



Health Sciences Libraries Help Save Lives: New Jersey's Medical Libraries Participate in *Snapshot Day*, Feb. 19, 2009

Description: Sponsored by the New Jersey State Library (NJSL) and the New Jersey Library Association, 40 hospital and health sciences libraries participated in *Snapshot Day*, Feb. 19 and their totals are in. The NJHA Library spearheaded the effort of the state's medial libraries with *Snapshot Day* and approximately 53 percent participated. What would New Jersey healthcare be like without its hospital libraries, academic medical libraries and nursing school libraries? What valuable services are provided by medical libraries *on a daily basis* that simply go unrecognized and unappreciated? What are health sciences libraries' unique contributions to medical care and what essential services do they provide to healthcare professionals every day? If libraries lost adequate funding and support, what would be missed and by how many? Together, they created a statewide snapshot of the contribution libraries make to patient care, research and education.

Snapshot # of Hospital and Health Sciences Libraries: One day in the life of 40 participating medical libraries in *Snapshot day* showed a total of 3,887 user onsite visits to these libraries, 1,322 library resources circulated or used, 836 research, reference or related requests answered by librarians, 99 for consumer health and 1,209 computer uses by onsite visitors. Importantly, these libraries provided 100 educational programs serving 519 people, including computer, database and bibliographic instruction, library tours, library outreach programs in the community and class visits to the library.

Questions Answered; Patron Feedback: Research requests included a wide variety of clinical, research, student and consumer questions such as images of pericardiocentesis and cardiac tamponade, history of the tourniquet, all aspects of the infectious disease *Campylobacter*, pay-for performance and quality, living wills, what is it like living with a pacemaker, role of prophylactic bilateral oophorectomy in colon cancer treatment, drug dosage and other medication information and much more. Medical library users commented frequently that the library and librarian contribute to quality to patient care, library staff are friendly, courteous and efficient and librarians were key to helping them find and/or use evidence-based information.

High-tech Means High Touch: Many hospital librarians said *Snapshot Day* was very revealing in terms of capacity, services and management. Total onsite visitors per day is not something typically tallied and many were surprised at their own library's high 'gate counts.' It brings to mind the words of Naisbitt in *Megatrends* regarding technology. Perhaps in a world of ever-growing clinical electronic information, "the more high tech, the more high touch."

Discussion is underway for quarterly snapshots of health sciences libraries in New Jersey to help examine trends. If February 19 is a typical day, then New Jersey's medical libraries currently serve more than 1.4 million users onsite annually, answer more than 305,140 research and reference questions, 36,135 consumer health questions, circulate more than 482,530 print and non-print resources, and provide 36,500 educational programs and 441,285 onsite computer uses.

For more information: *Snapshot Day* <http://njla.pbwiki.com/Snapshot> was created and sponsored by the NJSL and the New Jersey Library Association in cooperation with the NJSL Libraries Change Lives Task Force with Michelle Volesko Brewer, NJHA Library director representing health sciences libraries. What contributions do the state's libraries make to New Jerseyans? Initiatives currently are underway to identify and promote the value of all libraries-- public, school, academic and special libraries – including hospital, medical and other health sciences libraries. Snapshot Day is one component of this larger effort that looks at how libraries help solve life's problems for a wide variety of New Jerseyans: <http://www.solvinglifeproblems.org/>. Other activities include storytelling, television commercials and snapshot day photos see: <http://www.flickr.com/photos/njla/sets/72157613977204372/>

Data Details:

N = 40 Total Reporting Libraries' Institutions / Campuses*

3,887 – Library User Onsite Visits / Door Count. Services as Follows:

- 312 - Adult book circulation
- 164- A/V Non print circulation
- 41 - Library cards issued
- 846 - Newspaper and journal use
- 704 - Reference, research requests and Librarian mediated database searches answered/provided
- 15 – Resumé help and job application assistance
- 16 - Other government assistance / applications / e-government
- 99 - Consumer health questions answered
- 2 - Tax forms and tax assistance
- 1,209 - Computer use sessions (Internet / word processing)
- 38 - Volunteer / community service hours

100 Total Programs with 519 Total Attendance - Detailed Breakdown as Follows:

- 1 - Teen program with 13 with total attendance
- 16 - Computer technology classes with 93 total attendance
- 10 - Other classes (tutoring, ESL) with 31 total attendance
- 24 - Bibliographic instruction classes with 93 total attendance
- 8 - Class visits to the Library with 103 total attendance
- 23 - Tours of the Library with 69 total attendance
- 2 - Outreach programs (visits to schools or agencies) with 35 total attendance
- 16 - Meeting rooms used by community groups with 82 total attendance

*** Reporting Libraries – Institutions and/or Campuses**

1. Capital Health - Fuld Campus
2. Capital Health - Mercer Campus
3. CentraState Healthcare System
4. Chilton Memorial Hospital
5. East Orange General Hospital
6. Englewood Hospital and Medical Center
7. Holy Name Hospital
8. Greystone Park Psychiatric Hospital
9. Hackensack University Medical Center

10. Jersey Shore University Medical Center
11. Kessler Foundation Research Center, West Orange
12. Monmouth Medical Center
13. Morristown Memorial Hospital
14. Mountainside Hospital – Assmann Health Sciences Library
15. Mountainside Hospital – School of Nursing Library
16. New Jersey Hospital Association Library
17. Overlook Hospital
18. Palisades Medical Center
19. Riverview Medical Center
20. Robert Wood Johnson University Hospital at Rahway
21. Saint Barnabas Medical Center
22. St. Joseph's Regional Medical Center
23. St. Joseph's Wayne Hospital
24. St. Mary's Hospital Passaic
25. Saint Peter's University Hospital
26. Shore Memorial Hospital
27. Trinitas Regional Medical Center
28. UMDNJ – Camden Campus Library (Cooper University Hospital)
29. UMDNJ – New Brunswick and Piscataway Campuses (Robert Wood Johnson Library of the Health Sciences)
30. UMDNJ – George F. Smith Library of the Health Sciences, Newark
31. UMDNJ – Health Sciences Library, Stratford
32. UMDNJ – RWJ Medical School Media Library, Piscataway
33. Underwood-Memorial Hospital
34. University Medical Center at Princeton
35. VA NJ Health Care System (Lyons and East Orange Libraries)
36. The Valley Hospital
37. Virtua Memorial Hospital Burlington County
38. Virtua West Jersey Hospital-Voorhees

Sample Reference Requests

- Sweets syndrome
- Exaggerated blood pressure response to exercise
- What is correct dosage of gemcitabine for advanced pancreatic cancer
- When will the new formulation of Amiodarone become commercially available
- What is the end of life review
- What is brain dead
- Asthma increases in reporting of asthma
- Consumer health drug information
- Clinical information updates
- Local history
- Integration of evidence-based nursing into curriculum
- All information about New York Attorney General lawsuit with HMO
- What sources are there for grant announcements in N.J.
- Need copy of Violence in Workplace Act
- What organizations are working on the DNR guidelines
- Is there a standard for EMS response time
- Is there a formula for EMS service needs
- Information on eastern religions

- How do I find radiology articles about Cystic Fibrosis
- Please find journal articles about the role of prophylactic bilateral oophorectomy in the treatment of colon cancer
- Can you help me find details about two doctors including where they went to school
- Find images of pericardiocentesis and cardiac tamponade for a class I am teaching
- Nursing rounds and patient satisfaction
- First aid for tooth and jaw injuries
- Literature search on DVT (deep vein thrombosis)
- Helped medical student find information on Wegener's Granulomatosis
- Operating room renovation and impact on hospital
- Information on living wills
- Does pay-for-performance increase quality of care
- IDSA/ATS (Infectious Disease Society of America)'s community-acquired pneumonia guidelines
- Evidence-based tomography versus ultrasound for diagnosis of appendicitis
- Paraneoplastic syndrome(s) manifesting as altered mental state
- Co-existing disease and alcohol consumption
- History of tourniquet
- Current guidelines for aspirin use to prevent stroke and myocardial infarction
- Nurse recruitment and retention
- VAC device in burn patients
- Cardiology
- People search
- Locate articles, journal titles and audiovisuals
- Risk assessment for pre-op ortho screening tools
- Pre-op screening tools related to risk of infection and any pre-op risk assessment for surgery
- All aspects of the infectious disease Campylobacter
- What is it like living with a pacemaker

Patron Comments about New Jersey's Hospital and Health Sciences Libraries:

- Thank you so much for your help in trying to get our grant
- I like the newly renovated library
- I cannot live without it (library)
- I am not computer savvy (too old) and the librarians have been most helpful. Need political information
- Library is a very important place for people like myself who need to research important information I am not sure about
- Library is very well organized and friendly
- Yes, perfect, thank you so much
- Thanks, this looks like a useful link
- Thank you I will digest this and let you know if I have more questions
- Thanks so much for the clarification, as always you are always three steps ahead of the game
- Thank you so very much for your help I really appreciate this
- I can't tell you how much I appreciate all the work you did on this
- Thank you for helping with all the materials for my PhD degree
- Librarian is a great person and a big help
- The library is an asset
- The library is wonderful necessary resource in the hospital for patients and employees
- The library is wonderful
- The main thing of importance to me is support for professional journal searches and acquisition of articles related to the care of medical patients
- The library is a great resource to all [hospital] departments

- Libraries serve our communities in a very positive way; children should grow up with libraries in their neighborhood
- The library is a wonderful resource for staff and patients. Librarian is an asset to the hospital – always willing to assist
- I like to use the library to relax and read during lunch break
- Can't live without our library
- Computers and printers always kept in pristine condition
- Great and an amazing service – librarian is absolutely wonderful
- Very accessible everyone is so nice; very peaceful, too
- I do a lot of work for the school in the library, thanks!
- I love the comprehensive data search system
- Staff is very helpful! Don't change that!
- Do other people know about this? (comment about reference help provided)
- Thank you, I got on "A" in my class because of your help
- Thank you for all your help. My paper will be published!
- Libraries are always helpful and valuable for evidence based information
- The library staff are always pleasant and go out of their way to help staff physicians
- Through the years library services have remained steadfast in ordering textbooks for classes, journals with the latest technology and various CDs
- Their updated archiving system allowed our department to locate articles that we require for research.
- Any questions along the way were answered with courtesy and efficiency
- This service has been invaluable and continues to be fulfilling the mission and goals of patient care services
- If one was to describe the library service, it would be a service that is friendly, courteous and above all efficient

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