

# *Preston Medical Library*

*At the*

## *University of Tennessee Graduate School of Medicine*



## *Annual Report 2009*

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**2009 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 client.

**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.

## From the Director

Preston Medical Library's role at the UT Medical Center depends on which vantage point you have. For the UT Graduate School of Medicine, our roles are in the support of teaching, research and patient care for the residents and medical students. For the UT College of Pharmacy students we provide a place to study, a place to find the books and the help they need to prepare for assignments and exams. For the UT Medical Center administrators we have become a resource for researching improved patient safety and care as well as best hospital business practices. Our nurse administrators and leaders see our services and expertise as a means for improving nursing care through evidence based practice and view the library faculty as colleagues working toward the goal of establishing the UT Medical Center as only 1 of 3 Nursing Magnet Hospitals in the state. The UT School of Information Science students which we employ and provide practicum and internship opportunities for view us as a place to be mentored and hone their skills in a service rich environment. And our colleagues in our local, state and regional health sciences associations see our role as reliable collaborators in professional activities that support our growth individually and as a profession. Finally, our greater community of citizens in East Tennessee see us a source of reliable, free and easy to understand information on their health concerns. In 2009, Preston Medical Library has been busy adapting to the growing needs of all of those with a vantage point on just what our role is.

While we have been adapting to meet these varied expectations, we have also been responding to the changing information and technology environments on which we depend to manage and deliver our resources and our services. Our users are becoming savvy information consumers who have high expectations for information integration and ease of use based on their experiences of commercial and social networking sites. As our Mission says, we "are committed to ensuring access to clinical information through the acquisition, organization and management of collections." Today much of this is done by librarians through technology, and behind the scenes. So when a user can click and access the full text of an article when and where they need it, it might be easy to overlook the librarian's role in making that happen!

As the statistics included here will demonstrate, we are a well-used virtual resource. But we also continue to have a consistent number of patrons walking into the library over the years, despite the online access available. We believe that Bennett was correct when he stated in "**The Library as Place: Rethinking Roles, Rethinking Spaces**"

*"The library is the only centralized location where new and emerging information technologies can be combined with traditional knowledge resources in a user-focused, service-rich environment that supports today's social and educational patterns of learning, teaching and research.... Whereas the Internet has tended to isolate people, the library as a physical place, has done just the opposite. Within the institution, as a reinvigorated, dynamic learning resource, the library can once again become a centerpiece for establishing intellectual community and scholarly enterprise."*<sup>1</sup>

Read about our busy year, and stop by and visit when you need a "place" to be.....

Sandy Oelschlegel, *MLIS, AHIP*  
Director, Preston Medical Library  
Assistant Professor  
UT Graduate School of Medicine and  
UT Health Science Center, Knoxville

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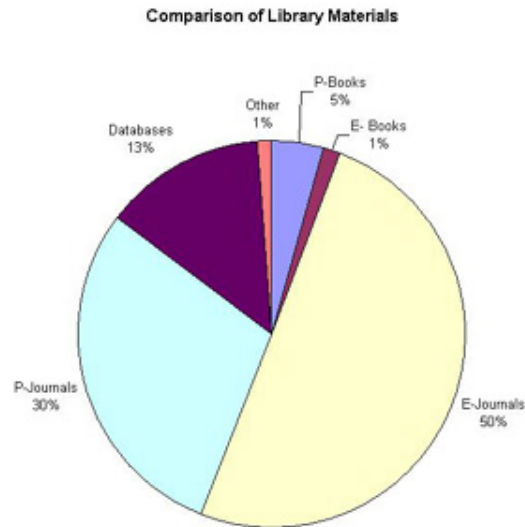
<sup>1</sup> Bennett, S. "Library as Place: Rethinking Roles, Rethinking Spaces, Council on Library and Information Resources Washington, D.C. February 2005

## Library Resources and Facilities

### Collections

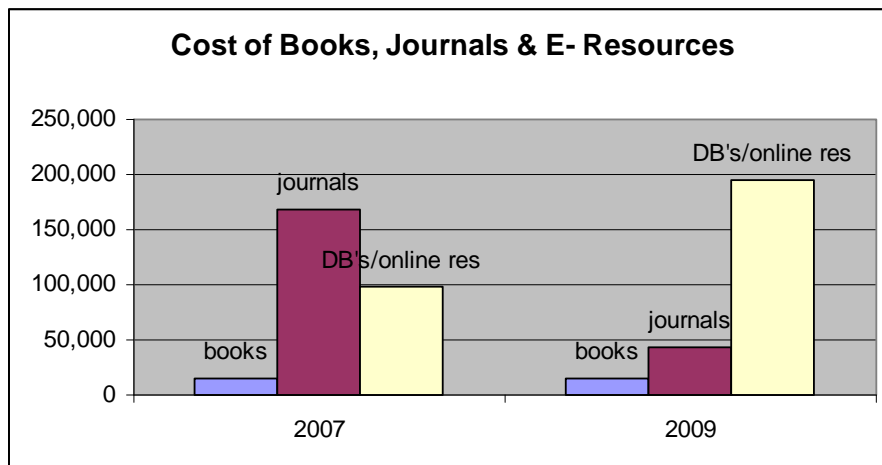
The major categories of expenditures in 2009 were staff (44 %) and library materials (42%). Library materials include books, print and electronic journals and databases and clinical information resources. As shown in Figure 1, the majority of the library materials expenditures were in the category of electronic journals.

**Figure 1: Percent of Library Materials Expenditures by Category**



In response to the needs of our users, who prefer access to resources online when and where they need them, we have continued to shift our collection online. As Figure 2 shows, the amount spent in the category of electronic resources has nearly doubled in the past two years. This category includes electronic journals, databases and clinical information resources.

**Figure 2: Cost Comparison of Resources**



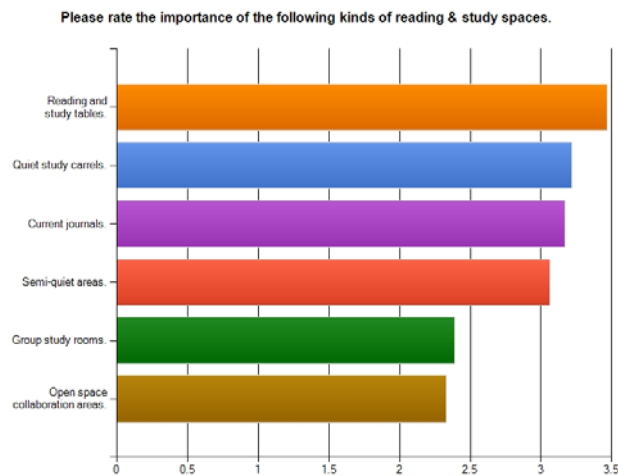
To accommodate budget constraints we were required to maintain spending at the same level as 2008. In order to accomplish this, we reviewed the use of the electronic journals and eliminated those which were least utilized. We communicated with faculty during the process in order to get feedback on our decisions. The process resulted in reduced spending of \$26,000. In addition, we continue to purchase some resources in collaboration with other UT Libraries in order to reduce cost and increase access to our users.

## Facilities

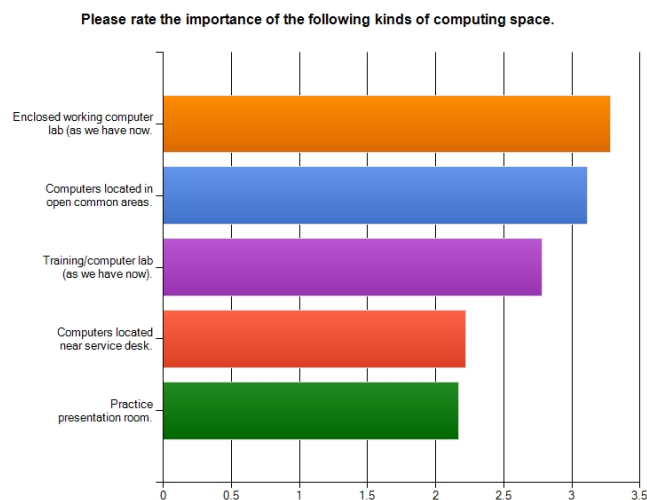
While no changes to the existing facilities took place, the plans for Preston Medical Library's relocation to the new Heart Hospital are well under way. The new library will have a variety of expanded computing and study space as well as compact shelving for the journal collection. The hospital administration has embraced the Consumer and Patient Health Information Service which the library has been providing for 20 years. This service, which provides information about health and wellness topics to patient families and the community, will be given a new home in the relocated library. The "Health Information Library" will be an area specifically designed to provide the service in addition to providing computerized and print resources for researching consumer health topics.

As part of the planning process, a survey was prepared and sent out to all employees and students at UT Medical Center. A total of 259 responses from all categories were received. From this survey we discovered some surprises, including the desire for a variety of study spaces ranging from open collaborative areas to quiet study carrels. (Figure 3)

**Figure 3: Survey Results- Study Space (ranked 0-5)**



**Figure 4: Survey Results- Computing Space (ranked 0-5)**

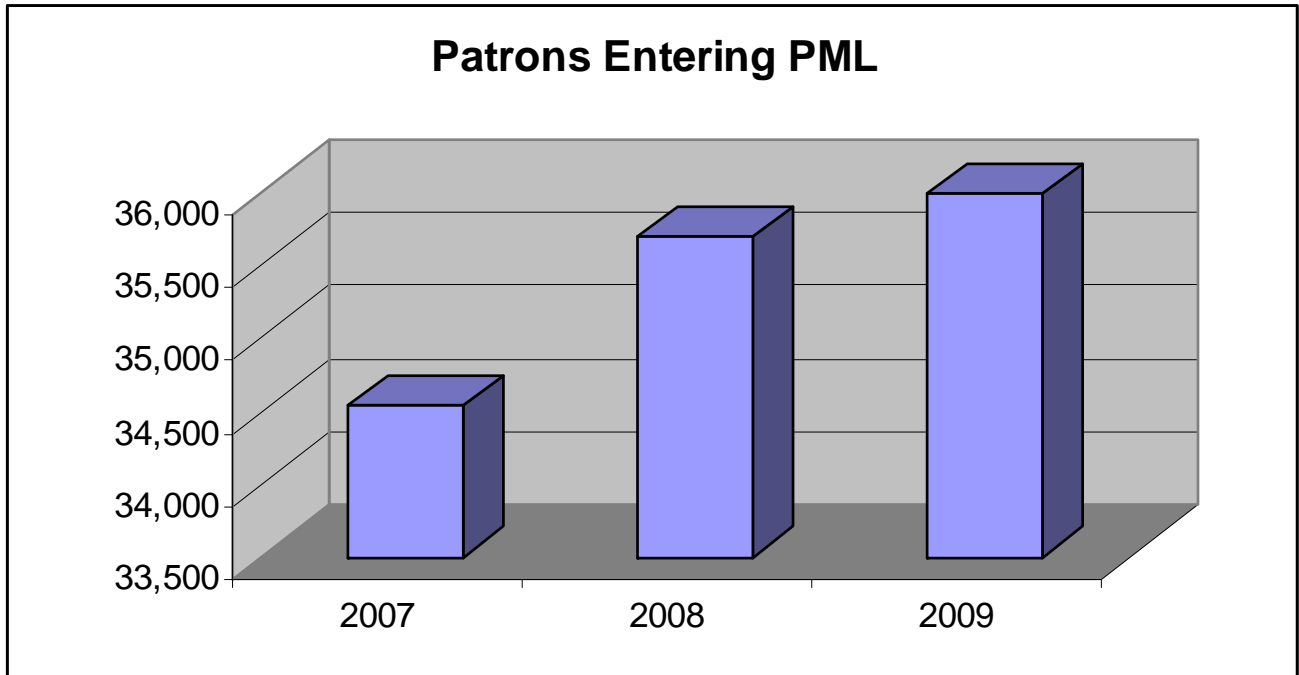


The responses about computing space were also surprising, as we had planned on phasing out the enclosed computing rooms in favor of open common computing. Results showed that residents in particular wanted to conserve the enclosed working computer lab facility (Figure 4). All survey results were carefully considered in allocating and designing space.

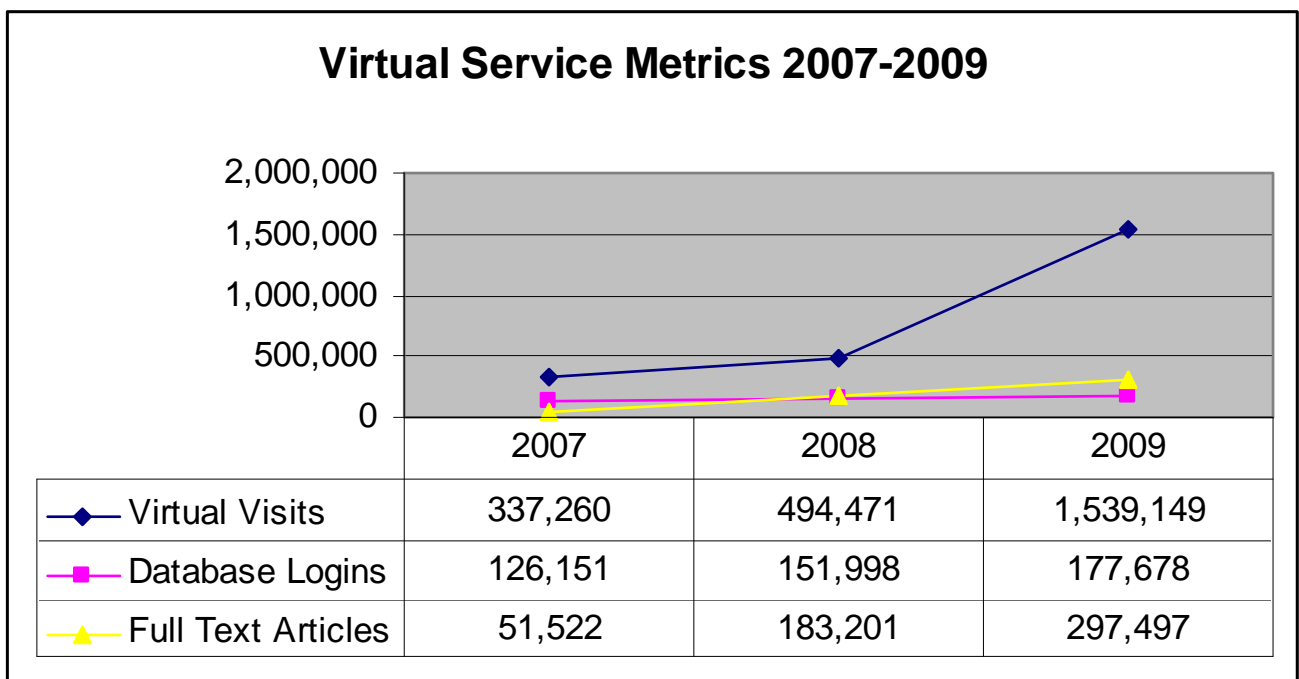
## Library Services

This year 35,985 patrons were counted passing through our automated door counter but our services reach beyond those that are provide within our facility. The number of virtual visits to the library's website numbered 1,539,149. The number of logins to our databases was nearly 178,000 and 297,497 electronic articles were successfully downloaded from our journal subscriptions. As Figure 5 & 6 shows all of these services have increased over the period 2007-08.

*Figure 5: Number of patrons entering library*



*Figure 6: Virtual Resources Provided*



## 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 2009 reference statistics in Figure 7 are based on the average daily use by each user category which has been annualized.

**Figure 7: Estimated Number of Reference Desk Transactions by Category**

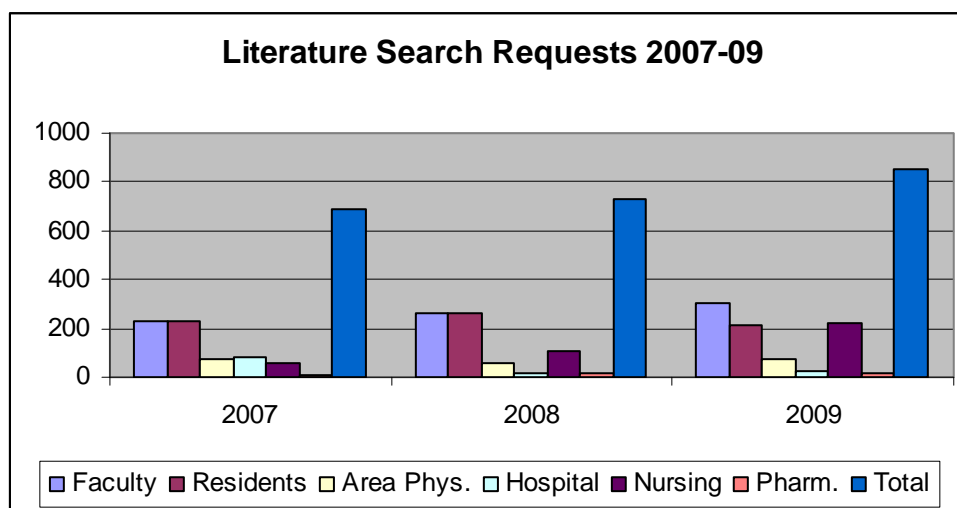
Internal Users		Greater Community			
GSM, UTK, UT, COP	UHS	Public	Area Physicians	Subscriber	Other
4,875	2,040	1,443*	339	241	1,021

\*This includes 462 calls to the Consumer and Patient Health Information Service from 312 individual callers and 68 unique Zip Codes

## Literature Searches

Literature searches performed by librarians for health care professionals and hospital administrators comprise the second largest category of service provided since a search can take as much as a half day to complete. Literature searches increased overall from 687 in 2007 to 854 in 2009. A shift also occurred reflecting the Nursing Magnet process. The number of searches for nurses doubled from 56 to 109 searches in 2008 and again to 218 in 2009. This represents 26% of all searches. (Figure 8)

**Figure 8: Number of Literature Searches by Patron Category and Total Annual**



## Interlibrary Loan

Preston Medical Library loans from our collection and borrows from other collections using the interlibrary loan system Docline, provided by the National Library of Medicine. In 2009 there was a 14% increase in transactions which totaled 3,163. The number borrowed from other libraries was 811 while 2,352 were sent to other libraries. These numbers show that our collection policies are providing most of what our users need, but our collection is also being used as a resource by local, regional and national medical libraries.

## **Library Events**

The Library celebrated October's Medical Librarian Month in a number of ways intended to promote the library. Included in our promotion was a two day exhibit in the Medical Center main lobby promoting our services, distribution of specially designed "I Love Preston Medical Library" buttons and retractable badge holders, an Open House and a series of classes on how to use resources and technology. The classes are listed below:

**October 5 and 7:** *"Prescription for Success,"* a free class for consumers to find reliable health information on the Web.

**October 7:** *"My NCBI on PubMed"* - a class for GSM and UT Medical Center employees to learn to use the My NCBI feature in PubMed to make research easier by utilizing the power of features such as highlighted search terms, saved searches, automatic updates by RSS.

**October 14:** *"Finding E-Journals"* - a class for GSM and UT Medical Center employees to find Preston full-text journals online.

**October 21:** *"Creating Posters in PowerPoint"* - a class for GSM and UT Medical Center employees on how to create professional looking posters for conferences and other settings.

**October 29:** *"RefWorks Beyond the Basics"* - a class for GSM and UT Medical Center employees covering the features of RefWorks including RefShare, RefGrab-It and more.

## **Outreach & Community Service**

### **Collaborating with Other Libraries**

With funding from the National Network of Libraries of Medicine/Southeastern Atlantic Region Preston librarians worked with Tennessee State Library & Archives to provide training to rural public library staff on how to provide Consumer and Patient Health Information Services in their libraries. During this project Preston Librarians taught 32 training sessions to 402 regional public library staff as far away as Columbia, Tennessee. The funding also paid for 52 participants of these classes to apply for and received Consumer Health Information Specialist certification from the Medical Library Association.

Preston Librarians provide service to local, regional and national professional organizations through leadership participation. In 2009 Preston librarian leadership roles included regional conference planners, state and local library association officers.

### **Services to Area Physicians**

Under the leadership of Preston Medical Library, and again funded by the National Network of Libraries of Medicine/Southeastern Atlantic Region, physicians across the state had access to free full text of articles during 2009. Six libraries from the Tennessee Health Sciences Library Associations worked together to provide education on the use of PubMed and "LoansomeDoc" and articles to physicians who were not already affiliated with a medical library.

We also continue to support the area physicians with a full complement of services and access to our resources with more than 339 literature searches and hundreds of articles provided to nearly 50 individual physicians.

## **Collaborating with Nurses**

The UT Medical Center is striving to become a Nursing Magnet Hospital, a model recognized by the American Nursing Credentialing Center as the highest standard of nursing care that provides optimal patient outcomes. During this past year, Preston Librarians have worked closely with nursing administration to assist them in the journey to becoming Magnet. Some areas where assistance has been provided include; membership in nursing councils, managing the purchase of a nursing database, and providing increase mediated literature searching.

The Nursing Councils include Nursing Professional Development Council, Nursing Quality Council, Nursing Practice Council and Nursing Research Council. A librarian has been invited to join each of these councils as active members which have resulted in wonderful collaborations on projects such as the Nursing Research Council Poster Presentation, Nursing Grand Rounds and providing training to Nursing Unit Councils on how to use databases to do research. All of these activities are toward the goal of increasing evidence based practice, a prerequisite to the institution becoming a Nursing Magnet Hospital.

## **Reaching Out to the Community**

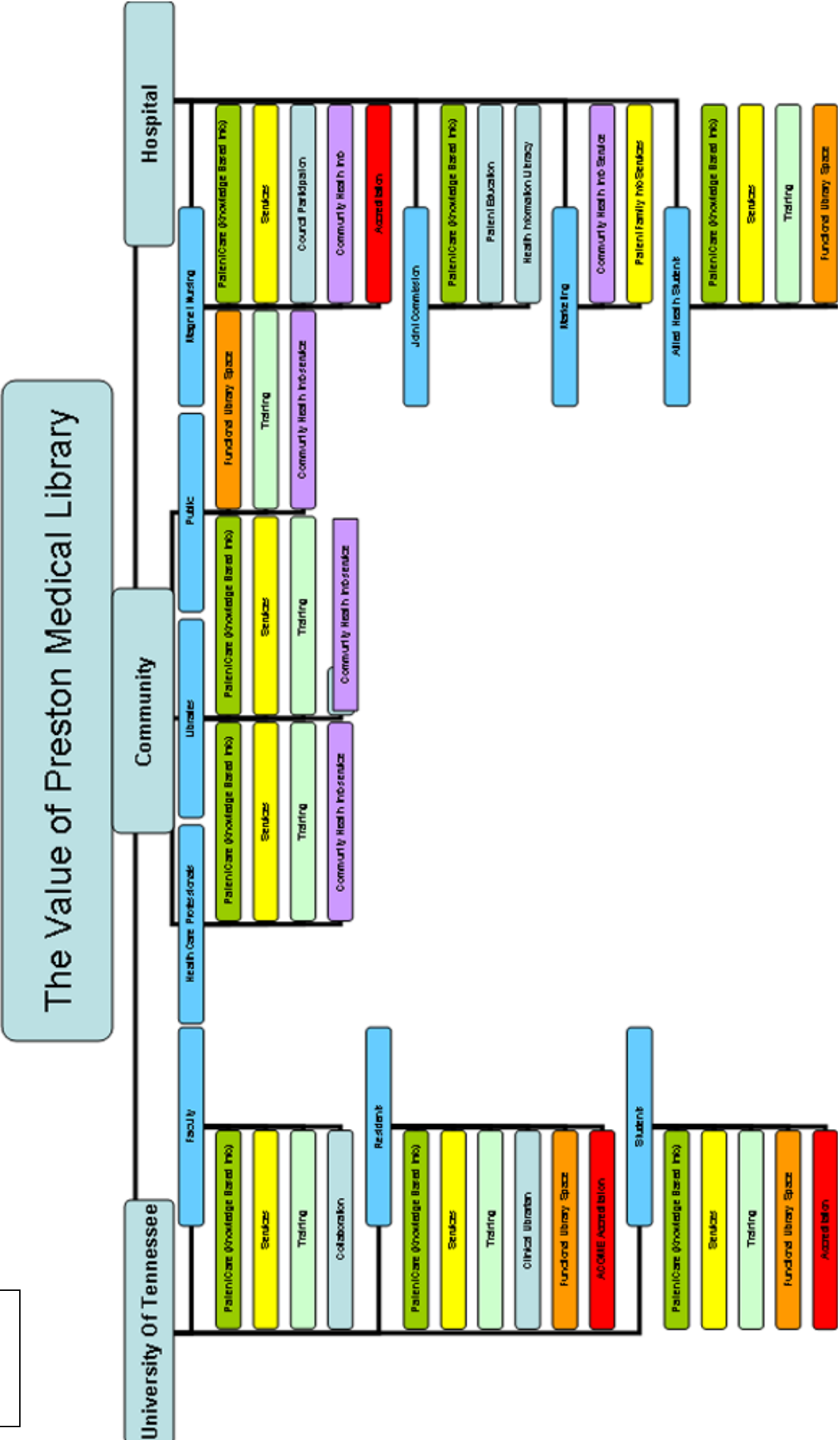
In addition, to the projects mentioned above, the library staff participated in a number of exhibits and events such as “Man-to-Man,” “I Can Cope,” “National Cancer Survivor Day,” and exhibits including “Healthy Living Expo,” “Clayton Homes Employee Wellness,” “O'Connor Senior Center Health Fair,” and “Tennessee Medical Association Annual Meeting.”

## **The Value of Preston Medical Library**

Preston Medical Library serves the University of Tennessee, UT Medical Center and the greater community. The chart on the next page was developed to illustrate the value of our resources and services to these three categories of users, and their many subdivisions.

The chart in figure 8 demonstrates how the Preston Medical Library provides knowledge based information, services, and training, space and collaboration opportunities to over ten categories of users. This diversity of service provides challenges and requires that we apply each of our six values every day in order to achieve our mission: *Service, Innovation, Excellence, Commitment, Collaboration, and Positive Attitude.*

Figure 9:



## **Gifts**

Gifts from 33 supporters of the Preston Medical Library totaled nearly \$20,000.00 in 2009. Gifts ranged from \$5.00 to \$15,000.

## **Faculty Professional Activities**

### **Publications**

"Connecting Rural Family Physicians to Full Text Articles for Evidence Based Medicine Practice: A Tennessee Statewide Project", Oelschlegel, S. Tennessee Family Physician, Winter 2009; 2 :( 14-15) <http://www.tnafp.org/documents/TFPWinter2009.pdf>

“Connecting Tennessee ‘Lonesome Docs’ with Medical Libraries by Promoting Library Services and NLM Loansome Doc.,” Oelschlegel, S. Tennessee Medicine, vol. 102:42, 45. 2009

“[Evaluation of a New Clinical Librarian Service.](#)”, Vaughn CJ. Medical Reference Services Quarterly. 2009; 28(2): 143-53.

“Health Information Disparities? Determining the Relationship between Age, Poverty and Rate of Calls to a Consumer and Patient Health Information Service.,” Oelschlegel, S; Earl, M; Taylor, M; Muenchen, RA, Journal of the Medical Library Association vol. 97, no. 3, pp 225-227, 2009

### **Conference Posters & Presentations**

“A Simple Plan Extended.”, Earl, M; Vaughn, C; Wallace, R; Carter, N; and Lee, P. Program presented at the Annual Meeting of the Tennessee Library Association, April 8-10, 2009, Nashville, TN.

“Connecting the Dots: Tennessee's Disaster Preparedness and the Role of Information Services,” Haley, J; Oelschlegel, S; and Wescott, BM. Poster presented at the 59th Annual Meeting of the Southern Chapter/ Medical Library Association, Oct. 29-Nov. 1, 2009, Memphis, TN., Abstract published online <http://library.uthsc.edu/scmla09/program/posters/>

“Managing the Information Flow with a Faculty Publications Database,” Caldwell, CB; Breece, AG; and Vaughn, CJ. Poster presented at the 59th Annual Meeting of the Southern Chapter/ Medical Library Association, Oct. 29-Nov. 1, 2009, Memphis, TN., Abstract published online <http://library.uthsc.edu/scmla09/program/posters/>

“Rediscovering a Forgotten Tune.” Lindsay, JM; Lemley, T.; Li, J; Doyle, SM.; and Kemper, A. Presented at the 59th Annual Meeting of the Southern Chapter/ Medical Library Association, October 28th – November 1st, Memphis, TN. Abstract published online: <http://library.uthsc.edu/scmla09/program/posters/>.

“Support of Evidence-Based Practice through Promotion of CINAHL Resource: A Collaborative Effort between the Nursing Quality and Research Council and Preston Medical Library,” Earl, M; Oelschlegel, S; and Cannington, V. Poster presented at the 59th Annual Meeting of the Southern Chapter/ Medical Library Association, Memphis, TN., Abstract published online <http://library.uthsc.edu/scmla09/program/posters/>

## **Other Posters & Presentations**

“Health Literacy: Readability of Patient Handouts at University of Tennessee Medical Center.” Vaughn, C; Oelschlegel, S; Weitz, B; Turner, V; and Whisnant, A. Poster presented at UTMCK Nursing Research Council Interdisciplinary Poster Presentation, November 16-20, 2009, Knoxville, TN.

“Support of Evidence-Based Practice through Promotion of CINAHL Resource: A Collaborative Effort between the Nursing Quality and Research Council and Preston Medical Library.”, Earl, M; Oelschlegel, S; and Cannington, V. Poster presented at UTMCK Nursing Research Council Poster Presentation, November 16-20, 2009, Knoxville, TN.

“The Role of Preston Medical Library in Evidence Based Practice, Nursing Grand Rounds”. UT Graduate School of Medicine, September 10, 2009. Lindsay, JM; Oelschlegel, S.

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