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### HSLIC Annual Report FY2018-19

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# Annual Report 2018–19

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### **CREDITS**

|                       |   |
|-----------------------|---|
| Editor & Statistics   | Sally Bowler-Hill                               |
| Production Assistants | Patti Brammer<br>Hannah Broyles<br>David Lucero |

## **HSLIC VISION STATEMENT**

We aspire to be New Mexico's agent for health knowledge.

## **HSLIC MISSION STATEMENT**

We connect the UNM HSC community to quality information and services by delivering health resources and instruction, advancing the science of informatics, and promoting health information access for New Mexicans.

## EXECUTIVE SUMMARY

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Laura Hall, MFA and Sarah Morley, PhD, MLS, AHIP, Interim Co-Directors  
Sally Bowler-Hill, MA, PMP, Manager, Administrative Operations  
Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

Envisioning a twenty-first century academic library to transform the learning environment and advance the success of students at The University of New Mexico Health Sciences Center (UNM HSC) was a prominent theme in the work of the Health Sciences Library and Informatics Center (HSLIC) during fiscal year 2018–19 (FY2019). In keeping with the library's strategic plan, developed during the latter half of FY2018, HSLIC faculty and staff focused on projects to enhance student success and re-envision library spaces.

In the summer of 2018, HSLIC began an 18-month project to renovate its main study floor. The goal of this renovation is to address contemporary student needs for flexible, collaborative, group and individual study spaces. In the fall, the library contracted with G. Donald Dudley Architect, Ltd. to complete a feasibility study for renovating the second and third floors, creating a master plan for future projects. As part of the study, Dudley created a video to illustrate his vision for the building, which as of this writing is available at <https://www.youtube.com/watch?v=NAWSxDLUDMk>. Using this master plan, HSLIC worked with HSC facilities managers to create a project scope for renovating the third floor, selecting Dudley to complete the drawings for this initial renovation.

Key to renovating the library's third floor was removing the print journal collection to make room for student spaces. In the spring, HSLIC's Resources, Archives and Discovery (RAD) unit completed a year-long analysis of over 2,500 print journal titles in the library's collection. Based on this analysis, the library retained 583 core titles, now housed in offsite storage in the basement of the Health Sciences and Services Building. HSLIC also donated 3,000 volumes to the Texas Joint Library Facility, from whom HSLIC receives free Interlibrary Loan. The entire process of marking, packing, shipping, discarding and shifting over 100,000 volumes took more than two months and numerous hours of staff and contracted mover time. More details about this project may be found in the special report following the Executive Summary.

At the close of the fiscal year, HSLIC worked with HSC facilities managers on securing bids for construction and furniture for the project, which is scheduled for completion in November 2019.

During FY2019, HSLIC faculty and staff also implemented projects to improve how the library provides public services, responding to students' emerging and continuing needs. In August, the HSLIC Reference Task Force implemented an online system for scheduling appointments with library faculty using SpringShare's LibCal. Links to this scheduling system and subject guides are provided on the library's website, as well as within the College of Nursing's learning management system for easy access to reference consultations. The Task Force also replaced the library's email-based reference question triage with Springshare's LibAnswers system. This implementation streamlined electronic reference question triage for library personnel and created better accessibility for students. In the coming year, HSLIC plans to implement more productivity tools from the SpringShare suite to streamline internal processes and make reference services more accessible to library users.

In February, HSLIC undertook its fourth administration of the Measuring Information Service Outcomes (MISO) survey. MISO is a national instrument that measures how faculty, students and staff view library services in higher education. As in previous years, this survey returned a good response rate, 45% overall. In general, respondents are satisfied with HSLIC's services and find them important. Satisfaction increased in some areas since the last survey in 2016, including with library space. The survey identified that the library could improve communications about the services it offers.

Over the fiscal year, seven faculty and staff left HSLIC, and the library welcomed four new hires. Additionally, three new faculty are being recruited to start early in the new fiscal year. Among the faculty

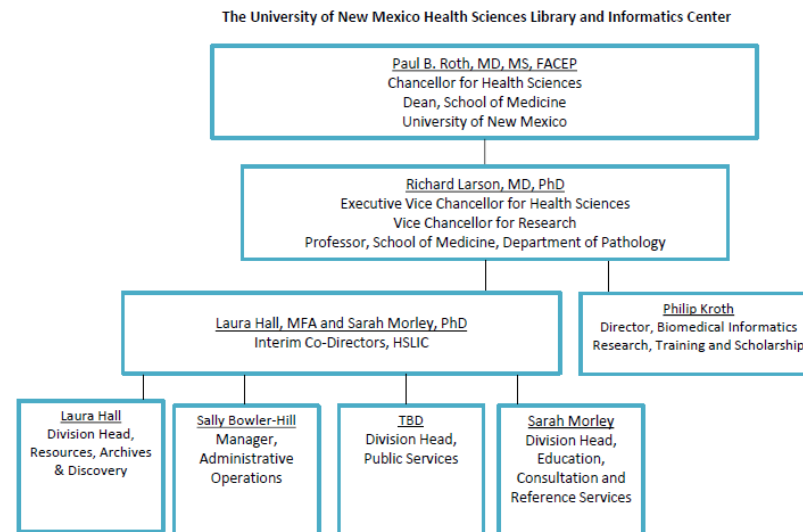
to leave was Dr. Stuart Nelson who had spent the last four years at HSLIC as a research professor after retiring from the National Library of Medicine. Dr. Nelson was a key partner in further developing informatics at UNM HSC. A more detailed description of the Biomedical Informatics Research, Training and Scholarship program may be found in the special report after the Executive Summary.

Finally, in June, we were saddened by the passing of Patricia Bradley, Distance and Native Services Librarian. Bradley's career in medical librarianship spanned more than 40 years. UNM HSC Chancellor Paul Roth, MD, said of Bradley: "Throughout [her] years at the UNM Health Sciences Center, she was a tireless worker for the Native American community, a champion of increasing diversity in the library profession and an invaluable resource to colleagues within and outside of the UNM Health System."<sup>1</sup> In 2014, Bradley received the Michael E. DeBakey Library Services Outreach Award, an award established by the Friends of the National Library of Medicine to honor practicing health sciences librarians who provide outstanding service to rural and underserved communities.

FY2020 will bring more changes, as HSLIC transforms the learning environment and provides services that advance student success.

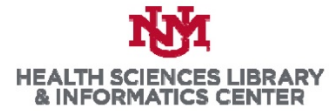
<sup>1</sup> Tributes to Librarian Patricia Bradley. The University of New Mexico Health Sciences Newsroom. June 21, 2019.

## ORGANIZATIONAL CHARTS

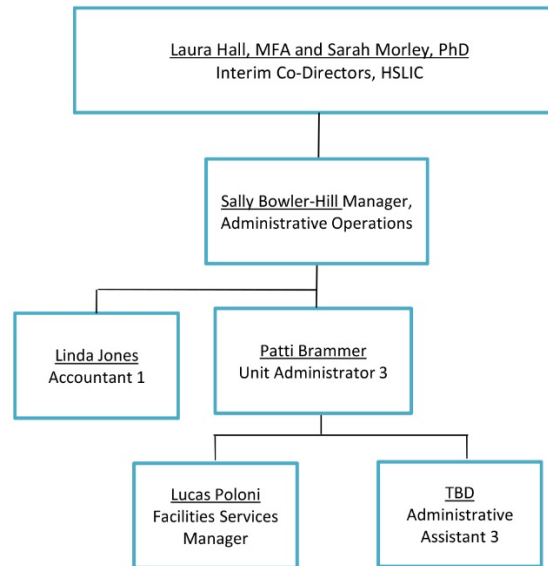


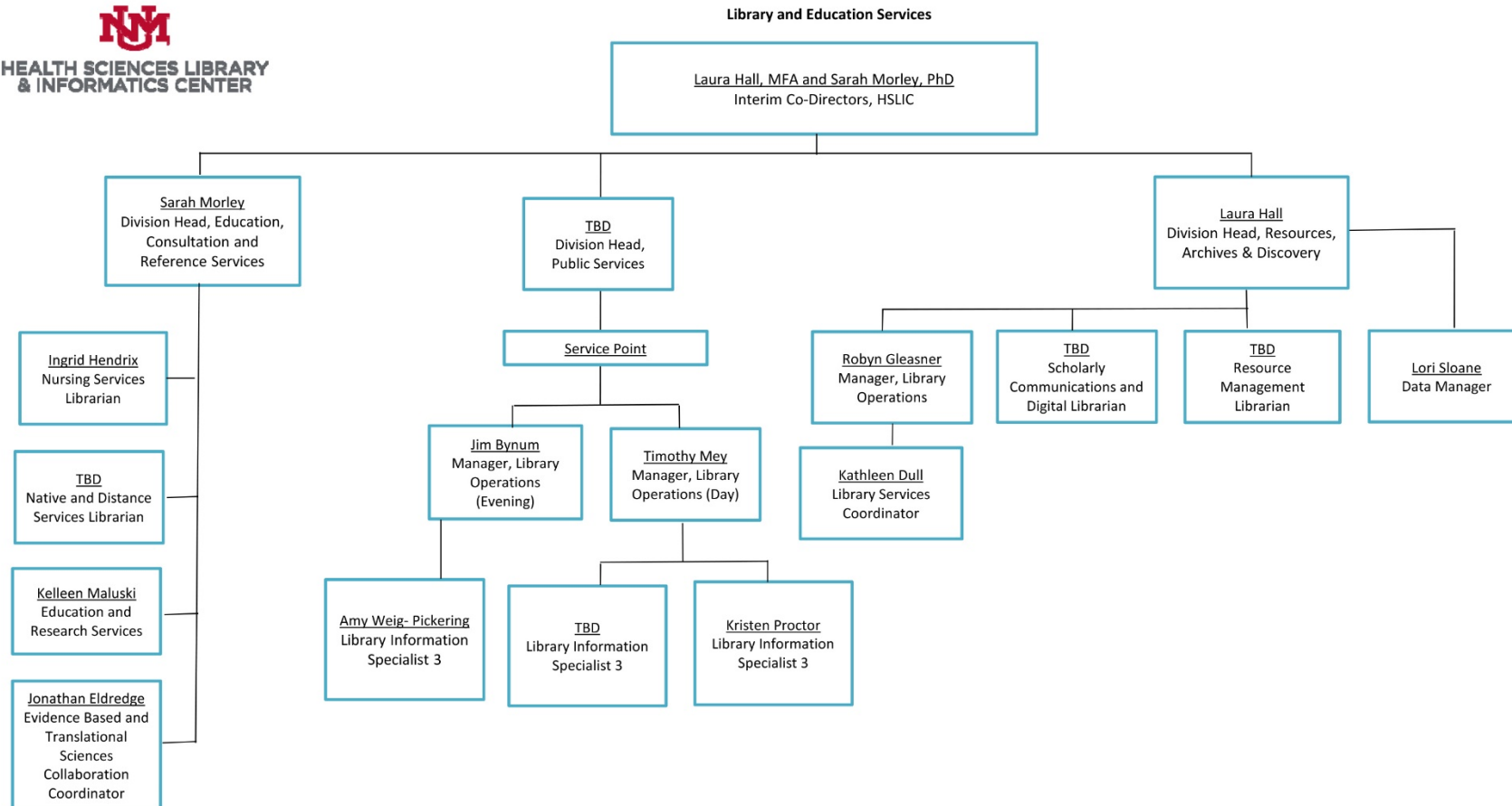
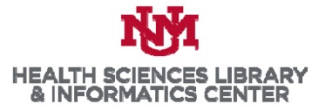
Revised June, 2019





**Administrative Services**

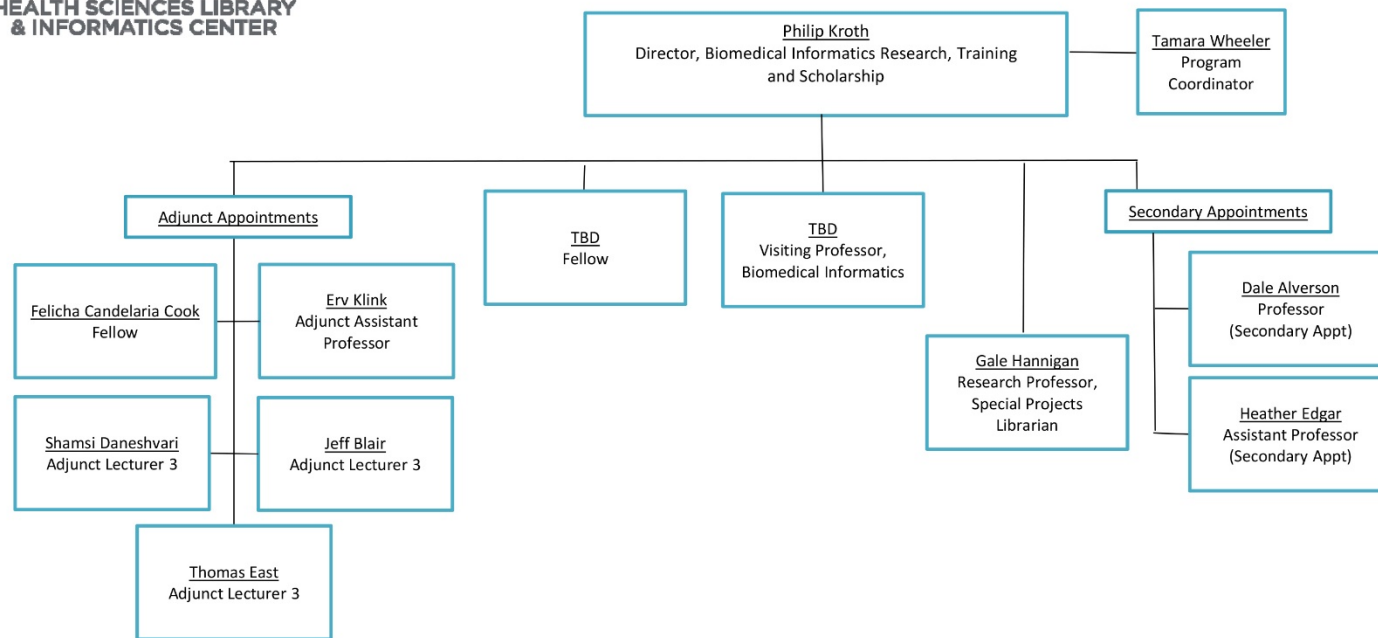




Revised June 2019



Biomedical Informatics Research, Training and Scholarship



Revised June 2019

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## SPECIAL REPORTS

## **SPECIAL REPORT**

### **BIOMEDICAL INFORMATICS RESEARCH, TRAINING AND SCHOLARSHIP (BIOMIRTS)**

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Philip Kroth, MD, MS, Director, Biomedical Informatics Research, Training and Scholarship

#### **Academic**

Biomedical Informatics (Research) Fellowship Program: Michael Bernauer, PharmD, completed the third year of the fellowship as the fifth fellow in the program. He is working on completing his research and thesis that he plans to defend in the Spring of 2020.

Clinical Informatics (Applied) Fellowship (funded by the Department of Internal Medicine in collaboration with HSLIC): Dr. Robby Atala successfully completed the first year of the fellowship as the second fellow in the program. Dr. Atala completed a project analyzing clinical data from the UNMH Psychiatry Emergency Department of patients who screen positive for methamphetamines. This work resulted in a manuscript that is currently under review in a peer-reviewed journal. He also started working on a lean process improvement project focused on reducing inappropriate C. Diff. testing at UNMH. He is on track to complete the fellowship in June of 2020.

#### **Research**

In August, Dr. Stewart Nelson received a National Library of Medicine grant as principal investigator titled Feasibility of a Therapeutic Intent Ontology. The purpose of the grant is to study if it is possible to represent the reasons for giving a medication in a way that a computer can process. If possible, this could be the basis of improving decision support offered to prescribers and could improve understanding of how and when to use medications. In January, Dr. Nelson moved to George Washington University in Washington, DC, after a very productive four-year stint as a research professor at UNM during his retirement from the National Library of Medicine.

The BioMIRTS Director collaborated with a group of investigators from Brown University, Hennepin County Medical Center, and The University of Toronto to analyze data from a survey of all 4197 practicing physicians in Rhode Island. Their aim was to quantify “how stress related to use of health information technology (HIT) predicts burnout among physicians.” Of those physicians who use electronic health records, “70% reported HIT-related stress, with the highest prevalence in primary care-oriented specialties.” In addition, “physicians reporting poor/marginal time for documentation had 2.8 times the odds of burnout.” The results were published in the February 2019 issues of the Journal of the American Medical Informatics Association.

#### **Service Partnerships**

UNM Health Sciences Center's CTS/MSCR Programs: This year marked the completion of the 12th class of students in the BMI courses that HSLIC provides in support of the UNM HSC's Certificate in Translational Sciences (CTS) and the Masters of Science in Clinical Research (MSCR) Programs.

## **SPECIAL REPORT**

### **SUMMARY OF PRINT JOURNAL ANALYSIS AND REMOVAL PROJECT**

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Robyn Gleasner, MLIS, Library Operations Manager

The Executive Vice Chancellor for Health Sciences determined a need for more student space at the UNM HSC and identified an opportunity for HSLIC to fill this need by creating a learning commons to support the community. In the summer of 2018, HSLIC began an 18-month project to renovate the third floor of the library building. HSLIC's Resource, Archives and Discovery (RAD) unit developed a plan to remove all of the print journals from the floor. The print analysis and removal project commenced before the renovation project and ended shortly after the turn of the fiscal year.

From February 2018 through April 2019, RAD analyzed HSLIC's 2,628 print journal titles. The strongest factors to keep a title were five or more recent checkouts or soft/internal use, high Interlibrary Loan (ILL) or Document Delivery requests, listed as a core title in the *Abridged Index Medicus*, local interest, or a large amount of image content. The strongest factors to discard were electronic availability or availability through UNM or the Texas Joint Library Facility (JLF) because they offer free ILL.

HSLIC donated 3,000 volumes to the JLF; discarded 2,045 titles, and retained 583 titles. Library users are able to request articles in these retained titles via document delivery. For more information about the review process and the removal project, please see the Print Journal Analysis and Journal Removal Projects report at <https://digitalrepository.unm.edu/projects/1/>.

In keeping with UNM policies regarding the disposition of university assets, RAD worked with UNM Surplus Property to conduct an online auction of 10 titles. When UNM received no bids, HSLIC contracted with Innovative Moving Systems (IMS) to help with moving and the disposal of material. HSLIC staff members considered many options for the disposition of this material, including gifting the collection to other libraries and recycling the material. UNM Purchasing Department also investigated options for disposition. However, due to the current climate of the local paper recycling market, removing the bindings was not cost effective for recyclers. Based on the library's previous work on a Malawi book drive in 2017, donating older print material was costly due to the weight and not generally needed or wanted.

RAD worked with the JLF to determine which volumes would fill gaps in their collection. Then RAD, along with members of the Service Point, pulled those volumes and stored them on carts provided by IMS. In May, IMS boxed and transported these volumes to the JLF.

Next, RAD and the Service Point marked items in HSLIC's annex facility for disposal. IMS disposed of these items the first week of June 2019. RAD and the Service Point then marked and measured the journals kept on the third floor and in the annex to ensure there was enough space in the annex. With supervision from RAD, IMS integrated material from the third floor with material already in the annex from June 17-July 3. This involved pulling material from the shelves in the annex, putting them on carts, and ordering those carts, and then pulling material from the shelves on the third floor, putting them on carts, ordering these carts, moving them to the annex, and then interfiling the two collections in the new location.

Then, RAD marked the remaining journals on the third floor in a selected color palette that had potential to be added as part of decorative noise abatement/privacy walls at the completion of the remodel. Starting July 10, IMS sorted and boxed these journals by color, then palletized the boxes for transportation and storage in the IMS warehouse. IMS then discarded the remaining material on the third floor, dismantled and then removed the shelving, completing the project on July 19.

The journal removal and collection integration took 8 weeks with two members of RAD overseeing an average of five IMS movers each day. Nearly 80 tons of material were discarded and nearly 35 tons, around 4,794 linear feet, were relocated and shifted.



## SPONSORED RESEARCH

## SPONSORED RESEARCH

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**Building Health Literacy Capacity: A New Mexico Journey (Patricia Bradley, MLS, AHIP, Principal Investigator)** This proposal seeks to collaborate with local and community-based organizations and educational institutions by offering educational activities for students and comprehensive trainings for educators regarding the effective use of relevant National Library of Medicine STEM resources. (University of North Texas Health Sciences Center, #FP6401, **\$10,000**, May 1, 2019 – April 30, 2020) Contract terminated July 24, 2019.

**Developing a Knowledge Management Tool for Kidney Disease (Stuart Nelson, MD, Principal Investigator)** The goal of this project is to develop a continually updated handbook for clinical nephrologists. 2-year total: **\$343,000**. Dialysis Clinic, Inc., Oct 2017 – Sep 2019.

**Feasibility of the Therapeutic Intent Ontology (Stuart Nelson, MD, Principal Investigator)** The purpose of this project was to investigate representing therapeutic intent as seen in drug indications in the Structured Product Label approved by the FDA in a formal, computable manner, using standard controlled vocabularies and a model. The study examines labels of 1000 RxNorm clinical drugs to build a model and evaluate its utility using a structured criteria and outside use and review. 2-year total: **\$204,525**. NIH/NLM #R21LM012929, Sept. 1, 2018 – Aug. 31, 2020.

**Illuminating the Druggable Genome Knowledge Management Center (Tudor Oprea, MD, PhD, Principal Investigator)** This project plans to aggregate, update and articulate protein-centric data, information and knowledge for the entire human proteome with emphasis on understudied proteins. The long-term objective is to encourage and support biomedical research aimed at understudied proteins by providing an extensive resource of data, information, knowledge, methods and reagents for the entire human proteome. 6-year total: **\$6,000,000**. NIH/NCI (NIH Director's Common Fund). Jan 2018 – Dec 2023.





## APPENDIXES

## ENDOWMENTS

|  |
|--|
| GEORGE L. AND MARY W. VOELZ ENDOWMENT, AUGUST 2004–PRESENT                       |
| THE LARRY AND NEDRA GORDON ENDOWMENT FOR ENVIRONMENTAL HEALTH, JUNE 2005–PRESENT |
| HSLIC COLLECTIONS ENDOWMENT, NOVEMBER 2005–PRESENT                               |
| HSLIC GERIATRIC COLLECTION ENDOWMENT, DECEMBER 2006–PRESENT                      |
| WALDO ROGERS ENDOWMENT, OCTOBER 2006–PRESENT                                     |

## SERIAL TITLES CANCELED 2018-19

(Two titles)

|   |
|---|
| PEDIATRIC DENTISTRY                               |
| UNITED STATES PHARMACOPEIA AND NATIONAL FORMULARY |

## PUBLICATIONS

---

### Eldredge, Jonathan

- Eldredge JD. Training orthopaedic residents to formulate evidence-based questions. Univ NM Orthop Res J. 2019;8: 85-87.
- Boden C, Asher MT, Eldredge JD. Learning while doing: a program evaluation of the MLA Systematic Review Project. J Med Libr Assoc. 2018 Jul; 106 (3): 284-293.
- Alpi KM, Eldredge JD, Holmes HN, Akers KG, Powell KR, Hoogland M. Research roadmap: understanding the research process. Hypothesis 2018 Fall/Winter; 30 (1): 33-53.
- Eldredge JD. Information Resources for Doctoring 3 (PIE). School of Medicine. University of New Mexico, Albuquerque, NM. July 2018.  
<https://hscmediasite.unm.edu/mediasite/Play/977d6f5f056b4107b3d9b14cf2e7082b1d>
- Eldredge JD. Make AccessMedicine Work for You. School of Medicine. University of New Mexico, Albuquerque, NM. October 2018.  
<https://hscmediasite.unm.edu/mediasite/Play/fef9d78b7d1642c6a685318fb0d3d8731d>
- Eldredge JD. Physician Assistant Update for Clinical Reasoning 2. School of Medicine. University of New Mexico, Albuquerque, NM. December 2018.  
<https://hscmediasite.unm.edu/mediasite/Play/e233d0ef20a441c0be94c97b3fbba11d1d>

### Hannigan, Gale

- Bradley PV, Hall LJ, Hannigan GG, Wood FB. Native Voices: Native Peoples' Concepts of Health and Illness in New Mexico: opening a local conversation by hosting a national traveling exhibit. J Med Libr Assoc. 2017 Jul;105(3):243-248. PMID: PMC5490702.

### Hendrix, Ingrid

- Hendrix, IH. From the Librarian's Desk: Sleep Connections in Holistic Nursing Research. Aug 2019; 11(3):6.
- Hendrix, IH. From the Librarian's Desk: Nature and Health Connections in Holistic Nursing Research. April 2019; 11(3):7.

**Kroth, Philip**

- Gardner RL, Cooper E, Haskel J, Harris DA, Poplau S, Kroth PJ, Linzer M. Response to "Impact of HIT on burnout remains unknown - for now". J Am Med Inform Assoc. 2019 May 28.
- Gardner RL, Cooper E, Haskel J, Harris DA, Poplau S, Kroth PJ, Linzer M. Physician stress and burnout: The impact of health information technology. J Am Med Inform Assoc. 2019 Feb 1;26(2):106-114.
- Kroth PJ, Morioka-Douglas N, Veres S, Pollock K, Babbott S, Poplau S, Corrigan K, Linzer M. The electronic elephant in the room: Physicians and the electronic health record. J Am Med Inform Assoc Open. 2018 Jul; 1(1):49-56. PMCID: PMC6513015.

**Nash, Jake**

- Hoover J, Erdei E, Nash J, Gonzales M. A Review of Metal Exposure Studies Conducted in the Rural Southwestern and Mountain West Region of the United States. Curr Epidemiol Rep. 2019 Mar;6(1):34–49.
- Vallabhan MK, Jimenez EY, Nash JL, Gonzales-Pacheco D, Coakley KE, Noe SR, et al. Motivational Interviewing to Treat Adolescents With Obesity: A Meta-analysis. Pediatrics. 2018;142(5).

**Nelson, Stuart**

- Nestsiarovich A, Mazurie AJ, Hurwitz NG, Kerner B, Nelson S, Crisanti AS, Tohen M, Krall RL, Perkins DJ, Lambert CG. Comprehensive comparison of monotherapies for psychiatric hospitalization risk in bipolar disorders. Bipolar Disord. 2018 Jun 19.
- Nelson SJ, Oprea TI, Ursu O, Bologa CG, Zaveri A, Holmes J, Yang JJ, Mathias SL, Mani S, Tuttle MS, Dumontier M. Formalizing drug indications on the road to therapeutic intent. J Am Med Inform Assoc. 2017 Nov 1;24(6):1169-1172.
- Nestsiarovich A, Hurwitz NG, Nelson SJ, Crisanti AS, Kerner B, Kuntz MJ, Smith AN, Volesky E, Schroeter QL, DeShaw JL, Young SS, Obenchain RL, Krall RL, Jordan K, Fawcett J, Tohen M, Perkins DJ, Lambert CG. Systemic challenges in bipolar disorder management: A patient-centered approach. Bipolar Disord. 2017 Dec;19(8):676-688.

## **PRESENTATIONS, EXHIBITS AND DEMONSTRATIONS**

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**Patricia Bradley**

- NM Conference on Aging Health Fair, Albuquerque, NM, August 2018, exhibit
- Albuquerque Public Schools Career Enrichment Center Nursing Students, Albuquerque, NM, August 2018, class
- Freshman Learning Community "So You Want to be a Doctor", Albuquerque, NM, September 2018, class
- SOM Faculty QuickStart, Albuquerque, NM, September 2018, class
- EMS 475 Research in Acute Care Course, Albuquerque, NM, September 2018, presentation
- South Central Chapter of the Medical Library Association Annual Conference, San Antonio, TX, October 2018, presentation
- UNM College of Education HED 582 Advanced Multicultural Health, Albuquerque, NM, October 2018, class
- Indigenous Nations Library Program, Albuquerque, NM, December 2018, presentation
- New Mexico Academy of Family Practice Winter Refresher, Albuquerque, NM, January 2019, exhibit

- New Mexico Library Association, Albuquerque, NM, November 2018, presentation
- College of Nursing BSN Students, Native Health Resources, Albuquerque, NM, March 2019, presentation
- Native Health Initiative Healers of Tomorrow program, Albuquerque, NM, March 2019, class
- New Mexico Library Association Mini Conference, Socorro, NM, March 2019, presentation
- NHI Healers of Tomorrow program, Albuquerque, NM, March 2019, class
- Santa Fe Indian High School Health Literacy Instruction, Albuquerque, NM, March 2019, class
- Cancer Services of New Mexico, Spring Family Retreat, Albuquerque, NM, April 2019, outreach activity
- Head2Toe Conference, Albuquerque, NM, April 2019, exhibit

### **Jonathan Eldredge**

- UNM Clinical and Translational Investigators Program. Clinical and Translational Sciences Center. Albuquerque, NM. February 19, 2019, presentation
- Information resources valued by medical students in a clinical reasoning course. Eldredge JD, Patel S, Hall LJ. 10<sup>th</sup> International Evidence Based Library and Information Practice Conference (EBLIP 10). Glasgow, Scotland, June 2019, paper
- Developing question formulation skills in first-year medical students. Eldredge JD, Schiff MA, Langsjoen JO, Jerabek RN. 10<sup>th</sup> International Evidence Based Library and Information Practice Conference (EBLIP 10). Glasgow, Scotland, June 2019, poster

### **Ingrid Hendrix**

- Including People with Disabilities in Emergency Preparedness. New Mexico Emergency Management Association, Los Lunas, NM, July 2018, presentation
- Best Practice – Care of Patients with Disabilities. UNM Internal Medicine Department, Albuquerque, NM, July 2018, presentation
- Doctoring I. Albuquerque, NM, August 2018, presentation
- College of Nursing BSN New Student Orientation. Albuquerque, NM, August 2018, orientation
- Zotero. CTSC MSCR, Albuquerque, NM, August 2018, class
- Sustaining Inclusion Before, During and After a Disaster. New Mexico Homeland Security and Emergency Management Pre-Conference, Albuquerque, NM, August 2018, panel presentation
- OT/PT New Student Orientation. Albuquerque, NM, August 2018, presentation
- College of Nursing N332 Introduction to Nursing Research. Albuquerque, NM, September 2018 & February 2019, class
- Physical Therapy Evidence Based Practice Searching. Albuquerque, NM, August 2018, class
- Occupational Therapy EBP Literature Searching. Albuquerque, NM, September 2018, class
- Occupational Therapy Advocacy Communication and Leadership Course. Albuquerque, NM, September 2018, presentation
- Zotero for Biomedical Sciences Graduate Students. Albuquerque, NM, September 2018, class
- Searching the Literature for Family Medicine Research Management Team. Albuquerque, NM, September 2018, class
- UNMH Nurse Educators Foundation Series. Albuquerque, NM, September 2018 & June 2019, class
- Doctoring IV. Considerations in Caring for Patients with Physical Disabilities. Albuquerque, NM, October-December 2018, class
- OMED Lunch@Learn Evidence-Based Education. Albuquerque, NM October 2018, class
- HSC Faculty QuickStart. Albuquerque, NM, November 2018, presentation
- Occupational Therapy Administration and Management Grant Funding. Albuquerque, NM, December 2018, presentation
- College of Nursing. BSN New Student Orientation. Albuquerque, NM, January 2019, presentation
- Biomedical Engineering BME 598: Adaptive Design for the Community. Albuquerque, NM February 2019, presentation

- Occupational Therapy Life After UNM. Albuquerque, NM, April 2019, presentation
- Considerations in Caring for Patients with Disabilities. Advances in Primary Care Conference. Albuquerque, NM, April 2019. presentation
- Searching the Literature and information Management College of Nursing, Nurse Midwifery Program. May 2019 Albuquerque, NM. online presentation
- Problem Based Learning Facilitator, UNM Occupational Therapy Graduate Program. Albuquerque, NM, January – May 2019, class
- Independent Study Mentor. UNM Occupational Therapy Graduate Program. Albuquerque, NM, January – May 2019, class
- College of Nursing, Nurse Midwifery Program. May 2019 Albuquerque, NM, Online presentation
- MSN New Student Orientation. Albuquerque, NM, May 2019, presentation
- CTSC. Citation Management. Albuquerque, NM, May 2019, presentation
- College of Nursing PhD Residents Week. Albuquerque, NM June 2019, class
- College of Nursing DNP Program New Student Orientation. Albuquerque, NM June 2019, presentation
- College of Nursing N550 Midwifery EBM Literature Searching. Albuquerque, NM June 2019, class

#### **Philip Kroth**

- Kroth PJ. Physician stress, burnout and the electronic health record: Brief update on the MS-Squared Study. The Internal Medicine Grand Rounds, University of New Mexico Health Sciences Center, Albuquerque, NM, January 10, 2019, presentation
- Kroth PJ. Physician stress, burnout and the electronic health record: Results from the MS-Squared Study. The University of Iowa Carver College of Medicine, Department of Internal Medicine Grand Rounds, Iowa City, IA, August 30, 2018, presentation

#### **Kelleen Maluski**

- Health Literacy Instruction to Santa Fe Indian High School. Albuquerque, NM, March 2019, class
- NHI Healers of Tomorrow program. Albuquerque, NM, March 2019, class
- Pharmacy 813 Section 1 Research and Information Literacy. Albuquerque, NM, April 2019, class
- Pharmacy 813 Section 2 Research and Information Literacy. Albuquerque, NM, April 2019, class
- ACRL Accessibility for All (Including Your Fellow Librarians): How to Build Accessible Conference Materials. Cleveland, OH, April 2019, presentation
- Head2Toe Conference. Albuquerque, NM, April 2019, exhibit
- Pharmacy 770 Research and Information Literacy. Albuquerque, NM, June 2019, class
- Pharmacy 770 Zotero. Albuquerque, NM, June 2019, class
- BAMD Research and Information Literacy. Albuquerque, NM, June 2019, class
- Division of Community and Behavioral Health Zotero. Albuquerque, NM, June 2019, class
- HO2 Orientation. Albuquerque, NM, June 2019, presentation
- Pharmacy 770 Research and Information Literacy. Albuquerque, NM, July 2019, class
- Pharmacy 770 Zotero. Albuquerque, NM, July 2019, class

#### **Sarah Knox Morley**

- Fellows Orientation. Albuquerque, NM, July 2018, presentation
- College of Pharmacy Student Orientation. Albuquerque, NM, July 2018, presentation
- Pharmacy 770 Drug Information Rotation. Albuquerque, NM, July 2018, class
- Pharmacy 803 Aspects of Patient Care I. Albuquerque, NM, August 2018, class
- Albuquerque Public Schools Career Enrichment Center Nursing Students. Albuquerque, NM, August 2018, class
- Phase II Internal Medicine Clerkship. Albuquerque, NM, August 2018, presentation
- Urogynecology Division Meeting, Research Resources. Albuquerque, NM, August 2018, presentation

- Emergency Medicine Residency Program. Albuquerque, NM, September 2018, presentation
- Pediatric Residency Program. Albuquerque, NM, September 2018, presentation
- EMS 475 Research in Acute Care Course. Albuquerque, NM, September 2018, presentation
- Freshman Learning Community “So You Want to be a Doctor”. Albuquerque, NM, September 2018, class
- Zotero session for pharmacy students. Albuquerque, NM, October 2018, class
- Urogynecology Division Meeting, Scholarly Communication. Albuquerque, NM, November 2018, presentation
- Palliative Care Research Rounds. Albuquerque, NM, December 2018, presentation
- Pharmacy 832, Introduction to Evidence-based Medicine. Albuquerque, NM, January 2019, co-instructor
- Phase II Internal Medicine Clerkship. Albuquerque, NM, January 2019, presentation
- Community Behavioral Health Research Team meeting. Albuquerque, NM, February 2019, presentation
- Phase II Internal Medicine Clerkship. Albuquerque, NM, March 2019, presentation
- The Society for Academic Continuing Medical Education (SACME) Virtual Journal Club: *Online Information Resources at Point of Care*. March 2019, online presentation
- HO2 Orientation. Albuquerque, NM, June 2019, presentation

## IN-SERVICES JULY 2018 THROUGH JUNE 2019

| Special Topics   |                                      |                  |
|--|--------------------------------------|------------------|
| Subject  | Lead Presenter                       | Date             |
| MLA '18 Annual Meeting Recap   | Karen McElfresh                      | July 11, 2018    |
| Serving the educational needs of the underserved, the Tribal Colleges and Universities | Patricia Bradley                     | July 31, 2018    |
| HSLIC Blog Training  | Robyn Gleasner and Sally Bowler-Hill | October 10, 2018 |
| Electronic Staff Evaluation Training   | Sally Bowler-Hill and Patti Brammer  | October 31, 2018 |

Note: Data shown are from the latest date the In-Service was presented if given more than once.

## LIBRARY HOURS 2018–19

| Days            | Hours              |
|-----------------|--------------------|
| Monday–Thursday | 7 a.m. – 11 p.m.   |
| Friday          | 7 a.m. – 6 p.m.    |
| Saturday        | 9:30 a.m. – 6 p.m. |
| Sunday          | 12 p.m. – 11 p.m.  |

## 2019 STAFF APPRECIATION AND AWARDS

| Name              | Award                                   |
|-------------------|---|
| Patti Brammer     | Degree or Certification                 |
| Robyn Gleasner    | Service Award – Five Years              |
| Karen McElfresh   | Service Award – Five Years              |
| Lucas Poloni      | Most Professional Growth                |
| Tim Mey           | Outstanding Service/Process Improvement |
| Lucas Poloni      | Outstanding Customer Service            |
| Sally Bowler-Hill | Outstanding Performance                 |

**HSLIC STAFF ROSTER 2018–19**

| <b>Name</b>            | <b>Unit, Title</b>  | <b>Start Date</b> | <b>End Date</b>   |
|------------------------|---|-------------------|-------------------|
| Bancroft, Jordan       | Service Point, Library Information Specialist 3   | 05-15-17          | 06-14-19          |
| Bernauer, Michael      | Biomedical Informatics Research, Training & Scholarship, Biomedical Informatics Fellow                              | 07-01-16          | 06-30-19          |
| Bowler-Hill, Sally     | Planning and Business Support, Manager, Administrative Operations   | 09-08-03          |                   |
| Bradley, Patricia      | Education, Consultation & Reference Services, Native and Distance Services Librarian                                | 03-29-04          | (dec)<br>06-13-19 |
| Brammer, Patti         | Planning and Business Support, Unit Administrator 3   | 06-19-17          |                   |
| Buntin, Karen          | Service Point, Library Information Specialist 3   | 04-14-14          | 08-21-18          |
| Bynum, Jim             | Service Point, Manager Library Operations   | 05-14-01          |                   |
| Dull, Kathleen         | Resources, Archives and Discovery, Library Services Coordinator   | 09-10-18          |                   |
| Eldredge, Jon          | Education, Consultation and Reference Services, Evidence Based and Translational Sciences Collaboration Coordinator | 01-01-86          |                   |
| Gleasner, Robyn        | Resources, Archives and Discovery, Manager, Library Operations  | 12-02-13          |                   |
| Hall, Laura            | Resources, Archives and Discovery, Division Head, Interim Co-Director   | 04-01-04          |                   |
| Hannigan, Gale         | Biomedical Informatics Research, Training and Scholarship, Research Professor                                       | 06-27-13          |                   |
| Hendrix, Ingrid        | Education, Consultation and Reference Services, Nursing Services Librarian  | 12-03-01          |                   |
| Jones, Linda           | Planning and Business Support, Accountant 1   | 06-26-18          |                   |
| Kroth, Philip          | Biomedical Informatics Research, Training and Scholarship, Director   | 03-01-04          |                   |
| Maluski, Kelleen       | Education, Consultation and Reference Services, Education and Research Services Librarian                           | 02-18-19          |                   |
| McElfresh, Karen       | Resources, Archives and Discovery, Resource Management Librarian  | 10-14-13          | 04-05-19          |
| Mey, Timothy           | Service Point, Manager, Library Operations  | 10-27-14          |                   |
| Morley, Sarah          | Education, Consultation and Reference Services, Division Head, Interim Co-Director                                  | 06-01-99          |                   |
| Nash, Jacob            | Resources, Archives and Discovery, Resource Management Librarian  | 10-01-13          | 12-31-18          |
| Nelson, Stuart         | Biomedical Informatics Research, Training and Scholarship, Research, Visiting Professor                             | 06-15-15          | 01-31-19          |
| Poloni Cordeiro, Lucas | Planning and Business Support, Facilities Services Manager  | 12-18-17          |                   |
| Proctor, Kristin       | Service Point, Library Information Specialist 3   | 03-26-18          |                   |
| Seyl, MaryLou          | Planning and Business Support, Administrative Assistant 3   | 08-02-99          | 08-31-18          |
| Sloane, Lori           | Resources, Archives and Discovery, Data Manager   | 06-25-12          |                   |
| Stockdale, Steve       | Deputy Director, HSLIC  | 01-05-15          | 09-04-18          |
| Weig-Pickering, Amy    | Service Point, Library Information Specialist 3   | 11-12-18          |                   |
| Wheeler, Tamara        | Biomedical Informatics Research, Training and Scholarship, Program Coordinator                                      | 11-12-18          |                   |

| <b>Graduate Students and Student Assistants</b> |                    |
|---|--------------------|
| Romero, Megan (resigned 12-15-18)               | Arrowsmith, Sarah  |
| Nauer, Jennifer (resigned 12-15-18)             | Aycock, Isabel     |
| Hibray, Rachel (resigned 05-10-19)              | Chavez, Katherine  |
| Younkman, Owen (resigned 02-15-19)              | Chiasson, Graeme   |
| Johnson, Nichole (resigned 05-10-19)            | Mantohac, Marianne |
| Broyles, Hannah                                 | Nguyen, Jenny      |
| Schalip, Brandon                                |                    |



## STATISTICS

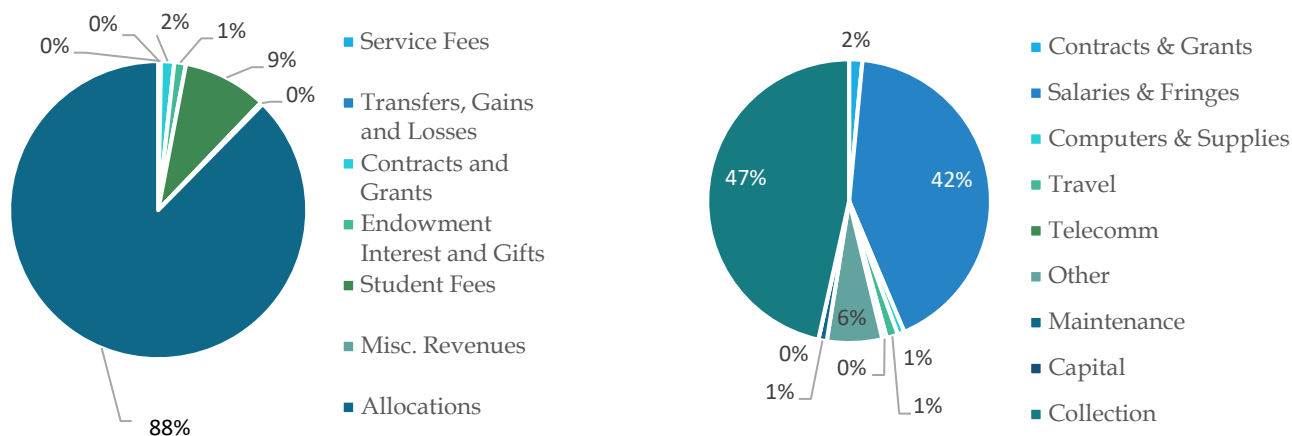


## ADMINISTRATIVE SERVICES

Table 1: HSLIC Personnel (FTE)

|  | 2016–17      | 2017–18      | 2018-19      | % Change from Prior Year |
|--|--------------|--------------|--------------|--------------------------|
| <b>Library Services and Education Services</b> |              |              |              |                          |
| Professional Staff                             | 7.00         | 8.0          | 5.0          | -38%                     |
| Support Staff                                  | 9.00         | 8.0          | 7.0          | -13%                     |
| Students                                       | 2.00         | 5.0          | 3.5          | -30%                     |
| <b>Biomedical Informatics</b>                  |              |              |              |                          |
| Professional Staff                             | 3.90         | 3.85         | 1.20         | -73%                     |
| Support Staff                                  | 1.00         | 0.0          | 1.0          | 100%                     |
| Students                                       | 0.60         | 0            | 0            | 0                        |
| <b>Administration</b>                          |              |              |              |                          |
| Professional Staff                             | 3.00         | 2            | 1            | -50%                     |
| Support Staff                                  | 6.50         | 5            | 3            | -40%                     |
| Students                                       | 1.5          | .5           | .5           | 0%                       |
| <b>Total HSLIC</b>                             |              |              |              |                          |
| Professional Staff                             | 13.9         | 13.85        | 7.20         | -49%                     |
| Support Staff                                  | 16.5         | 13           | 11           | -15%                     |
| Students                                       | 4.10         | 5.5          | 4.0          | -27%                     |
| <b>Total HSLIC Staff</b>                       | <b>34.50</b> | <b>32.35</b> | <b>22.20</b> | <b>-32%</b>              |

Figure 1: HSLIC Revenue and Expenses



**Revenue<sup>1</sup>**  
**\$3,389,609**

**Expenditures**  
**\$3,229,028**

<sup>1</sup> Revenue does not include \$40K in collection expenditures incurred directly by other departments.

## BIOMEDICAL INFORMATICS

**Table 2: Biomedical Informatics (BMI) Fellowship and Master of Science in Clinical Research (MSCR) Education**

|   | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|---|---------|---------|---------|--------------------------|
| Number of BMI Fellows Currently Enrolled  | 2       | 1       | 1       | 0%                       |
| Total Number of BMI Fellows Completing Training (Cumulative)                          | 2       | 0       | 1       | 100%                     |
| Total # of Seminar Series Lectures Offered for CME credit                             | 14      | 14      | 12      | -14%                     |
| Total # of Seminar Series Attendees   | 182     | 104     | 90      | -13%                     |
| Number of Students Completing Level 1 MSCR BMI Course                                 | 7       | 5       | 6       | 20%                      |
| Number of Sections of Level 2 & 3 MSCR BMI Courses Completed by Students <sup>1</sup> | 2       | 1       | 0       | -100%                    |
| Total Number of Students Completing MSCR BMI Courses                                  | 8       | 6       | 6       | 0%                       |
| Total BMI Credit Hours Taught in MSCR Program   | 11      | 15      | 15      | 0%                       |

<sup>1</sup> A student may complete more than one section of Level 2 & 3 MSCR BMI Courses.

## LIBRARY AND EDUCATION SERVICES

**Table 3: Instructional Programs/Orientations**

|   | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|---|---------|---------|---------|--------------------------|
| Complete Non-Credit Courses Taught by HSLIC Personnel | 3       | 0       | 0       | 0%                       |
| Complete Credit Courses Taught by HSLIC Personnel     | 10      | 10      | 10      | 0%                       |
| Total # of Sessions within Courses Above              | 102     | 131     | 102     | -22%                     |
| # of Guest Sessions within Curricula <sup>1</sup>     | 54      | 51      | 46      | -10%                     |
| # of In-Person Education Sessions <sup>1</sup>        | 74      | 80      | 90      | 13%                      |
| # of New Online Synchronized Education Sessions       | 0       | 0       | 0       | 0                        |
| Total # of Sessions Taught by HSLIC Personnel         | 230     | 262     | 238     | -9%                      |
| Attendees   | 3,310   | 3,403   | 2,673   | -21%                     |

<sup>1</sup> Decreases reflect curricular changes and more stringent reporting methodology.

**Table 4: Distance Services Training**

|                                    | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|------------------------------------|---------|---------|---------|--------------------------|
| Totals: # of Sessions <sup>1</sup> | 37      | 15      | 9       | -40%                     |
| Attendees                          | 886     | 324     | 188     | -42%                     |

<sup>1</sup> Increase in FY16–17 due to Native Voices Outreach grants.

**Table 5: Individual Consultations**

|                          | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|--------------------------|---------|---------|---------|--------------------------|
| # of Consultations       |         |         |         |                          |
| Sessions                 | 211     | 205     | 343     | 67%                      |
| Attendees                | 274     | 258     | 416     | 61%                      |
| Total # of Contact Hours | 202     | 229     | 345     | 51%                      |

**Table 6: Size of General Collection (Titles)**

|   | <b>Titles 2016–17</b> | <b>Titles 2017–18</b> | <b>Titles 2018-19</b> | <b>% Change from Prior Year</b> |
|---|-----------------------|-----------------------|-----------------------|---------------------------------|
| <b>Total Print Monographs</b>                                 | 24,165                | 29,261                | 31,755                | 9%                              |
| <b>Total Electronic Monographs</b>                            | 9,225                 | 10,843                | 11,482                | 6%                              |
| <b>Total Physical Media</b>                                   | NA                    | 189                   | 191                   | 1%                              |
| <b>Total Electronic Media</b>                                 | NA                    | 5                     | 4                     | -20%                            |
| <b>Electronic Serials Purchased</b>                           | 2,834                 | 4,636                 | 5,263                 | 14%                             |
| <b>Total Electronic Serials in Catalog /Listed on Website</b> | 28,458                | 30,888                | 32,401                | 5%                              |
| <b>Total Physical Serials</b>                                 | 2,806                 | 2,613                 | 2,603                 | 0%                              |
| <b>Total Accessible Serials<sup>1</sup></b>                   | 3,973                 | 2,332                 | 2,897                 | 24%                             |
| <b>Number of Databases<sup>2</sup></b>                        | 92                    | 66                    | 65                    | -2%                             |

<sup>1</sup>Individual publisher platforms not counted FY 17-18 to reflect ACRL's definition.

**Table 7: Size of General Collection (Volumes)**

|  | <b>Volumes 2016–17</b> | <b>Volumes 2017–18</b> | <b>Volumes 2018-19</b> | <b>% Change from Prior Year</b> |
|--|------------------------|------------------------|------------------------|---------------------------------|
| <b>Total Print Monographs</b>                                    | 30,838                 | 32,091                 | 32,255                 | 1%                              |
| <b>Print Volumes in Library</b>                                  | 89,706                 | 90,259                 | 90,234                 | 0%                              |
| <b>Physical Nonprint Volumes in Library (Microforms, CD-ROM)</b> | 524                    | 444                    | 504                    | 14%                             |
| <b>Print Volumes in Remote Storage</b>                           | 46,008                 | 47,237                 | 45,421                 | -4%                             |
| <b>Physical Nonprint Volumes in Remote Storage</b>               | 249                    | 252                    | 252                    | 0%                              |
| <b>Total Print Volumes (Monographs &amp; Serials)</b>            | 135,993                | 136,696                | 136,267                | 0%                              |
| <b>Total Physical Nonprint Volumes<sup>1</sup></b>               | 773                    | 491                    | 756                    | 54%                             |
| <b>Volumes Commercially Bound</b>                                | 0                      | 0                      | 0                      | 0%                              |

<sup>1</sup> Domenici Center keys removed from catalog FY17-18.

**Table 8: Special Collections Summary Table**

|  | <b>2016–17</b> | <b>2017–18</b> | <b>2018-19</b> | <b>% Change from Prior Year</b> |
|--|----------------|----------------|----------------|---------------------------------|
| <b>Manuscripts (archives in linear feet)</b> | 2,046          | 2,077          | 2,077          | 0%                              |
| <b>Photos/Slides/Negatives<sup>1</sup></b>   | 7,740          | 7,740          | 7,740          | 0%                              |
| <b>Audio<sup>1</sup></b>                     | 701            | 701            | 701            | 0%                              |
| <b>Film/Video/Disks<sup>1</sup></b>          | 202            | 202            | 202            | 0%                              |
| <b>Total Graphic Materials</b>               | 9,184          | 9,184          | 9,184          | 0%                              |
| <b>Number of Digitized Collections</b>       | 137            | 137            | 137            | 0%                              |
| <b>Size of Collections (Megabytes)</b>       | 159,000        | 173,175        | 174,150        | 1%                              |
| <b>Total Items in Digitized Collections</b>  | 4,983          | 5,815          | 5,924          | 2%                              |
| <b>Volumes/Pamphlets Digitized</b>           | 65             | 102            | 102            | 0%                              |
| <b>Unbound Sheets Digitized</b>              | 9,353          | 9,353          | 9,353          | 0%                              |
| <b>Photographs/Non-Paper Items Digitized</b> | 2,575          | 3,370          | 3,479          | 3%                              |

<sup>1</sup> Actual number of items.

**Table 9: Local Collections**

|   | 2016–17     | 2017–18 | 2018-19 | % Change from Prior Year |
|---|-------------|---------|---------|--------------------------|
| <b>Native Health Database</b>                   |             |         |         |                          |
| Size in Megabytes                               | 61          | 121     | 109     | -10%                     |
| Total # of Items                                | 9,884       | 9,968   | 10,045  | 1%                       |
| Number of Times Accessed                        | 3,521       | 5,012   | 6,417   | 28%                      |
| <b>UNM Digital Repository (HSC Collections)</b> |             |         |         |                          |
| Items Contributed <sup>1</sup>                  | 297         | 129     | 793     | 515%                     |
| Usage   | Unavailable | 17,642  | 24,325  | 38%                      |

<sup>1</sup> Drop in items contributed due to migration to a new platform in FY2017-18.

**Table 10: Collection Development (General Expenditures — Dollars)**

|   | 2016–17     | 2017–18     | 2018-19     | % Change from Prior Year |
|---|-------------|-------------|-------------|--------------------------|
| <b>Print Monographs</b>                                 | \$10,356    | \$6,487     | \$8,802     | 36%                      |
| <b>Electronic Monographs</b>                            | \$147,614   | \$263,985   | \$232,255   | -12%                     |
| <b>Print Serials<sup>1</sup></b>                        | \$0         | \$0         | \$0         | 0%                       |
| <b>Electronic Serials</b>                               | \$1,148,040 | \$1,267,265 | \$1,153,928 | -9%                      |
| <b>Electronic Databases</b>                             | \$353,988   | \$137,284   | \$53,215    | -61%                     |
| <b>Other Library Materials (Media)</b>                  | \$55        | \$1,088     | \$816       | -25%                     |
| <b>Subtotal</b>   | \$1,660,053 | \$1,676,109 | \$1,448,985 | -14%                     |
| <b>Bibliographic Utilities</b>                          | \$26,619    | \$25,779    | \$27,588    | 7%                       |
| <b>ILL Expenditures<sup>2</sup></b>                     | \$37,932    | \$16,066    | \$25,329    | 58%                      |
| <b>Total</b>  | \$1,724,604 | \$1,717,954 | \$1,501,901 | -13%                     |
| <b>Consortial Expenditures</b>                          | \$498,224   | \$535,255   | \$537,317   | 0%                       |
| <b>Electronic Resources</b>                             | \$1,649,642 | \$1,694,313 | \$1,439,398 | -15%                     |
| <b>One-time expenditures (books, journal backfiles)</b> | \$74,830    | \$88,176    | \$42,557    | -52%                     |
| <b>Ongoing subscriptions</b>                            | \$1,323,714 | \$1,587,312 | \$1,434,015 | -10%                     |

<sup>1</sup> Remaining print serials canceled in FY17 due to budget cuts.

<sup>2</sup> Method for calculating ILL expenditures changed in FY17 to include OCLC ILL services, shipping and copyright charges.

**Table 11: Resource Use: Interlibrary Loan (ILL) and Document Delivery (DD) Summary**

|  | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|--|---------|---------|---------|--------------------------|
| <b>Total ILL Items Received</b>                    | 3,003   | 2,368   | 2,170   | -8%                      |
| Returnable ILL Items Received                      | 236     | 179     | 117     | -35%                     |
| Non-Returnable ILL Items Received                  | 2,767   | 2,189   | 2,053   | -6%                      |
| <b>Interlibrary Loan Fill Rate</b>                 | 59%     | 58%     | 50%     | -14%                     |
| <b>% of Fills Done with Electronic Resources</b>   | 58%     | 63%     | 56%     | -11%                     |
| <b>Total ILL Items Provided to Other Libraries</b> | 911     | 831     | 591     | -29%                     |
| Returnable ILL Items Provided                      | 53      | 76      | 56      | -26%                     |
| Non-Returnable ILL Items Provided                  | 858     | 755     | 535     | -29%                     |
| <b>Items Copied for Affiliated Users</b>           | 2,771   | 2,196   | 1,872   | -15%                     |
| <b>Items Copied for Unaffiliated Users</b>         | 343     | 127     | 93      | -27%                     |
| <b>Total Document Delivery</b>                     | 3,114   | 2,323   | 1,965   | -15%                     |

**Table 12: Use of Library Physical Materials**

|                               | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|-------------------------------|---------|---------|---------|--------------------------|
| <b>Checkouts, All Formats</b> | 11,862  | 10,806  | 4,159   | -62%                     |
| Initial Circulations          | 9,909   | 9,198   | 3,829   | -58%                     |
| Renewals <sup>1</sup>         | 1,041   | 766     | 330     | -57%                     |
| Print Reserves                | 912     | 843     | 470     | -44%                     |
| <b>In-House Use</b>           | 1,578   | 1,512   | 1,608   | 6%                       |
| <b>Total Use<sup>2</sup></b>  | 13,440  | 12,318  | 5,767   | -53%                     |

<sup>1</sup> Circulation policy changed 6/2018, extending loan period to four weeks and limiting renewals to two.

<sup>2</sup> Domenici Center keys removed from library circulation 5/2018.

**Table 13: Use of Electronic Course Reserves**

|  | 2016–17 | 2017–18 | 2018-19             | % Change from Prior Year |
|--|---------|---------|---------------------|--------------------------|
| <b>Reserves Total Use</b>                                  | 38,873  | 41,768  | 26,422              | -37%                     |
| Circulation of Print Material                              | 912     | 843     | 471                 | -44%                     |
| Electronic Use <sup>1</sup>                                | 37,961  | 40,925  | 28,270 <sup>3</sup> | -31%                     |
| <b>Number of Courses Using Course Reserves<sup>2</sup></b> | 69      | 135     | 137                 | 1%                       |
| <b>Number of Courses with E-Reserves</b>                   | 27      | 82      | 84                  | 2%                       |

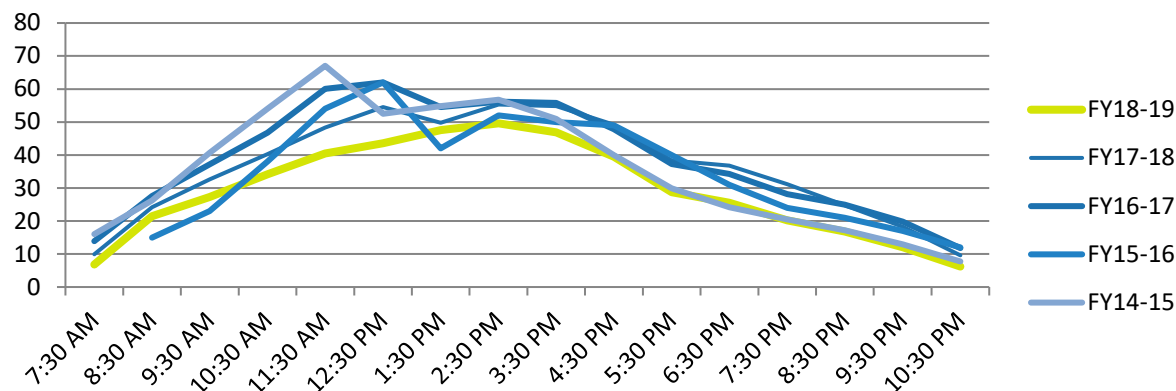
<sup>1</sup> Does not include items in packages purchased by University Libraries.

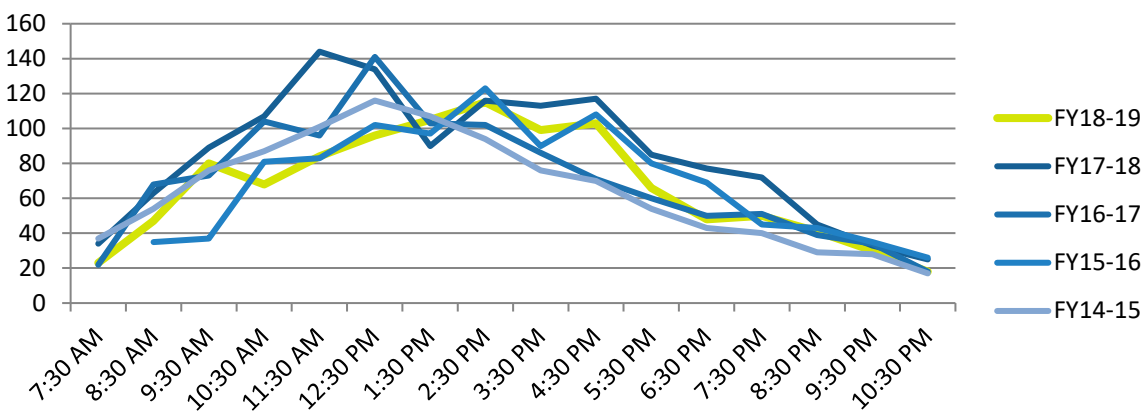
<sup>2</sup> Increase due to implementation of forced reserves, comparing holdings with UNM Bookstore's list.

<sup>3</sup> Forced reserves were not implemented in Spring of 2019.

**Table 14: Use of the Library Building**

|  | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|--|---------|---------|---------|--------------------------|
| <b>Annual Gate Count</b>                                   | 188,801 | 178,769 | 146,239 | -18%                     |
| <b>Group Study Room Reservations</b>                       | 5,222   | 7,137   | 5,967   | -16%                     |
| <b>Electronic Classroom Reservations (226 &amp; Med 2)</b> | 627     | 606     | 510     | -16%                     |
| <b>Individual Study Room Use</b>                           | 1,296   | 1,433   | 1,214   | -15%                     |
| <b>Mother's Room Use</b>                                   | 217     | 54      | 299     | 454%                     |

**Figure 4: Patrons in the Library Building (Average)**

**Figure 5: Patrons in the Library Building (Maximums)****Table 15: Use of Electronic Collection**

|  | 2016–17   | 2017–18   | 2018-19   | % Change from Prior Year |
|--|-----------|-----------|-----------|--------------------------|
| <b>Electronic Monograph Requests (est. uses)<sup>1</sup></b> | 212,709   | 231,523   | 215,085   | -7%                      |
| Counter BR1  | 16,014    | 33,975    | 42,353    | 25%                      |
| Counter BR2  | 10,727    | 4,772     | 141,171   | 2858%                    |
| <b>Electronic Serials Full-Text Requests (est. uses)</b>     | 1,126,371 | 1,131,822 | 1,002,881 | -11%                     |
| <b>Database Requests (est. based on search data)</b>         | 1,652,152 | 2,476,037 | 2,993,816 | 21%                      |
| WorldCat Searches  | 245,322   | 206,680   | 224,484   | 9%                       |
| WorldCat Visitors  | 131,116   | 120,099   | 137,784   | 15%                      |
| <b>Electronic Subject Guide Views</b>                        | 86,899    | 91,707    | 82,712    | -10%                     |
| <b>Total Electronic Resources Use</b>                        | 2,852,538 | 3,931,089 | 4,294,494 | 9%                       |
| <b>Total # Page Views for HSLIC Website</b>                  | 1,078,012 | 803,022   | 576,236   | -28%                     |

<sup>1</sup> Decrease in Electronic Monograph Requests and a corresponding increase in Database Requests were due to a change in counting VisualDX usage as a database rather than an electronic monograph.

**Table 16: Number of Mediated Searches and Reference Questions<sup>1</sup>**

|  | 2016–17 | 2017–18 | 2018-19 | % Change from Prior Year |
|--|---------|---------|---------|--------------------------|
| <b>Mediated Searches</b>                                 | 208     | 181     | 120     | -34%                     |
| <b>Reference Questions (In Person &amp; Via Phone)</b>   | 1,428   | 1,100   | 899     | -18%                     |
| <b>Electronic Reference Questions (Email)</b>            | 378     | 530     | 353     | -33%                     |
| <b>Total Reference Questions<sup>1</sup></b>             | 1,806   | 1,630   | 1,252   | -23%                     |
| <b>Total Reference Questions &amp; Mediated Searches</b> | 2,014   | 1,811   | 1,372   | -24%                     |

<sup>1</sup> Data is missing from three faculty members who left the institution in 2019

## FREQUENTLY REQUESTED STATISTICS

|  | 10 Years<br>Ago 2008-09 | 5 Years Ago<br>2013-14 | 2017-18     | 2018-19     |
|--|-------------------------|------------------------|-------------|-------------|
| <b>Total Volume Holdings</b>   | 154,459                 | 140,848                | 137,496     | 137,081     |
| <b>Total Serials Subscriptions</b>   | 2,033                   | 2,273                  | 4,844       | 5,263       |
| <b>Number of Databases</b>   | 134                     | 106                    | 66          | 65          |
| <b>Amount Spent by Consortia</b>   | \$363,106               | \$355,902              | \$535,255   | \$537,317   |
| <b>Total Collection Expenditures Excluding Binding &amp; ILL</b>                                   | \$1,213,562             | \$1,691,054            | \$1,676,109 | \$1,448,985 |
| <b>Gate Count</b>  | 221,886                 | 184,118                | 178,769     | 146,239     |
| <b>Use of Library Materials (Print, Reserve, Media, Both In-Library and External Circulations)</b> | 20,737                  | 17,566                 | 12,318      | 5,767       |
| <b>Use of Electronic Resources, Including Databases<sup>1</sup></b>                                | 1,874,946               | 2,220,288              | 3,931,089   | 4,294,494   |
| <b>Total Reference Transactions, Including Literature Searches<sup>2</sup></b>                     | 6,839                   | 10,337                 | 1,811       | 1,372       |
| <b>Total ILL Items Received (Borrowing)</b>  | 2,124                   | 1,491                  | 2,368       | 2,170       |
| <b>Total ILL Items Provided to Other Libraries (Lending)</b>                                       | 1,573                   | 899                    | 831         | 591         |
| <b>Items Copied for Patrons</b>  | 526                     | 294                    | 2,323       | 1,965       |
| <b>Library Presentations to Groups, Including Orientations &amp; Tours<sup>3</sup></b>             | 548                     | 750                    | 262         | 238         |
| <b>Participants in Library Presentations</b>   | 5,411                   | 5,515                  | 3,403       | 2,673       |
| <b>HSLIC Home-Page Views</b>   | 1.6M                    | 687,449                | 803,022     | 576,236     |
| <b>Publicly Accessible Computers (Inside Library)</b>  | 73                      | 56                     | 55          | 45          |
| <b>Public Seating</b>  | 314                     | 358                    | 457         | 457         |
| <b>Number of Group Study Rooms</b>   | 5                       | 8                      | 9           | 9           |
| <b>Number of Square Feet in Library<sup>4</sup></b>  | 44,171                  | 40,749                 | 37,030      | 37,030      |
| <b>Total FTE</b>   | 72.1                    | 62.81                  | 36          | 22.05       |
| <b>Service Hours per Week</b>  | 94.5                    | 94.5                   | 94.5        | 87          |

<sup>1</sup> Prior to FY08-09, website views were included in "Use of Electronic Resources, Including Databases"

<sup>2</sup> An error was found in calculating reference questions, and the date was revised for FY14–16 to reflect corrections. Annual reports for previous years will still reflect this error.

<sup>3</sup> In FY16-17 the methodology was revised for counting library presentations to groups.

<sup>4</sup> HSLIC revised its library square-footage calculation in FY14-15 to reflect more accurate building information available using the FAMIS system. In FY15-16, some HSLIC space became part of the HSC CIO's Office.