Illustrating Impact: Coloring Book Edition

2018–2019 LIBRARY REPORT
# Table of Contents

**Director’s Message** .................................................. 3
**Inside the Library** .................................................... 4
**Illustration: Nathan Cummings Center Medical Library** .... 5
**Improving Digital Access** .......................................... 6
**Catch Us on the ‘Gram** ............................................... 7
**New Content & Resources** .......................................... 8
**Illustration: Open Book** ............................................. 9
**In Review: Synapse** .................................................. 10

**Document Delivery Services: Combating Piracy** .......... 11

**Illustration: Library Staff** .......................................... 12

**Library Staff Impact: Selected Stories**
- Clinical Medical Library Program: Ethics Committee ..... 13
- Working Within the Evidence-based Cancer Imaging Program .......................... 14
- Launching Research Data Management Services .......... 15
- Supporting Education: Master of Science ...................... 16
- Inside Advancing Authorship ..................................... 17
  - Advancing Authorship Events .................................. 18
- Don’t Say “Yes” to a Predatory Journal ....................... 19

**Patient & Caregiver Support** ........................................ 20

**Illustration: Rockefeller Research Laboratories Building** . 21

**Staff Posters, Publications & Presentations**
- 2018 ........................................................................ 22
- 2019 ........................................................................ 23

**Library Metrics: By the Numbers**
- Client Interactions ..................................................... 24
- Digital Interactions .................................................... 25

**MSK Library Team** .................................................... 26
Welcome to the Library Report, an update highlighting the activities and achievements of the Library staff for 2018 and 2019. Within these pages, readers will have an opportunity to gain a sense of what we do, and how we support the Center’s mission.

Our theme for this reporting period is focused on “illustrating impact.” The individual research requests and larger information gathering projects we handle, the access we provide to a targeted digital collection of journals, books, databases, productivity tools, and print content, the key service offerings such as document delivery, tracking of MSK-affiliated publications, customized training workshops and presentations, and patient and caregiver support, are just a few examples of how we illustrate our impact within our user community, as well as the external medical library infrastructure.

We are also excited about partnering with an amazing artist and former MSK employee, Vanessa Tran, by including an interactive component. Readers will find four of the artist’s works in this report. These illustrations showcase Vanessa’s vision of library-related scenes and the black and white versions of each drawing provides readers an opportunity to color these images and personalize the outcome. The published literature has established that adult coloring books have shown benefits in reducing stress and anxiety, improving focus, and spurring creativity and reflection.*

We invite our readers to review the content in this report to learn about the changes to the Library’s physical space, improvements made and new content added to the digital collections, what we’ve been sharing on social media, updates about our services, and library metrics broken down by client and digital interactions. We have also singled out a few projects to highlight from the various functional areas in the Library.

On behalf of the Library Team, I invite you to print out the coloring pages and take a moment to reflect on the Library’s accomplishments and stories we’d shared, and how we might support your work initiatives.

Donna Gibson
Director of Library Services

Library Staff Kudos
We love to get feedback from our users! It not only helps us improve our services, it lets us know that our work has made an impact on the MSK community. Sometimes our users are kind enough to give us kudos, an event that always makes our day.

Keep an eye throughout the report for a sampling of extra special shout-outs we’ve received over the past two years!

Inside the Library

We introduced numerous upgrades to the Library in 2018 and 2019, from a new coffee machine for our visitors to a larger fish tank for our cichlids.

During new employee orientation, attendees visit the Library to set up their usernames and passwords, leading to long lines to use our workstations. In response, we installed three new iPad stations to alleviate the wait. An invisible improvement helps speed this process along: we’ve upgraded the Library’s WiFi.

The Library also added four additional workstations for our patrons in a space previously used for small meetings. And six of our workstations can now be used as standing desks. We also have a better way to track how many people visit the Library through improved entry counter technology.

Finally, the Library became an early adopter of MSK’s Follow Me Print system. We replaced our public printers and print-release station with two sleek machines offering copier, printer, fax, and email capabilities. Patrons simply tap their employee badges to one of these machines, or to any MSK machine connected to Follow Me Print, and easily release their print jobs.

Visit us to enjoy these changes in person!

library.mskcc.org/about/locations-hours
Illustration: Nathan Cummings Center Medical Library

Vanessa Tran
Artist and Nurse on a mission to integrate art and mindfulness into healthcare to inspire healing through human connectivity. Follow her on Instagram: @OrigamiNurse.
Improving Digital Access

Publications just got easier to retrieve, thanks to the work of our Content Management Team.

One-Click Access

If you’ve searched PubMed at MSK, you’ve seen the blue “FullText@MSK” button that connects you to the full text of an article or to an interlibrary loan request form. Previously, it could take users multiple clicks to access articles from journals we subscribe to. Now, one click will reveal an article’s full text. This is thanks to the implementation of a more reliable system: LibKey Link via the BrowZine API. Full text is just a click away!

Responding to User Needs

Our staff held multiple usability sessions with Library patrons during the fall of 2018 to determine how they used the Library catalog. Patrons were asked to look up an article title in the ONESEARCH box on the Library homepage. The catch: the Library did not have immediate access to the publication. The search came back empty, and most users didn’t know what to do next.

In response, our team changed the way the catalog displays results. Before, only items held by MSK showed up in the search results unless users broadened the results to include other institutions. Now, the catalog displays all items indexed in its aggregate database and users can restrict these results to MSK-only items. This change has made it easier for users to find and use our interlibrary loan services and has given them an even better way to assess what’s out there on their topics.

BrowZine: Did You know?

The Library subscribes to BrowZine, an app that allows you to browse our journal subscriptions and read the full text on your device. Download it today!

Taking a Closer Look at LibGuides

One of the great debates in the library world is how to pronounce one of our most beloved resources: LibGuides. Should the “lib” be pronounced as it is “liberation” or in “library?” According to the creator of the product, Springshare, it’s the former (lib as in “liberation”). Whatever you call them, LibGuides are an essential information sharing tool for the Library. These customizable guides are essentially websites that allow us to curate content and share resources with our users. They are also mobile-optimized and easy to use, with a simple point-and-click interface.

In 2019 we undertook a major clean up of our LibGuides to ensure all content was up to date, current, and relevant. We also developed best practices for both style and accessibility to ensure our content is accessible for all audience members. Keeping our LibGuides’ content up to date takes effort, but the payoff is invaluable: the most current information for our users on key topics including systematic reviews and open access, plus guides on new emerging topics like artificial intelligence and nanotechnology.

Visit all LibGuides: libguides.mskcc.org
Catch Us on the ‘Gram

In 2019, the Library got our very own Instagram account. Instagram is almost 10 years old and is a well-established platform for sharing photos, videos, and “stories,” which are slideshows connecting different themes that tell a visual narrative. We decided to expand our social presence for two reasons. First, we wanted to be able to showcase more visual content, like action shots from the Library, Library staff profiles, and photos from the MSK Archives. Second, we wanted a platform where we could showcase a more fun and lighthearted side of the the Library. While Twitter is great for sharing news, reports, and the latest in cancer research, Instagram provides an entertaining break for our users who want to kick back and scroll. We take our roles seriously, but the Library is truly a fun place to work. We hope our Instagram account gets that message across.

So far, our most popular Instagram post features Robin O’Hanlon, Associate Librarian, User Services, showing off her #TealTuesday manicure in support of Ovarian Cancer Awareness Month in September 2019. This post received 35 likes.

We currently have 196 followers. Follow us on Instagram @msklibrary and help us increase the number of followers!

And remember to follow us on Twitter @mskcc_library and sign up for our blog newsletter!

To sign up, go to library.mskcc.org/blog and enter your email address under SUBSCRIBE on the right sidebar.
New Content & Resources

The Library’s collection echoes the research and medical activities at the Center. Most of the collection is available in electronic format, enabling users from all MSK locations seamless access to journal literature, and the use of databases and various productivity tools to enhance their research and scholarly workflows. The Research Informationists are available to show users how best to utilize and navigate these resources to optimize use and their time.

Technology has empowered the Content Management Team to assist researchers in an information-intense environment to discover eJournals, eBooks, databases, and other resources that they use in their day-to-day work via ONESEARCH, located on the Library website. Behind the scenes, technology has also helped the content team’s workflows in maintaining the collection, monitoring usage, identifying access issues, and highlighting turn-away counts to unsubscribed content. The Library’s collection is fluid and the team has learned to leverage various metrics, users’ feedback, and their knowledge of the research being conducted at the Center, to constantly review and build a collection most reflective of the information needs of the user community. Cost-per-use thresholds have been established to ensure that each resource has a good return-on-investment, and that the funds allocated to build the Library’s collection have been calculated using a methodical approach.

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, for example, an institutional journal subscription or pay for single articles as needed through Document Delivery. Towards the end of every year, the Content Team, led by Mark Monakey, Associate Librarian, Content Management, revisit the list of client-recommended resources. Based on our collection development policy, each recommendation is reviewed for purchase. In addition, all resources are evaluated each year to confirm that they are a good fit and mirror a collection that supports patient care, research excellence, and ongoing learning.

Selection of Resources Purchased in 2018-2019

**eJournals**
- The CRISPR Journal
- Experiments (research protocols & methods)
- IEEE Transactions on Medical Imaging
- Nature Metabolism

**Databases**
- JAMAevidence
- SPORTDiscus

**Productivity Tool**
- Covidence (supports systematic review publications)

**eBooks**
- Molecular Biology of the Cell, 6th edition
- Monte-Carlo Simulation-Based Statistical Modeling (features MSK author: Zhigang Zhang)
- Network Functions and Plasticity: Perspectives from Studying Neuronal Electrical Coupling in Microcircuits (includes contributions from MSK author: Song-Hai Shi)
- Telephone Triage for Oncology Nurses, 3rd edition

Submit new title recommendations at library.mskcc.org/help/new-title-recommendation-form
Illustration: Open Book

"Reading is Power!"

Illustrations by Vanessa Tran
Instagram: @OrigamiNurse
In Review: Synapse

Synapse is the authoritative database of MSK publications. During this reporting period, additional Synapse enhancements were implemented by Jeanine McSweeney, Associate Librarian, Scholarly Communications, and her team. MSK staff and visitors to this website can see the Research Activity Dashboard (RAD), a new section available for individual authors and groups.

RAD provides a graphic representation of the individual author’s publications by format (e.g. journal article, meeting abstract, book section), their unique ORCID iD, authoring position on the work, and links to additional metrics, including h-index and total number of citations, found in Scopus. A Synapse Group, along with similar metrics, showcases the publishing volume of the group in three different views: previous year, current year-to-date, and all publications.

**Research Activity Dashboard: Dr. Craig Thompson**

*As of April 13, 2020*

- MSK Publications: **126**
- Journal Articles: **90**
- First author: **4 (4%)**
- Last author: **44 (49%)**

Scopus Author ID: 35373390800
Scopus h-index: 175
Total Citations in Scopus: 134,942

While we continually plan Synapse improvements to benefit the scholarly activity workflows of our users, we also perform day-to-day maintenance, and add new content each month for MSK authors from five different commercial databases. This meant ingesting 4,803 new citations in 2018 and 4,928 in 2019. Retrospective content (10,901 references) was also uploaded, including the years 1992-1996, expanding the depth of available information we provide.

With the positive feedback received after producing the first Synapse Publications Report in 2017, annual online reports were prepared in 2018 (covering 2017 publications) and 2019 (covering 2018 publications). These reports highlight the dedication of our authors in conducting innovative and collaborative research and provides a snapshot of their publishing activities. A new section was added to the 2017 and 2018 reports, with infographics that illustrate MSK’s research collaboration on a local, domestic, and international scale.
In 2019, Document Delivery Services Supervisor Sylvie Larsen presented at the OCLC Resource Sharing Conference on a topic of growing concern in interlibrary loan: content piracy. Sylvie and Kaitlin Kehnemuyi, previously a Library Assistant at MSK and now the Access Services Librarian at Seton Hall University, are currently working on turning their presentation into a journal article.

More and more researchers are turning to pirating sites like Sci-Hub to download PDFs of journal articles. While these sites claim that the pirated PDFs are shared by people with legal access, substantial content comes through unauthorized access to institutional accounts, often without a patron’s or institution’s knowledge.

What can researchers do to avoid becoming the victims of piracy? Sylvie advises to always be suspicious of links sent in emails claiming your account has expired or asking for your password. Be wary of PDFs downloaded from pirating sites, as they could have nefarious files attached.

At MSK, the Document Delivery Services team is vigilantly on the lookout for requests that are out of the ordinary. These include too many pages scanned from a popular or expensive source, users ordering materials outside of their scope of work, and email addresses that do not conform to the username standards of MSK.

If you receive an email implying that your Library account needs your Outlook password, notify the team at ill@mskcc.org or Information Security at infosec@mskcc.org. And, of course, always request the items you need through our Document Delivery Service.

Sylvie’s Top Five Tips for Avoiding Piracy

- **Know your user base.** If you know someone is a podiatrist and they’re ordering hard physics articles, that might raise a flag.

- **Talk to your colleagues.** If someone is trying to hack into your system, they may be trying it elsewhere.

- **Close out old accounts.** If someone isn’t working at your company anymore, they shouldn’t be able to login.

- **Keep vendors informed.** They may be able to see back-end vulnerabilities that we don’t know about.

- **Most importantly – trust your gut!** If it seems out of the ordinary, it probably is.
Illustration: Library Staff
Library Staff Impact: Selected Stories

Clinical Medical Library Program: Ethics Committee

In 2019, the Library’s Clinical Medical Librarian (CML) program celebrated 20 years of providing customized support to specific MSK departments and services. From its early days, the CML program has now grown to support Critical Care Medicine, the Gastric & Mixed Tumors Service, Nursing, Psychiatry & Behavioral Sciences, and the Breast Imaging Service. The Library’s Research Informationists support their assigned CML groups by performing literature searches, setting up publication alerts, producing bibliographies in support of presentations and funding, and developing customized training and resource guides. CMLs also attend meetings, morning reports, and clinical rounds to quickly identify research and patient care questions that require rapid action.

In fall 2018, Konstantina (Dina) Matsoukas became a member of MSK’s multidisciplinary Ethics Committee after Dr. Louis Voigt, Ethics Committee Chair, requested the participation of a Research Informationist who could support its evidence-based mission. In this role, Dina conducts literature searches and gathers research evidence on behalf of committee members engaged in organizing education programs (e.g. Ethics Committee Open Forums), policy reviews, case analyses, and bioethics consults. Working closely with committee members pursuing ethics-related research and scholarly activities, Dina had the opportunity to attend the American Society for Bioethics and Humanities (ASBH) annual meeting in October 2019. She has since served as a team member on several ethics-related projects and has been included as a co-author on manuscript and meeting abstract submissions.

MSK Ethics Committee

The mission of the Ethics Committee is to serve the cancer center community by providing a multidisciplinary forum for the analysis, discussion, and resolution of ethical issues that arise in the care of patients and their families.

The Committee fulfills its mission through education, policy review and development, and through retrospective case analysis. In addition, a Committee consultation team is available to discuss difficult issues facing clinical staff, patients, and families.

Library Staff Kudos

“You are amazing!!!!”

Who asked: Patient Support Services
Staff member: Dina Matsoukas
Service: Literature search

“Thank you so much – very useful for us for a particular patient.”

Who asked: Neurology – Rehabilitation
Staff member: Content Management Team
Service: Resource request
Library Staff Impact: Selected Stories

Working Within the Evidence-based Cancer Imaging Program

The Library plays an integral role within the Evidence-based Cancer Imaging Program (ECIP), supporting its goal of developing and implementing appropriate use criteria (AUC) to provide our patients with the most exact and beneficial imaging. By producing and curating content, we are working together with a diverse group to shape the future of ordering, operations, and patient care at MSK.

Our engagement continues to expand, with Research Informationists helping develop more than 14 AUCs across four multidisciplinary imaging disease management teams (IDMTs). Since joining the team in 2018 as the liaison for ECIP, Kendra Godwin’s primary focus has been the standardization of our AUC development process and communicating our content development strategy. She and Marina Chilov work with IDMT members to develop clinical condition search strategies, produce evidentiary reviews, identify relevant published research as evidence, grade evidence once selected, and keep team members abreast of any changes or advancements.

The backbone of AUC development is the evidentiary review, as this produces the core of our content. This is a targeted search of the literature built on understanding the information needs of the IDMT and the specific clinical condition, and in consideration of higher levels of evidence, consensus statements, and clinical guidelines. We continue to hone our methods, and during this reporting period, we produced 17 evidentiary reviews for the Musculoskeletal, Thoracic, Neuro-Oncology/Head and Neck, and Genitourinary IDMTs.

Before beginning a search, we meet with the IDMT lead to understand what is being investigated and to document all criteria, and at the end of the evidentiary review, we share what was found based on these requirements. The IDMT then selects papers that lend evidence to the appropriateness of specific imaging modalities, and these are graded by a Research Informationist and a Biostatistician for the final AUC. Throughout this process, collaboration and communication are critical to leverage the strength and expertise of each team member in every AUC.

Library Staff Kudos

“Your support has been extremely valuable, and much appreciated.”

– Clinician in Radiology

“I’ve never had anyone explain the systematic review process like this before... Who knew there was a motivational component; you should do this for a living!”

Who asked: Psychiatry and Behavioral Sciences
Staff member: Kendra Godwin
Service: Systematic review
Launching Research Data Management Services

As the need for research data management support grows, many libraries have begun to develop data services tailored to the needs of the researcher. The Library is no exception, and in September 2019 Anthony Dellureficio was hired for the new role of Associate Librarian, Data Management. Anthony will be involved in launching customized resources and seeking networking opportunities with researchers to better understand how the Library can support them through the research data lifecycle.

In November 2019, the U.S. National Institutes of Health (NIH) released a draft policy on data management and sharing that will require all investigators with NIH funding to make their datasets available (as appropriate) to the research community. The draft policy is asking for more details on how the investigator plans to manage and share their data, and applies to all grantees, not just those with grants that exceed $500,000. In addition, publishers have begun to require data sharing via access to the dataset(s) used in the research publication.

Researchers who share their data ultimately support research integrity, validation, and reproducibility by making their methodologies transparent. And well-managed data is in the researcher’s best interest. Ensuring that data is discoverable and re-usable can lead to more citations for the original paper, or to collaborations that may not have happened otherwise.

Understanding the needs and interests of researchers will guide the development of the Library’s research data management services. Communicating data management support, marketing services, and the ongoing assessment of these service offerings will be key to staying relevant in their research activities.

The Research Data Lifecycle

Library Staff Kudos

“I just want to say thanks to you and others in the medical library who have assisted me in the past with other searches. I’ve worked with many others at MSK who received assistance from the library staff and they only have positive things to say about their experience. You all really are the best!”

Who asked: Nursing
Staff member: Johanna Goldberg
Service: Literature search
 Supporting Education: Master of Science

By providing innovative support services and access to a wide array of information delivered in a variety of published formats and resources, the Library is in a key position to successfully support the Master of Science in Clinical and Translational Cancer Research (CTCR), a program offered by the Gerstner Sloan Kettering Graduate School of Biomedical Sciences (GSK). The focus of this new degree is to train physician scholars at MSK to become “independent clinical investigators who bridge the gap between basic and clinical cancer research.”

The Library team is excited to be part of this new program and the opportunity to see Library resources integrated and used by students of the CTCR program. Providing guidance on these available resources, as well as ways to navigate the constantly growing volume of published scientific literature, will contribute to the quality and outcome of the students’ research projects.

[Click here](#) for details on the program.

“The Library is a vital resource for the CTCR Master’s Program. CTCR scholars require regular access to primary literature and reviews to draft their research proposals, execute their projects, and analyze and interpret findings from these projects.”

 - Assistant Dean, Gerstner Sloan Kettering Graduate School

This two- to three-year CTCR program was developed for an internal audience (residents, clinical fellows, and faculty with MDs, DOs, MD/PhDs, or equivalent degrees). Students want to keep current with the changes in technology and the ongoing advances in cancer biology. They receive formal education in a classroom setting, along with mentoring by an assigned faculty mentor, to complete a translational or clinical research project of their own design.

Library Staff Kudos

“I can't thank you enough for your speedy work on this. It really saved our grant proposal.”

Who asked: Epidemiology/Biostatistics
Staff member: Marina Chilov
Service: Literature search

"Thank you so much. This will be incredibly helpful to our entire Rehab team across 10 sites. Much appreciated."

Who asked: Neurology – Rehabilitation
Staff member: Content Management Team
Service: Resource request
Inside Advancing Authorship

As the world of scientific publishing undergoes seismic shifts, researchers are left attempting to understand multiple research issues, including dissemination, funding, and impact. In 2018, Library Director Donna Gibson started the Library’s Advancing Authorship series to support MSK authors as they navigate the increasingly complex publishing landscape. These 90-minute sessions, featuring between two to five guest speakers, a question and answer session, and sometimes a post-speaker panel, have featured topics such as publishing models (e.g., open access, traditional subscription), research impact and metrics (e.g., h-index, impact factor, altmetrics), alternatives to traditional research publishing (e.g., video publications, podcasts), and tips and strategies for working with editors.

A key component of the series is our partnership with publishers and journals, who work to provide greater transparency to the editorial process and offer insider suggestions on how authors can get their research noticed. Additionally, MSK authors provide insight into the publication process, including how they cope with various publication models, and give advice to junior researchers hoping to go from submission to acceptance.

To date, the Library has hosted eight Advancing Authorship events. Our most highly attended event thus far featured The New England Journal of Medicine. In a follow-up survey, one attendee noted feeling “inspired and encouraged to aim high for manuscript submission.”

In 2020, we plan to expand our Advancing Authorship offerings with topics including research data management, avoiding predatory publishers, and pre-prints for medical research.
## Advancing Authorship Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Publisher Partner</th>
<th>MSK Speakers</th>
</tr>
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<tbody>
<tr>
<td>March 29, 2018</td>
<td><strong>Join the Publishing Revolution with JOVE</strong></td>
<td>Publisher partner: JOVE</td>
<td>Thomas Reiner, PhD, Associate Member and Laboratory Head, Associate Professor, Gerstner Sloan Kettering School of Biomedical Sciences and Nestor Saiz, PhD, Postdoctoral Fellows, Hadjantonakis Lab, Developmental Biology Program</td>
</tr>
<tr>
<td>September 20, 2018</td>
<td><strong>The Evolving Publishing Landscape</strong></td>
<td>Publisher partner: Wiley</td>
<td>Jada G. Hamilton, PhD, MPH; Co-Leader, Genomics, Risk, and Health Decision Making Laboratory; Assistant Attending Psychologist, Department of Psychiatry &amp; Behavioral Science and Department of Medicine</td>
</tr>
<tr>
<td>April 2, 2019</td>
<td><strong>Path to Acceptance: Manuscript Acceptance Strategies from NEJM</strong></td>
<td>Publisher partner: New England Journal of Medicine</td>
<td>Mark E. Robson, MD, Chief, Breast Medicine Service, Department of Medicine</td>
</tr>
<tr>
<td>September 18, 2019</td>
<td><strong>Abstract to Article: A Publisher’s Perspective on Transforming Your Abstract</strong></td>
<td>Publisher partner: Elsevier</td>
<td>Mark M. Souweidane, MD, Pediatric Neurosurgeon and Steven M. Horwitz, MD, Medical Oncologist</td>
</tr>
<tr>
<td>June 26, 2018</td>
<td><strong>Benefits of Publishing Preprints</strong></td>
<td>Publisher partner: bioRxiv</td>
<td>Leslie B. Vosshall, PhD, Robin Chemers Neuvestein Professor, Head of the Laboratory Neurogenetics and Behavior, Director of Kavli Neural Systems Institute, Rockefeller University</td>
</tr>
<tr>
<td>September 20, 2018</td>
<td><strong>Life Cycle of Launching a Publication: How the CRISPR Journal Came to Be</strong></td>
<td>Publisher partner: Mary Ann Liebert</td>
<td>Dr. Ralph J. Garippa, PhD, Head of Gene Editing &amp; Screening Core Facility</td>
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<tr>
<td>December 19, 2018</td>
<td><strong>Disseminating Your Work: Beyond the Article</strong></td>
<td>Publisher partner: Wolters Kluwer/American Journal of Nursing</td>
<td>Margaret Barton-Burke, BN, MS, PhD, RN, FAAN, Director of Nursing Research, MSK and Stacie Corcoran, RN, MN, AOCNS, Program Director for Adult Cancer Survivorship</td>
</tr>
<tr>
<td>December 5, 2019</td>
<td><strong>Open Access: Clarifying Facts &amp; Busting Myths with Springer Nature Editors</strong></td>
<td>Publisher partner: Springer Nature</td>
<td>Jan Grimm, MD, PhD, Member/Attending/Professor, Molecular Pharmacology Program and Department of Radiology and Kayvan R. Keshari, PhD, Attending/Professor, Molecular Pharmacology Program &amp; Department of Radiology</td>
</tr>
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Don’t Say “Yes” to a Predatory Journal

Have you ever received an invitation to publish your research? While receiving an email of this nature is always flattering, there are email invites that should be ignored. Understanding how to distinguish a reputable publisher’s or conference organizer’s invitation from a predatory one ensures that authors don’t submit their manuscripts to the wrong journal, which often leads to little recourse for the author once the action is done.

These types of invitations continue to pose a challenge for the research community and those wanting to share their research findings. Typically, these are publication characteristics that should raise a red flag: the journal proactively pursues research manuscripts from the scientific and medical communities, falsifies information about their editorial board, has a poor peer-review system, and is focused on obtaining publication costs and assuring the researcher that their work will get published.

The Library staff continue to help researchers navigate this terrain, including investigating email solicitations, to ensure they submit to the right journal. We can check impact factors, where the journal or conference is indexed, contact information, and editorial board members’ credentials and subject expertise. For those unsure about an unsolicited email invite to publish or present, we are only a phone call or email away!

Learn more on our LibGuide: Open Access: Predatory Publishing
Patient & Caregiver Support

One type of interaction resonates the most with the Library staff: working with patients and caregivers. While most of our work with members of MSK’s staff directly impacts care, connecting directly with patients and caregivers has special significance.

Sometimes these conversations happen in person in the Library, where patients and caregivers are welcome. More frequently, patients and caregivers email or call after an appointment to learn more about their diagnosis and treatment. The information provided by the Library is not intended as a substitute for professional medical help or advice, but aids in understanding what the patient and caregiver learn from their care team.

In late 2019, a patient emailed looking for a Research Informationist to find and send journal articles to put a diagnosis into context. Johanna Goldberg responded to the request by sending articles on each requested topic, and in reply, the requestor wrote of not only being a patient, but also a librarian.

Visit the “For Patients & Caregivers” section on our website to learn more.

Library Staff Kudos

“The Synapse team at the Library have been extremely responsive and helpful with establishing Synapse profiles for our teams. Their dedication to managing an up to date database with incredible user support has been a great addition to our work. They seek feedback for how they can improve their system, and educate users with a hands-on tutorial on how to get the most out of the system”

Who asked: Epidemiology and Biostatistics
Staff member: Synapse Team

“THANK YOU!! As a former special librarian, I want to commend you for doing a thorough search & providing significant results. I will start reading the articles later tonight. The professionalism and performance of you & other Sloan library colleagues, who helped me in the past, mean a great deal to a patient going through the 'cancer war.' Keep providing extremely valuable services!!”
Illustration: Rockefeller Research Laboratories Building
2018

**POSTERS**


**PUBLICATIONS**


**PRESENTATIONS**


*Denotes employee no longer with the Library*
Staff Posters, Publications & Presentations

2019

POSTERS


PUBLICATIONS


PRESENTATIONS


* Denotes employee no longer with the Library
Library Metrics: By the Numbers

Client Interactions

Workshops and Events (Two-Year Average)

102

Total number of attendees:

2018 – 681
2019 – 946

Information Desk interactions

Two year average - 2,263

2018 – 1,879
2019 – 2,646

Literature Searches

2018: 924 searches; 1,599 hours
2019: 916 searches; 1,635 hours

Literature Search Requests by Department (Top Ten)

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<thead>
<tr>
<th>DEPARTMENT/DIVISION/SERVICE</th>
<th>SEARCHES</th>
</tr>
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<tbody>
<tr>
<td>Nursing</td>
<td>867</td>
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<tr>
<td>Critical Care</td>
<td>138</td>
</tr>
<tr>
<td>Behavioral Sciences &amp; Psychiatry</td>
<td>75</td>
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<tr>
<td>Surgery</td>
<td>70</td>
</tr>
<tr>
<td>Breast Imaging Service</td>
<td>66</td>
</tr>
<tr>
<td>Sloan Kettering Institute</td>
<td>62</td>
</tr>
<tr>
<td>Counseling Center</td>
<td>59</td>
</tr>
<tr>
<td>Medicine</td>
<td>58</td>
</tr>
<tr>
<td>Radiology</td>
<td>51</td>
</tr>
<tr>
<td>Graduate Medical Education</td>
<td>43</td>
</tr>
</tbody>
</table>

Walk-in Traffic

Average of 8,910 visitors per month

Systematic Reviews

2018:
Requested - 26
Published - 8

2019:
Requested - 27
Published - 8

Systematic reviews are in-depth research investigations that can take six months to two years to complete.

Between 2018-2019, we saw a 453% increase in the number of requests from the Ethics Committee, a 271% increase in requests from Breast Imaging, and a 700% increase in requests from Advanced Practice Providers.
Library Metrics: By the Numbers

Digital Interactions

Document Delivery Requests

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSK</td>
<td>13,001</td>
<td>12,596</td>
</tr>
<tr>
<td>Outside Libraries</td>
<td>12,874</td>
<td>13,790</td>
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</tbody>
</table>

As a National Network of Libraries of Medicine Mid-Atlantic Region (NNLM MAR) Resource Library, the Library is a designated institution whose unique collection of cancer-related materials adds significantly to the region’s resources.

ONESEARCH

Located on the Library website, this discovery engine enables users to search multiple collections through a single search box. Users can search for books, articles, journals, databases, and more.

Sessions* per Year

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>LibGuides:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Synapse:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library:</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Electronic Resources

Full-Text Article Views & Downloads

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,920,937</td>
<td>+8.58%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2,085,787</td>
<td></td>
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</table>

eBook Views & Downloads

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>218,162</td>
<td>-35.17%*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>141,444</td>
<td></td>
<td></td>
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</tbody>
</table>

*The decrease was due to switching to a new knowledge base where usage information was lost.

Database Searches*

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>DIFFERENCE</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>644,751</td>
<td>-0.77%</td>
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<tr>
<td></td>
<td>639,778</td>
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<td></td>
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</tbody>
</table>

*These totals do not include PubMed.

Website Visits (2018-19 Average)

- LibGuides: 37,019
- Synapse: 49,600
- Library: 99,121

Sessions by Country (2018-19 combined)

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>United States</td>
<td>104,010</td>
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<tr>
<td>China</td>
<td>2,243</td>
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<tr>
<td>Spain</td>
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<td>India</td>
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<td>Romania</td>
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<td>Canada</td>
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<td>UK</td>
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<td>Korea</td>
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<td>Hong Kong</td>
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<tr>
<td>Brazil</td>
<td>120</td>
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<tr>
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<td>Russia</td>
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<td>Ireland</td>
<td>97</td>
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</tr>
<tr>
<td>Chile</td>
<td>69</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MSK Library Team

From left to right, top row: Mark Monakey, Lindsay Boyce, Celine Soudant (hired: Research Informationist II, 12/2019), Alethea Brisco.

Middle row: Eric Willoughby (hired: Programmer Analyst III, 05/2019), Robin O’Hanlon (hired: Associate Librarian, User Services, 08/2018), Kendra Godwin (hired: Research Informationist II, 08/2018), Rebecca Meng (promoted: Librarian, Document Delivery Services, 02/2019), Donna Gibson, Konstantina (Dina) Matsoukas

Bottom Row: Marina Chilov (hired: Research Informationist II, 06/2018), Johanna Goldberg (hired: Research Informationist II, 06/2018), Sylvie Larsen, Jeanine McSweeney (hired: Associate Librarian, Scholarly Communications, 07/2018), Anthony Dellureficio (hired: Associate Librarian, Data Management, 09/2019)

Not Pictured: Ryan McComas (promoted: Electronic Resources Librarian, 08/2019), Eric Muzzy

Contingency & Student Staff

<table>
<thead>
<tr>
<th>Hilary Baribeau*</th>
<th>Alicia Matherson*</th>
<th>Katherine Renzelmann</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christopher Boire</td>
<td>Mary McDermott* (intern)</td>
<td>Melisa Siller*</td>
</tr>
<tr>
<td>Janet Burka</td>
<td>Mariah Metzger</td>
<td>Alexandra Weinstein</td>
</tr>
<tr>
<td>Alexander Kosmidis*</td>
<td>Marina Rosenfield</td>
<td>Alexis Welch*</td>
</tr>
</tbody>
</table>

* Denotes employee no longer with the Library

Volunteers

Marilyn Berkowitz
Diana Frame

In-Person
Visit our information desk.

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

Volunteers
Marilyn Berkowitz
Diana Frame

Memorial Sloan Kettering Cancer Center
DigITs
DIGITAL, INFORMATICS, TECHNOLOGY