Library Committee Report, 2015

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Werner Medical Library

2015 Annual Report
Our users appreciate us

- Fantastic. This is a very quick response. I am impressed. Mark H. Belfer, Chief Medical Officer, GRIPA

- Thank you for the timely topic and well done newsletter. Robert Mayo, Chief Medical Officer, Executive Vice-President

- It is truly a great resource and I feel fortunate to have such great librarians. Ana Ramos, Nurse Manager 5100

- You are the best! SO helpful, exactly what I was looking for, and from respectable journals. I feel like a man drunk with a newfound lit search power. Brian Mahon, Radiology Resident

- You folks are always so helpful.....I am very appreciative! Marty Aarons, Public Relations

- Your team continues to be wonderful partners in bettering the care we provide to our patients. Johanna O’Connell-Williams, Clinical Educator

- That is faster than the speed of light !!! You should walk around with a cape and call yourself the super librarian!! Mehul M Lohia, Chief Resident

- Man, you were clutch! That ONE article added a lot to my presentation. Paul Bernstein, Physician
We won!

- Special Library of the Year Award
- First place out of 11 special libraries in the Rochester area.
- 147 nominations
A sampling of the nominations

• “Not just a resource, but a partner with the clinicians as they care for patients”
• “They have done more for my patient care and research than I can describe; they always deliver”
• “The terrific staff contribute to great patient care. When treating patients, time matters. The service is so prompt it is unbelievable”
• “I use the library often for researching literature for best practices”. Our librarians work super fast and deliver the best information to help take great care of our patients”
• “…always there for me and my patients”
• “Great support for my clinical practice”
• “Assist me and nursing staff to improve nursing practice and provide outstanding patient care.”
• “I have had issues with a patient necessitating immediate information and they got me the information I needed”
• “Has helped me obtain evidence based information concerning the bedside care for our special care nursery”
• “The generous help of the experienced library staff has facilitated my ability to practice up-to-date medicine”
• “A tremendous help in providing optimal care for a complicated patient”
• “Quick turn around of articles needed urgently for patient care”
• “Excellent resource for finding information regarding patient care”
• “The staff of our library feels like a partner in practice…allowing us to provide the best of care to our patients”
• They are always so helpful in acquiring materials that help me better care for our patients”
## Mission and Vision

- Werner Medical Library works with clinicians, patients and our community to foster excellence in patient care, research, education, and health outcomes by providing expertise, essential information resources, and professional library services.

- Werner Medical Library is an invaluable center of connectivity for Rochester Regional Health where specialized knowledge to improve patient care and the health of our communities is gained through seamless access to reliable information, interactive resources, ongoing collaboration, and state-of-the-art technology.

## Objectives - We are:

- Increasing use among target groups
- Collaborating and strengthening relationships
- A cutting-edge library system
- A skilled, experienced, educated and enthusiastic staff
“I can’t get this article on Google”

8,000 articles requested from our collection
+2,000 articles requested from outside our collection
10,000 articles requested by RGH/NWCH library users
X $40 average cost per article if purchased from publisher

$400,000 saved

The library has reciprocal agreements with other libraries which allows us to obtain materials we don’t own at reduced prices or for free.
Specialized collection

- 2100 Journal subscriptions
- 1120 Electronic books
- 1000 Print books
- 35 Databases
# You need our resources!

<table>
<thead>
<tr>
<th>Resource (selected)</th>
<th>Use for 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library website main page</td>
<td>85,000</td>
</tr>
<tr>
<td>Subject guides – top 10</td>
<td></td>
</tr>
<tr>
<td>1. Emergency medicine 545</td>
<td></td>
</tr>
<tr>
<td>2. OB/GYN 500</td>
<td></td>
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<tr>
<td>3. Radiology 425</td>
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<tr>
<td>4. Cardiology 350</td>
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<tr>
<td>5. Oncology 280</td>
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<tr>
<td>6. Internal medicine 250</td>
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<tr>
<td>7. Infectious disease 190</td>
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<tr>
<td>8. Pediatrics 170</td>
<td></td>
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<tr>
<td>9. Gastroenteroloy 150</td>
<td></td>
</tr>
<tr>
<td>10. Geriatrics 150</td>
<td></td>
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<tr>
<td>Clinical Key</td>
<td>1,800 visits from website</td>
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<tr>
<td>Lexicomp</td>
<td>16,000 visits from website</td>
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<tr>
<td>OVID</td>
<td>1,240 visits from website</td>
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<tr>
<td>PubMed@RGH</td>
<td>4,000 visits from website</td>
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<tr>
<td>Print books and journals</td>
<td>560 circulations</td>
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</tbody>
</table>
UpToDate Use 2015

- 21,489 visits from library website
- Average hits per week: 5,100
- Average hits per day: 729
- Average hits per hour: 30
- Total EMR/integrated Registered Users: 370
Expert searches

• 1,565 Searches in 2015
• 3,766 Hours saved our users

Frequently requested search topics:

• Falls
• Behavioral health instruments
• Checklists, Daily Safety Checks
• Delirium
• Drugs
• Huddles
• Nurse-patient ratios/staffing models
• Nurse retention
• Pain management
• Pressure ulcers
• Project outcomes
• Rehospitalization
• Rounding
• Vaccines

What's in a search?

- Discussion of search topic
- Identification of keywords and subject terms
- Selection of resources
- Application of search filters
- Search
- Scanning results – modifying search strategy if necessary
- Reading abstracts
- Selecting appropriate literature
- Creating bibliography
- Retrieving literature
- Delivering literature, bibliography and search strategy to patron
Supporting patients and families

- 1,335 Requests by patients, families, and members of the community for information on specific conditions or treatments
- Active participant of Patient Family Education committee
- “Ask a Librarian” in MyCare
- Publically available website with links to reliable health information
- Consultations – health literacy, appropriate resources
Enhancing the Patient Experience

• Conduct searches on topics to support patient care and quality improvement
• 24% of the nominations received for the “Library of the Year” award described the library’s role in patient care.
• Patient education services
• Volunteers distributed over 1,700 books and magazines to patients
• Deliver leisure reading materials to inpatients upon request
Supporting our community

- Liaison program
- Circuit librarian program – 4 rural hospitals
- Over 150 classes, consultations and site visits
- Librarian participation on RRH committees
- Patient/family education
Keeping you up to date

- Table of contents service
- Topic alert service
- Library newsletter
- Library blog
Library: the place to be

- Average of 200 visits per day
- 1,200 meeting room reservations
- 17 computers for patron use
- Offsite team members use to work in between meetings
Your library staff

- Eight masters prepared Librarians
- Four Library Assistants

Professional activities:
- Published in key professional library journals
- Presented at local and national library conferences
- Continuing education scholarship recipient
- Level II designation in the Medical Library Association’s Disaster Information Specialization program.
- Board president, Penfield Public Library
- Treasurer of upstate chapter of the Medical Library Association
- Co-mentor at the Clinical Evidence Based Practice Immersion at Ohio State University’s Center for Transdisciplinary Evidence Based Practice
Looking ahead: 2016

- Health information ambassador program
- Upgraded website
- “Wednesdays at Werner Medical Library”
- Target audiences
- Streamlined collection of data
- Collaboration with Unity library
- More private seating
Questions?

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