



## The Harold H. Brittingham Memorial Library

# ANNUAL REPORT 2020

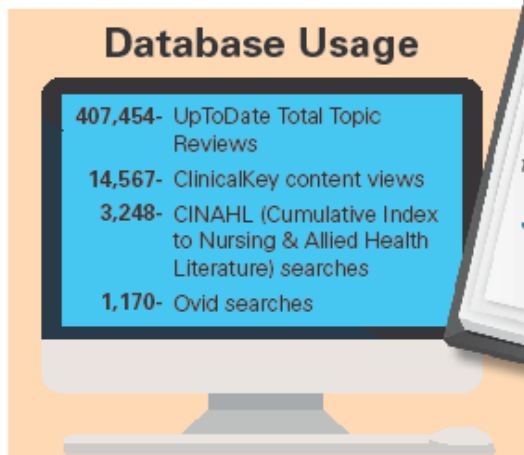
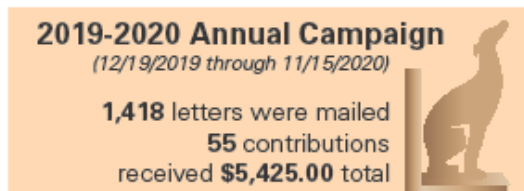
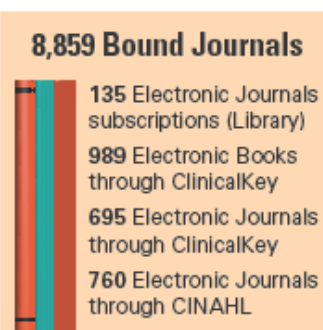
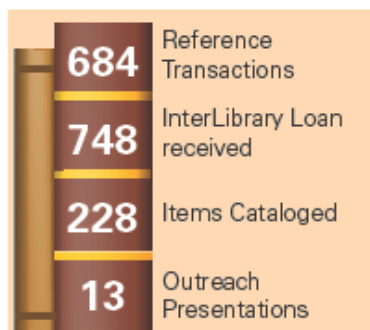


### The Harold H. Brittingham Memorial Library

The Harold H. Brittingham Memorial Library was founded in 1937 to serve the patient care, research, teaching and administrative needs of MetroHealth staff including physicians, nurses, allied health professionals, fellows, residents, and students enrolled in various educational programs conducted by the hospital.

The Library facility occupies approximately 3,000 square feet of space on the second floor of the Rammelkamp Center for Education & Research.

### 2020 Statistics





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# ANNUAL REPORT 2020

## Officers, Directors & Staff 2020

There were many changes to the Brittingham Library Board of Directors Officers and Directors for 2020. David Kaelber, M.D., Ph.D. was elected as the new Library Board President, following Dennis Super, M.D. who served as Board President from 2012 until 2019. Lisa Ramirez, Ph.D. was elected as Vice-President, following Joseph Tomaszewski, M.D. who stepped down as Vice-President. Christine Dziedzina, MSLA was elected as Treasurer, replacing Richard Fratianne, M.D. who left the Board. Agnes Loeffler, M.D. and Maureen Dee joined the Board as new Directors. The Library's volunteer, Margie Urban's last day working in the Library was on January 22, 2020 due to the coronavirus pandemic.

For more information, see [page 1](#)

## Contributors

The Library campaign letter for the 2019-2020 campaign was written, and 1,418 letters were mailed out on December 19, 2019. The 2019-2020 campaign ran from December 19, 2019 through November 15, 2020. The Library received \$5,425.00 from 55 contributions with an average contribution of \$98.63. This is down from 2019 when the Library received \$6,570 from 61 contributions with an average contribution of \$107.70. Of the contributions received for this campaign, \$1,810.00 was for membership in the Brittingham Library and the remaining \$3,615 was donation to the Trust held in the Library's KeyBank checking account.

For a full list of contributors, see [page 2](#)

## The Year in Review

### The Brittingham Library

**Lean Processing in the Library** was used to streamline the InterLibrary Loan (ILL) process which allows the Library borrow materials (journal articles, books, book chapters) from other libraries. The Library also joined a consortium called FreeShare Interlibrary Loan group, which allows members to receive ILL requests for free.

For more information, see [page 3](#)

**PubMed** had a major update starting with the elimination of LinkOut which provides links from PubMed citation to the Library's full text resources. The National Library of Medicine moved PubMed to the cloud and resulting in an entire new interface.

For more information, see [page 3](#)

The Library's **Website on the MIV (MetroHealth Information Village)** was transitioned to a SharePoint. The Library's landing page on the MIV now includes a link to the Ebsco Discover Service or Discovery Tool, which is a great place to begin research.

For more information, see [page 4](#)

The Library now has a **webpage on the MetroHealth Systems website (metrohealth.org)** that was completed in November. This includes a link "for employees" to access the Library's MIV page (they will have to log into VPN to access the content.) The Library's 2019 Annual Report was added to the page

For more information, see [page 4](#)

In a **collaboration with Human Resources**, the Library now host a Management and Leadership Library book collection with items that were previously housed in Human Resources. The items were cataloged, processed and are now hosted in the Library.

For more information, see [page 4](#)

## Changes in the Physical Space

In early 2020, the Library compressed and relocated to the back of the space. The **Library's physical space** was reduced from approximately 9,000 square feet to around 3,000 square feet. which is a 6,000 square foot reduction in space. Starting in 2015, there has been a 75% decrease in the Library's bound journal collections.

For more information on changes to the physical space, see [page 5](#)

For a blueprint of the space, see "Library Floor Plan" on [page 31](#)

Two **individual study rooms**, that were previously used as offices were converted into individual study rooms in the library. These rooms can be self-scheduled to reserve the rooms and both contain workstations with cameras.

For more information, see [page 6](#)

## Meetings and Educational Activities

The Chief Librarian attended the regularly scheduled meetings and held professional association membership in many Medical Library Association groups.

For more information on Committees/Professional Organizations, see [page 6](#)

In 2020 there were 12 scheduled presentation that were canceled due to the coronavirus pandemic. The Chief Librarian gave 13 outreach presentation on the electronic resources and services available from the Brittingham Library, both in person and via WebEx conferencing software. This was down from 28 outreach presentation in 2019.

For more information on library orientation, see [page 6](#)

## Library Board of Directors

The Library Board held five bimonthly **meetings** in 2020 that alternated with three bimonthly Executive committee meetings.

For more information on meetings, see [page 6](#)

**Election of Officers and Trustees:** At the March 5, 2020 Brittingham Library Board Dr. David Kaelber was elected President of the Board and Laura Frater was elected as Secretary. At the June 4, 2020 meeting Dr. Lisa Ramirez and Christine Dziejzina were elected to the Vice-President and Treasure positions respectively. The last election of directors was held on March 5, 2020

For more information on, Election of Officers and Trustees see [page 7](#)

Dr. Kaelber devote the second half of the year to a joint **strategic planning process** between the MetroHealth System and the Brittingham Library Board.

For more information, see [page 8](#)

**Library Tax Reports** were filed in time to meet the deadline of May 15, 2020 with the assistance of CardPalmer Certified Public Accountants.

For more information, see [page 8](#)

The **Brittingham Library Endowment** decided to change portfolio managers in 2020. Steve Putinski, who was the senior portfolio manager at UBS Financial Services Inc. which manages the Library's endowment fund for the last 12 years, left UBS Financial. This triggered a closer look at the management of the Library's fund resulting in a decision to change of portfolio managers to Vanguard Financial Advisors.

For more information, see [page 9](#)

## Statistical Reports

**Database Usage:** UpToDate had 407,454 topic reviews in 2020 which was down from the previous year. ClinicalKey had 14,567 content views in 2020 with the two largest content areas being the books with 7,202 views and the journals which were accessed 6,659 times. There were 3,248 searches in the Nursing and Allied Health database CINAHL. Finally, Ovid MEDLINE & Ovid Nursing Full Text Plus had 1,170 regular searches which included 27,906 record views for 2020.

For more information, see [page 10](#)

**Library Holdings:** The Library's print collection consists of 4,306 books and 8,859 bound journals in 2020.

For more information, see [page 11](#)

**Use of the Library** was down compared to 2019. Circulation of materials was down 46% from the previous year. Similarly, Interlibrary loan requests also decreased 36%. Likewise, literature searches decreased by 40% compared to 2019.

For a full list of statistics, see [page 12](#)

## Financial Reports

**Key Bank Checking Account** balance has increased by \$4,775.55 since the beginning of the year. This money is used to pay the expenses of the Brittingham Library which include: decor, printing expenses for the annual letter, Medical Library Association institutional dues, state of Ohio filing fees, bank service charges, insurance, indemnification insurance, and tax preparation and filing fees.

<b>BALANCE January 1, 2020:</b>	<b>\$14,549.38</b>
<b>BALANCE December 31, 2019:</b>	<b>\$19,324.93</b>

**UBS Financial Services, Inc. Investment Account** had a market value of \$1,310,983.27 on January 1, 2019 and by December 31, 2020 that amount had increased by \$378,668.75 to \$1,689,652.02.

<b>BEGINNING MARKET VALUE January 1, 2020:</b>	<b>\$1,442,413.44</b>
<b>ENDING MARKET VALUE December 31, 2020</b>	<b>\$1,689,652.02</b>

For more information, see [page 13-14](#)

## BOOKS ADDED IN 2020

In 2020 228 books were cataloged and processed, which is a significant increase from 2019 in which only 29 items were cataloged. The items consist of one **American Heart Association (AHA) Program** book, three **Bereavement Collection** books, and 224 **Management and Leadership Library Collection** book.

For a full list of books added, see [pages 15-28](#)



*The Harold H. Brittingham Memorial Library*

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# ANNUAL REPORT 2020

## Supplemental Materials

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# Officers, Directors & Staff 2020



## Officers

President	David C. Kaelber, M.D., Ph.D., M.P.H.
Vice-President	Lisa Ramirez, Ph.D.
Treasurer	Christine A. Dziejzina, M.S.L.S.
Secretary	Laura A. Frater, M.L.I.S.

**Honorary Vice-President** Dorothy Brittingham

**Lifetime Directors** Irving Kushner, M.D.  
Sally Stecher Hollington  
Robert Bilenker, M.D.

**Honorary Director** Mary Glover Smith

## Directors (date indicates expiration of term of office)

<b><i>Term ending 2020</i></b> Maureen Dee, M.S.S.A. Dennis M. Super, M.D. J. Daryl Thornton, M.D. Joseph F. Tomashefski, Jr., MD	<b><i>Term ending 2021</i></b> Christine A. Dziejzina, M.S.L.S. Diana L. Kunze, Ph.D. Michael P. McNamara, Jr., M.D. Lisa Ramirez, Ph.D.	<b><i>Term ending 2022</i></b> David C. Kaelber, M.D., Ph.D. Agnes G. Loeffler, M.D. Raman Marwaha, M.D. Christopher R. McHenry, M.D. Leonard P. Weiss, D.D.S.
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**Nursing Representative:** [vacant position]  
**House Staff Representative:** [vacant position]

***Finance Committee***  
Michael P. McNamara, Jr., M.D., Chair  
Christine A. Dziejzina, M.S.L.S.  
Agnes G. Loeffler, M.D.  
Lisa Ramirez, Ph.D.

***Nominating Committee***  
Christopher R. McHenry, M.D., Chair  
Diana L. Kunze, Ph.D.  
Raman Marwaha, M.D.

## Library Staff

Chief Librarian, Laura A. Frater, M.L.S.  
Library Assistant, Theresa (Fern) Castro

## Library Volunteer

Christine (Chris) Dziejzina, M.S.L.S.  
Margaret (Margie) Urban, R.Ph, M.L.I.S.



## Contributors

### 2019-2020 Annual Campaign

*12/19/2019 through 11/15/2020*

### Contributors to the Membership/Operating Fund and to the Endowment Fund

*received and deposited in 2020*

Dennis Auckley, M.D.	Michael J. McFarlane, M.D.	Stephen Somach, M.D.
Robert Bilenker, M.D.	Michael P. McNamara, Jr., M.D.	Dennis M. Super, M.D.
Dale H. Cowan, M.D.	Nelson Mostow, M.D.	Joseph F. Tomashefski, M.D.
Hallie DeChant, M.D.	Thomas P. Noeller, M.D.	Frits van der Kuyp, M.D.
Mr. Robert Durham	Gregory S. Norris, M.D.	Leonard P. Weiss, D.D.S.
Robert S. Finkelhor, M.D.	James M. Persky, M.D.	Robert S. Weiss, M.D.
Ebru K. Gultekin, M.D.	Janet M. Poponick, M.D.	John H. Wilber, M.D.
Roderick B. Jordon, M.D.	Cristian M. Prada, M.D.	Charles Yowler, M.D.
Diana Kunze, Ph.D.	Kathleen P. Quealy, M.D.	
Thomas W. Lukens, M.D.	Barbara B. Rhoads, M.D.	

### Contributors to the Membership/Operating Fund

*received and deposited in 2020*

David J. Birnkrant, M.D.	Kevin El-Hayek, M.D.	John J. Moore, M.D.
Venerine L. Branham	Thomas A. Fuller, M.D.	Amy Ray, M.D.
John M. Brittingham	Michael P.C. Ip, Ph.D.	Robert L. Smith, Ph.D.
Susan Brittingham Gregg, M.D.	L. Stephen Kish, M.D.	Connie Sutter, M.D.
Dan X. Cai, M.D., Ph.D.	William R. Lewis, M.D.	
Elizabeth K. Dreben, Ph.D.	Christopher R. McHenry, M.D.	

### Contributors to the Endowment Fund

*received and deposited in 2020*

Christopher P. Brandt, M.D. & Beth Brandt Sersig, M.D.	Marc F. Collin, M.D. & Rita K. Cydulka, M.D.	Sally S. Hollington Craig R. Smith & Mary Glover Smith
Dorothy M. Brittingham	Judith Feingold	
Robert S. Brittingham	Edward S. Feldman, M.D.	

## The Year in Review

The year 2020 marked the 83<sup>rd</sup> year of service for the Brittingham Memorial Library and this was the year the deadly coronavirus (called SARS-CoV-2) emerged from Wuhan, China and spread across the world impacting life around the globe. Many MetroHealth employees worked from home for the majority of 2020. In the spring the Chief Librarian, Laura Frater worked from home from March 18<sup>th</sup> through April 23, 2020 and the Library Assistant, Terri Castro, used vacation hours for the month. The Library staff returned to main campus on April 27, 2020. Laura worked part time from home (Wednesdays and Thursdays) and came into the office part time (Mondays and Tuesdays) from April 29, 2020 through May 21, 2020. The Library's volunteer, Margie Urban's last day working in the Library was on January 22, 2020. Margie wanted to take a few weeks off until the coronavirus was under control and shortly after this MetroHealth cancelled all volunteers. Library Board meetings transition from in person meeting to being conducted using WebEx conferencing software at this time.

## The Brittingham Library

### Lean Processing in the Library

While working from home for about a month due to the coronavirus pandemic and covering for the Library Assistant, the Chief Librarian, Laura Frater streamlined the InterLibrary Loan (ILL) process. InterLibrary Loan is a service the Library provides to patrons whereby the Library can borrow materials (journal articles, books, book chapters) from other libraries. PDFs are directly emailed to patrons and physical books must be picked up at the Library. Requesting, delivering, and submitting payments for ILLs is one of the primary duties of the Library Assistant. Laura noticed there was a lot of redundancy and unnecessary work in the ILL process. Using Lean Processing she eliminated the unnecessary steps and streamlined the process making it more efficient. In May Laura also joined a consortium called FreeShare Interlibrary Loan group. FreeShare members fill ILL requests for free. Some libraries charge with the average cost per article between \$12 to \$15 an article. She is having her Library Assistant track if we are receiving articles for free through FreeShare which would otherwise be a charge. Requests for ILL from other libraries has gone up slightly for Terri, on average the increase is about 5-10 requests increase per month.

### PubMed

PubMed is the United States National Library of Medicine (NLM) premier search system for health information. PubMed had a major update starting with LinkOut was eliminated on February 28, 2020. LinkOut provides links from PubMed citation to the Library's full text resources or InterLibrary loan options. NLM moved PubMed to the cloud and resulting in an entire new interface. The new PubMed database was the default setting on May 18, 2020 however the legacy version was still accessible until it was retired on October 31, 2020.

### **Website on the MIV (MetroHealth Information Village)**

The Library's website on the MIV, MetroHealth's intranet, was transitioned to a SharePoint in the fall of 2020. The transition required a lot of work as Microsoft SharePoint license requires that they use the "out of the box" version for thin clients, so it could not be customized. Unfortunately the page lost some of its feature such as the A-Z links on top of the journals and the book can no longer be sorted by subject. Also the request forms have to say "New Item" on the top. During this transition Laura also discovered that VPN IPs were not included in the IP range for MetroHealth. Access to the Library's electronic resources is set up using IP verification. After working with IS for many months, the migration to the new SharePoint site started in May of 2020, it was rolled out on September 8, 2020.

Laura added the Ebsco Discover Service or Discovery Tool link on the landing page of the MIV. The Discovery Tool is a good starting place for patrons who not sure where to begin their research. The Discovery Tool provides a single search box to search across many library resources (like a Google search). However not all of the Library's resources are searchable, for example UpToDate and ClinicalKey cannot be search with this tool. Also the Discovery Tool does not allow patrons to take advantage of the unique features that are available when searching the database separately (including: specialized subject headings and limiters). So if a comprehensive literature search is desired, it is best to search the databases separately.

From November 4, 2020 through December 31, 2020 the Library's MIV page had 460 unique views (unique viewers are the total number of individual visitors, regardless of how often they've visited) and 1,311 site visits (site visits number is the total number of visits to content on the page.) There were 226 unique visitors in November and 234 in December. There were 746 site visits in November and 565 in December of 2020.

### **Webpage on the MetroHealth Systems website, metrohealth.org**

In September the Marketing and Communication Department at MetroHealth was contacted by Laura Frater regarding adding a Library webpage on The MetroHealth System's website. This was completed in November and is set up under "Education" on metrohealth.org. Laura was told that she could not control the content or edit the page of the page because of limited licensing. A link "for employees" to access the MIV page was included. Employees will have to log into VPN to access the content. The Library's 2019 Annual Report was added to the page once it was finalized in November. Other content could potentially be added in the future.

### **Collaboration with Human Resources**

In June the Library collaborated with Sarah Spengler, Organization Development Advisor from the Talent Management & Development Team in Human Resources (HR). The Library agreed to host a Management and Leadership Library book collection from items that were formerly housed in HR. The items were cataloged, processed and are now hosted in the Library. The goal in moving the resources up to the Library was to increase circulation of these items and traffic to the Library. The Management and Leadership Library collection join the Bereavement Book Collection from the Pastoral Care department and textbooks for the American Heart Association (AHA) classes provided by the American Heart Association Program of the Nursing Department. These textbooks include: Basic Life Support (BLS), Advanced Cardiovascular Life Support (ACLS); Pediatric Advanced Life Support (PALS),

Pediatric Emergency Assessment, Recognition, and Stabilization (PEARS), and the Textbook of Neonatal Resuscitation (NRP) – which is also available on the Library’s MIV page under “electronic books”.

## Changes in the Physical Space

The Library’s move, which had begun in February of 2019 was completed in early 2020. The Library was officially relocated to the back of the space, this was the third time the Library’s print collection was moved. The seven computers for patron use along with the Chief Librarian, Library Assistant, and volunteer’s computers were to move to the back of the Library space.

### Library Move Timeline:

#### January 14, 2020 through January 22, 2020

The Library and the physical collection of print journals was pushed back further in the space. Chief Librarian, Laura Frater, and Library Volunteer, Margie Urban, removed items from the print collection to accommodate the move. Single journal issues, which were not bound, were recycled. Unfortunately bound journals and CDs were not able to be recycled, so they were sent to the trash compactor. The following items were removed from the Library’s collection between July 2019 and January 2020 representing around a 25% decrease in the collection from the previous year:

Journal Collection		Shelving Units	
Bound Journals	2,657	Shelves	148
Single Journal Issues	3,657	6 Shelves Columns	24
CDs	33	TOTAL INCHES	5,326”
TOTAL	6,364 items		

### Overview of the print journal reduction

In 2015 the Library had 33,411 bound volumes on the shelf and in 2020 there were 8,466 remaining in the collection. This represents a 75% decrease in the Library’s bound journal collections. Starting in 2015 the single journal issues were almost completely removed along with most CDs that sometimes accompanied print journals. All 6,722 single journal issues in the “cubby hole” (a storage area for single journal issues that were missing issues and were awaiting binding) was removed from the collection in 2015. From 2012 through 2019 an additional 34,278 single journal issues and bound journals, which were stored in the Library’s back rooms, were recycled or discarded to make space available for other departments in the Library.

The Library’s physical space was reduced from approximately 9,000 square feet to around 3,000 square feet. which is a 6,000 square foot reduction in space. For a blueprint of the space, see “Library Floor Plan” on page 16 of this report.

### February 2020

The Office of Opioid Safety has moved up to the front part of the Library. They displaced the Graduate Medical Education (GME) Office, which has returned to room A107.

### Individual Study Rooms

In August, two rooms that were previously used as offices were converted into individual study rooms in the library. The rooms are intended as a place to have a WebEx meeting, quiet study, or phone conference call. Calendars are posted outside the rooms, which can be used to self-schedule for reserving the rooms. On December 15, 2020 two workstations with camera were added the rooms. The reception to the spaces has been positive and the rooms are frequently occupied during the day.

## Meetings and Educational Activities

### Committees/Professional Organizations

In 2020, Chief Librarian, Laura Frater, attended the regularly scheduled meetings of the following:

- Continuing Medical Education Committee
- Professional Affairs Office Manager and Coordinator Meetings
- Chief Librarian holds the following professional Association membership:
  - Medical Library Association (MLA)
  - Medical Library Association, Midwest Chapter (MCMLA)
  - Medical Library Association, Hospital Section
  - Medical Library Association of Northeastern Ohio (MLANO)

### Library Orientation

There were 12 scheduled presentation that were canceled due to the coronavirus pandemic in 2020. The Chief Librarian, Laura Frater, gave outreach presentation on the electronic resources and services available from the Brittingham Library to the following groups in 2020 both in person and via WebEx conferencing software.:

- **Nursing Department:** gave two presentations to the new CNS' and a presentation to the Nursing Knowledge & Innovation Council
- Students in the **Baldwin Wallace University-The MetroHealth System (BW-MHMC): Master of Public Health (MPH) Program:** Spoke with four groups of students in the Research Methodology class
- **Medicine-Pediatrics Module:** Talked with six groups of residents and students

## Library Board of Directors

### Meetings

Library Board meetings transition from in person meeting to being conducted using WebEx conferencing software starting with the June 4, 2020 Library Board meeting. The full Brittingham Memorial Library Board met on the following days in 2020:

- March 5, 2020
- June 4, 2020
- August 6, 2020
- October 1, 2020
- December 3, 2020

Minutes of the Board meetings are on file in the Library.

Bimonthly Executive committee meetings, which alternated with the full board meetings started on July 16, 2020. These meeting were also conducted using WebEx conferencing software. The Brittingham Memorial Library Executive Committee, including the Nominating Committee Chair and Finance Committee Chair met on the following days in 2020:

- July 16, 2020
- September 3, 2020
- November 5, 2020

#### **Election of Officers and Trustees**

At the March 5, 2020 Brittingham Library Board election of the President and Secretary were held. Dr. David Kaelber was elected President of the Board and Laura Frater was elected as Secretary. The Vice-President and Treasure positions remained vacant while the Library Board considered nominations and at the June 4, 2020 meeting Dr. Lisa Ramirez and Christine Dziejzina filled the positions respectively. The last election of directors was held on March 5, 2020 and the following Director were elected to serve:

New Director Nominees for term ending 2020: Dennis M. Super, M.D., J. Daryl Thornton, M.D., Joseph F. Tomashefski, Jr., M.D.

New Director Nominees for term ending 2021: Christine A. Dziejzina, Diana L. Kunze, Ph.D., Michael P. McNamara, Jr., M.D., Lisa Ramirez, Ph.D.

New Director Nominees for term ending 2022: David C. Kaelber, M.D., Raman Marwaha, M.D., Christopher R. McHenry, M.D., Leonard P. Weiss, D.D.S.

Longtime Library supporter and Honorary Director, Mary Glover Smith, pass on September 28, 2020 at the age of 95 years old. Mrs. Smith was the daughter of Dr. Donald M. Glover who was a surgeon, a friend of Dr. Harold H. Brittingham and Dr. Robert Stecher. Dr. Glover was part of the early efforts to establish a library at City Hospital (later Cleveland Metropolitan General Hospital and Cuyahoga County Hospital) and along with Dr. Stecher, he served on the first elected Board of Trustees for the Library. Dr. Stecher served at the first President and Dr. Glover as first vice-president of the Harold H. Brittingham Memorial Library. Dr. Stecher died in March of 1972.

#### **New President of the Brittingham Library Board**

In February Dr. Kaelber agreed to take over as Board President in the wake of Dr. Super's retirement and he was unanimously elected at the March 3, 2020 meeting. For the first half of the year Dr. Kaelber reactivate the Officers and Directors and fill vacancies on the Board. Agnes Loeffler, M.D. and Maureen Dee jointed the Board as new Directors. Lisa Ramirez, Ph.D. was elected at Vice-President and Christine Dziejzina, MSLA was elected as Treasurer. The Library Board Committees were limited to the Executive Committee, Finance Committee, and Nominating Committee. In July Full Board meetings were scheduled bimonthly for the first Thursday of the month alternating with bimonthly Executive Committee meetings which included the finance and nominating committee chairs. The Brittingham Library's Bylaws were revised and finalized, Board Responsibilities and Expectations were outlined, and Lifetime Director criteria were established.

**Strategic Planning with The MetroHealth System**

Dr. Kaelber devote the second half of the year to a joint strategic planning process between the MetroHealth System and the Brittingham Library Board. Jonathan Briggs, who works directly for Julie Jacono who is the Chief Strategy Officer from the strategy office within MetroHealth is assisting the Library with the strategic planning process. His strategy planning process as a 3 phrase approach. The 3 phrases include the following: 1. Interview, 2. Working Sessions, 3. Plan Deployment.

Preliminary “Core Questions” for Strategic Planning Process are as follows:

- A. What is the vision, mission, goals, for the Brittingham Memorial Library over the next 3-5 years
- B. How should oversight responsibilities for the Brittingham Memorial Library be shared/divided between the MetroHealth System leadership and the Brittingham Library Board of Directors
- C. How should financial responsibilities (including funding) for the Brittingham Memorial Library be shared/divided between the MetroHealth System leadership and the Brittingham Library Board of Directors?

Lisa Ramirez spearheaded an online survey that should be completed by the end of January 2021.

**Library Tax Reports**

Library Tax Reports were filed in time to meet the deadline of May 15, 2020. Dan Gibel from CardPalmer Certified Public Accountants once again assisted with the preparation of the tax report. This year the invoice was paid with the funds from the Library’s account with the MetroHealth Foundation. There was \$3,505.65 available from the Foundation fund for Library and the \$1,700 was paid out of this fund.

**Library Annual Campaign**

The Library campaign letter for the 2019-2020 campaign was written, and 1,418 letters were mailed out on December 19, 2019. The 2019-2020 campaign ran from December 19, 2019 through November 15, 2020. The letter was printed by Foote Printing and prepared and mailed by the Library staff. The Library received \$5,425.00 from 55 contributions with an average contribution of \$98.63. Of the contributions received, \$1,810.00 was for membership in the Brittingham Library and the remaining \$3,615 was donation to the Trust held in the Library’s KeyBank checking account.

**Brittingham Library Endowment**

In February, Steve Putinski, who was the senior portfolio manager at UBS Financial Services Inc. which manages the Library's endowment fund for the last 12 years, left UBS Financial and moved to Wells Fargo. Mr. Putinski managed the fund since September 9, 2008 when the account was moved from Sky Trust to Morgan Stanley Smith Barney. The endowment moved to UBS Financial Services Inc. on April 12, 2011 with Mr. Putinski as the financial advisor. Mr. Putinski contacted the Chief Librarian because he would like the Library Board to consider moving the account to Wells Fargo. Michael McCullough took over the Library's account at UBS Financial Services for Mr. Putinski.

Mr. Putinski's move to Wells Fargo triggered a closer look at the management of the Library's fund. Dr. McNamara was elected Chair of the Finance Committee and agreed to evaluate financial service companies and give a recommendation on the best service for the Library. Dr. McNamara compile a spreadsheet comparing the services and bids from potential advisors. At the August 6, 2020 full Board meeting he presented his financial committee report and gave his recommendation to the Board. Dr. McNamara's recommendations were as follows:

- Change to Vanguard as portfolio manager
- Adopt a less conservative approach to the portfolio
- Update our "Investing, Spending and Fiscal Policy"

A formal motion was taken based on Dr. McNamara's recommendation to change the portfolio manager from UBS Financial Services, Inc. to Vanguard Financial Advisor Service and in making that change we adopt a less conservative approach to the portfolio to be figured out through the Finance Committee in consultation with the Executive Committee. The motion was seconded, and the motion was passed unanimously by all the Board members present. The Library plans to have the endowment funds transferred from UBS Financial Services to Vanguard by early 2021.



# Statistical Reports

## Database Usage

	2018	2019	2020
<b>UpToDate</b>			
Total Topic Reviews	411,499	438,088	407,454
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>ClinicalKey*</b>			
Content Views	17,303	17,503	14,567
Topic Page Views	2,428	1,176	723
PDF Downloads	5,443	5,184**	4,912
Content Prints	285	330	278
Email Content	N/A	N/A	105
Presentation Export/Add	N/A	N/A	125
Saved Content Adds/Opens	N/A	N/A	35
Books	9,477	8,208	7,202
Journals	6,759	8,605	6,659
Clinical Overviews	201	192	126
Medline	313	118	72
Guidelines	82	43	27
Drugs	129	40	59
Patient Education	117	89	59
Procedure Consult	35	50	72
Clinical Trials	90	78	47
Multimedia	56	80	242

\*\* Note: There was a ClinicalKey PDF downloads data outage for all content types from May 15th to June 3rd which may cause PDF downloads to look lower than expected. There was a partial data collection outage for ClinicalKey from July 15 to July 26th.

\*COUNTER Compliant data

	2018	2019	2020
<b>CINAHL (Cumulative Index to Nursing &amp; Allied Health Literature)</b>			
Searches_Platform*	2,494	3,610	3,248
Total_Item_Investigations*	3,197	3,653	3,360
Total_Item_Requests*	586	717	472
Unique_Item_Investigations*	2,369	2,792	2,584
Unique_Item_Requests*	507	585	399
Unique_Title_Investigations*	1	6	40

\*COUNTER Compliant data

	2018	2019	2020
<b>Ovid MEDLINE &amp; Ovid Nursing Full Text Plus (By Database - DB1 report)</b>			
Regular Searches*	1,251	738	1,170
Result Clicks*	17,350	12,411	27,951
Record Views*	17,184	12,274	27,906

\*COUNTER Compliant data

Note: beginning on January 1, 2019, Ovid statistics comply with COUNTER 5 reporting guidelines

## Library Holdings

	<b>2020</b>
<b>BOOK COLLECTION</b>	
General	3,725
American Heart Association (AHA) Books	86
Bereavement Book Collection	39
Management & Leadership Book Collection	168
Residents Education Preparation Initiative (REPI)	135
Stecher Book Collection	192
Lost	-39
Total on December 31st	4,306
<b>BOUND JOURNALS</b>	
General	8,466
Stecher Journal Collection	413
<b>TOTAL BOOKS</b>	<b>4,306</b>
<b>TOTAL BOUND JOURNALS</b>	<b>8,859</b>
<b>TOTAL BOOKS &amp; BOUND JOURNALS</b>	<b>13,165</b>
<b>SERIAL PUBLICATIONS RECEIVED</b>	
Purchases (Subscriptions)	4,665
Stecher Journal Collection	1,131
<b>TOTAL NUMBER SERIAL PUBLICATIONS</b>	<b>5,796</b>

## Use of the Library

	2018	2019	2020
<b>CIRCULATION</b>			
Loans from the Library's Collections	1,229	1,276	687
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>INTERLIBRARY LOANS REQUESTED</b>			
DOCLINE electronic requests	883	1,229	788
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>INTERLIBRARY LOANS RECEIVED</b>			
From CHSL (\$10.00 each)	34	102	65
From fee-based libraries (various fees)	460	552	156
From hospital libraries (free)	394	533	527
Total Loans Received	888	1,187	748
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>INTERLIBRARY LOANS TO OTHER LIBRARIES</b>			
Total Loans Sent	34	21	62
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>LITERATURE SEARCHES</b>			
Reference Transactions (includes Librarian Mediated searches, database tutorials, and other requests for Information)	935	1,138	684
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>ITEMS CATALOGED</b>			
Total number of items	22	29	228
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>OUTREACH PRESENTATIONS</b>			
Total number of presentations	23	28	13
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>CME APPLICATIONS REVIEWED</b>			
Total number of applications reviewed	6	13	20
	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>PHOTOCOPIES</b>			
Total number of pages	58	62	69

# Financial Reports

## Key Bank Checking Account

<b>BALANCE January 1, 2020</b>	<b>\$14,549.38</b>
<b>CONTRIBUTIONS AND INTEREST</b>	
Operating/Membership contributions	\$4,090.00
Trust Contributions Deposited in Checking	5,585.00
Interest from Checking Account	5.05
<b>TOTAL INCOME</b>	<b>\$9,680.05</b>
<b>EXPENSES</b>	
Décor	720.00
Bank Fees & Charges	23.50
Insurance & Indemnification	3,166.00
Newsletter Printing & Supplies	785.00
State of Ohio Filing Fee	200.00
<b>TOTAL EXPENSES</b>	<b>(\$4,894.50)</b>
<b>BALANCE December 31, 2020</b>	<b>\$19,324.93</b>

**UBS Financial Services, Inc. Investment Account 2020****BEGINNING MARKET VALUE**

January 1, 2020	<b>\$1,442,413.44</b>
Deposits (Contributions)	1,565.00
Professional Management Fee	(11,910.79)
Dividend & Interest Income	39,894.30
Change in Market Value	217,690.07

**ENDING MARKET VALUE**

December 31, 2020	<b>\$1,689,652.02</b>
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**Comparative Report of Expenditures**

<b>BRITTINGHAM LIBRARY ACCOUNT</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Décor	720.00	792.00	720.00
Newsletter Printing & Supplies	00.00	775.00	785.00
Medical Library Assoc. Institutional Dues	00.00	1,060.00	00.00
State of Ohio Filing Fees	200.00	200.00	200.00
Bank Service Charges	36.00	21.00	23.50
Insurance & Indemnification	2,381.00	3,100.00	3,166.00
Tax Preparation & Filing	1,650.00	1,700.00	00.00
<b>Total Library Account</b>	<b>\$4,986.00</b>	<b>\$7,648.00</b>	<b>\$4,894.50</b>

## Books Added in 2020

### The American Heart Association Program of the Nursing Department

American Heart Association. ADVANCED CARDIOVASCULAR LIFE SUPPORT: PROVIDER MANUAL. Dallas, TX: American Heart Association, 2016.

### Bereavement Collection

Irish, Donald P.; Kathleen F. Lundquist; Vivian Jenkins Nelsen. ETHNIC VARIATIONS IN DYING, DEATH, AND GRIEF : DIVERSITY IN UNIVERSALITY. Washington, D.C.: Taylor & Francis, 1993.

Miller, James E. THE CAREGIVER'S BOOK: CARING FOR ANOTHER, CARING FOR YOURSELF. Minneapolis, MN: Augsburg, 1996.

Wrobleski, Adina. SUICIDE: SURVIVORS - A GUIDE FOR THOSE LEFT BEHIND, 2nd ed. Minneapolis: A. Wrobleski, 1994.

## Management and Leadership Library Collection

Aaron, Stacy and Kate Nelson. THE EIGHT CONSTANTS OF CHANGE: WHAT LEADERS NEED TO KNOW TO DRIVE CHANGE AND WIN. Dallas, TX: Corner Stone Leadership Institute, 2008.

Adams, Marilee G. CHANGE YOUR QUESTIONS, CHANGE YOUR LIFE: 12 POWERFUL TOOLS FOR LEADERSHIP, COACHING, AND LIFE, 3rd ed. Oakland, CA: Berrett-Koehler Publishers, 2015.

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The Advisory Board Company. THE MANAGER'S GUIDE TO ENGAGING STAFF. Washington, DC : The Advisory Board Company, 2016.

The Advisory Board Company. MODEL AND NEGOTIATE: USING THE CALC ENGINE TO IMPROVE NEGOTIATIONS. Washington, DC: The Advisory Board Company, 2015.

The Advisory Board Company. REVENUE RECOVERY: THE END USER GUIDE TO RECOVERING DOLLARS USING PAYMENT INTEGRITY COMPASS. Washington, DC: The Advisory Board Company, 2013.

The Advisory Board Company, PROFESSIONAL REVENUE RECOVERY: THE END USER GUIDE TO RECOVERING DOLLARS USING PAYMENT INTEGRITY COMPASS. Washington, DC: The Advisory Board Company, 2014.

Albright, Mary and Clay Carr. 101 BIGGEST MISTAKES MANAGERS MAKE AND HOW TO AVOID THEM. New York: Prentice Hall, 1997.

The Arbinger Institute. LEADERSHIP AND SELF-DECEPTION: GETTING OUT OF THE BOX, 2nd ed. San Francisco: Berrett-Koehler Publishers. 2010.

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Baldwin, Christina and Ann Linnea (Forward by Margaret J. Wheatley.) THE CIRCLE WAY: A LEADER IN EVERY CHAIR. San Francisco, CA: Berrett-Koehler Publishers, Inc., 2010.

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Baptist Health Care Leadership Institute. SCRIPTING. Pensacola, FL: Baptist Health Care Leadership Institute, 2003.

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- Barrett, Frank J. YES TO THE MESS: SURPRISING LEADERSHIP LESSONS FROM JAZZ. Boston, MA: Harvard Business Press, 2012.
- Beeson, Stephen. ENGAGING PHYSICIANS: A MANUAL TO PHYSICIAN PARTNERSHIP. Gulf Breeze, FL: Fire Starter Publishing, 2009.
- Belker, Loren B. and Gary S. Topchik. THE FIRST-TIME MANAGER, 5th ed. New York, N.Y.: AMACOM, 2005.
- Bell, Chip R. and John R. Patterson. WIRED AND DANGEROUS: HOW YOUR CUSTOMERS HAVE CHANGED AND WHAT TO DO ABOUT IT. San Francisco, CA: Berret-Koehler Publishers, Inc., 2011.
- Bell, Chip R. and John R. Patterson. TAKE THEIR BREATH AWAY: HOW IMAGINATIVE SERVICE CREATES DEVOTED CUSTOMERS. Hoboken, NJ: John Wiley & Sons, 2009.
- Benson, Laurie. THE MANAGER'S POCKET GUIDE TO ECOMMUNICATION: COMMUNICATING EFFECTIVELY IN A DIGITAL AGE. Amherst, Mass.: HRD Press, 2000.
- Benton, D.A. CEO MATERIAL: HOW TO BE A LEADER IN ANY ORGANIZATION. New York: McGraw-Hill, 2009.
- Bernstein, Albert. AM I THE ONLY SANE ONE WORKING HERE? 101 SOLUTIONS FOR SURVIVING OFFICE INSANITY. New York: McGraw-Hill, 2009.
- Berwick, Donald; A. Blanton Godfrey; and Jane Roessner. CURING HEALTH CARE : NEW STRATEGIES FOR QUALITY IMPROVEMENT: A REPORT ON THE NATIONAL DEMONSTRATION PROJECT ON QUALITY IMPROVEMENT IN HEALTH CARE. San Francisco, Calif.: Jossey-Bass, 1990.
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## Glossary

Term	Description
<b>CINAHL</b>	The CINAHL (Cumulative Index to Nursing and Allied Health Literature) database provides references to nursing and allied health literature. It also contains some additional nursing materials not indexed by PubMed. CINAHL provides full text for hundreds of nursing and allied health journals indexed in the CINAHL database.
<b>Circulation</b>	The lending of library materials (books, journals, and other material) to library patrons.
<b>ClinicalKey</b>	ClinicalKey is a clinical search engine from Elsevier that includes full text medical textbooks, medical journals, images, videos, First Consult content and much more.
<b>COUNTER</b>	Launched in March 2002, COUNTER (Counting Online Usage of Networked Electronic Resources) is an international code of practice used to measure the usage data in a consistent way.
<b>COUNTER Result Clicks</b>	(Counter Compliance 4 standard) Measurement of clicks on a page that's delivered as a result of searching a database. This category also includes any abstract views as well as any other clicks to any other types of content whether internal or external.
<b>COUNTER Regular Searches</b>	(Counter Compliance 4 standard) Entries into the search box of a database are counted, using this metric. One search is made to retrieve many results
<b>COUNTER Record Views</b>	(Counter Compliance 4 standard) Measurement of clicks regarding complete reference, PDF, abstract or full text. Searching a term, retrieving results, browsing content - none of these are counted as a "Record Views" statistic. Neither is clicking on linkout links, through Links@Ovid or LinkSolver. Actions made with the article, by clicking to open it, either abstract or full text, are used for this metric
<b>COUNTER Searches_Platform</b>	A COUNTER Metric Type used to report searches conducted on a platform. Note: Searches conducted against multiple databases on the platform will only be counted once. <a href="https://www.projectcounter.org/appendix-glossary-terms/">https://www.projectcounter.org/appendix-glossary-terms/</a>
<b>COUNTER Total_Items_Investigations</b>	A COUNTER Metric_Type that represents the number of times users accessed the content (i.e. full text) of an item, or information describing that item (i.e. an abstract). <a href="https://www.projectcounter.org/appendix-glossary-terms/">https://www.projectcounter.org/appendix-glossary-terms/</a>
<b>COUNTER Total_Item_Requests</b>	A COUNTER Metric_Type that represents the number of times users requested the full content (i.e. full text) of an item. Requests may take the form of viewing, downloading, emailing, or printing content, provided such actions can be tracked by the content provider's server. <a href="https://www.projectcounter.org/appendix-glossary-terms/">https://www.projectcounter.org/appendix-glossary-terms/</a>
<b>COUNTER Unique_Item_Investigations</b>	A COUNTER Metric Type that represents the number of unique Content Items investigated in a user-session. <a href="https://www.projectcounter.org/appendix-glossary-terms/">https://www.projectcounter.org/appendix-glossary-terms/</a>
<b>COUNTER Unique_Title_Investigations</b>	A COUNTER Metric Type that represents the number of unique titles investigated in a user-session. Examples of titles are journals and books. <a href="https://www.projectcounter.org/appendix-glossary-terms/">https://www.projectcounter.org/appendix-glossary-terms/</a>

<b>COUNTER Unique_Title_Requests</b>	A COUNTER Metric Type that represents the number of unique titles requested in a user session. Examples of titles are journals and books. <a href="https://www.projectcounter.org/appendix-glossary-terms/">https://www.projectcounter.org/appendix-glossary-terms/</a>
<b>Interlibrary Loan</b>	InterlibraryLoan (ILL) is service in which the Library borrows material (journal articles, books, book chapters, etc.) that are owned/available from a lending library or supplies material to another library. Some libraries charge for materials while other libraries do not.
<b>Items Cataloged</b>	A unique description of each item in the Library's collection will be provided to assist library user in determining what is available in the library and where materials are located. The Brittingham Memorial Library currently uses SydneyPLUS for its OPAC (Online Public Access Catalog), and for its cataloging management system. Items that are cataloged include but not limited to the following: books, study materials, CO-ROMs and DVDs.
<b>Journal Issues Received/Checked-In</b>	A count of the print journal issues that were received via mail and recorded in the Kardex file.
<b>Library Presentations</b>	Upon request, formal Library orientation programs to learn about the Library and how to use it are conducted by the Chief Librarian. These presentations include descriptions of Library services and instruction on the databases provided by the library (PubMed, OvidSP, Nursing @ Ovid, CINAHL, ClinicalKey, and UpToDate). Informal tours of the Library and database tutorials are given as needed.
<b>OvidSP</b>	The Medline database can be accessed through OVIDSP. This platform also provides access to several full text journals and a database called Nursing@Ovid. The Nursing@Ovid database provides references to nursing articles and access to 14 full text nursing journals.
<b>Photocopies/PDF Articles</b>	Patrons requesting articles that cannot be obtained electronically are copied by the Library staff and sent as a PDF document via email.
<b>Searches &amp; Reference Transactions</b>	Reference Transactions are information interchanges that require the knowledge, use, recommendations, interpretation, or instruction in the use of information resources by a library staff member in order to meet an individual's information need(s). Information resources include the following: PubMed, OvidSP, ClinicalKey, UpToDate, Nursing@Ovid, CINAHL, electronic/print journals, electronic/print books, and the internet. Reference transactions cover a wide range of topics or database tutorials and typically take anywhere from a few minutes to a few hours to complete. An average database search takes about one hour to complete.
<b>UpToDate</b>	UpToDate is specifically designed to answer the clinical questions that arise in daily practice and to do so quickly and easily so that it can be used right at the point of care. This database also features a drug database/drug interaction database, medical Calculators, a "What's New" section, and patient information.

## Library Floor Plan

Brittingham Memorial Library  
Approximately 3,000 Sq. Ft.

Office of Opioid Safety  
Approximately 6,000 Sq. Ft.

