



MOUNT CARMEL
Library Services

A N N U A L R E P O R T

2015 - 2016



I PEOPLE-CENTERED 2020 • II ACCESS • III SPACE • IV GROWTH
V EDUCATION • VI STAFF ACCOMPLISHMENTS

W E L C O M E



Mount Carmel Health System Library Services connects the MCHS academic and professional communities with personalized information services and resources.

In Academic year 2015/2016 our business underwent important changes: closing the Consumer Health Library business in February 2016 and expanding our Corporate Support to include several Trinity Regional Health Ministries significantly re-defined our operations and engagements. We aligned our transformation to the organizational People-Centered 2020 Strategic Framework, and we joined the American Library Association initiative, Libraries Transform.™

The evolving nature of the Health Sciences Library, implementation of innovative personalized and virtual practices and services, re-design of physical spaces, and a focus on the establishment and development of collaborative partnerships with academic, clinical, and consumer communities is the essence of our service continuum. Positioning MCHS Library Services as the central organizational knowledge and information hub in creating and promoting a culture of professional information practice and information literacy within MCHS has fostered an environment of engaged colleagues who strongly believe that our leadership philosophy 'It's not about ME, it's about WE!' is a strong foundation on which to build our future.

We are excited about our plans for future development and strongly believe that our services and support to our communities and each person we serve will empower them with the needed professional and personal information and knowledge.

Stevo Roksandic
Regional Director of Library Services

PEOPLE-CENTERED 2020 Building a People-Centered Health System together

STRATEGIC FOCUS AREAS

We promise to put people at the center of everything we do.



PEOPLE-CENTERED CARE

We will maintain the established continuum of developing, redesigning, and transforming people-centered Library Services to provide virtual and in-person access to Knowledge & Information Services and Resources.



ENGAGED COLLEAGUES

We will create and promote a culture of professional information practice and information literacy by developing, fostering and retaining exceptional and committed colleagues to serve the needs of the diverse academic, clinical and consumer MCHS communities.



OPERATIONAL EXCELLENCE

We will implement innovative practices and services, meeting and surpassing national standards for providing people-centered Knowledge & Information Services and Resources.



PHYSICIANS & CLINICIANS

We will build and establish collaborative partnerships by engaging with Physicians & Clinicians as information and knowledge navigators within and beyond the boundaries of traditional library services.



LEADERSHIP REGIONALLY

We will provide virtual and in-person access to Knowledge & Information Services and Resources to the MCHS operating sites, Trinity Regional Health Ministries, and within our diverse local communities.

EFFECTIVE STEWARDSHIP

We will steward resources effectively to enable the success and continuing transformation of MCHS Library Services as an integral part of MCHS, Trinity Health, and our diverse local communities.



A C C E S S

181,100
page views

228,975
database
search
sessions

4,855 hard copy
materials borrowed

78 accessible
multimedia
tutorials and
guides



We have simplified and improved access to information by implementing multimedia technologies and created self-directed instructional tutorials and guides. This has resulted in an outstanding increase in Library Website page views and the ability for clients to streamline access to locate and retrieve needed information.

S P A C E

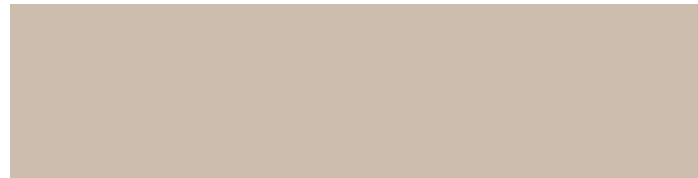
58,430
visitors

6,082
study room
reservations

861
laptop
circulations
for Library
Use Only

36 public PC workstations available

We have made available 24/7 client access to the Main Library space and re-designed the Library spaces at the other MCHS operating sites, transforming them into Virtual Library Commons. This has created more effective and efficient study spaces for our clients and the ability to better support their study needs.





Prior to this year, 99.17% of our collection was already accessible online. With the addition of new print and electronic resources in a 19:1 ratio, our collection has become even more accessible online. Personalized services to our clients in the domains of interlibrary loan and literature search requests have shown an impressive increase.

G R O W T H

4,964 new online users

51,399

new electronic
and print
titles added

36.5%

increase in
literature
searches
conducted

83.9%

increase in
laptop
circulations
for Library
Use Only

E D U C A T I O N



99 library orientations delivered to **917** clients

1,783

reference questions
answered

174

education
sessions
delivered to

558
clients

The primary focus of MCHS Library Services is the education of our clients through the provision of access to information and materials essential for their research and learning. This year's increases in all domains of professional assistance and support have strengthened our commitment to meet the needs of all clients we serve, putting them at the center of our every behavior, action, and decision.

STAFF ACCOMPLISHMENTS



As continuous learners, Library colleagues have received diverse certifications from several national library associations, successfully completed numerous education sessions, and earned in total more than 200 continuing education hours. Allison Erlinger and Donald Pearson both earned their MLIS degrees, and now for the first time all Library colleagues hold graduate level library science degrees. Library colleagues have received awards from various sources to support their attendance at both national and international library association conferences. Driven by visionary leadership and intrinsic motivation, our synergized team of ‘shining stars’– as the Library Director commonly calls them– are committed to innovation, excellence, and continuing growth and change of health sciences librarianship.

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PRESENTATIONS

- Roksandic, S. Revitalizing Library Services: Redefining and Maximizing Operational Efficiency and Excellence. Paper presented at 2016 Annual Conference of Medical Library Association (MLA), the Canadian Health Libraries Association/Association des bibliothèques de la santé du Canada (CHLA/ABSC), and the International Clinica Librarian Conference (ICLC); May 18, 2016; Toronto, Ontario, Canada
- Roksandic, S. & Pearson, D. How Does Instruction by Medical Librarians on Using a Federated Search Tool Impact the Result of Medical Information Research: A Mixed-Method Descriptive Quantitative Study. Paper presented at 2016 Annual Conference of MLA, CHLA/ABSC, and ICLC 2016 Annual Conference; May 15, 2016; Toronto, Ontario, Canada.
- Roksandic, S. Special Content Session: People-Centered Health Care: Consumer Health Librarians on the Front Line. Organized, moderated, and co-presented at 2016 Annual Conference of MLA, CHLA/ABSC, and ICLC 2016 Annual Conference; May 15, 2016; Toronto, Ontario, Canada.
- Roksandic, S. & Pallotta, A. People-Centered Health Care: Consumer Health Librarians on the Front Line. Poster presented at 2015 Trinity Health Summit 'Empowering Our Colleagues to Deliver People-Centered Care'; October 22, 2015; Chicago, IL
- Roksandic, S., Mady, E., & Pearson, D. "Teach me, I'll Forget. Show me, I'll Remember. Involve me, I'll Understand." Implementing Multimedia Applications for Library Instruction in order to Virtually Support Multisite Hospital and Academic Clients' Information Needs. Paper presented at 2015 Midwest Chapter of the Medical Library Association Meeting; October 05, 2015; Louisville, KY
- Roksandic, S. & Pallotta, A. People-Centered Health Care: Consumer Health Librarians on the Front Line. Poster presented at 2015 Midwest Chapter of the Medical Library Association Meeting, October 06, Louisville, KY