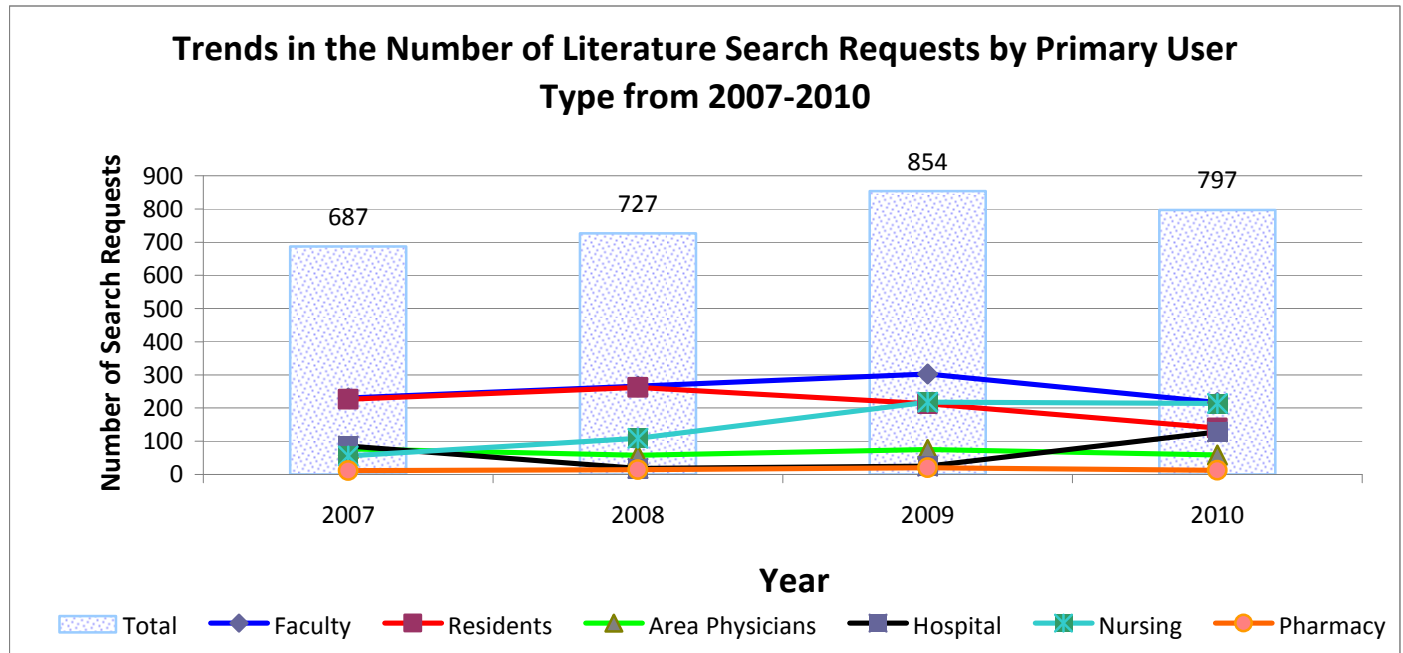
**Figure 5: Trends in the use of virtual resources**



## Literature Searches

When clinicians and researchers require an in-depth review of a specific topic, faculty librarians provide that service. This is a highly valued and time-consuming service that requires specialty training. A recent Institutional Review Board publication (IRB Advisor Jan. 2011) included an article emphasizing the role of the librarians in protecting subjects in research. The role of the librarian in patient safety is well documented. Figure 6 illustrates the number of literature searches done by librarian for specific patron groups as well as the annual totals since 2007.

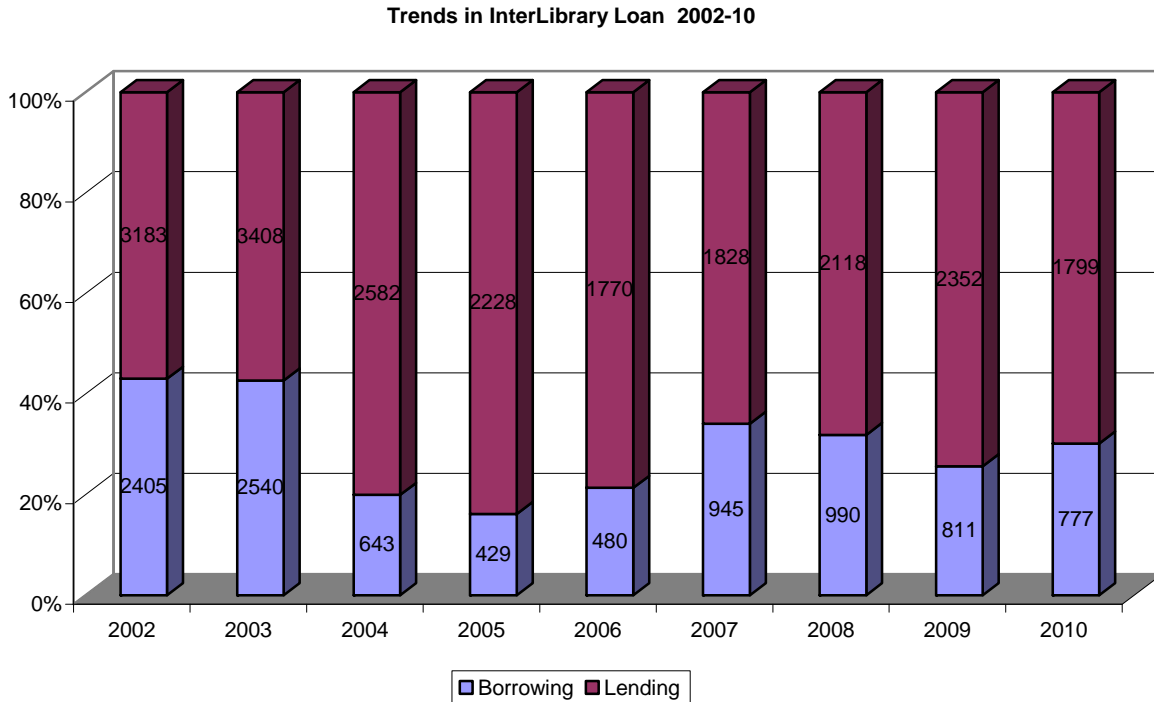
**Figure 6:** Comparison of Total Annual Literature Searches



## Interlibrary Loan

The overall trend of lending more than twice what is borrowed continued in 2010, reinforcing that our selection of print and electronic journals are meeting the needs of our immediate GSM community, and that we are a valuable resource to other libraries. Our Interlibrary Loan department provided 1,799 articles and books to other libraries using the NLM DOCLINE resource sharing system while borrowing 777 from those libraries. Of the material lent to other libraries, Tennessee libraries were the recipient of 32% of this material, while the remaining 68 % were sent to Libraries across the US and Canada. Figure 7 shows the proportion of lending to borrowing since 2002.

**Figure 7: Lending library material through interlibrary loan contributes to outreach mission**



**Library Events**

**Medical Library Month Events**

The Library celebrated October’s Medical Librarian Month in a number of ways intended to promote the library resources and services. Foremost was the Annual Open House, which drew 150 people and the Technology Fair events which featured three of the clinical information resources and were attended by 50 people:

- October 12
  - Health Literacy Assessment Tools - Cynthia Vaughn
- October 13
  - Finding E-Journals - Michael Lindsay
- October 14
  - RefWorks Beyond Basics - Cynthia Vaughn
- October 26
  - Creating Posters in PowerPoint - Sandy Oelschlegel
- October 19
  - Technology Fair: Dynamed
- October 20
  - Technology Fair: MDConsult
- October 21
  - Technology Fair: UpToDate

**Other events**

- April 28
  - Poem in Your Pocket Day. In honor of National Poetry Month

## **Instruction and Community Service**

A total of 104 classes and lectures about library resources were held with 1234 participants from various categories of Graduate School and Medical Center patrons. Exhibits included the Healthy Living Expo, National Cancer Survivor Day, and Tennessee Primary Care Association. Through these exhibits, almost 200 people were reached directly, while many more became aware of our services by our presence.

In March, Preston Librarians worked with UT GSM surgery resident Matt Jones and his wife Megan to collect and send 96 medical textbooks to the tiny town of Nalerigu, Ghana where Mat and Megan had previously spent some time on a mission. Nalerigu's primary asset is the mission hospital, however, it is difficult for hospital staff to expand their medical knowledge because textbooks and other resources are difficult to obtain.

## **Gifts**

To date \$1,032,948.00 has been raised for the Health Information Library in the new University of Tennessee Medical Center's Heart Hospital. This will include a new home for our Consumer and Patient Health Information Service as well as more study space for students and residents. The "Health Information Library" will be a premier resource center that will provide the patients and families of the medical center and area citizens with consumer-level health information, computers and Internet access as well as the services provided by medical librarians from the Preston Medical Library.

## **Faculty Professional Activities**

### **Interns & Practicum Students**

#### **Postgraduate Internship:**

Marci Savoy, Ph. D. MSIS

#### **Undergraduate Research Intern**

Caleb Fristoe UT College of Arts & Sciences

#### **Practicum Students**

Rebecca Stapleton

UT School of Information Science, Fall 2010

Julie Matthews, MSIS

UT School of Information Science, summer 2010

David Green, MSIS

UT School of Information Science, spring 2010

#### **Mentoring**

Mentor: Earl, MF

Mentee: Jessica Waugh

Master Thesis Advisor (MSIS) 2009 – 2010

Mentor: Lindsay, JM.,

Mentee: Anya McKinney, MLS, Reference Librarian, South College, Knoxville, TN.

Medical Library Association, Academy of Health Information Professionals

Mentor: Oelschlegel, S.,

Mentee: Patricia Ulmer, MLS, Community Health Librarian, Geisinger Health System,  
Danville, PA,

Medical Library Association, Academy of Health Information Professionals

Mentor: Vaughn, C.

Mentee: Marcelle Savoy

NLM Associate Fellow Applicant Sept. 2010- Present.

### **External Funding**

Lindsay, JM., NLM Training Award, providing training on Mobile Technology,  
NN/LM Exhibit Award, 2010, \$995.00.

Oelschlegel, S., NN/LM Express Training Award- provided coordination and support for the fall  
2010 Tennessee Health Sciences Library Associations Meeting “Medical Librarianship: A Primer in  
Ethics” Held on November 5, 2010, 1,000.00.

Vaughn, C. NN/LM Exhibit Award, 2010- for Tennessee Primary Care Association Annual Meeting  
exhibit \$1,985.00.

### **Publications**

Chyka, P.A.; Earl, M.F. “Letters: Determining Student-Faculty Ratios and Faculty Scholarship  
Levels/Rates.” *American Journal of Pharmaceutical Education*, vol. 74, no. 10, 2010, Article 193,  
pp. 1-3, <http://ajpe.org/aj7410/aj7410193/aj7410193.pdf>

Doyle, D., Stroke, *Journal of the American Medical Association*, 2010;vol. 303no. 8 p. 708  
Earl, M, Vaughn, C. “A Simple Plan Extended.” *Tennessee Libraries*. 2010; 60(1) published online:  
<http://www.tnla.org/displaycommon.cfm?an=1&subarticlenbr=354>.

Lindsay, J. Michael, “SMART Image Database: Peer Reviewed Medical Images.” *Journal of  
Electronic Resources in Medical Libraries*. Vol. 8(1) pg 1-8, 2011

### **Editorial Appointments**

Earl, M, *Tennessee Libraries* (journal), Editorial Review Board, Tennessee Library Association

Lindsay, *Journal of Electronic Resources in Medical Libraries*, Column Editor, InformationRX,  
2010 – present.

### **Book Reviews**

Earl, M. Review of Information Retrieval in Biomedicine: Natural Language Processing for  
Knowledge Integration; Violaine Prince and Mathieu Roche; Hershey, NY: Medical Information  
Science Reference; *Journal of the Medical Library Association*; vol. 98, no. 2; pp. 190-191. April  
2010.

Earl, M. Review of The Atomic Bomb and American Society: New Perspectives; R.B. Mariner and  
G.K. Piehler; Knoxville, TN; University of Tennessee Press; *Tennessee Libraries*; vol. 60, no. 2;  
<http://www.tnla.org/associations/5700/files/TLv60n2BookReviews.cfm#mariner>; 2010.

Lindsay, J. Michael. Review of *The Battles of Chickamauga and Chattanooga and the Organizations Engaged*, with a new introduction by Timothy B. Smith. University of Tennessee Press, Knoxville, TN. *Tennessee Libraries*, vol. 60, no. 4; <http://www.tnla.org/associations/5700/files/TLv60n4BookReviews.cfm>, 2010.

Oelschlegel, S Cohn, John M, Kelsey Ann. *The Complete Library Technology Planner. A Guidebook with Sample Technology Plans and RFPs on CD-Rom.* New York, NY: Neal-Schuman Publisher Inc. *Journal of the Medical Library Association*; vol. 99, no. 1; pp. 101-192. January 2011.

#### **Abstracts Presented and Published**

Brower, SM; Earl, MF; Fenske, R.; Wood, MS. "The Librarians Publishing Roundtable." Presented at the 112<sup>th</sup> Annual Meeting of the Medical Library Association, May 21-26, 2010, Washington, DC. Abstract published [http://www.mlanet.org/am/am2010/pdf/mla10\\_abstracts.pdf](http://www.mlanet.org/am/am2010/pdf/mla10_abstracts.pdf).

Earl, MF.; Vaughn, CJ.; Heidel, E; Moore, E. "Changes over time in number of journal articles read, use of information resources, and confidence in critical appraisal skills for resident physicians." Presented at the 112<sup>th</sup> Annual Meeting of the Medical Library Association, May 21-26, 2010, Washington, DC. Abstract published [http://www.mlanet.org/am/am2010/pdf/mla10\\_abstracts.pdf](http://www.mlanet.org/am/am2010/pdf/mla10_abstracts.pdf) Also, presented at the 60<sup>th</sup> Annual Meeting of the Southern Chapter/Medical Library Association, October 12-16, 2010, St. Petersburg, FL. Abstract published <http://library.hsc.usf.edu/scmla/abstracts.pdf>

Green, D.W.; Oelschlegel, S.; Earl, M. "Using ArcMap to Evaluate a Library Outreach Program." Presented at the 60<sup>th</sup> Annual Meeting of the Southern Chapter/Medical Library Association, October 12-16, 2010, St. Petersburg, FL. Abstract published <http://library.hsc.usf.edu/scmla/abstracts.pdf>

Wallace LS, Ache KA, Zite NB, Vaughn CJ, Rogers ES, Metheny WP. Institute for Healthcare Academy Health Literacy Conference, May 6-7, 2010, Irvine, CA. Poster Presentation: "First Year Residents' Ability to Identify Low Literacy as a Risk Factor in Patient Non-Compliance and Hospital Admission: A Pilot Study." Abstract not published

#### **Other External Presentations:**

Earl, M.; Ratledge, D.; Arnold, A.; Jones, M.; Morgan, L.; Thompson, J. "Writing for Publication." Presented at the Annual Meeting of the Tennessee Library Association, March 17-19, 2010, Memphis, TN.

#### **Medical Center Community Presentation:**

Earl, M.; Lindsay, J.M. "Nursing Roadshow." Presented to UTMC Unit Council nurses, February 16 and 18, April 15, May 10, 17, and 19, 2010.

Earl, M.; Cannington, V.; Lindsay, J.M. "Evidence-Based Practice II." Presented to UTMC nurses, April 5-6, 2010.

Earl, M.; Oelschlegel, S. "Preston Medical Library Resources." Presented to UT Brain and Spine Institute staff, May 13, 2010.

Earl, M. "Melanoma: a Survivor's Perspective." Presented at the UTMC Fitness Committee Learn@Luncheon, June 17, 2010.

Earl, M. "Prescription for Success." Presented to the UT Cancer Institute Healthy Horizon patient support groups, July 17, 2010 and October 16, 2010.

Lindsay, JM. "The Role of Preston Medical Library in Evidence Based Practice, Nursing Grand Rounds". UT Graduate School of Medicine, September 9, 2010.

Oelschlegel, S., Research Seminar: "Preston Medical Library's Role in Teaching, Research, Patient Care UT Graduate School of Medicine, February 23, 2010

Oelschlegel, S. University of Tennessee Graduate School of Medicine Medical Explorations Program Library Resources and Guide to Writing a Review Paper, July 9, 2010

Library Faculty Earl, M., Lindsay, M. Oelschlegel, S., Vaughn, C., Class Series Presented to UT Medical Implant Design and Development Program class, September 2010.

### **Institutional Committee Participation**

University of Tennessee Graduate School of Medicine:

Office of Medical Education Research, Vaughn, C

Institutional Review Board, Earl, M.

Foundational Curriculum, Earl, M.

University of Tennessee Medical Center:

Nursing Research Council, 2009-2012. Earl, M.

Nursing Professional Development Council, Lindsay, M.

Nursing Quality Council, Oelschlegel, S.

Nursing Practice Council, Vaughn, C.

Joint Commission Continuous Service Readiness Team, Oelschlegel, S.

Patient Education Committee, Vaughn, C.

-END-