The University of Manitoba Health Sciences Libraries

MHIKNET
(Manitoba’s Health Information and Knowledge NETwork)

Library Services

April 1, 2013 – March 31, 2014

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Prepared for:

Ada Ducas, Head, University of Manitoba Health Sciences Libraries
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Highlights 2013-2014

- **Service Promotion to Physicians:** This year we reached out to fee-for-service physicians in rural Manitoba.

- **Social Media Pilot Project:** We’re blogging and they are responding. See how we are increasing service use and connecting with our users using our new blog.

- **MHIKNET’s website migrates to LibGuides:** More easy to manage and will help us be more responsive to user needs.

- **Mission, Vision, Values:** What can you expect from us as we proceed with our strategic plan.

Priorities for 2014-2015

- **Prairie Mountain Region:** The former Assiniboine and Parkland RHAs amalgamated with the former Brandon RHA to create the new Prairie Mountain Region in 2012. Brandon does not currently receive services from MHIKNET. This year we will propose to have Brandon join MHIKNET, to provide equitable library services to all staff of the Prairie Mountain Region.

- **Manitoba’s Virtual Health Library:** Providing electronic access to evidence-based health resources to all health professionals in Manitoba through Manitoba’s Virtual Health Library is a priority. The focus over the next year will be to explore the possibilities of acquiring provincial licenses as well as to pilot access to several electronic journals.

- **Nunavut:** the Government of Nunavut has approached MHIKNET requesting a proposal to offer MHIKNET Library Services to the Territory of Nunavut. This coming year will require planning and possible implementation of this service if the proposal is successful.

- **Strategic Plan:** This year will see the roll out of our new strategic plan.
Reaching out to our clients

Service use
Manitoba Health, fee-for-service physicians, and all of the RHAs, continue to use our services, as shown by a steady flow of registrations for library cards.

MHIKNET Services 2013-2014

Library Card Holders
(April 1, 2013 – March 31, 2014)

<table>
<thead>
<tr>
<th>Organizations</th>
<th>Library Card Holders March 31, 2013</th>
<th>Library Card Holders March 31, 2014</th>
<th>Number of Staff*</th>
<th>% of Total Workforce with Library Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Churchill**</td>
<td>17</td>
<td>16</td>
<td>123</td>
<td>13%</td>
</tr>
<tr>
<td>Interlake-Eastern RHA</td>
<td>246</td>
<td>260</td>
<td>3,167</td>
<td>8%</td>
</tr>
<tr>
<td>Northern RHA***</td>
<td>264</td>
<td>295</td>
<td>1,693</td>
<td>17%</td>
</tr>
<tr>
<td>Prairie Mountain RHA</td>
<td>215</td>
<td>229</td>
<td>8,290</td>
<td>3%</td>
</tr>
<tr>
<td>Southern RHA</td>
<td>374</td>
<td>432</td>
<td>5,289</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Total RHAM</strong></td>
<td><strong>1,116</strong></td>
<td><strong>1,232</strong></td>
<td><strong>18,562</strong></td>
<td><strong>7%</strong></td>
</tr>
<tr>
<td>Manitoba Health</td>
<td>390</td>
<td>474</td>
<td>1,293</td>
<td>37%</td>
</tr>
<tr>
<td>Fee for Service Physicians</td>
<td>68</td>
<td>94</td>
<td>2,709*</td>
<td>43%****</td>
</tr>
<tr>
<td><strong>Total Manitoba Health</strong></td>
<td><strong>458</strong></td>
<td><strong>568</strong></td>
<td><strong>4002</strong></td>
<td><strong>14%</strong></td>
</tr>
</tbody>
</table>

* Number of staff provided by RHAM, 15 July 2013. Churchill staff provided by RHAM, Aug 2012.
** While Churchill is now considered a part of the WRHA it is not served under the WRHA agreement, services to Churchill are provided by MHIKNET.
*** Many more clients utilize MHIKNET through the library technician at the Thompson General Hospital’s library, especially the document delivery service (as indicated below)
**** Number of staff provided by the College of Physicians and Surgeons of Manitoba Physician Directory (21 May
2014. Included in this number are physicians with appointments at the University of Manitoba (1,066. University of Manitoba IS Book, 2012-2013)

**Services Provided**
(April 1, 2013 –March 31, 2014)

<table>
<thead>
<tr>
<th>Organizations</th>
<th>Literature Search Clients</th>
<th>Literature Searches</th>
<th>Document Delivery*</th>
<th>Current Awareness Clients</th>
<th>Current Awareness Alerts Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Churchill**</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Interlake-Eastern RHA</td>
<td>17</td>
<td>34</td>
<td>288</td>
<td>5</td>
<td>547</td>
</tr>
<tr>
<td>Northern RHA</td>
<td>5</td>
<td>13</td>
<td>533</td>
<td>5</td>
<td>266</td>
</tr>
<tr>
<td>Prairie Mountain RHA</td>
<td>16</td>
<td>17</td>
<td>226</td>
<td>4</td>
<td>112</td>
</tr>
<tr>
<td>Southern RHA</td>
<td>41</td>
<td>81</td>
<td>611</td>
<td>19</td>
<td>509</td>
</tr>
<tr>
<td><strong>Total RHA</strong></td>
<td><strong>79</strong></td>
<td><strong>149</strong></td>
<td><strong>1,658</strong></td>
<td><strong>33</strong></td>
<td><strong>1,434</strong></td>
</tr>
<tr>
<td>Manitoba Health &amp; Fee for Service</td>
<td>53</td>
<td>125</td>
<td>2,612</td>
<td>54</td>
<td>3,409</td>
</tr>
<tr>
<td><strong>Total MHIKNET</strong></td>
<td><strong>132</strong></td>
<td><strong>270</strong></td>
<td><strong>4,270</strong></td>
<td><strong>87</strong></td>
<td><strong>4,843</strong></td>
</tr>
</tbody>
</table>

*Total number of items requested (and delivered) from literature searches, the current awareness service, and any other items requested.

**RHA**

Decreases in services to the RHA’s across all areas as compared to last year are most likely reflective of staffing changes in MHIKNET.

**Manitoba Health, Healthy Living and Seniors**

Literature search requests, document delivery requests, the number of library card holders, and the amount of Current Awareness alerts sent to staff all increased over the last year. In spring of 2014, service promotion and activity focused on staff in the Acute, Tertiary, and Specialty Care branch, as most policy analysts in that branch were new to their portfolios and required literature and ways to keep up-to-date in their areas of interest. 37% of staff overall have library cards and make excellent use of the library services available to them.
**MHINKNET Website Use**

MHINKNET’s website provides links to evidence-based and authoritative resources that are accessible for free online. It also is a primary contact point for MHINKNET clients to view information about the service, and access brochures, contact information, and the forms for literature searches and document delivery.

Google analytics on the MHINKNET website to better understand who, and how visitors, are accessing the website.

<table>
<thead>
<tr>
<th>Year</th>
<th>Users</th>
<th>Sessions</th>
<th>Page Views</th>
<th>New Users</th>
<th>Returning Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2013</td>
<td>1,065</td>
<td>1,512</td>
<td>5,039</td>
<td>70.44%</td>
<td>29.54%</td>
</tr>
<tr>
<td>2013-2014</td>
<td>1,119</td>
<td>1,552</td>
<td>4,533</td>
<td>31.2%</td>
<td>68.8%</td>
</tr>
</tbody>
</table>

The change in new versus returning users is accounted for by the fact that we started using Google Analytics last year and to Google Analytics most users were new. It is likely that the balance between new and returning users displayed for 2013-2014 will be similar next year.

The MHINKNET web site was most frequently visited by clients from the following Towns/Cities in Manitoba: Winnipeg, Brandon, Flin Flon, Thompson, Winkler, and Selkirk.

The most frequently visited page on the website was the homepage (1,431), followed by the Contact Us page (193). The top ten pages visited are included below.

<table>
<thead>
<tr>
<th>#</th>
<th>Web Page</th>
<th>Page Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Home Page</td>
<td>1,431</td>
</tr>
<tr>
<td>2.</td>
<td>Contact Us</td>
<td>193</td>
</tr>
<tr>
<td>3.</td>
<td>Services</td>
<td>174</td>
</tr>
<tr>
<td>4.</td>
<td>Toolkits</td>
<td>159</td>
</tr>
<tr>
<td>5.</td>
<td>Health Topics</td>
<td>141</td>
</tr>
<tr>
<td>6.</td>
<td>Databases</td>
<td>135</td>
</tr>
<tr>
<td>7.</td>
<td>Chronic Disease Toolkit</td>
<td>130</td>
</tr>
<tr>
<td>8.</td>
<td>Literature Searches</td>
<td>105</td>
</tr>
<tr>
<td>9.</td>
<td>Library Cards</td>
<td>102</td>
</tr>
<tr>
<td>10.</td>
<td>Participating RHAs</td>
<td>123</td>
</tr>
</tbody>
</table>
Service Promotion to Physicians

MHIKNET staff promoted the MHIKNET Library Service to Fee-For-Service Physicians located outside of Winnipeg. This promotion consisted of a mailing campaign. Physicians were sent a cover letter, MHIKNET Services brochures and a registration form. As a result of this campaign twenty-six physicians were registered for services.

Service Promotion to Personal Care Homes

The Long Term Care Outreach Librarian has developed the Manitoba PCH Newsletter featuring services and resources. This was distributed to all rural PCH staff in Spring and again in the Fall of 2013. In addition the “Web Pick of the Week” Info LTC listserv is released weekly to subscribers, one hundred and twenty-five of whom are from rural Personal Care Homes.

Social Media Pilot Project

MHIKNET staff’s relationships with our users are one of the cornerstones of our services. In an effort to connect more with our users the Acting MHIKNET Librarian initiated a social media pilot project. During this project MHIKNET started a blog which can be found at: http://blogs.cc.umanitoba.ca/mhiknet and is also linked through news items on the MHIKNET website at: http://mhiknet.lib.umanitoba.ca/

The blog posts initially occurred weekly on Wednesdays but early feedback indicated that this was too frequent. The blog posts now occur every two weeks. Each post is also cross-delivered on MHIKNET’s Twitter feed at: http://twitter.com/mhiknet and through the MHIKNET mailing list.

MHIKNET posts on issues of interest to our users (sometimes requested by users) and on issues related to our services. After each post statistics are gathered on what links are clicked in in the post and if there is any feedback or service requests, which can be attributed to the posts.

What follows is a summary of posts including topic, number of hits, number persons giving feedback and number of service requests.
This pilot project has generated interest in MHIKNET Library Services and is a means of connecting with clients at a distance.

**Displays and Presentations**

**Displays**

Continuing Professional Development (CPD), within the University of Manitoba’s Faculty of Medicine, hosts day-long educational events one Friday per month from September through May. MHIKNET exhibited a promotional booth at these events. This year MHIKNET staff created topical bibliographies for each event. The bibliographies included relevant recent articles, books and websites. These were very well received and generated both new patron registrations and document delivery requests for MHIKNET.
MHIKNET hosted a display booth at the Health Innovation Conference at the Winnipeg Convention Centre in November 2013. We had 120 people stop by the booth resulting in 25 new client registrations and 3 service requests.

Presentations

Public Health Nurses (Southern Health) Sept 26, 2013

The Acting MHIKNET Librarian was invited (by Sharon Flatten) to present on MHIKNET Library Services and searching UpToDate to Public Health Nurses in Southern Health on Sept 26, 2013. The Acting MHIKNET Librarian was not able to attend the meeting in person and was able to coordinate with Ms. Flatten to deliver the session via Skype. The session experienced some transmission delays but was well received nonetheless.

Regional Staff Development Team Meeting (Southern Health) Oct 24, 2013

The Acting MHIKNET Librarian was invited (by Kim Dyck) to present on MHIKNET Library Services to the Southern Health Regional Staff Development Team Meeting on Oct 24, 2013 in Carman. There were 30 people in attendance and the presentation on library services was well received. There was much interest in the impromptu “Google Tips & Tricks” presentation offered as a pre-Halloween trick to the group.

The MHIKNET staff noted that there was an increase in new patron registrations and literature search requests from the Southern Health region after each of these offerings.
Internal activities

MHKNET Staff

In May 2013, Carol Cooke was seconded to Acting MHKNET Librarian for one year to cover the maternity leave of Orvie Dingwall. Piper Curtis moved on to other opportunities in November 2013 leaving a vacant position for a Library Assistant. It is hoped that the vacant Library Assistant position will be filled in the year 2014-2015.

From October 2012 to January 2014, Carol Friesen was seconded to work part-time as Research Librarian for the Knowledge Synthesis Unit of the George and Fay Yee Centre for Healthcare Innovation (WRHA/University of Manitoba). In this capacity, Carol acted as an Instructor for a new course on Systematic Reviews and Meta-analyses in the department of Community Health Sciences (with Dr. Ryan Zarychanski and Dr. Ahmed Abou-Setta), teaching and advising twelve students on searching methods for systematic reviews. From this course, one student has published their review in the British Medical Journal (Probiotic supplementation during pregnancy or infancy for the prevention of asthma and wheeze: systematic review and meta-analysis, which has seen good response from the media and other researchers) and included Carol as a co-author. Several other students from this course have presented their reviews at conferences and are attempting to publish their reviews. Carol also organized four professional development workshops on systematic review searching for librarians with Margaret Sampson from the Children’s Hospital of Eastern Ontario in November 2013; around 18 librarians from the University of Manitoba Libraries attended each workshop.

Carol will be taking a research leave from June 2014 to February 2015, conducting a project on health equity research and ways that librarians can be involved with it; results will be presented to Manitoba Health, Healthy Living and Seniors staff when Carol returns from her leave and disseminated at conferences and/or in journals.

RHA Amalgamation

Eleven RHAs amalgamated into five in 2012 as a result MHKNET staff were required to update patron email addresses and region names in our enterprise systems to support the amalgamation. These systems include:

- Document Delivery System (RELAIS)
- Library Patron Database & Catalogue
- MHKNET Mailing List
Strategic Planning

January 2014 saw staff at MHIKNET begin a brief strategic planning process to develop a plan for MHIKNET for the next three fiscal years. Invited to participate were Ada Ducas, Head, University of Manitoba Health Sciences Libraries, Caroline Monnin, Long Term Care Outreach Librarian and all MHIKNET staff. We have completed the first phase of our deliberations and have developed a Mission, Vision and Value statements that will guide our work in the coming years. The MHIKNET strategic plan will be released early in 2014-2015.

Mission

Manitoba's Health Information & Knowledge NETwork (MHIKNET) Library Services team is committed to delivering the best available knowledge and information resources to eligible health care professionals and employees. We support evidence-based practice, clinical decision-making, research and continuing professional development through partnerships and collaboration.

Vision

To be the first choice in library services by supporting the success of health professionals.

Values

Integrity
We are committed to a high level of ethical conduct and performance. In order to earn the trust of our users, MHIKNET expects staff to demonstrate respect, honesty and transparency.

Innovation
We are dedicated to creating and delivering value-added information solutions to our users. We are progressive and seek to incorporate new knowledge, striving to find better, more effective ways to deliver our services. This involves technical innovation as well as a willingness to consider and adopt new approaches to work.
Service
We expect that our service is accurate, timely, relevant, equitable, helpful, tailored for our users, supporting individual professional needs and organizational development.

Excellence
We are committed to providing and maintaining excellent information services, products, and staff to aid our users in achieving their goals. We demonstrate this commitment by our:

- Professionalism
- Respect for the information needs of users
- Recognition of the value of cooperation and teamwork
- Sense of responsibility toward our work

Confidentiality
We ensure the privacy of our users and their right to confidentiality.

Accountability
We learn as an organization through on-going assessment and a commitment to continuous improvement and professional development.

Policies and Procedures
MHIKNET staff must coordinate the provision of services to MHIKNET users with all University of Manitoba Health Sciences Libraries. It is very difficult to do this if MHIKNET staff are regularly fielding questions about what category clients fall under and what kinds of services they are eligible for. In addition, MHIKNET’s unique service needs requires special treatment of user registration and document delivery. To facilitate the even provision of services across all UMHS departments MHIKNET staff have created several policy and procedure documents:

- Service Eligibility
- Who does what when people are away
- Library Patron Registrations
- Renewing/Updating Patron Account
- Document Delivery
- Literature Search Services
Current Awareness Services

Social Media policies for staff and users

Web Site

**Website Migration to LibGuides**

The MHKNET Library Services website is located at: [http://mhiknet.lib.umanitoba.ca/](http://mhiknet.lib.umanitoba.ca/) This website is created using the open source software Drupal. Since its creation in 2009 the website has served us well but it is difficult to maintain for staff. Developed by SpringShare, LibGuides is a content management system in use by the University of Manitoba Libraries and offers a simple way to create and maintain content. MHKNET purchased a subscription to LibGuides and will be rolling out our new website early in 2014-2015.

Some of the key features in LibGuides include:

- a mobile friendly interface
- the ability to easily print pages of interest
- RSS allowing users to subscribe to content of interest

We hope in the future to implement our own online web forms for our services to help seamlessly offer services to our users.
Appendix A: MHIKNET History and Services

History

In September 2008, nine Regional Health Authorities (RHAs) and the Regional Health Authorities of Manitoba (RHAM) entered into an agreement with the University of Manitoba and contributed funds to receive library outreach services from the University of Manitoba Health Sciences Libraries. Prior to this agreement, the Winnipeg Regional Health Authority was the only RHA with an agreement to receive library services from the University of Manitoba Health Sciences Libraries. The nine regional health authorities included in the agreement are Assiniboine, Burntwood, Churchill, Interlake, NOR-MAN, North Eastman, Parkland, Central, and South Eastman. The only RHA not included in this agreement was Brandon.

Manitoba Health and Health Living signed a similar contract in January 2009 for staff of the department and fee-for-service physicians in Manitoba to receive library outreach services. With the split of the departments in 2010, this changed to Manitoba Health (MH) Library Services.

In December 2009, these library outreach services were officially named Manitoba’s Health Information & Knowledge Network (MHIKNET). A website for MHIKNET (pronounced “my net”) [http://mhiknet.lib.umanitoba.ca](http://mhiknet.lib.umanitoba.ca) was launched in October 2009, and provides information on the available services, as well as news, and links to free, online, health information.

MHIKNET Staff

Reporting to the Head of the Health Sciences Libraries (Ada Ducas), MHIKNET staff consists of MHIKNET Librarian, Section Head (Orvie Dingwall), MHIKNET Librarian, Manitoba Health (Carol Friesen) and MHIKNET Library Assistants (Connie Mancheese and Vacant Position). The librarians at Deer Lodge’s J. W. Crane Memorial Library (Angela Osterreicher and Caroline Monnin) specialize in Geriatrics and Long Term Care and provide service to personal care homes within the RHAs. The Aboriginal Health Librarian (Janice Linton) serves the Aboriginal health needs throughout Manitoba, including within the RHAs.
**MHKNET Services**

MHKNET Services not only includes the services of health librarians, but also access to all of the University of Manitoba Library’s collection, which has an annual acquisitions budget of $8.3 million. The four primary MHKNET Services offered are:

1. **Literature Searches:** Clients can request the MHKNET Librarians to complete comprehensive literature searches.

2. **Document Delivery and Borrowing of Library Material:** Clients can request resources (books, full text articles, audio-visual material, etc.), which will be delivered to the client using his/her preferred method of delivery (e.g. email, pick-up, mail, or fax).

3. **Current Awareness Service:** Clients can receive an individualized weekly alert on specific topics of interest to them, and of new articles from specific journals. Clients can then request the full text of resources of interest to them through document delivery.

4. **Training:** MHKNET Librarians are available to provide training on search strategies and techniques, library services and resources, information utilization, etc.
Appendix B: Utilization of MHIKNET Library Services 2009-2014

**Manitoba Health Library Services Provided**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Library Card Holders</th>
<th>Literature Search Clients</th>
<th>Literature Searches</th>
<th>Document Delivery*</th>
<th>Reference Questions</th>
<th>Current Awareness Alerts Sent</th>
<th>Training Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009 - 2010</td>
<td>276</td>
<td>81</td>
<td>175</td>
<td>3,535</td>
<td>318</td>
<td>**</td>
<td>21</td>
</tr>
<tr>
<td>2010 - 2011</td>
<td>344</td>
<td>98</td>
<td>183</td>
<td>3,010</td>
<td>477</td>
<td>2,778</td>
<td>6</td>
</tr>
<tr>
<td>2011 - 2012</td>
<td>404</td>
<td>72</td>
<td>143</td>
<td>1,886</td>
<td>249</td>
<td>2,660</td>
<td>13</td>
</tr>
<tr>
<td>2012 - 2013</td>
<td>442</td>
<td>66</td>
<td>119</td>
<td>1,720</td>
<td>270</td>
<td>3,067</td>
<td>12</td>
</tr>
<tr>
<td>2013 - 2014</td>
<td>568</td>
<td>53</td>
<td>126</td>
<td>2,612</td>
<td>287</td>
<td>3,409</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>568</td>
<td>217</td>
<td>746</td>
<td>12,763</td>
<td>1,601</td>
<td>11,914</td>
<td>58</td>
</tr>
</tbody>
</table>

**Regional Health Authority Services Provided**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Library Card Holders</th>
<th>Literature Search Clients</th>
<th>Literature Searches</th>
<th>Document Delivery*</th>
<th>Reference Questions</th>
<th>Current Awareness Alerts Sent</th>
<th>Training Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009 - 2010</td>
<td>514</td>
<td>70</td>
<td>144</td>
<td>890</td>
<td>78</td>
<td>**</td>
<td>0</td>
</tr>
<tr>
<td>2010 - 2011</td>
<td>600</td>
<td>93</td>
<td>183</td>
<td>2,296</td>
<td>279</td>
<td>644</td>
<td>0</td>
</tr>
<tr>
<td>2011 - 2012</td>
<td>782</td>
<td>91</td>
<td>166</td>
<td>2,384</td>
<td>253</td>
<td>1,170</td>
<td>17</td>
</tr>
<tr>
<td>2012 - 2013</td>
<td>1,116</td>
<td>84</td>
<td>151</td>
<td>1,730</td>
<td>344</td>
<td>1,555</td>
<td>5</td>
</tr>
<tr>
<td>2013 - 2014</td>
<td>1,232</td>
<td>79</td>
<td>149</td>
<td>1,658</td>
<td>206</td>
<td>1,434</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>1,232</td>
<td>270</td>
<td>793</td>
<td>8,958</td>
<td>1,160</td>
<td>4,803</td>
<td>24</td>
</tr>
</tbody>
</table>

*This is the total number of items requested (and delivered) from literature searches, the current awareness service, and any other items requested.

**We were not able to keep statistics for the current awareness service used in 2009. In 2010 we implemented a new current awareness service utilizing a new platform.*