

**Himmelfarb Health Sciences Library, The George Washington University
Health Sciences Research Commons**

Himmelfarb Library Annual Report

Himmelfarb Health Sciences Library

2014

Himmelfarb Library Annual Report 2014

George Washington University, Himmelfarb Health Sciences Library

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Annual Report: Himmelfarb Health Sciences Library



July 2013 – June 2014

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Himmelfarb Health Sciences Library

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Mission

The mission of the Himmelfarb Health Sciences Library is to meet the information needs of the faculty, staff, and students of the George Washington University School of Medicine and Health Sciences, Milken Institute School of Public Health, and School of Nursing, and to support their educational, research, and patient care programs by:



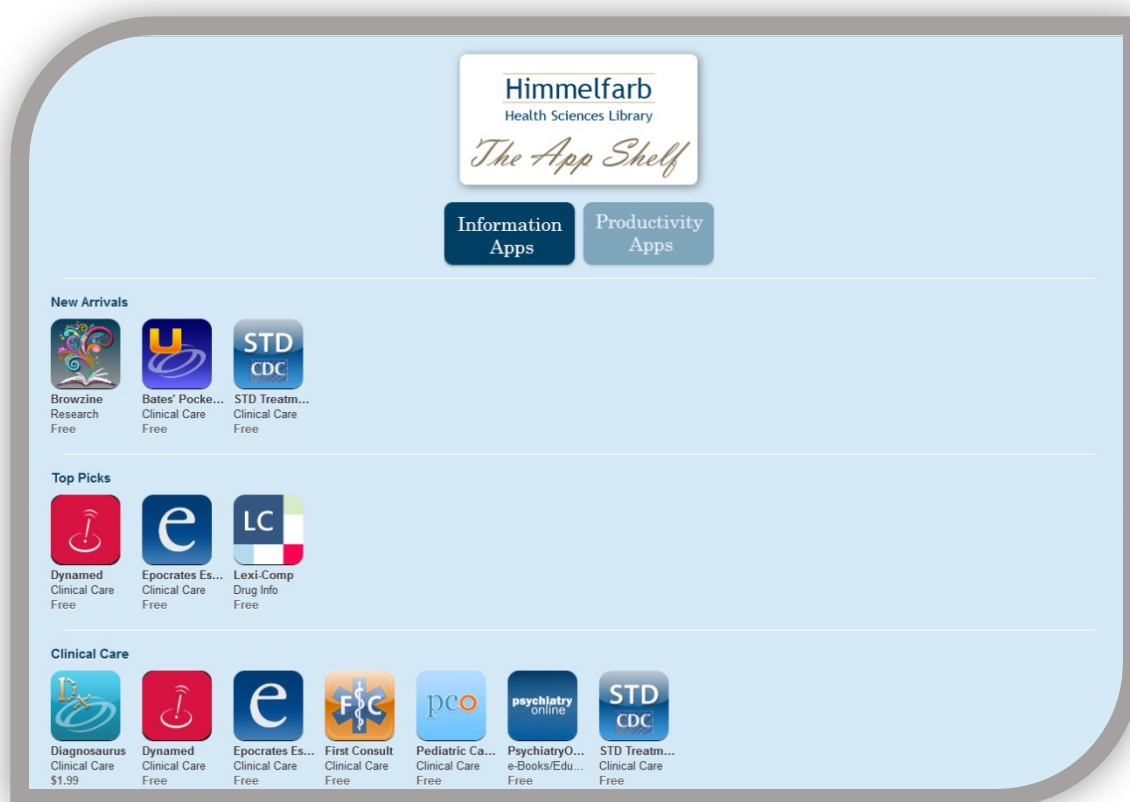
- providing resources and services that meet users' needs
- making available automated information systems which support users locally and from remote sites
- creating an educational environment that promotes independent learning and fosters informed users of information and information / educational technologies
- providing access to resources not held at the institution

Resources to Meet Users' Needs

Himmelfarb improved access to resources in a number of ways during the 2013-14 academic year by both expanding resources outside of the Foggy Bottom campus and promoting access in new formats. The BSN Nursing Portal was created in 2009 to provide electronic access to nursing resources for undergraduates at the VSTC campus. As the undergraduate program grew and nursing research faculty relocated from Foggy Bottom to VSTC, the demand for additional specialty and research materials readily available on the main campus grew. During 2013-14, licenses for all journal publishers used by Himmelfarb were reviewed and renegotiated to provide seamless access at the VSTC/Ashburn, VA campus. By June 2014, Himmelfarb was able to retire the portal and replace it with full access to the Himmelfarb home page, thereby

providing all students and faculty served by Himmelfarb with identical resources and access points.

Mobile devices became a primary vehicle for accessing Himmelfarb resources this year. In January 2014, the *AppShelf* (<http://himmelfarb.gwu.edu/apps/>) was introduced to students and faculty to support the use of information resources in a mobile environment. The AppShelf provides information about and access to mobile versions of Himmelfarb electronic resources. It also includes suggestions and tips about productivity apps for your mobile devices. A wide range of point-of-care and reference materials are available in formats suitable for mobile devices. It has been accessed 649 times between January and June 2014. The School of Medicine plans to introduce iPads in the first-year curriculum in fall 2014. Librarians have been working with faculty to assist in the rollout of this initiative.



The Himmelfarb App Shelf

During the 2012-13 academic year, the Himmelfarb collection development team worked on a monographic assessment project to review and update the book collection—both print and electronic. This refreshment of the collection continued in 2013-14 with an inventory of the collection and the introduction of an approval plan for new monographic purchases. Weekly, departmental liaisons review recent publications in their subject areas and make purchase recommendations. These purchases enhance the selections made by patrons through our PDA

(patron driven acquisition) program begun in 2012. During 2013-14, 71 e-books were purchased through the PDA program. Most heavily used titles included the following:

- Essentials of Health Policy and Law – 4144 uses
- Health Policy and Politics – 3883 uses
- Nursing Information and the Foundation of Knowledge – 1206 uses
- Understanding Nutrition – 1004 uses
- Essentials of Nursing Research – 851 uses

In total, 725 print monographs, 1,261 e-books, and 339 e-journals were added to the collection last year. It is interesting to note that circulation of materials increased by 18% last year indicating that the purchase of core textbooks in all subject areas remains a key resource for library patrons.

Himmelfarb librarians also worked to increase the visibility of scholarly output of faculty within the three schools served. The Library continued to support open access initiatives and faculty published 49 articles in BioMed Central and 65 articles in PLOS. The Faculty Publications database was moved from a static program to the Health Sciences Research Commons (HSRC) (<http://hsrc.himmelfarb.gwu.edu/>) which allows for linkage to the full text of faculty publications and permits scholars to upload poster presentations, open access articles and other scholarly materials. The Research Commons is now featured on the top level of the Himmelfarb home page.

Himmelfarb Health Sciences Library, The George Washington University
Health Sciences Research Commons

Himmelfarb Library Faculty Posters and
 Presentations

Himmelfarb Health Sciences Library

10-2014

**New Roles: Participating on the Curriculum
 Redesign Team**

Laura E. Abate
George Washington University

Gisela Butera
George Washington University

Alexandra Gomes
George Washington University

Thomas Harrod
George Washington University

Anne Linton
George Washington University

Health Sciences Research Commons

A key feature of the Health Sciences Research Commons (HSRC) is its ability to function as an online repository for gathering, archiving, and disseminating the research output of the Milken Institute School of Public Health, the School of Medicine and Health Sciences, the School of Nursing, and the Himmelfarb Health Sciences Library, at The George Washington University. In October 2013, The George Washington University's School of Public Health and Health Services (now the Milken Institute School of Public Health) approached the Himmelfarb Health Sciences Library about moving a large collection of Health Policy Department publications and citations from the school's website into the Health Sciences Research Commons (HSRC) institutional repository. After a project planning meeting with the school's representative, library staff began uploading documents and citations from the collection. Working from a spreadsheet and file set provided by the school, library staff processed 604 citations (including 319 full-text files) dating back to 1996. Despite some problem files and citations, the majority were added to HSRC between November 2013 and April 2014. The successful completion of this project led to increased exposure of faculty research through standardized metadata, search engine optimization, and inclusion of research in the Digital Commons Network. Additionally, the establishment of new partnerships between the library and the public health school opened the door to future scholarly communications collaborations. These publications are among the most frequently downloaded from the Health Sciences Research Commons. Since its debut, there have been 85,381 full-text downloads from the Health Sciences Research Commons. 2,856 submissions were added during 2013-2014.

To date, the most frequently downloaded publications from the Health Sciences Research Commons include the following:

[Building a High-Quality Language Services Program Toolkit](#)

Jennifer Trott, Catherine West, Priti Shah, and Marsha Regenstein

[Metastatic castration-resistant prostate cancer: Critical review of enzalutamide](#)

Joelle El-Amm, Nihar Patel, Ashley Freeman, and Jeanny B. Aragon-Ching

[Harnessing Knowledge to Ensure Food Safety: Opportunities to Improve the Nation's Food Safety Information Infrastructure](#)

Michael R. Taylor and Michael B. Batz

[Anesthetic considerations for robot-assisted gynecologic and urology surgery](#)

Jeffrey S. Berger, Taghreed Alshaeri, Rayo Lukula, and Paul Dangerfield

[A framework for application of metabolic modeling in yeast to predict the effects of nsSNV in human orthologs](#)

Hayley Dingerdissen, Daniel S. Weaver, Peter D. Karp, Yang Pan, Vahan Simonyan, and Raja Mazumder

[What is fair? Choice, fairness and transparency in access to prescription medicines in the United States and Australia](#)

Ruth Lopert and Sara J. Rosenbaum

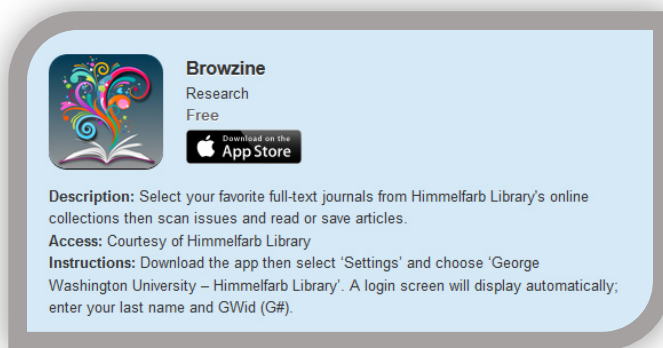
Low Health Literacy: Implications for National Health Policy

John A. Vernon, Antonio Trujillo, Sara J. Rosenbaum, and Barbara DeBuono

Finally, nine anatomic models were added to the collections of the Bloedorn Technology Center to support the studies of physical therapy, exercise science, PA, and medical students.

Making available automated information systems which support users locally and from remote sites

In 2012-13, the Library added many tools for utilizing electronic resources such as Browzine—for easy mobile access to journal content, *Health Information @ Himmelfarb*—a single search box for accessing multiple databases, and a new catalog for tracking all print and electronic resources.



Browzine

Health Information @ Himmelfarb has been a resounding success with an average of 8,345 connections/sessions and 8,377 full-text downloads a month in 2013-14. As Himmelfarb's e-text collection has grown, *Health Information@Himmelfarb* has served as a key entry point for users to this collection. The new catalog and integrated library system, shared with Burns Law Library, sits on a cloud based platform and has provided increased stability and improvements in both the online catalog and behind the scenes cataloging, acquisitions, and circulation operations. The transition to the new system was completed in four months with virtually no system downtime or disruption in service to library users.

In 2013-14, the emphasis was on designing and delivering tools to increase access to resources. First and foremost among these projects was a completely redesigned web page which debuted in January 2014 after extensive usability testing. The new page aims to enhance usability and increase accessibility to electronic resources with a streamlined interface and responsive design that adapts to mobile screens. The *AppShelf* was part of this redesign. Use of the home page as an entry point to Himmelfarb collections has grown to an average of 18,514 uses per month since the introduction of the redesigned page.

With the sunsetting of the BSN Portal in summer 2014, the redesigned Himmelfarb web page became the sole point of access for the Library's electronic resources. Students in the newly-initiated MPH@ GW program were introduced to these resources through a set of tutorials and information guides designed specifically for distance education students in public health.

Education on information resources remained a key pillar of the Library's services. A total of 1,470 instructional sessions were held, with 18,116 attendees. Five new online tutorials on topics such as Camtasia and judging impact and 10 research guides on topics such as nutrition and active learning were created. Fourteen systematic reviews were conducted on topics ranging from Dengue fever to knee injuries.

During spring 2014, a survey was conducted of all students served by Himmelfarb. A total of

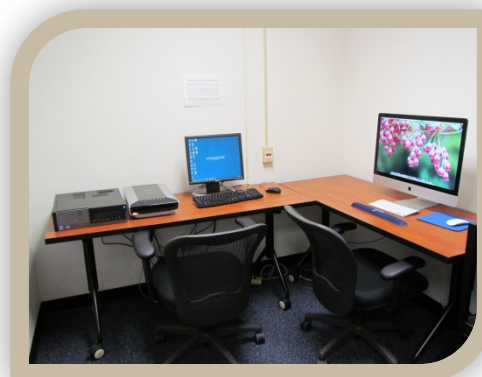
“You all are the best thing going since a slice of bread!! Thanks so much.”

-from student survey

441 students responded. Nearly all students were pleased with Library resources and services. 78 % of student respondents indicated that they were satisfied or extremely satisfied with electronic resources and 75 % indicated that they were satisfied or extremely satisfied with library instruction. Two areas were identified as needing improvement: facilities and outreach to selected student groups. As a result, librarians are

developing improved outreach plans for physical therapy, PA, and distance public health students that include social media and the promotion of online reference and consultation. See below for facilities improvements.

With an increased emphasis on active learning across the University, Himmelfarb expanded resources available on the MultiMedia Cart and Multimedia Curricular Workstations, located on the third floor in the Bloedorn Technology Center, in order to provide more equipment, tutorials and assistance to create materials for active learning. An accompanying research guide, entitled *Active Learning Resources* (<http://libguides.gwumc.edu/activelearning>), was published to help faculty identify cases, images, and assessments for active learning. The equipment housed in the library's media carts (laptops, digital voice recorders, digital camcorders, etc.) had 135 initial circulations in FY2013-14. 73% of borrowers were faculty/staff and 27% were students.



Multimedia Curricular Workstation

Under the U.S. National Institutes of Health (NIH) [Public Access Policy](#) all peer-reviewed articles arising from NIH-funded research are required by law to be submitted to [PubMed Central](#), to be made publicly available no later than 12 months after the date of publication. Himmelfarb librarians have served as a resource for researchers seeking compliance since the inception of the Public Access Policy offering consultation services and creating a research guide on compliance (<http://libguides.gwumc.edu/NIHcompliance>). In early 2013, NIH initiated a policy of delaying award processing for non-competing continuation grant awards with a start date of July 1, 2013 or later if publications arising from a grant award were not in compliance with the

NIH Public Access Policy. Himmelfarb librarians worked closely with GW researchers and the Office of Research throughout the 2013-14 year to move GW researchers from 74% to 92% compliance with the Public Access Policy.

Himmelfarb librarians also worked to promote scholarly communications by supporting open access publications and highlighting opportunities to publish in interdisciplinary and traditional venues. The research guide on scholarly publishing (<http://libguides.gwumc.edu/scholarlypub>) was updated throughout the year and, on April 8, 2014, the Library hosted Dr. Jose Merino to speak about the editorial and peer review process that goes on behind the scenes at BMJ and similar popular journals. Dr. Merino is the US Clinical Research Editor for BMJ. The Burns Law Library, the Gelman Library, and the Himmelfarb Health Sciences Library jointly sponsored a set of panels for early career researchers and graduate students on interdisciplinary publishing. Topics were as follows: [Writing and Publishing in Cybersecurity](#), [Writing and Publishing on Autism & Neurodevelopmental Disorders](#), and [Go Team! Writing and Publishing in Collaborative Science](#).

Faculty from the School of Medicine and Health Sciences, Milken Institute School of Public Health and the School of Nursing published 118 articles in open access publications. Journals in which faculty published most frequently in 2013-14 included the following titles:

<i>PLoS ONE</i>
<i>Global Public Health Policy</i>
<i>Academic Emergency Medicine</i>
<i>Health Affairs</i>
<i>Diabetes Care</i>
<i>Annals of Emergency Medicine</i>
<i>Academic Medicine</i>
<i>International Journal of Cardiology</i>
<i>Lancet</i>
<i>Pediatrics</i>
<i>Journal of Professional Nursing</i>

Journals most frequently accessed by students and faculty from the Himmelfarb home page during 2013-14 included the following titles:

<i>New England Journal of Medicine</i>
<i>JAMA : Journal of the American Medical Association</i>
<i>PLoS ONE</i>
<i>Nature</i>
<i>Science</i>
<i>Health Affairs</i>
<i>Proceedings of the National Academy of Sciences of the United States of America</i>
<i>Lancet – North American Ed</i>
<i>American Journal of Public Health</i>
<i>Pediatrics</i>

Creating an educational environment that promotes independent learning and fosters informed users of information and information/educational technologies

With a growing number of students enrolled in distance education programs in public health, health sciences and nursing and more students located at the Ashburn campus, the educational environment has extended to cyberspace. To respond to our growing offsite population, Himmelfarb expanded its embedded librarian program in 2013-14. Six librarians were embedded in 27 courses (67 sections), offering reference and consultation services within the online environment to 1,218 students. BlackBoard Collaborate continues to be used to provide these students with education sessions on citation management, research strategies, and application software for spreadsheets and infographics. Online tutorials (<http://himmelfarb.gwu.edu/tutorials/>) on topics such as study design, database searching, and citation management continue to supplement this instruction. Informationist services were offered to two clinical services—medicine and emergency medicine. A series of online tutorials for students in the MPH@GW program were created.

On-site, a number of upgrades were made to the physical and networking plant including the following:

- refreshed first floor with paint, carpeting, additional tables, more electrical outlets, and rebuilt elevator cab
- replaced the old printing service with Colonial Printing which offers greater stability and easier access to printing from mobile devices
- improved signage so that it is clear where resources and software are available
- improved wifi access with the GWireless system
- additional checks of computer hardware and keyboards to ensure that they are in working order
- additional boxes of markers and erasers prepared for checkout at the Circulation desk.
- introduction of an online room reservation system for 19 select study rooms (<http://himmelfarb.gwu.edu/services/groupstudy.cfm>)
- conversion to a cashless system for fines, document delivery, and other transactions, using GWorld transactions and credit payments

Outreach

Himmelfarb Library continued to reach out to its users in fun and interesting ways. The Annual Art Show opened in April with a reception for participants. There were 113 entries in the show this year. You can view many of the impressive entries online at http://hsrc.himmelfarb.gwu.edu/artshow_gallery_2014/.



2014 Annual Art Show at Himmelfarb Library

The Healthy Living (<http://himmelfarb.gwu.edu/healthyliving/>) program continued with 9 events including visits from Whole Foods nutritionists and dietitians. The workshop on healthy chocolate, timed with Valentine's Day, was particularly well attended. Sessions on art therapy and jewelry making were also well attended and lots of fun. During March Madness, Himmelfarb sponsored a basketball hoops contest to support the Healing Clinic. \$183.29 was raised. To close the year, the Library hosted the exhibit: *Every Necessary Care & Attention George Washington & Medicine*. The exhibit, loaned from the National Library of Medicine, highlighted colonial medicine and the role played by George Washington in his large household's health. Denver Brunsman, GW assistant professor of history, and Mea Clift, an historical re-enactor, opened the exhibit with insights into daily life in the colonial era. The Library also sponsored "Food for Fines" where students had the opportunity to donate non-perishable food items to pay fines. The Library took in 10 boxes worth of non-perishable food items in lieu of cash payment for fines in late April and early May. The food went to Bread for the City.

Providing access to resources not held at the institution

Interlibrary Loan

The policy whereby faculty and students may request 15 interlibrary loans each semester at no charge was continued for 2013-2014. On behalf of faculty, the Library requested 676 documents from partner libraries. The Library remains a net lender in terms of interlibrary loan requests, having delivered over 2,793 documents to other libraries. To facilitate interlibrary loan requests, the request interface was redesigned and a LibGuide to help guide users through the process (<http://libguides.gwumc.edu/c.php?g=27852>) created.

The Library's disaster plan was updated to allow for continuation of service in the event of an emergency and the documents made available for secure, remote access.

Partnerships

The Library continues to partner with the Burns Law and the Gelman Libraries to make joint purchases in interdisciplinary areas and serves as a Resource Library of the National Network/Libraries of Medicine. Himmelfarb also continues to work with the faculty at the Children's National Medical Center and the staff of the CTSI to build and enhance the expert researcher community through databases such as SciVal. Through the generosity of a grant from the Elsevier Foundation, Himmelfarb librarians have the privilege of working with the MEPI program and the University of Malawi College of Medicine as consultants on the College of Medicine's new library building.

Future Plans

The Library plans to undertake the following major initiatives in 2014-2015:

- Identify and implement improved methods to reach out to off campus students in nursing, health sciences and public health
- Increase the use of social media for the promotion of library resources, services and events
- Study the need for bioinformatics support to faculty and students
- Explore opportunities for creating collaborative space within the Library for data visualization, media development, and dissertation readiness
- Implement the “Infobutton” to deliver evidence-based information in clinical settings
- Continue to evaluate and implement the findings from the student survey
- Conduct a survey of faculty regarding library resources and services
- Finalize and implement a strategic plan for 2015-2020
- Conduct a pilot exploration of alternative means of measuring the impact of scholarly output (beyond faculty publications and citations) with the GWSPH
- Provide accreditation support to GWSPH, SMHS, and SON

Appendix: Professional Participation and Accomplishments

Committees

Librarians served on the following University committees:

- University Hospital’s Patient Education Committee
- Medical Center’s Web and Classroom Planning/Facilities Group
- School of Medicine’s Curriculum Management Group
- School of Medicine’s Instructional Technology Integration Committee
- School of Medicine’s Practice of Medicine (POM) Group
- University Committee on the Status of Women Faculty and Librarians

- The George Washington University's Committee on Human Research/Institutional Review Board, Panels #1 and #2
- University's Coalition for Teaching Support
- Faculty Senate Committee on Libraries
- GW Burns Law Library Promotions Committee
- School of Medicine's Instructional Technology Task Force

Librarians served on the following national committees:

- AAMC Group on Information Resources
- AAHSL Committee on Scholarly Communications
- AAHSL/NLM Leadership Development Program
- MLA/Mid Atlantic Chapter 2014 Program Committee
- MLA/Mid Atlantic Chapter Professional Development Committee
- MLA/Mid Atlantic Chapter Awards Committee
- MLA/Mid Atlantic Chapter Nominating Committee
- MLA 2014 National Program Committee
- MLA Systematic Review Committee
- LiME (Librarians in Medical Education)

Professional Development

Posters/Presentations:

Abate, L.E.; Butera, G.; Gomes, A.; Harrod, T.; and Linton, A. "New Roles: Participating on the Curriculum Redesign Team" (2014). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 2014.

Abualenain, J.; Alabdrabalnabi, T.; Rasooly, I.R.; Levett, P.; and Pines, J.M. "The Impact of Interventions to Reduce Length of Stay in the Emergency Department: A Systematic Review"

(2013). Poster presented by Dr. Abualenain at the Society for Academic Emergency Medicine (SAEM) 2013 Annual Meeting in Atlanta, Georgia, May 14-18, 2013.

Butera, G., Pinkney, A., and Gomes, A. [Past, Present, and Future: Create a Library Video to Promote Outreach and Marketing!](#) (2013). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 2014.

Cook, C.D.; Knight, K.; and Sullo, E. [The Himmelfarb Library Annual Art Show: Celebrating the Creative Abilities of Faculty, Staff, and Students](#) (2013). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 2014.

Corbett, M. and Cook, C.D. "Migrating Faculty Publications from a Department Website to an Institutional Repository" (2014). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 2014.

Gomes, A.; Butera, G.; and Abate, L.E. [You Can Do That in a Library? Building Sound Minds and Healthy Bodies](#) (2014). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 2014.

Gomes, A.; Butera, G.; Abate, L.E.; Silverman, J.; and Lee, Y. "Yoga, Spaghetti Squash, Art Collages and Shooting Hoops? Building Sound Minds and Healthy Bodies in the Library" (2014). Poster presented at the Medical Library Association Annual Meeting, May 2014.

Levett, P. "Helping Principal Investigators Comply with the NIH Public Access Policy" (2014). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 2014.

Linton, A.; Abate, L.E.; Sullo, E.; and Brown, S.W. "Closing the Gap: Serving Nursing Students on a Separate Campus" (2014). Poster presented at the Medical Library Association Annual Meeting, May 2014.

Paul, G.P.; Lee, Y.; Thompson, J.L.; Abate, L.E.; Silverman, J.; and Linton, A. "Re-building Our Collection: A Data & Department-driven Approach to Monograph Assessment" (2014). Poster presented at the Medical Library Association Annual Meeting, May 2014.

Thompson, J.L.; Abate, L.E.; Lopez, J.B.; and Miller, J.M. "Himmelfarb 911! Using LibGuides and Scenarios to Inform and Train Library Staff on Disaster Response" (2014). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, October 2014.

Thompson, J.L.; Cook, C.D.; Brown, S.B.; et al. (2013) "All hands on deck: a team approach to system migration" (2013). Poster presented at the Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, Pittsburgh, PA, October 14, 2013.

Books and Articles

- Blake, M. (2014). Marketing library mobile resources: Welcome to the library app store. *Computers in libraries* 34(3), 4-8.
- Butera, G., Gomes, A.W., Kakar, S. (2014). Expanding our roles: Embedded in curriculum design. *Medical Reference Services Quarterly*, 33(3), 292-301.
- Cook, C. D. & Foot, M. M. (2013). Incunabula in the Westminster Abbey and Westminster School Libraries. London: Bibliographical Society.
- Cook, C. D., & Foot, M. M. (2014). An additional incunabulum in Westminster Abbey Library. *The library: The transactions of the Bibliographical Society*, 15(2), 185-186.
doi:10.1093/library/15.2.185.
- Gomes, A. W. (2013). Launching a Mobile Initiative: Outreach Strategies. In C. Harmon & M. Messina (Eds.), *Mobile Library Services: best practices* (pp. 15-29). New York: Scarecrow Press.
- Sheingold, B.H., Harrod, T. (2013). Mind the gap: Fostering scholarship-into-practice for advanced practice nursing students through embedded librarianship. *International Journal of Education*, 5(4).
- Jurjus, R.A., Lee, J., Ahle, S., Brown, K.M., Butera, G., Goldman, E.F., and Krapf, J.M. (2014). Anatomical knowledge retention in third-year medical students prior to obstetrics and gynecology and surgery rotations. *Anat Sci Educ*. 2014 Mar 3. doi: 10.1002/ase.1441.
- Linton, A., & Gomes, A. (2014, March 25). Advancing an African medical library into the digital age. *Elsevier Connect*. Retrieved from <http://www.elsevier.com/connect/advancing-an-african-medical-library-into-the-digital-age>.
- Sullo, E. (2014). Academic library administrators perceive value in their librarians' research. *Evidence Based Library and Information Practice*, 9(3), 89-91
- Thompson, J. (2014). *Implementing Web-Scale Discovery Services: A Practical Guide for Librarians* (Practical Guides for Librarians Series, 9). Lanham, MD: Rowman & Littlefield.

Research Studies

Librarians participated as team members on the following research studies:

- **E-Professionalism and Social Media**-- Dr. Terry Kind and Dr. Chretien
- **Reproductive and Ethics Curriculum** - Dr. Seema Kakar, Dr. Julia Frank, Dr. Matthew Mintz

"This research presents a reproducible structure for addressing both medical and ethical considerations in educating pre-clinical students about abortion."

- **Anatomical Modules /Knowledge 3rd Year Rotation-** Dr. Rosalyn Jurjus, Dr.Jillian Krapf, and Dr. Juliet Lee "Understand the benefits of longitudinal integration of anatomical modules in the curriculum and improving clinical and surgical anatomical knowledge of students."
- **Mature and Traditional Medical students:** Dr. Rosalyn Jurjus, Dr.Jillian Krapf, "Comparing the Experience of Mature-Aged and Traditional Medical Students in the Clinical Setting"

Quick Facts

Himmelfarb Health Sciences Library by the Numbers **2013/2014:**

- 3,926 accessible electronic journals
- 3,031 electronic textbooks
- 5,349,761 web page views
- 12,782 initial circulations
- 13,135 reference questions answered
- 1,470 classes/orientations with 18,116 attendees
- 533,373 in-person users
- 92 research guides
- 155 online tutorials
- Documents delivered:
 - 675 documents requested for faculty from other libraries
 - 2,793 documents delivered to other libraries

"...I think this 'Ask a Librarian:' service is the absolute best. I have used it a few times and it has always brought terrific results."

-from student survey