

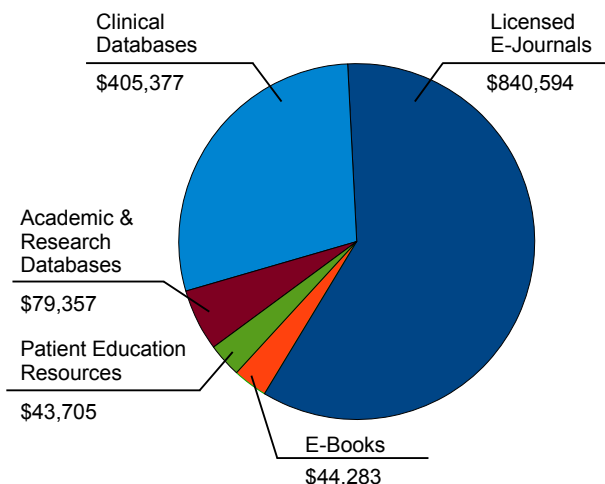
## Health Sciences Library Quick Facts 2013

### Essential Resources

#### Investment in Resources

##### 2012 Expenditures by Resource Type

Licensed electronic journals are the HSL's most expensive resource. We offset e-journal expenses by obtaining unlicensed articles from the New York State Library (NYSL) and from Document Delivery for those not available via the NYSL.



#### Document Delivery

In 2012, we spent \$27,560 to obtain 9,388 articles from 923 different journal titles. By identifying the least expensive source for each request and participating in resource sharing consortia, the cost-per-use (CPU) for these articles averages \$3.00, less than the \$7.00 CPU of licensed journals. Based on an average \$1,693 per title\*, licensing all 923 would cost the HSL \$1,562,639!

	Journal Articles	Books
Items Obtained via Document Delivery	9,388	387
Items Provided to Other Organizations	7,453	273

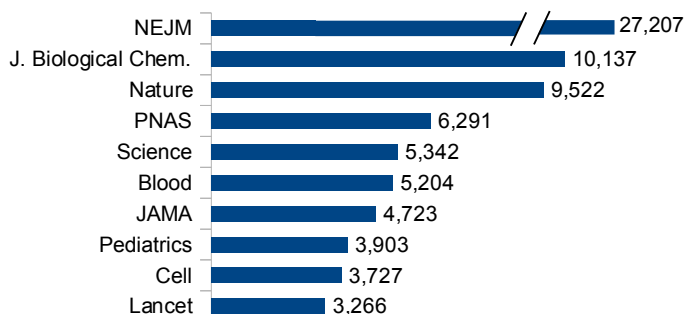
On average, articles arrive within one business day and books within 2-3 business days. Books can be delivered via campus mail to faculty and staff. For more information about document delivery or to sign up for the book delivery service, please contact our team at request@upstate.edu and 464-5116.

\* Bosch, S. and Henderson, K. (2012) Coping with the Terrible Twins | Periodicals Price Survey. *Library Journal* Retrieved from <http://lj.libraryjournal.com/2012/04/funding/coping-with-the-terrible-twins-periodicals-price-survey-2012/>

#### Electronic Journals

We provide direct access to more than 33,000 journals. Last year, 120,229 full-text articles were downloaded from titles purchased by the HSL with an average CPU of \$7.00.

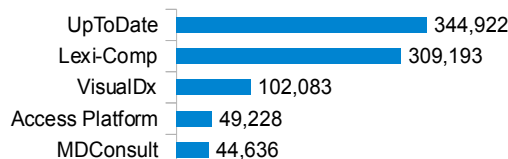
##### 2012 Most Popular Licensed Journals by Full-Text Download



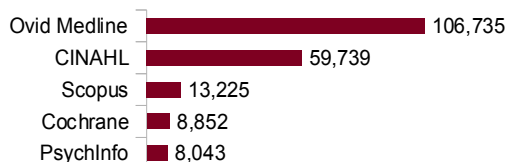
#### Online Databases

We link you to 75+ databases. In 2012, the average CPU for databases was under \$0.50. Elsevier will discontinue MDConsult in February of 2014. The HSL is seeking alternatives to the content provided by MDConsult, including e-books.

##### 2012 Most Popular Clinical Databases by Use



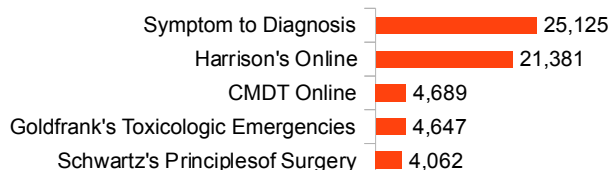
##### 2012 Most Popular Academic & Research Databases by Use



#### Electronic Books

The HSL licenses 300+ electronic reference, text and review books. In 2012, the average CPU of E-books was under \$0.43, providing the HSL with its best return on investment in resources.

##### 2012 Most Popular E-books by Use



## Essential Services

### Reference

Our Reference Team specializes in helping others find answers to their questions. Reference Librarians assist students, faculty, physicians, nurses, researchers, clinicians, staff, the public and people from around the world with navigating Library resources and locating evidence-based information. Our Team provides resources and guides 24/7 via the Library's website ([www.upstate.edu/library](http://www.upstate.edu/library)) and questions are answered in person, by phone (315-464-7091) and email ([library@upstate.edu](mailto:library@upstate.edu)).

In 2012, our Reference Team:

- Answered 2,039 reference questions
- Supported 29 courses with custom online tutorials
- Instructed 1,285 students in 115 classroom sessions

### Clinical Outreach

Clinical Outreach Librarians focus on meeting the needs of Upstate's patients, families, and patient care providers in the community and the clinical settings. We are dedicated to developing resources tailored to specific group needs, providing instruction and library services in the patient care setting. Service satellites include the Family Resource Center located on the 12th floor of the Golisano Children's Hospital and Cancer Resource Center in the soon to open Cancer Center. In 2012, the Clinical Outreach Team provided 14 educational outreach sessions, connecting with 779 people.

### Access Services

The Access Services Team is the gateway for Library customers, whether in person, by telephone or email. We make the HSL's collections accessible by issuing Library cards, helping locate items on the shelves and coordinating check-outs and returns. We also ensure that HSL spaces are safe, clean and meet the needs of our customers, including maximizing access to the popular group study rooms. We connect customers with other Library services such as Document Delivery, Reference, Clinical Outreach and Historical Collections.

### History of Medicine

The HSL maintains an extensive collection of rare books, journals, documents, photographs, medical instruments and other materials relative to the history of medicine at Upstate Medical University, its predecessor schools and Central New York. Learn more at <http://library.upstate.edu/collections/history/>

Over 100 of Upstate's archival photos from the Geneva Medical College, Syracuse Free Dispensary and Hospital of the Good Shepard make up more than 12% of the images available on the New York Heritage site. See them at: <http://bit.ly/upstateheritage>

### Professional Contributions

The HSL staff is active with 28 Upstate, 18 regional and 7 national committees. Our contributions to the profession encompass a range of activities including distance learning, wellness, history of medicine, social media, bylaws, data mining and resource sharing.

## Destination of Choice

In 2012, the HSL was open 5,403 hours over the course of 361 days and met the needs of more than 170,000 customers.

### Complementary Coffee Service

In 2012, our customers consumed 163,944 cups of coffee and used 50,009 cups of hot water to make tea and hot chocolate. This represents an average of 30 cups of coffee and 9 cups of hot water consumed for every hour that the Library was open.

### Leisure Reading

The HSL has revitalized its leisure reading collections, Best Sellers and Health + Wellness, with more than 200 new titles. Stop in to borrow current books about important nutritional topics such as weight loss and gluten-free living or escape into a novel by popular authors like Stephen King, Gillian Flynn and George R.R. Martin.

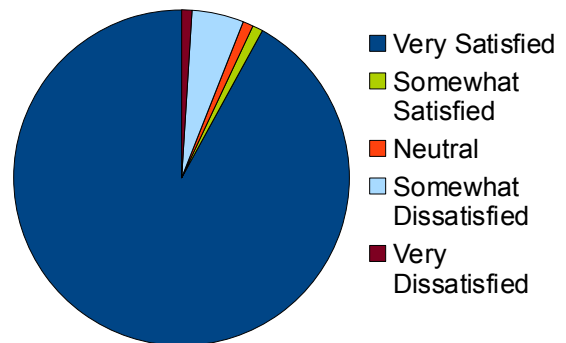
### Art Exhibits

Each year the HSL exhibits the work of 16 artists on our first floor and in the Scholar's Den. Art openings provide the HSL with an unique opportunity to connect with new customers, bring students and staff together in a relaxed setting and promote local artists, many of whom are staff and students at Upstate.

If you have artwork that you would like us to display, please contact Olivia Tsistinas, at [maggioj@upstate.edu](mailto:maggioj@upstate.edu) and 464-7200.

## Customer Satisfaction

The HSL is committed to customer service. Our online survey reports a 7% increase in satisfaction since 2011. To share your thoughts about our services and resources, please complete the survey at: <http://library.upstate.edu/howdidwedo>



### Contact Us

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