

## FLICC Library/Information Center of the Year Award Nomination Form

This is not an Interactive Web form.

Fill out the form, print it via your browser and get required endorsements and signatures. Then fax or mail according to the instructions below.

NOMINEE (PLEASE PRINT:)	
Library/Information Center Name:	Landstuhl Regional Medical Center Library
Name of Director/Head:	Cornelia E. Camerer, Supervisory Librarian
Agency:	LRMC Clinical Operations Division -- U.S. Army, Germany
Library Address:	CMR 402 / ATTN: Medical Library
City:	APO
State:	AE Zip: 09180
Phone:	49-6371-86-7111
Fax:	49-6371-86-8600
Email:	Cornelia.Camerer@AMEDD.ARMY.MIL
Number and type of Users/Patrons:*	Medical -- 3,056
Number of Staff (In-house and Contracted):*	2
Total Annual Budget from All Sources (including salaries, acquisitions, and other operating expenditures):*	\$167,664.29
Additional comments or explanations:	
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<b>NOMINATOR:</b>

Name:	Craig R. Wilcox	
Title:	Medical Library Facility Manager	
Organization:	LRMC Clinical Operations Division – U.S. Army, Germany	
Preferred Address:	CMR 402 / ATTN: Medical Library	
City:	APO	
State:	AE	Zip: 09180
Phone:	49-6371-86-7111	
Fax:	49-6371-86-8600	
Email:	Craig.Wilcox@US.ARMY.MIL	
Relationship to Nominee:	Member of staff	
<p><b>Nomination statement (mandatory):</b> I believe the nominee should be Federal Library or Information Center of the Year for Fiscal Year 2007 because (50 words or less)</p> <p>The Medical Library exceeds all expectations of its patrons and the Medical Center's leadership. The library excels at offering programs for all patrons regardless of location or demographics. The staff works diligently to support their patrons and is highly deserving of this award for their boundless energy and tireless efforts.</p>		
Signature:	<i>C. R. Wilcox</i>	Date: 3 March 2008

<b>MANAGEMENT APPROVAL (Organization above the Library/Information Center):</b>	
Name:	Captain Brian M. Van Hall, MS
Title:	Executive Officer, Clinical Services
Organization:	Landstuhl Regional Medical Center, U.S. Army, Germany
<p><b>Statement of approval:</b> I approve this nomination for Library/Information Center of the Year. Comment:</p> <p><b>I strongly recommend the LRMC Medical Library for the FLICC Library/Information Center of the Year Award. The dedicated library staff has demonstrated outstanding leadership in supporting the LRMC mission, and have consistently looked for opportunities to optimize medical information services.</b></p>	
Signature:	<i>Brian M. Van Hall</i>
Date:	3 March 08

**INSTRUCTIONS:**

**Deadlines:** All nominations must be faxed no later than February 1, 2008. If a nominator does not receive confirmation of the nomination by February 8, 2008, please contact Lizzie Daniels by phone at (202) 707-4813. Fax nominations to the Federal Library and Information Center Committee (FLICC) at (202) 707-4825. The

## FLICC AWARDS NOMINATION 2007 FOR A SMALL LIBRARY

**A Brief History Of The Landstuhl Regional Medical Center (LRMC):** *The way it all started... 375 patients were moved into the American hospital at Landstuhl, Germany, on 9 March 1953. Throughout the Cold War, Landstuhl Regional Medical Center (LRMC) provided healthcare for several high-profile incidents, including U.S. Marines injured during the American hostage crisis in Iran in 1980, and again during the 1983 bombing of the U.S. Marine Corps Barracks in Beirut, Lebanon. In 1986 LRMC staff stepped in to treat the U.S. wounded of the LaBelle Disco bombing in Berlin and in 1988 the staff of the hospital treated over 500 casualties of the Air Show Disaster in Ramstein. During Operations Desert Shield and Storm, more than 4,000 American casualties were treated at LRMC and over 800 injured U.S. service members deployed to Somalia were treated here. In 1998 the hospital treated Kenyan victims from the U.S. Embassy bombing in Nairobi and took care to the sailors injured in the USS Cole bombing. Today, LRMC provides medical treatment to U.S. military personnel serving in Afghanistan under Operation Enduring Freedom, Operation Iraqi Freedom, and the African continent.*

### **Landstuhl Regional Medical Center's Mission:**

To provide world class comprehensive and compassionate care to our Nation's Warriors, their families, retirees and all other directed beneficiaries, while maintaining unit and personal readiness to meet the demands of our Nation.

### **Medical Library Mission:**

To provide knowledge-based informational services to support world class patient care, clinical and management decision making, performance-improvement, medical education, patient and family education, and medical research for the treatment facilities of the Landstuhl Regional Medical Center (LRMC) and the DoD Tricare Region, Europe.

### **I. Mission Support Criteria Statement:**

The Landstuhl Regional Medical Center Library is a unique world class research facility, specializing in medical and dental medicine. The library provides both medical and academic services to the Landstuhl Regional Medical Center (LRMC) and the Europe Regional Medical Command (ERMC) as well as Supreme Headquarters Allied Powers Europe (SHAPE), consisting of 2 clinics in Belgium, 2 clinics in Italy, and 4 clinics in Germany. In addition, the library upholds services to U.S. military personnel in Iraq, Afghanistan, and Africa, covering approximately 1/3 of the world's land area. The staff of the library is proud to render services to a workforce that includes the U.S. Army, the U.S. Air Force, the U.S. Navy, and DoD civilians and contractors.

Full library services are provided to medical professionals within the LRMC footprint and are documented in the LRMC Medical Library Business Plan. It is the overall goal of the library's plan to provide information resources when and where they are needed to best serve the LRMC mission. This is accomplished through the use of technology, a virtual library webpage, bilingual reference in English and German, mediated searching, acquisition, technical services and cataloging, interlibrary loan, the sharing of resources, and a streamlined planning process. At the heart of the business plan is a renewed commitment to provide effective and equitable library services in support of the LRMC mission.

The LRMC Medical Library is part of a dynamic online card catalog system that currently is supported by 35 U. S. Army MWR Libraries in Europe. The LRMC Medical Library maintains close contacts with other DoD libraries worldwide. In addition, the staff serves as the European medical library consultant to Europe Regional Medical Command (ERMC). The Landstuhl Regional Medical Center Library has exceeded all known standards in its performance of mission support. The staff of the facility has exhibited on a daily basis its "Patron First" philosophy and utilized forward thinking and long range planning to continue its high standards.



## **II. Creativity / Innovation In Services For Fiscal Year 2007:**

### **World-Wide Reference Service & Mediated Online Searching:**

In 2007, the LRMC Medical Library created a worldwide reference program specially designed to meet the needs of patrons that are deployed or serviced in remote locations. The staff of LRMC Medical Library offers mediated searches for all databases that the library offers. This program is particularly designed for patrons who do not have suitable access to databases or who appreciate the convenience of obtaining a relevant listing of journal articles about a particular topic without having to formulate and key-in search strategies. Through this program the staff assists patrons in remote locations to become successful researchers, by providing information services that are equitable to those found at the LRMC Medical Library. This service includes research assistance via e-mail, fax, telephone, and mail. The staff of the library developed a number of "How to Guides" that provide assistance to basic search techniques. Please refer to advertising for this program in the supporting materials section.

### **LRMC MedShare Intranet Webpage:**

With the proliferation of electronic resources in FY2007 came the need for patron to access accurate information in a timely manner. Because the LRMC Medical Library provides a large selection of medical research databases in support of patient care, it was time to launch the LRMC webpage in 2007. The webpage is part of the LRMC MedShare Intranet and can be easily accessed from all MedShare locations. Please refer to supporting materials section for a print version of the LRMC MedShare Intranet Webpage.

### **Research Classes At The Medical Library:**

In 2007, the LRMC Medical Library introduced a number of research online database classes to its patrons. Research classes were provided in English and upon request for local national employees in German. Regular components of the classes included databases such as PubMed, MEDLINE PLUS, OVID, MDConsult, MICROMEDEX, STAT!Ref, UpToDate, Images MD, and EVIDENCE MATTERS. In addition, resources featured on the AMEDD Virtual Library were highlighted and advertised on a regular basis. The goal was to provide novice and expert searchers with a fresh look at applicable biomedical databases. The presentation styles varied from teaching database classes on a large platform at the Medical Center's Auditorium to smaller classes that were taught in the library's computer lab and labeled as "e-lunch@the Medical Library." Instructions and classes for individuals were available on a daily basis to all patrons. Please refer to examples of posters in the supporting materials section.

### **Term Paper Assistance Program:**

The LRMC Term Paper Assistance Program was created to provide patrons with an opportunity to receive research assistance. The program was created for professionals working on advanced college and university degrees and for paraprofessionals working on accreditations or CMEs. The staff spent time with the patrons and assisted them in finding the best possible resources. Furthermore, instructions were given on how to use pertinent library tools like medical databases, Intranet resources, indexes, reference materials, etc. Please refer to advertising for this program in the supporting materials section.

### **Current Awareness Service: LRMC Author Board:**

As a current awareness service, the Medical Library brought the "Author Board" to the LRMC footprint in 2007. Through a vigorous advertising campaign the staff petitioned medical staff to submit their books, reprints, articles, or presentations, to the Medical Library for posting on a bulletin board. It was the staff's vision to celebrate all the talented LRMC authors and presenters by displaying their intellectual property to the LRMC visitors and to increase our customer's awareness of our world-class staff and their commitment to excellence. An example of the LRMC Author Board ad is included in the supporting materials section.

### **III. Customer Satisfaction:**

#### **Customer Service Scope:**

The staff provides full-service library functions to roughly 3,000 medical professional. The LRMC footprint covers approximately of 1/3 of world's geographical area. The library supports medical professionals in Germany, Italy, Belgium, Afghanistan, Iraq, and on the African continent. It was the goal of the library in FY07 to maintain a service-driven and customer-focused culture and to continue delivering a high value of return to its customers. Therefore the library staff did strive to exceed the needs and expectations of its customers. In order to keep library customers informed, the staff used various information channels and marketing tools like: the Adjutant's Daily Message, the LRMC Weekly News Bulletin, and the Distribution K list for healthcare providers. For the staff of the library, the customer service culture of excellence here at LRMC is much more than a catchy phrase; it directly aligns with the LRMC mission to provide "world-class excellence in all that we do." The LRMC Medical Library measures its customer satisfaction through two Department of Defense (DoD) approved measuring tools, namely the Interactive Customer Evaluation (ICE) as well as the Measurement, Tracking, Information Collection Systems (METRICS).

#### **Interactive Customer Evaluation (ICE):**

The ICE system is a web-based customer satisfaction measuring tool that collects feedback from patrons on services provided by the LRMC Medical Library. A print version of the online ICE customer comment card is also available for in-house patrons at the library's circulation desk. ICE allows patrons throughout DoD facilities to rate facilities and their services. The 3 major areas for patrons to provide positive or negative input are: customer service, quality of care, in addition to overall satisfaction of the service. ICE provides library staff, supervisors, as well as the Army leadership with feedback through timely data on service quality. Furthermore, ICE allows managers to benchmark performance of the service provided against other Army and DoD organizations. Throughout 2007 the LRMC Medical Library received an overall ICE customer satisfaction rating of 98%. Print versions of submitted ICE customer comment cards can be viewed in the supporting materials section of this package.

#### **Measurement, Tracking, Information Collection Systems (METRICS):**

The library portion of the METRICS system was designed by the Army Library Program Office in Washington, D.C., to collect web-based statistics on Army library collections, budgets, resources and services, automation, and usage. Through this standardized system, library managers, Army leaders, and command librarians can view the overall progress of the LRMC Medical Library Program. Some of the significant results of the 2007 METRICS were:

- An increase of long reference questions by 27%
- An increase of interlibrary loan requests by 15%
- An increase in the items viewed in the library's digital collection by 2210 users
- An increase of searches conducted in the library's online databases by 223 users
- An increase in programming by 50%

The Landstuhl Regional Medical Center was fortunate to have had access to an exemplary full-service library in FY07. The Medical Library Manager performed on the cutting-edge of programming and customer service functions. The staff brought innovative ideas in library services to the table and increased its capacity in meeting their customers' information needs regardless of their professional background or their geographic location.