



**Benchmarking Network (BN) of Medical Library Association (MLA)
Fact Sheet
New York/New Jersey Chapter
Revised January 13, 2003**

2001 Benchmarking Survey

- **Participants:** 385 members completed survey
- **Response rate:** 22.9% (assumes 1500 hospital librarians eligible to participate.)
- **344 usable survey forms**
- **Time period:** Jan. 1, 2002- March 4, 2002 input dates
- **See also:** Volesko, Michele M. "2002 MLA Benchmarking Network Initiative Enters Analysis Phase: Data Helps Create First Snapshot of Health Sciences Libraries, Their Value and Worth, *NY-NJ Chapter Newsletter*, Summer 2002. http://www.nynjmla.org/nynjnews_summer_2002_12.html

2001 Specific Benchmarking Products Available & Under Development

- **Aggregate hospital library composite data tables online:**
FREE to MLA members at: <http://www.mlanet.org/>. Click and log in to the Members Only area. You will need your member's password and ID.
- **Composite aggregate data tables in PDF file or paper:**
Available to members and non-members for a fee. Order form: <http://www.mlanet.org/pdf/resources/bn2001-flyer.pdf>
- **Interactive site:**
Choose your own parameters for size and measures of activity. The interactive site is available at: <http://www.mlanet.org/resources/benchmark/>. It is FREE to Survey Participants and via a subscription FEE to other MLA members. All data will be in the aggregate – no individual, identifiable data will be available.

2001 Benchmarking Products – Access

Products	Members: Survey Participants	Members: Non-Survey Participants	Non-members
Aggregate library composite data tables in HTML format, ONLINE	Free	Free	Not available. For members only
<i>The Composite Hospital Library: 2001 Benchmarking Aggregate Data Tables.</i> (softcover, 448 pp. ISBN 0-912176-67-9)	\$150 PDF \$250 Paper	\$150 PDF \$250 Paper	\$300 PDF \$400 Paper
Interactive site - choose size and measures of activity	Free*	\$125	\$250
Excel data file – without financials	\$ to be determined	\$ to be determined	Not available
New scenarios	Free	Free	Not available.

Free only to participants of that year. e.g., if library X inputs data in 2001, but not in 2002- they will only be able to see 2001 data.

Value and Uses of Benchmarking Data

- Scenarios to illustrate using BN data in support of budget, services, staffing etc.



Consumer Health:

You are planning a new consumer health service and receiving resistance from certain groups at your institution. Some of your educational materials and persuasive arguments could include data.

- **Use BN data!**
79.4 % of hospital libraries offer this service
37.8 % have a separate facility for it.



Staffing:

As a one-person library, the time may have arrived to request more staff. How do you make your case to administration objectively, with facts and figures? The institution has grown over the past few years with services, FTEs, training programs. How many professional library staff do others have in your peer grouping? Do you offer similar services and volume?

- **Use BN data!**
2.1 professional staff for 700 to 999.9 physicians
2.4 professional staff for 4,250 to 7,999.9 hospital FTEs
844 mediated searches for 700 to 999.9 physicians



Library Space:

The hospital needs space to relocate physician mailboxes from the hallway to a more private area and some library space may be used. How can you minimize or eliminate this possibility? Along with standard formulas for space planning, what other data can you use to prove your case?

- **Use BN data!**
6,892 sq. ft. for library in hospitals with 1,800+ physicians
5,062 sq. ft. for library in hospitals with 45,000+ admissions annually



Electronic Full-text Journals:

As amazing as it seems, the hospital is renovating and will move the library to a better location. Should you reallocate shelving space for a PC area? Do you offer Internet on workstations for patrons? How many full-text journals do you need? Insights into trends can be found to assist your space planning efforts.

- **Use BN data!**
193 print serial titles with \$125,000 to \$174,999 total library budget expenditures
264 serials titles with electronic full-text access only, for budgets of \$175,000 to \$244, 999
96.4% of hospitals with 700 to 1,000 physicians provide library PCs with Internet access

2003 Benchmarking Survey

- **Time period:** Feb. 1, 2003-April 15, 2003 estimated input dates
- **Improvements:** New questions to be included, increased length of time for data input
- **2002 participants:** Please participate and input new data
- **New participants desired:**
 - Hospital libraries administered by Academic Medical Centers and are not reported in the AAHSLD survey
 - Association type libraries.

Contacts, For More Information

- **NY-NJ Chapter Benchmarking Chapter Educator (BCE):**
 - Michelle Volesko, Director, Library and Corporate Information Services. New Jersey Hospital Association, 609-275-4230, mvolesko@njha.com
- **Medical Library Association Web site:**
 - MLANET www.mlanet.org Login to Members only area and choose benchmarking section. Access aggregate data tables, data definitions, benchmarking resources, presentations and much more!