

Growing Value, Branching Out

2014–2015 Library Progress Report

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Director's Message

Our biannual library progress report has arrived!

Within these pages, readers will have an opportunity to peruse highlights of the activities and accomplishments of the library staff for 2014-2015.



Each time we prepare this report, we embrace a theme to showcase, and for this report, the emphasis is on “growing value.” How do we increase our relevance? Demonstrate operational and service effectiveness at all MSK locations? And most importantly, engage our user community and knowledge workers so that they are aware of our collaborative nature and how we can add value

to their various projects, as well as, support informed decision-making in their research and medical activities.

You will find report sections covering the Library Website, social media presence, virtual and print collections, Synapse (MSK Publications database) and Document Delivery Services – each displaying how we provide access to information, deliver resources that meet an excellent return-on-investment, and add value to an individual's daily workflow and knowledge base.

We have also selected a few projects and services to highlight during this reporting period, all conveying a “value” story and describing our impact on the end results. Narrowing down these stories was not an easy task and we hope our selection does indeed cover our theme. On behalf of the library team, I invite you to read about how we supported a joint collaboration between MSK and Quest Diagnostics, provided 100 years of urology-focused publications, handled an unusual document delivery request, partnered with a Clinical Service to ensure customized research support, and shared our own research on the value of a Library's physical space and mediated-literature searches.

Moving forward, we will continue to strengthen our presence within the institution and promote the value we can deliver on services and projects at every MSK location – whether they are at an individual, group, division, or enterprise level.

Donna Gibson
Director of Library Services

Library Website

Website: library.mskcc.org

Tri-Cat: catalog.rockefeller.edu

The virtual entrance to the MSK Library is our Library Website, which we continued to enhance over the last two years to better support our users in efficiently finding the information they need.

Our Website's homepage was redesigned based on user feedback, resulting in a cleaner, less complicated search interface which showcases a main search box that allows users to search the entire contents of the library (and beyond) from a single entry point. Users can also find content on our homepage by format/platform (eJournals, Databases, Articles, eBooks, Tri-cat, Images, Mobile apps, and Tools for Authors) and view a dedicated page listing our various services.

In addition to our website design improvements, the tools driving the three main online access points to our content/collections were also upgraded in 2014-2015.

The **Tri-Institutional Library Catalog (Tri-Cat)** had a facelift in 2015, with new features added to enhance the user's experience. This catalog, which is shared with Weill Cornell Medical College

Library and The Rockefeller University Library, provides access to all three collections at a glance. Tri-Cat users can search print and electronic holdings and are able to determine if an item is available, can view "book jackets", and are able to quickly link to interlibrary loan services. They can also easily link to each individual library's homepage from within Tri-Cat. Users may log into their accounts to see what resources they currently have out on loan and renew titles as needed.

Summon™, our search and discovery tool which powers the homepage's main search box, is another pathway for users to find resources across our entire print and virtual collections. A glimpse of the top queries in Summon™ gives us an idea about what our clients are researching. Our top user searches in 2014 included radiotherapy, psychosomatic medicine, abdominal strengthening and abdominal surgery, neural science, tumor immunology, and hospital staff support group. In 2015, there were a total of 56,340 searches in Summon™, with leading queries covering cancer, reconstructive surgery, pharmacology, congenital adrenal insufficiency, immunology and thoracic surgery.



2014-2015 Yearly
Activity Averages

Visits: 8,789
Searches: 57,124

Library Website

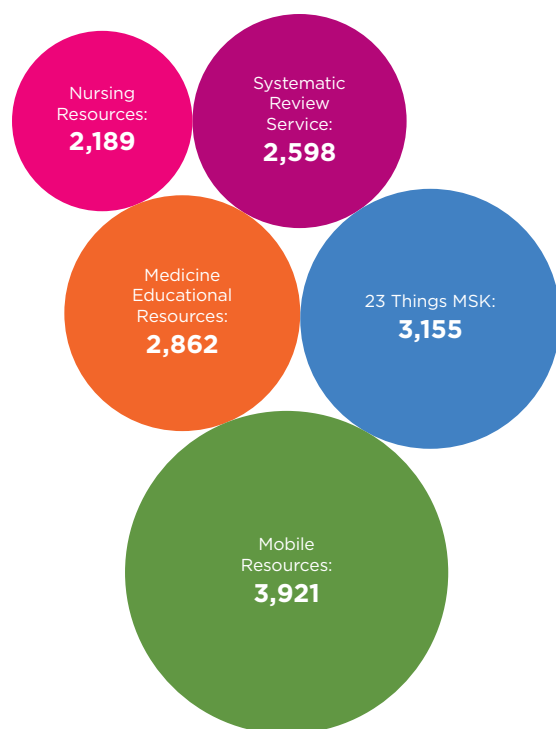
LibGuides: libguides.mskcc.org

Our **LibGuides** provide a way for library staff to showcase content to users based on a theme, subject, or service. Last year, we upgraded to version 2.0 which added new functionality that serve both the guide creators, as well as, the users. Improved layout and navigation, tabbed content, and responsive design (which delights

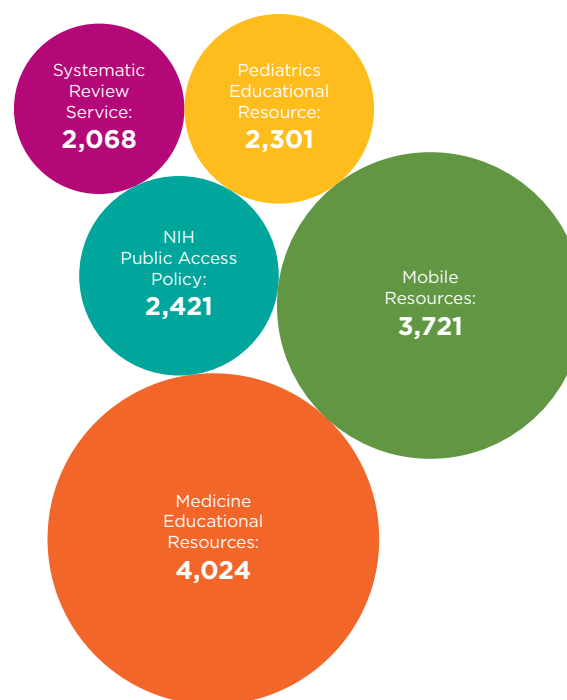
our mobile users with the ability to see the various LibGuides on their small screens) are just three new benefits that contribute to a better user experience. A total of 34 LibGuides are available to explore and each one is reviewed on a quarterly basis and updated accordingly.

Top Viewed LibGuides

2014



2015



Social Media Presence

MSK Library Blog

The [MSK Library Blog](#) was designed to contain recurring topic categories, each with its own production schedule. Topic categories currently include: MSK in the News, Cancer Research News, Resource Highlights, First Impressions, and Tech Zone, among others. By signing up for the Library Blog newsletter, interested individuals can also receive email notification about the latest blog posts.

In 2014-2015, we continued to educate and share news with blog readers through this medium. On average, we shared approximately 200 posts per year. Over the past two years, visitors to the MSK Library Blog were documented from over 160 countries with top readers coming from Australia, Canada, France, Germany, India, Italy, Japan, Netherlands, Philippines, Russia, Spain and the United Kingdom.

Furthermore, there was an increase in readership in 2014-2015, with sessions jumping from 9,306 to 13,483 and page views climbing from 15,165 to 19,261. The number of blog readers also grew from 6,931 to 11,155. In 2015, we also introduced a whimsical monthly blog category called **Fish n' Tips**, combining helpful bits of information delivered by our popular resident African Cichlids.



Our African Cichlids help us to spread the News about many of our Resources and Services.

Twitter

Our MSK Twitter account ([@MSKCC_Library](#)), provides another communication channel for us to reach out, connect, and share with our user community. Our Twitter focus is wide-reaching and encompasses our mission as both a library and an integral part of a medical and research institution. Our page features tweets on everything from scholarly communication to the latest cancer research; from our workshop and class offerings to new discoveries in the scientific arena. Our Twitter audience has a variety of interests, with the top areas being science news, biotech and biomedical, business and news, politics and current events, and health, mind, and body. Behind the scenes, we leverage Hootsuite, a social media management product. With this tool tweets are strategically scheduled, replies are crafted for direct messages, and mentions and re-tweets are tracked.

In the past two years, we gained 536 new followers, tweeted over 1,700 times, and had over 11,000 visitors. We also had nearly 350,000 Twitter impressions – a measure of the number of times a tweet has been delivered to the Twitter stream of a particular account. While we tweeted less in 2015 than in the year before, our tweets are making a greater impact with tweet impressions increasing by 57%. With a 260% increase in average monthly profile visits, it's no wonder that in November of 2015, the library reached a new milestone of 1,500 followers!

Follow us on Twitter! [@MSKCC_Library](#)

Supporting Research Needs

It is critical that the MSK Library collection reflects the research and medical activities at the Center and that access to our content be as seamless as possible for our users. A question constantly asked by library staff is: How can we grow a collection that best supports the needs of our researchers? To ensure that we provide the content our users need, we monitor the literature and work with various vendors to keep abreast of new content/resources and new ways to provide access. We also count on feedback from our users to inform us about new research areas being explored and new ways that they are working and using information.

Keeping on top of new content recommendations: All user recommendations are seriously considered, with commercial tools such as PaperStats helping us to determine cost-per-use metrics for all suggested journals. With a fixed budget, decisions to purchase are based on a myriad of factors. Ultimately, an informed decision is made whether or not it is more cost-effective to purchase an institutional journal subscription or pay for single articles as needed through Document Delivery. Towards the end of every year, we revisit the list of recommended journals to see if there has been enough of an increase in usage to warrant purchase.

Making it easier to hear from our users: Last year, the online “New Title Recommendation” form was revised, giving an opportunity to our users to suggest titles directly to the Content Management team. This has been a valuable tool that helps us gain insight into exactly what resources our clients are interested in. We expanded the form to include a field where we looked for partners to financially support resources that, while important, would only be used by the individual’s department/group.

Making content easier for our users to access: In the past two years, the Content Management team continued to focus on growing a virtual collection to accommodate users at all of MSK’s growing number of locations. The electronic collection, which includes our eBooks, eJournals, and databases, allows users to go directly to the resources they need when they need them – whether these are being accessed from off campus or outside our regular library hours. We added over 4,386 eBooks to our collection from 2014-2015 and that number continues to increase.

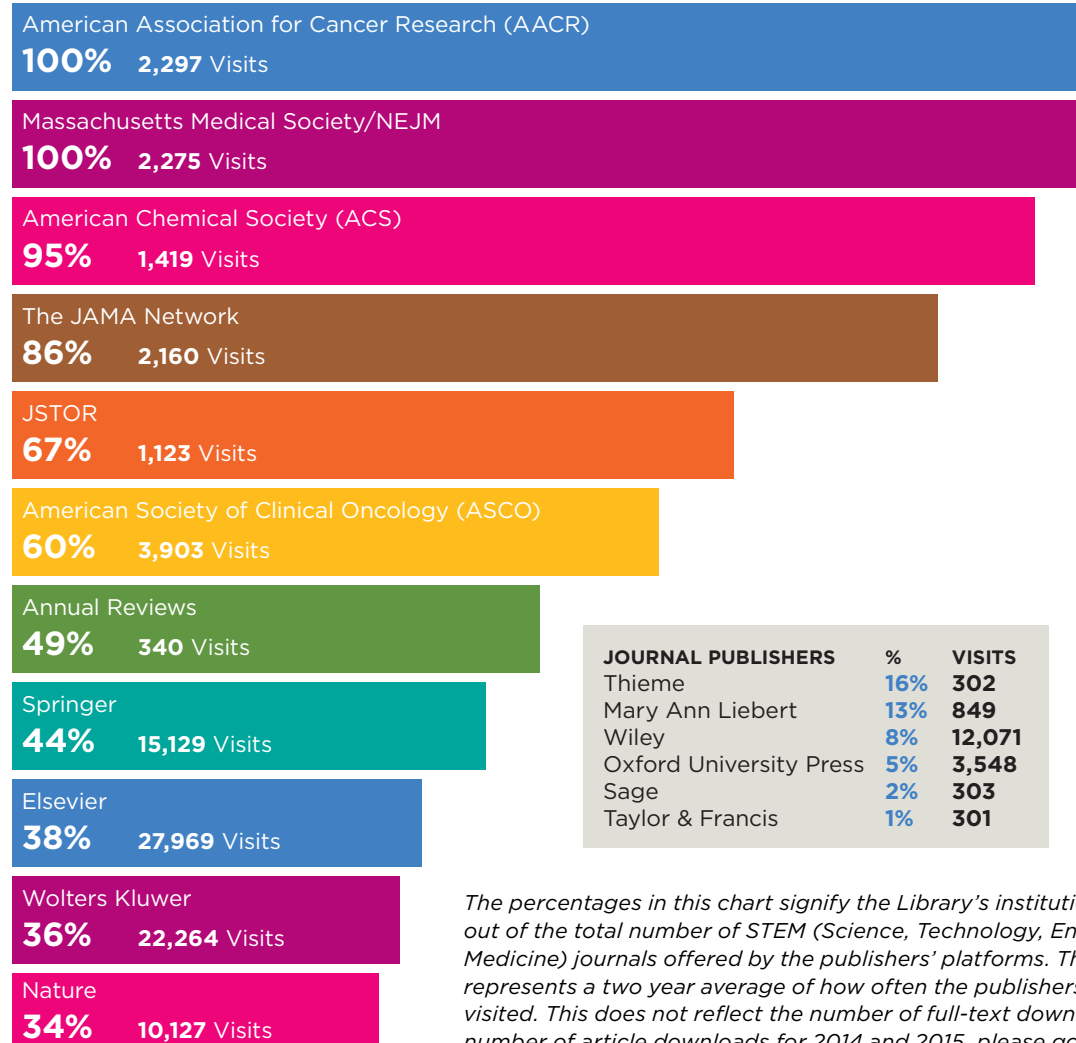
Keeping on top of resource access issues: In the background, tools such as Callisto notify us of eJournal access issues and allow us to address problems before they have a chance to impact our clients. We continue to look for ways to improve the user experience with our electronic collection and strive to ensure accuracy in our online holdings display.

Presenting our content in new ways: In 2014, we introduced BrowZine by Third Iron, a publisher-neutral reading and discovery platform that provides another access point to the library’s institutional journal subscriptions. This innovative app allows users to browse, monitor, and read scholarly titles – another resource that is great for our mobile users! With BrowZine, users are able to create personal bookshelves of their favorite journals, download full articles, be notified of when new articles are published, and save articles for reading offline. When BrowZine was first released, they worked with a very small number of publishers. Today, that number has grown considerably and, by mid-2015, over 2,000 publishers were active BrowZine participants. How much do our clients use BrowZine? From 2014-2015, they spent a total of 16,208 minutes searching – that’s over 270 hours!

Supporting Research Needs

Top Library Journal Publishers

(Yearly Average, 2014-2015)



JOURNAL PUBLISHERS	%	VISITS
Thieme	16%	302
Mary Ann Liebert	13%	849
Wiley	8%	12,071
Oxford University Press	5%	3,548
Sage	2%	303
Taylor & Francis	1%	301

The percentages in this chart signify the Library's institutional subscriptions out of the total number of STEM (Science, Technology, Engineering, & Medicine) journals offered by the publishers' platforms. The number of visits represents a two year average of how often the publishers' websites were visited. This does not reflect the number of full-text downloads. To find the number of article downloads for 2014 and 2015, please go to [page 26](#).

Browzine Stats 2014-2015

Total Sessions

2,577

Total Time Spent Browsing

16,208 minutes

Top Ten Journals Searched

1. Cell
2. Nature
3. Journal of Clinical Oncology
4. Oncology Times
5. Science (AAAS)
6. Modern Pathology
7. European Urology
8. OR Nurse
9. Nature Cell Biology
10. The Journal of Urology



Wondering
how BrowZine
can help you?
[Learn more.](#)

Connecting with MSK Authors and Their Publications

Synapse: synapse.mskcc.org

Synapse, our collection of author profiles that provides access to an inventory of works published by MSK authors, continued to grow during this reporting period. In 2014-2015, a total of 8,063 works were ingested in Synapse and the content continues to be used by other internal departments; mainly to support the

Surgery Faculty database and the Core Grant application. We also uploaded approximately 5,638 retrospective references to include journal articles, books/chapters, conference papers, meeting abstracts, and other items published by our distinguished authors.

New Works Ingested in Synapse

2014: 4,116

2015: 3,947

In 2014 and 2015, several new features were added to enhance Synapse for our user community. Many of these new features are a result of feedback we received from avid Synapse users!

Highlights of the completed enhancements:

- Publications from 2001 to 2004 were added along with monthly uploads of recent works.
- A field was added to include an author's [ORCID iD](http://orcid.org). Publishers are starting to require this unique identifier for manuscript submissions.

- The export feature was improved (PubMed queries pull PMIDs) to include the ability to export works to one's MyNCBI; a very useful tool for monitoring your compliance with the [NIH Public Access Policy](http://nih.gov).
- Quarterly updates were implemented to ensure that job titles of MSK authors are current and that Synapse records indicate employee status (active or former employee).
- Users can now search for "works" by the date that they were imported into Synapse. This new Advanced Search feature provides the ability to track the progress of an individual group or author.

In July 2014, we added an interesting feature to Synapse – we wanted to capture the online attention surrounding our researchers' works. Often referred to as altmetrics, these measures have the potential to compliment current metrics and provide a broader impact of a researcher's published paper or work. The Altmetric Attention score is derived from an automated algorithm and represents a weighted count of the amount of attention a research output receives on the Internet. It gives a guide to the overall attention at that moment in time. The colors of the donut also have significance. Each color represents the source in which mentions of the paper were found (e.g. red for news outlets, blue for Twitter, yellow for blogs, etc.).

Connecting with MSK Authors and Their Publications

Altmetrics – Top Five Scoring Papers*

2014



Breast-cancer risk in families with mutations in PALB2 (*NEJM*)

Jonine L. Bernstein



Indication-Specific Pricing for Cancer Drugs (*JAMA*)

Peter B. Bach



Screening and prostate cancer mortality: results of the European Randomised Study of Screening for Prostate Cancer (ERSPC) at 13 years of follow-up (*Lancet*)

Hans Lilja, Sigrid Carlsson



A comparative encyclopedia of DNA elements in the mouse genome (*Nature*)

Alexander Rudensky, Steven Josefowicz, Robert Samstein



Raising the Bar for the U.S. Preventive Services Task Force. (*Annals of Internal Medicine*)

Peter B. Bach

LEGEND

Policy Documents
News
Blogs
Twitter

Post-Publication Peer-Reviews
Facebook
Wikipedia
Google+

LinkedIn
Reddit
YouTube

2015



Breast Cancer Screening for Women at Average Risk: 2015 Guideline Update From the American Cancer Society (*JAMA*)

Kevin C. Oeffinger



Trends in Prescription Drug Use Among Adults in the United States From 1999-2012 (*JAMA*)

Elizabeth D. Kantor



Nivolumab versus Everolimus in Advanced Renal-Cell Carcinoma (*NEJM*)

Robert J. Motzer



In Support of a Patient-Driven Initiative and Petition to Lower the High Price of Cancer Drugs (*Mayo Clinic Proceedings*)

Bayard Clarkson, Sergio Giralt, Clifford Hudis, Ross Levine, Martin S. Tallman, Anas Younes, Andrew D. Zelenetz



Coffee Intake, Recurrence, and Mortality in Stage III Colon Cancer: Results From CALGB 89803 (*JCO*)

Leonard B. Saltz

The Altmetric Attention Score and "donut" visualize the quality and type of attention research papers receive.

*Altmetric Attention Scores are provided in real time and can change based on new mentions. The scores shown are current as of July 8, 2016.

Document Delivery Services (DDS)

The research needs of our institution are becoming more specialized each day and Document Delivery allows our scientists and health care professionals to utilize resources outside of our collection's main focus on an article-to-article basis. Document Delivery is a vital part of Library Operations as it is impossible to provide subscriptions to every single journal from which an article may be needed by a researcher. DDS helps to extend our resource offerings and the DDS team can locate a requested item quickly from anywhere in the world in order to ensure the requester has the publication he/she needs. This saves the Library the price of costly subscriptions, while still allowing our researchers the flexibility to obtain the published literature they need.

Our use of the ILLiad software makes the process of Document Delivery smooth and organized. We use both the Online Computer Library Center (OCLC) and the National Library of Medicine's DOCLINE (automated interlibrary loan request routing and referral system) to acquire materials from other libraries. ILLiad allows us to keep track of requests as they move through the various request stages – from the user, to the DDS team, to the lending networks, and back again to deliver the item to the user's ILLiad account via an email notification.

DDS continued to provide important materials to our user community to supplement the Library's in-house print and electronic collections during this reporting period.

Between 2014 and 2015, the DDS staff processed over 30,000 requests for journal articles, books and book chapters, meeting abstracts, and standards for over 2,000 users. As you can see from the Top Three Requested Journals from 2015, our nurses were some of our top requesters. This was largely due to their extensive work surrounding MSK's attainment of the American Nurses Credentialing Center (ANCC) Magnet Recognition®.

TOP THREE REQUESTED JOURNALS

2014

1. The Lancet
2. Neurology
3. The European Journal of Oncology Nursing

2015

1. Dermatology Nursing
2. British Journal of Nursing
3. Journal of Continuing Education in Nursing

Supplying needed materials doesn't stop with internal users. As a Resource Library in the National Network of Libraries of Medicine, we have a responsibility to the larger medical community to maintain our unique and important collection both in print and online. Our collection also filled another 35,000 requests in this period for over 700 libraries from around the world.

Document Delivery Services (DDS)

DDS Users' Kudos

"Our Magnet appraisers were so impressed that our nurses have such a strong partnership with and resources within the Medical Library."

— MSK Nurse Leader

*"You have no idea - how appreciative I am of this.
THANK YOU!!!!!!!!!"*

— MSK Registered Dietitian, Patient Support Services

"Thank you very much. It is so helpful to have a remarkable team such as all of you."

— MSK Academic Secretary, Radiology

*"Thank you very much for prompt response.
Both papers are of great help."*

— MSK Surgery Fellow

"Thanks so much: not only for the prompt service, but going beyond and including the supplement as well. My patron will appreciate it. Please let me know when I can return the favor."

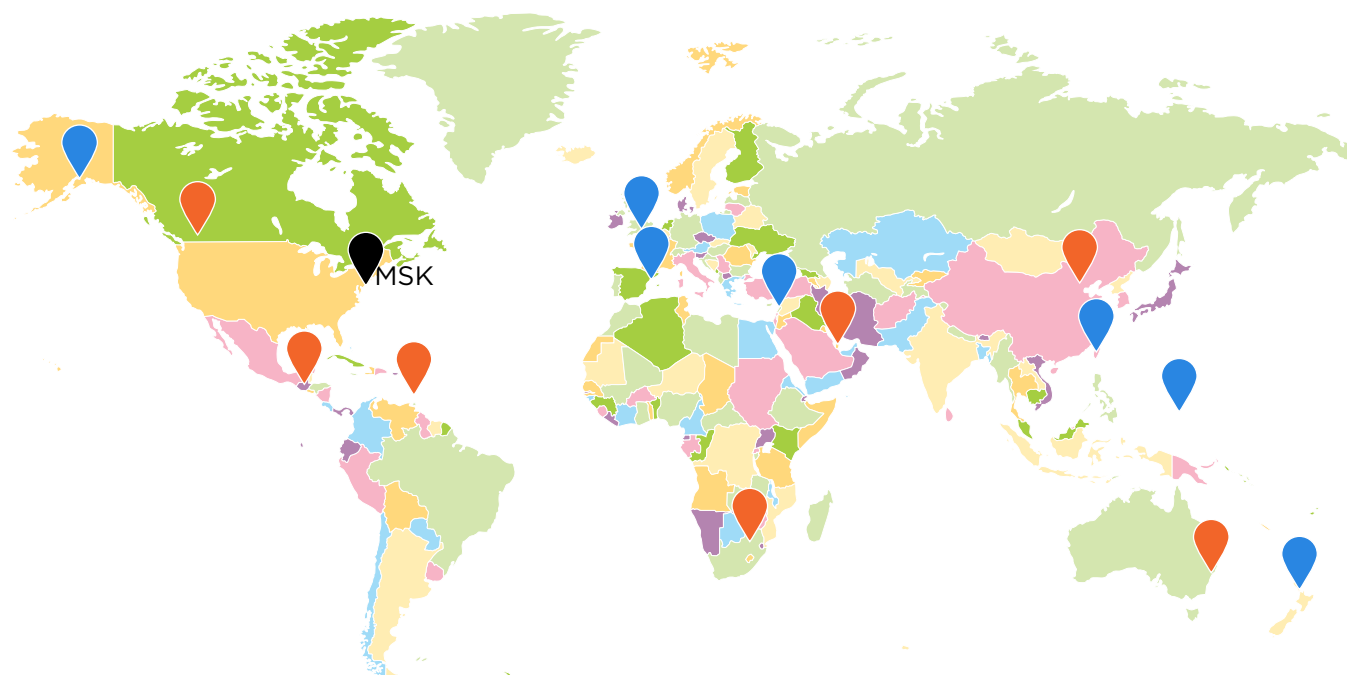
— Medical Librarian, Danbury Hospital, Danbury, CT

"Just wanted to thank you for the wonderful service you provide. Of all the libraries we borrow from you're the best."

— Medical Librarian, Allina Health, Minneapolis, MN

Document Delivery Services (DDS)

Global Reach of the MSK Document Delivery Services



DDS provided (lending) materials to...

- Pompeu Fabra University, Barcelona, Spain
- The American University of Beirut, Beirut, Lebanon
- The British Library, London, England
- UAA/APU Consortium Library, Anchorage, Alaska
- Institute of Mathematics, Academia Sinica, Taipei, Taiwan
- The University of Guam, Mangilao, Guam
- The University of Auckland, Auckland, New Zealand



DDS received (borrowing) materials from...

- The National Library of China, Beijing, China
- The University of Pretoria, Pretoria, South Africa
- Macquarie University, Sydney, Australia
- Kelowna General Hospital, British Columbia, Canada
- Ross University Day School, Portsmouth, Dominica
- Hospital San Juan de Dios, Guatemala, Guatemala
- Weill Cornell Medical College in Qatar, Doha, Qatar

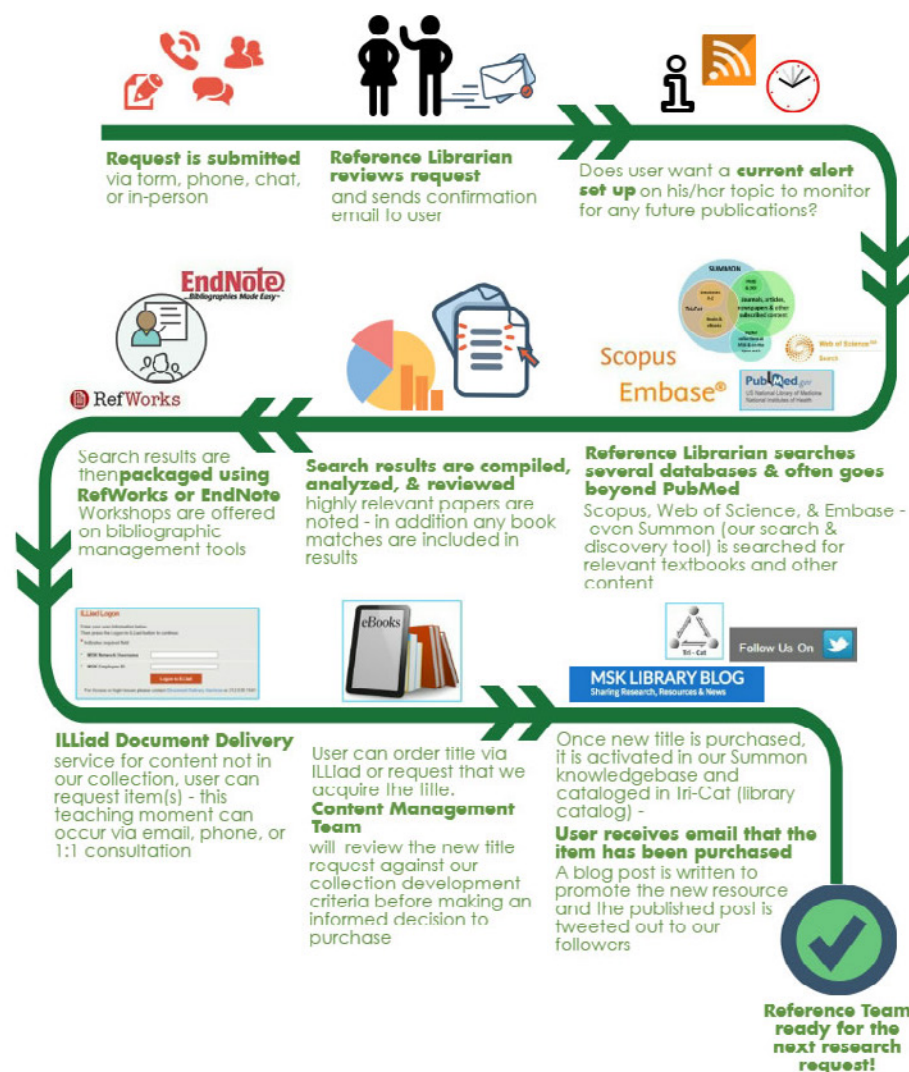
Providing the Right User Experience

To deliver on value, you need to understand what matters to your user community and you need to ensure that the experience you present/deliver is the right one. We offer a variety of services to MSK staff and each one reflects a need that we have identified. Document Delivery (highlighted in a previous section of this report), training on our resources, orientation on how we can support staff workflow and informed decision-making, scholarly communication activities, exam proctoring, access to a collection focused on oncology and related topics (both in print and electronic format), use of a mobile device charging station, spaces to converse with colleagues or reflect and work in a telephone-free zone, to list just a few.

One of our main library services that offer us many opportunities to engage directly with users is Reference and Consultation. Whether background information on a topic is needed, references to answer a clinical query, research provided to help deliver a quality presentation or paper, verification of a citation, or simply the need to locate the full-text of that citation, we are here to help, in person or virtually. Our users, who submit their requests mostly via email or using our online forms, always receive timely results. However, they may be less familiar with what happens behind the scenes or with the many steps involved with conducting research. In the name of “transparency”, please take a virtual walk with us and explore the Anatomy of a Search – From Start to Finish!

Have you ever wondered what steps are involved in conducting a good literature search? The infographic illustrated on this page dissects a search request received from a user and showcases the various steps to include all functional areas within the Library. While the request is directed to Reference, as we move through the steps, we can see that Document Delivery, as well as, Content Management often play a role. In addition, there are instances where Reference can provide in-the-moment training to help the user become more familiar with Library resources.

Anatomy of a Literature Search Request



Patient and Caregiver Support

library.mskcc.org/resource/patient-and-caregivers

Library staff supports many different client segments within the institution and this includes providing health information (that is scientifically-based and has been evaluated for its credibility and quality) to our patients, their families, and caregivers. We want MSK patients to feel empowered regarding their cancer care journey and this is why we have a webpage on the Library Website dedicated to resources that meet specific criteria/standards and ensure that the health information provided is authoritative and reliable.

We encourage our patients to visit this page and consider it their tool. The information they retrieve can contribute to an ongoing dialogue with their health care team. Sections located on the Patients & Caregivers webpage include: MSK Resources, Library Services, Suggested Websites, and Search Tools. This page is reviewed and updated on a regular basis by the Reference team in order to ensure that only the current best resources are presented.

Of all the Library staff collaborations, it is the interactions with MSK patients and their families that provide us with the most rewarding experience.

The screenshot shows the Memorial Sloan Kettering Cancer Center Library website. The header includes the MSK logo, the word "LIBRARY" in large blue letters, and the tagline "MAKE THE CONNECTION". Navigation links include "Ask-A-Librarian | 212-639-7439 | Chat", "HOME | FIND | ASK US | SERVICES | ABOUT", and a search bar with the text "Find PMID's, DOI's, articles, journals, books, databases & more...".

The main content area is titled "For Patients & Caregivers". Below this, there is a section for "MSK Resources" which includes links to "In-house resources and support services", "Library Services" (Guidance and help provided by the reference team), and "Suggested Websites" (Credible sources for cancer and health information). There is also a "Library Services" section with a list of services: "Consult with a Librarian", "Obtain Medical Articles & Publications", "Explore 'Patients & Caregivers' LibGuides", "Visit the Library", and "See Additional Options".

Demonstrating Our Value: A Selection of Stories

Supporting Precision Medicine in Cancer Diagnosis and Treatment: A Quest for Gene-Related Publications

Research has demonstrated that certain gene mutations influence the efficacy of oncologic drug regimens and that a therapy that works with one type of cancer could also be equally effective for other types that share the same gene mutations. The MSK Center for Molecular Oncology (CMO) began work on a project recently with the goal to curate gene annotations for the genes available in the MSK-IMPACT test (www.mskcc.org/msk-impact) and to house these in a database called OncoKB. The purpose of these annotations is to expose insights into cancer diagnosis and treatment of solid tumors based on published scientific papers. The foundation for these annotations was the most current literature available and retrieved in PubMed. This contextual information was part of the first phase deliverables for this joint collaboration between MSK and Quest Diagnostics, the world's leading provider of diagnostic information services.

The Library played a role in this project by delivering the results of 410 gene searches to the CMO Curation team over the course of several weeks in early 2015. The search request came our way when a Sloan Kettering Institute (SKI) administrator thought it might be beneficial to utilize internal resources rather than seek external bibliographic searching expertise. Serendipity is the word that comes to mind and the Library seized the opportunity to demonstrate its value as a team player.

Working with their Lead Scientist, Knowledge Systems and their Senior Strategic Initiatives Manager helped the Reference team to understand the current process to identify key papers and provided insights on the need to develop a systematic search strategy that could be replicated at a later date. Leveraging Medical Subject Headings (MeSH) and keywords, testing them in PubMed, and then refining the search string based on the papers retrieved, resulted in an optimal search strategy. Each gene or gene variant was added to the core strategy and the results were saved and then later sent to the team.

"...all of the work you have done in terms of PubMed gene searches has REALLY saved the day and I am so appreciative of the time you spent conducting these searches and that you started early...Please know that your work is what is keeping this project moving in the right direction and will help us to meet our milestones both internally and externally."

— MSK Senior Strategic Initiatives Manager,
Center for Molecular Oncology

Demonstrating Our Value: A Selection of Stories

Destination Library: Understanding Why the Physical Space Matters!

Every research library is unique and library staff needs to understand and determine how the physical space supports their users. Often information professionals seek metrics to document and measure value to their institution. The focus is usually around content resources, productivity tools, or specific services. Counts of client interactions and resource usage are paramount. Searching the literature, you will find numerous conferences, seminars, and workshops devoted to measuring and determining ways to define “return on investments.” Often the information you need to make informed and valued decisions about the Library’s physical space, unlike other metrics, can be found in the library by observing and speaking to users.

“With the increased use of mobile devices and the availability of information anywhere, anytime, what activities or tasks does our user community engage in while at the Library?”

This is the question that started a lengthy data-gathering journey for the library staff that began in May 2013 and ended the winter of 2014. Our space initiative project was launched in an effort to determine just how the library’s physical space was being used.

Data was gathered in several ways: daily counts to determine client workstation occupancy, an informal survey interview conducted three times a day with walk-in clients, and staff observations. From 354 completed surveys, an analysis of the information collected revealed that for many survey respondents the space represented an extension of their work environment.

While most of the MSK Library’s collection is available electronically, the physical space is important and valued by this user community as a “go-to” place for library, work, or leisure-related activities.

Our findings confirmed the importance and value that the “Library as Place” delivers to Memorial Sloan Kettering. Accommodating users who require space, a destination in which to conduct research, reflect, study or simply work with fewer distractions defines this space as a relevant service that the library can and should provide.

In 2015, we were able to create a “workstation express” area to address the need for additional seating for our users. This project surfaced to the top of our action items after being brought to our attention from survey responses. We also encourage users to take advantage of our secondary space (Cyber Library), located in the Zuckerman Research Center.

TOP ACTIVITIES CONDUCTED		
Library	Work	Leisure
<ul style="list-style-type: none">• Access electronic/ print collections• Study/read• Reference consultation	<ul style="list-style-type: none">• MSK emails• Access MSK resources• Work on projects/papers	<ul style="list-style-type: none">• Personal emails• Web surfing• Relaxing

Demonstrating Our Value: A Selection of Stories

Not Your “Standard” Document Delivery Request

Many of our users don't realize that our Document Delivery Services (DDS) provides more than just journal articles not available from our collection. Requests can also be submitted for other items such as patents, dissertations, and standards, among other formats.

In 2015, the Document Delivery team was asked by a researcher to locate a very specific software standard that would support an upcoming study.

The researcher was looking at the possible clinical applications of a certain method of viewing data. Unable to locate the software standard, a request was submitted via the Document Delivery online form in hopes of tracking down a copy. Once the request was received, the DDS team went to work tracking it down. The first step, however, was figuring out exactly what they were looking for. The more they dug into the request, the more they realized that this was not something that was going to be easy to find. Additional research was needed.

The requested item was eventually identified and located at the National Technology Information Service (NTIS) division of the US Department of Commerce. The NTIS only had a copy available on 5 ¼ floppy disks; DDS were certain they did not have the

technology to transfer the information into a more easily usable format. A second search was conducted, this time to find a way to convert the standard. A conversion was eventually completed and the information was migrated to a CD and the CD delivered to the user – all within a reasonable time frame.

While typical DDS requests tend to focus on journal articles, book chapters, and textbooks not available in our collection, the extra mile is always taken to deliver whatever our users need!

“When I received the CD from you at the library, I was busy...couldn't express my thanks enough to you. I really appreciate that you tried to make genuine efforts for my request. I am deeply touched by your kind cooperation, and MSK's unstinting support. I will also try to do my best for my study and for MSK.”

— MSK Research Fellow, Sloan Kettering Institute

Demonstrating Our Value: A Selection of Stories

The Urology Project: 100 Years and Counting

In October 2015, a very special event took place at the Waldorf Astoria Hotel in New York City – a centennial conference focused on the modern management of urologic cancers, as well as, a celebration of 100 years of research from Memorial Sloan Kettering in this discipline.



Behind the scenes of any well thought-out continuing medical education conference, there were many individuals and groups that contributed to the content, planning, and implementation of the targeted and timely sessions. When an

invitation came (long before the date of the actual event) from one of the editors of the MSK Urology Department to join this special initiative, the Library was very excited!

The Library was tasked to uncover and organize all the research publications attributed to MSK Urology for the past 100 years. Up for the challenge, the Reference Librarians not only provided EndNote libraries containing a wealth of research output, but also drafted a timeline to capture milestones from our physicians during this time frame. This timeline outlined MSK's achievements within the bigger clinical picture of what had taken place in the field, providing a unique perspective for the reader.

Lists of publications by decade were also developed and presented in a LibGuide (libguides.mskcc.org/100YearsUrolOnc) to showcase MSK-authored Urology publications. These were made available to those attending the conference via a mobile app designed and developed by QuickMobile Inc.

While the work involved with identifying MSK Urology publications was time consuming, it was well worth it, as the outcome compiled and presented 100 years of the intellectual output of the Urology Services - an achievement most worthy of recognition.

“Members of the library staff were important partners in this massive project from its earliest days. The archive of papers that they collected provided a decade-by-decade review of MSK’s achievements in genitourinary oncology from the launch of the Urology Service in 1915 to the present. It was wonderful to work with these talented professionals on such an important showcase for the GU DMT and the institution at large.”

— MSK Editor, Chairman’s Office, Department of Surgery

Demonstrating Our Value: A Selection of Stories

Literature Search Services Value Study: Survey Says

In 2015, the Reference team wanted to better understand the impact and value of librarian-mediated searches and set out to do so by developing an online survey. The survey inquired about how physicians and health care professionals actually use the information found in the search results returned to them after they submit a literature search request. Each time a literature search request was submitted, when it came time to send the results, a link to the nine question survey was included. These questions explored the reason(s) for the search, the user's plans for utilizing the information received, and the potential impact on the user's work.

Survey feedback was solicited for 11 months and, by the end of the year, a total of 805 literature searches were completed. From this pool of potential survey responses, we received a total of 220 completed surveys, for a survey response rate of 27.3%. The majority of respondents agreed that the information sent had some level of impact (14 indicated no immediate impact and 2 selected from the list that the information was not received in time to have an immediate impact). The analysis of the survey results revealed many points of interest, including:

- **92.7%** of respondents indicated that the information received answered their question and less than 10% provided reasons why their question was not answered. The most frequent reason – *there appears to be not enough evidence published on the topic.*

- **95.5%** of respondents utilized the results they received to make an impact on patient care or enhance their own knowledge base.
- **77%** of selected responses showed that the search results impacted or fostered scholarly communications.
- **66.3%** of survey respondents can be classified as repeat requesters.
- **31.3%** of survey respondents reported that this was their first time submitting a request, while 2.4% didn't recall if they had submitted a previous request.

The survey results helped to define for us the value and purpose of providing literature search services. We can confirm that there is an immediate impact on work (user) activities, as the search results reportedly helped to generate new ideas and insights, supported current research, kept our users up-to-date in their area of expertise, and supported many of their scholarly activities. Most noteworthy, the survey results did indicate that the literature searches did have an impact on patient care as many of the survey respondents felt that the information sent enhanced or improved an MSK procedure, touched patient treatment options, or helped with better clinical decision-making. We also noted that we have an opportunity to continue to market and promote the value of having Reference Librarians conduct research, especially to those who have yet to submit their first request.

Demonstrating Our Value: A Selection of Stories

Value Study Highlight

The 220 survey respondents were asked "What was the immediate impact of the info you received on your work or research activity?" and could select all answer options that applied.

User-Related Impact

Answer Options	Responses
Supported my current research / rethink my research. . . .	118
Helps me to generate new ideas and insights	110
Helped me with my presentation or talk	109
Keeps me updated in my area of expertise.	96
Saves me time	96
Confirmed the knowledge/expertise I have	48
Refreshed memory	17
Saves my department money.	12

Patient-Related Impact

Answer Options	Responses
Helps to increase my productivity.	60
Information was used to enhance/improve a MSK procedure/process/policy	51
Helps me to make better decisions.	49
Treatment/management (confirmed/changed drugs, treatment, and/or post care plan)	20
Diagnosis (confirmed/changed diagnosis and/or diagnostic test or procedure).	7
Avoided adverse event(s) / critical incident(s).	6
Initiated referral to or consultation by another department	5
Prevented referral to or consultation by another department	5

Demonstrating Our Value: A Selection of Stories

Clinical Medical Librarian in Action: Customized Research Support

Embedded librarianship has been a growing model for the delivery of information and knowledge services for well over two decades at MSK. This model emphasizes the development of close, collaborative working relationships between the clinical medical librarians and their dedicated user group. To date, in this role, we support Critical Care Medicine, Gastric & Mixed Tumors Service, Nursing, and Psychiatry & Behavioral Sciences. Each groups' information needs vary but all librarians involved are present for many of their meetings and daily work activities.



In August 2013, another group was added to our Clinical Medical Librarian program.

Antonio DeRosa was assigned to support the Breast Imaging Service and to collaborate with leadership to determine

any unmet information needs. As a new member of the team, his focus was on understanding the types of information questions they have and the relevant literature they require to be effective in their research and medical activities. However, his role has gone beyond just delivering on research questions. Attending meetings and working with the team has provided an opportunity for Antonio to learn more about their subject domain and, as a result, he proactively looks for ways to provide relevant and current information to keep Breast Imaging Service members in-the-know.

Antonio has been able to offer research, technical, and workflow assistance. He compiles information from a number of sources (both scholarly and lay press) related to breast imaging on a weekly basis and delivers the packaged information as a current awareness alert. This provides the team with an ongoing and in-context advantage for keeping on top of what's happening in their field. Antonio provides other domain-specific information services by way of bibliographies during grand rounds and special lectures and annotated meeting minutes from monthly Senior Level Research Meetings, which he attends. Antonio is also at the helm of the Service's twice-annual newsletter, entitled Keeping aBreast; another successful way he helps to provide timely and useful information.

In 2015, Antonio conducted an information needs assessment of the Breast Imaging Service by interviewing and surveying half of the attending physicians, as well as, half of the clinical fellows. This study led to an accepted forthcoming publication in the Journal of Health Informatics and provided insights into the key resources used by both attending physicians and fellows. It also highlighted which resources to invest time in during future training sessions.

“Antonio is the super hero of information at MSK – breast imaging’s secret weapon from the library!”

— Chief, Breast Imaging Service

Staff Posters, Publications & Presentations

2014: library.mskcc.org/about/staff-publications/2014

Posters

Gibson DS, Draemel A, and Hernandez M. Library as Place: Why Our Users Still Come! Poster session presented at Annual Conference of the Medical Library Association; 2014 May 16 - 21, Chicago, IL.

Applebaum AJ, Son T, Bevans M, **Hernandez M**, DuHamel K. The Unique Experience of Caregivers of Outpatient Hematopoietic Stem Cell Transplantation (HSCT) Patients: Lessons Learned from the Inpatient HSCT Literature. Poster session presented at the IPOS/APOS World Congress of Psycho-Oncology; 2014 February 13-15, Tampa, FL.

Mota G, **Hernandez M.** Memorial Sloan Kettering Cancer Center Promotes New Graduate Evidence Based Practice. Poster session presented at the 39th Oncology Nursing Society Annual Congress; 2014 May1-4, Anaheim, CA.

Publications

DeRosa A, Hanus K. Chapter Council Presents Sharing Roundtables. *MLA News*. 2014 Jan; 54 (1): 9.

DeRosa, A. LibGuides: Current Practices - Advanced Techniques for Offering Dynamic Content. Metropolitan New York Library Council (METRO). New York, NY. 2014 July 31. (whitepaper).

Applebaum AJ, Kolva EA, Kulikowski JR, Jacobs JD, **DeRosa A**, Lichtenthal WG, Olden ME, Rosenfeld B, Breitbart W. Conceptualizing prognostic awareness in advanced cancer: A systematic review. *J Health Psychol*. 2014 Sep;19(9):1103-19.

Diamond EL, Corner GW, **DeRosa A**, Breitbart W, Applebaum AJ. Prognostic awareness and communication of prognostic information in malignant glioma: a systematic review. *J Neurooncol*. 2014 Sep;119(2):227-34.

Rodriguez VM, Gordon M, Avildsen I, Emanu J, **Jewell ST**, Anselmi KA, Ginex PK, Atkinson TM. A systematic review of the concordance between patient-reported and objective oral chemotherapy agent adherence. *Psycho-Oncology*. 2015; 24(Suppl. 2): 326.

Spratt DE, Gordon Spratt EA, Wu S, **DeRosa A**, Lee NY, Lacouture ME, Barker CA. Efficacy of skin-directed therapy for cutaneous metastases from advanced cancer: a meta-analysis. *J Clin Oncol*. 2014 Oct 1;32(28):3144-55.

DeRosa, A. The Ten Best Oncology Apps. *Oncology*. 2014 Sep 10; 28(10):887.

DeRosa A., Jewell S. Establishing a Mobile Resources Collection Development Policy. *Journal of Electronic Resources in Medical Libraries*. 2014 Sep;11(3):144-154.

Jewell S, **Gibson DS**. Nine Steps to a Systematic Review Service. *MLA News*. 2014 Feb;54(2):11.

Correa-Gallego C, Dinkelspiel HE, **Sulimanoff I**, Fisher S, Viñuela EF, Kingham TP, Fong Y, Dematteo RP, D'Angelica MI, Jarnagin WR, Allen PJ. Minimally-Invasive vs Open Pancreaticoduodenectomy: Systematic Review and Meta-Analysis. *J Am Coll Surg*. 2014 Jan;218(1):129-39.

Presentations

DeRosa A. Continuing Education Instructor for "Anatomy of a LibGuide: An Inside Look". Metropolitan New York Library Council (METRO). New York, NY. 2014 April 16.

Doak D, Habib M, Hayden D, Jones K, **Gibson DS**. Session Moderator for "Biomedical & Life Sciences Division Vendors Roundtable Lunch". Annual Meeting of the SLA, Vancouver, BC, Canada. 2014 June 8-10.

Feltes C, **Gibson DS**. Contributed as a presenter for "A Symposium on Public Access to Scholarly Research." Presentation entitled "NIH PMC Submission: A Tale of Two Institutions". Tri-Institutional Collaboration Network (TCN): Carson Family Auditorium, Greenberg Building, The Rockefeller University. 2014 April 16.

Mota A, **Hernandez M**. Contributed as one of the panel experts at "Making EBP Meaningful: Maximizing Resources and Engaging Residents". Annual Meeting of the UHC/AANC Nurse Residency Program. Amelia Island, FL. 2014 March 4-6.

Hernandez M, DeRosa A, Sebastian-Deutsch, A, Gaguski, M. Contributed as presenters for "From Concept to Conclusion: Strategies for Successful Evidence Based Practice Project Implementation". Presentation entitled "EBP Implementation: Search and Appraise the Literature". Pre-Conference Session at the 39th Oncology Nursing Society Annual Congress; 2014 April 30.

Staff Posters, Publications & Presentations

2015: library.mskcc.org/about/staff-publications/2015

Posters

McDonnell GA, Salley CG, Barnett M, **DeRosa AP**, Hourani A, Werk RS, Hoekstra AB, Ford JS. Anxiety Among Adolescent Survivors of Pediatric Cancer: A Systematic Review. Poster session presented at the IPOS/APOS World Congress of Psycho-Oncology; 2015 July 28-August 1, Washington, DC.

Applebaum A, Corner G, Kryza-Lacombe M, Helcer J, **DeRosa AP**, Diamond E. Existential Distress among Caregivers of Patients with Brain Tumors: A Review of the Literature. Poster session presented at the IPOS/APOS World Congress of Psycho-Oncology; 2015 July 28-August 1, Washington, DC.

Brunner T, DiFortuna K, LeTang M, Monson B, Murphy J, Stemplewicz K, Kovacs M, West L, Ginex P, **DeRosa AP**, **Gibson DS**, Jewell S, Bhuvanesh S. Giving Patients A Voice: The Use of Technology in the Post-Anesthesia Care Unit (PACU) for Patients with Head and Neck Cancer. Poster session presented at ASPAN's 34th National Conference; 2015 April 26-30, San Antonio, TX.

Gibson DS, Schaller-Demers DS. NIH Public Access Policy: Compliance Starts With You. Poster session presented at the MSK Research Administrators' Professional Day; 2015 May 29, New York, NY.

Joe B. Synapse: Your Connection to MSK Authors and Publications. Poster session presented at the MSK Research Administrators' Professional Day; 2015 May 29, New York, NY.

Publications

Burris JL, Studts JL, **DeRosa AP**, Ostroff JS. Systematic Review of Tobacco Use after Lung or Head/Neck Cancer Diagnosis: Results and Recommendations for Future Research. *Cancer Epidemiol Biomarkers Prev*. 2015 Oct;24(10):1450-61.

DeRosa AP, **Hernandez M**. Trends in Medical Library Instruction and Training: a Survey Study. In: Eden BL, editor. *Enhancing Teaching and Learning in the 21st-Century Academic Library: Successful Innovations that make a Difference*. Lanham, Maryland: Rowman & Littlefield; 2015. p. 43-57.

Pessin H, Fenn N, Hendriksen E, **DeRosa AP**, Applebaum A. Existential distress among healthcare providers caring for patients at the end of life. *Curr Opin Support Palliat Care*. 2015 Mar;9(1):77-86.

Neill US, Thompson CB, **Gibson DS**. Assessing Research Productivity: A new way of evaluating academics' research output using easily obtained data. *The Scientist* 2015 Jan 1; 29(1): 41682.

Gibson DS, **Hernandez M**, & **Draemel A**. Destination Library: Validating the Importance of Physical Space. *Journal of Hospital Librarianship*. 2015 July;15(3):251-261.

Atkinson TM, Andreotti CF, Roberts KE, Saracino RM, **Hernandez M**, Basch E. The level of association between functional performance status measures and patient-reported outcomes in cancer patients: a systematic review. *Support Care Cancer*. 2015 Dec;23(12):3645-52.

Quigley EA, Tokay BA, **Jewell ST**, Marchetti MA, Halpern AC. Technology and Technique Standards for Camera-Acquired Digital Dermatologic Images: A Systematic Review. *JAMA Dermatol*. 2015 Aug 1;151(8):883-90.

Ozga M, Aghajanian C, Myers-Virtue S, McDonnell G, Jhanwar S, Hichenberg S, **Sulimanoff I**. A systematic review of ovarian cancer and fear of recurrence. *Palliat Support Care*. 2015 Dec;13(6):1771-80.

Presentations

Burris JL, Studts JL, **DeRosa AP**, Ostroff JS. (2015, April). Persistent tobacco use after lung or head/neck cancer diagnosis: A systematic literature review. Paper Session 48: Health Behaviors in Cancer Survivors. Presented at the 35th Annual Meeting of the Society of Behavioral Medicine. San Antonio, TX.

Baker M, Hosszu KK, Khan RT, Lamprey-Stuchio S, **Gibson DS**. Session Moderator for "Biomedical & Life Sciences Division Vendors Relations Networking Lunch". Annual Meeting of the SLA, Boston, MA. 2015 June 14-16.

Gibson DS. Hospital Library Service Program Keynote Speaker. "Are Scholars Getting Enough Attention? Understanding Altmetrics Scores" Metropolitan New York Library Council's (METRO) Annual Conference. Baruch College, New York, NY. 2015 January 15.

Gibson DS. Mears K, Rambo N, Rosenzweig M. Presenters for "Growing ORCID: Enhancing the Scholarly Communication Landscape." Annual Conference of the Medical Library Association. Austin, TX. 2015 May 15-20.

Library Metrics: By the Numbers

Client Interactions % change '14-'15

Total Client Interactions 11,312

Workshops and Events +26.4%

● 2014 719

● 2015..... 909

Office Visits +59.1%

● 2014 22

● 2015..... 35

Chats +1.5%

● 2014 334

● 2015..... 339

Phone Calls +52.3%

● 2014 189

● 2015..... 288

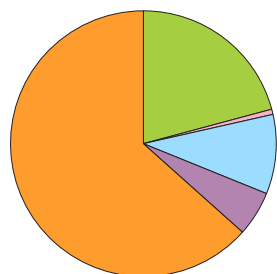
Consultations +43.6%

● 2014 2,189

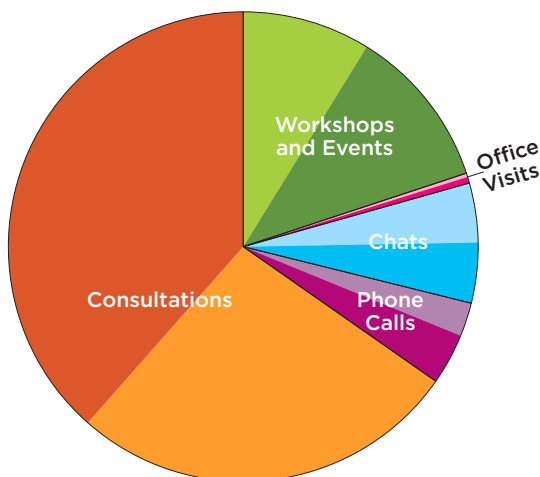
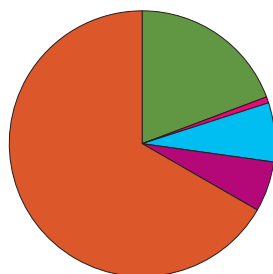
● 2015..... 3,144

Combined

2014



2015

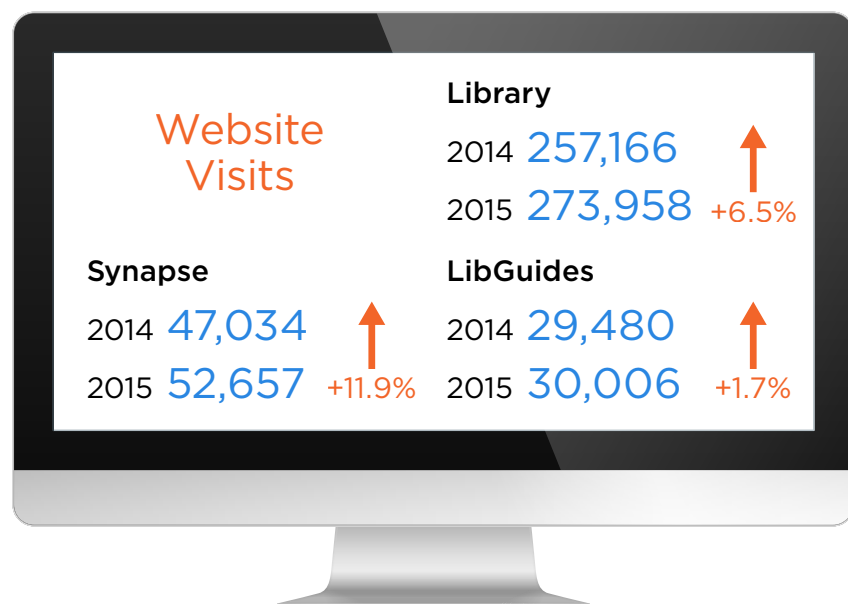


Average walk-in traffic for
2014-2015 at both locations:
10,000 library visitors
per month



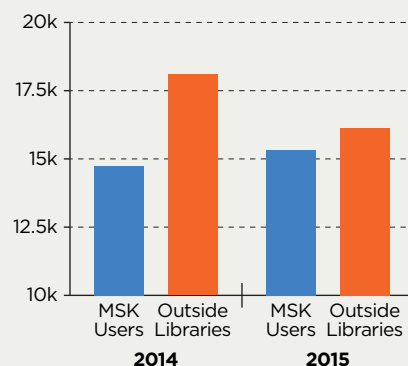
Library Metrics: By the Numbers

Digital Interactions



Document Delivery Requests

MSK Users	+3.9%
2014	14,739
2015	15,316
Outside Libraries	-10.8%
2014	18,093
2015	16,133



Electronic Resources

	2014	% change	2015
Full-Text Article Views & Downloads	1,409,586	+18.7%	1,674,109
eBook Views & Downloads	206,277	+18.5%	244,445
Clicks from eJournal A-Z Portal	134,255	+22.7%	164,742
Database Searches*	74,732	+14.6%	85,695

*These totals do not include PubMed

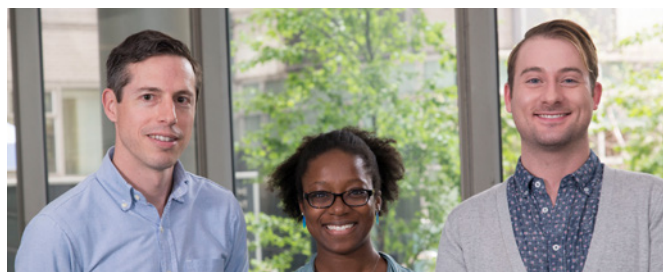
MSK Library Team (by functional area)

Administration, Technology Initiatives, & Virtual Library Services



Left to Right: Bernadette Joe, Eric Muzzy, & Donna Gibson

Content Management



Left to Right: Mark Monakey, Whitney Bates-Gómez, & Ryan McComas

Document Delivery Services



Left to Right: Alethea Brisco, Christine Beardsley, & Sylvie Larsen

Reference & Consultation



Left to Right: Lindsay Boyce, Konstantina (Dina) Matsoukas, Marisol Hernandez, & Antonio DeRosa

Volunteers and Part-Time Staff

Part-Time Staff 2014-2015

Laura Brown*
Camara Cooper*
Michelle Demetres*
Gina Gariffo*

Allison Greene*
Sarah Hatoum
Leah Honor*
Yael Hopkovitz*
Kaitlin Kehnemuyi
Lily Martin

Emma Thursland
Fatoma Rad
Marina Rosenfield
Kathryn Sullivan*
Kendra Williams*

Volunteers 2014-2015

Marilyn Berkowitz
Cheryl Branche
Diana Frame

* Denotes employee no longer with MSK Library



In-Person

Visit the information kiosk at one of our [campus locations](#).



Phone

(212) 639-7439

For individual numbers, see the [staff directory](#).



Email

asklibrarian@mskcc.org



Chat

Live chat with a Librarian
Monday – Friday
10:00 AM – 4:00 AM



Memorial Sloan Kettering
Cancer Center