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.

### 2013 Expenditures by Resource Type

- **Clinical Databases**: $271,294
- **Licensed E-Journals**: $803,400
- **Academic & Research Databases**: $84,738
- **Patient Education Resources**: $45,288
- **E-Books**: $59,665

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!

<table>
<thead>
<tr>
<th>Items Obtained via Document Delivery</th>
<th>Journal Articles</th>
<th>Books</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9,650</td>
<td>283</td>
</tr>
<tr>
<td>Items Provided to Other Organizations</td>
<td>5,952</td>
<td>251</td>
</tr>
</tbody>
</table>

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.

**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.

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**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 an 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

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**Contact Us**

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