2019 System Library Services Visual Annual Report

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System Library Services 2019

Who We Served

- 90,741 Table of Contents distributed
- 40,173 Article Delivery Requests
- 9,158 Current Awareness Requests
- 3,245 Literature Searches executed
- 1893 caregivers attended 161 instruction sessions

Library staff served 48,578 users

Most asked-about topics included: Accidental Falls, Breast Feeding, Early Ambulation, Pressure Ulcer, and Sepsis

- 40.5% Allied health/other caregivers
- 30.9% Physicians
- 18% Nursing
- 10.6% Patient/Family

Percentage of Requests Related to Patient Experience

- Article Requests 23.5%
- Walk-in Service 48.5%
- Literature Searches 41.8%
- Current Awareness Searches 8.5%
- Instruction Sessions 3.8%

Digital Commons added 1,810 publications by PSJH authors

- Experienced 11,658 content downloads
- Had 10,147 page hits, and was visited by users from over 111 countries

Article downloads increased by 8.5%
eBooks access increased by 9.9%

664,994 Individual Article Downloads

137,594 eBook content accessed