

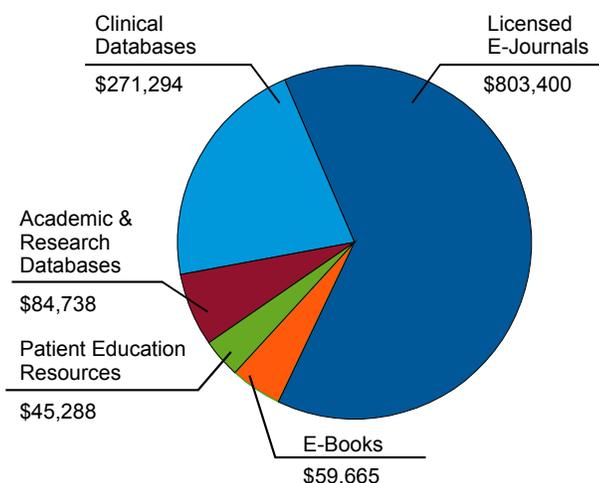
Health Sciences Library Quick Facts 2014

Essential Resources

Investment in Resources

2013 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 2013, we spent \$28,504 to obtain 9,650 articles from 1,080 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 1,080 would cost the HSL \$1,828,440!

	Journal Articles	Books
Items Obtained via Document Delivery	9,650	283
Items Provided to Other Organizations	5,952	251

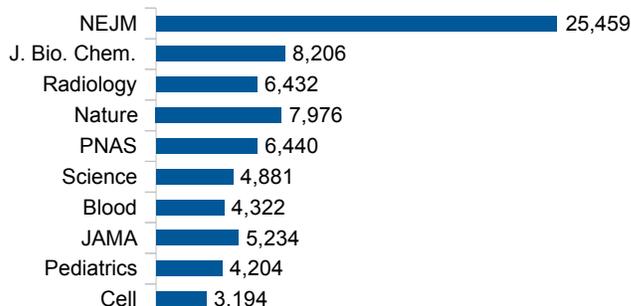
On average, articles arrive within one business day and books within 2-3 business days. Books can be delivered via campus mail to faculty and staff. For more information about document delivery or to sign up for the book delivery service, please contact our team at request@upstate.edu and 464-5116.

* 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

The HSL provides direct access to more than 33,000 journals with an average cost per use of \$7.00.

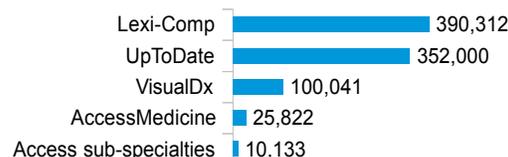
2013 Most Popular Licensed Journals by Full-Text Download



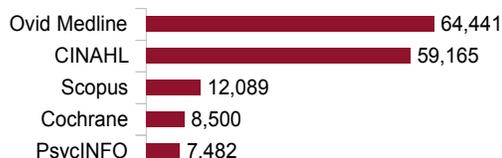
Online Databases

We link you to more than 75 clinical, academic and research databases with an the average cost per use of under \$0.50.

2013 Most Popular Clinical Databases by Use



2013 Most Popular Academic & Research Databases by Use



Electronic Books

The HSL licenses 300+ electronic reference, text and review books. With an average cost per use of \$0.43, e-books provide the HSL with its best return on investment in resources.

2013 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) and questions are answered in person, by phone (315-464-7091) and email (library@upstate.edu).

In 2013, our Reference Team:

- Answered 1,608 reference questions
- Provided 1,300 students with customized online tutorials, available 24/7
- Instructed 1,105 students in 52 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 Centers located on the 12th floor of the Golisano Children's Hospital and on the first floor of the Cancer Center. In 2013, the Clinical Outreach Team provided 25 educational outreach activities, connecting with 2,030 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 History of Medicine.

History of Medicine

The HSL preserves the legacy of Upstate Medical University and its predecessor schools. We also maintain a collection of rare books, journals, documents, photographs, medical instruments and other materials relative to the history of medicine. Learn more at <http://hsl.upstate.edu/history>.

View more than 100 archival photographs at the New York Heritage site, <http://hsl.upstate.edu/nyheritage>.

Destination of Choice

In 2013, the HSL was open 5,300 hours over the course of 360 days and met the needs of more than 174,000 customers.

Complementary Coffee Service

Coffee and hot water continue to be a customer favorite. In 2013, more than 147,550 cups of coffee and 45,000 cups of hot water for tea and hot chocolate. This represents an average of 28 cups of coffee and 8.5 cups of hot water consumed for every hour that the Library was open.

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 a unique opportunity to connect with new customers, bring students and staff together in a relaxed setting and promote local artists.

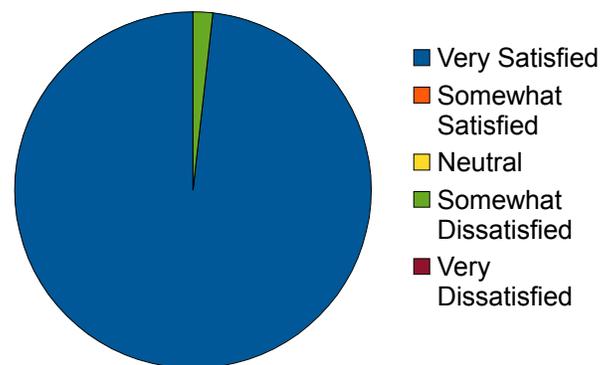
If you have artwork that you would like us to display, please contact Olivia Tsistinas, at maggioj@upstate.edu and 464-7200.

Leisure Reading

The HSL has recently refreshed its leisure reading collections, Best Sellers and Health + Wellness, with hundreds of new titles. These books have been extremely popular and use is up 293%.

Customer Satisfaction

The HSL is committed to customer service. Our online survey reports a 98.8% satisfaction rating. 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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