

HEALTH SCIENCES LIBRARY

ANNUAL REPORT

FY91/92

Outline

Highlights of FY91/92 Activities

Statistical Summary

Departmental Reports

Computer User Services (CUS)

Reference and Information Management Services (RIMS)

Resources Management

Acquisitions/Serials

Cataloging

Circulation

Historical/Special Collections

Interlibrary Loan

Systems Research, Development and Services

INTRODUCTION

During Fiscal Year 1991 Frieda Weise returned to campus to serve as Assistant Vice President for Information Services, Director of the Health Sciences Library. During our first year as part of the campus Information Services Division, reporting to the Vice President for Information Services, the Library was involved in campus-wide strategic planning. Planning processes carried out both in Information Services and in the Library mirrored the new strategic plan. The Library signed a new contract with the National Library of Medicine in May of 1991 and the Regional Library staff spent the year setting up and carrying out the new contract requirements. In February of 1992 the National Library of Medicine awarded the library a three-year, \$450,000 grant to develop a UMLS Searching Workstation. Finally, in June 1992, the last month of the fiscal year, the library made MaryMED Plus, a version of the full MEDLINE database, available to the campus community.

Some other highlights from this year of change are listed below.

Highlights

The staff implemented the Performance Management Process (PMP) across all departments.

The Circulation Department shifted all books and journals, installed additional shelving, and transferred many monographic titles to compact shelving or weeded them.

The library developed and implemented cooperative collection development and document delivery projects with other institutions that allowed cancellation of high cost journals.

The Cataloging Department learned the new procedures for and tested the cataloging module of OCLC's new PRISM system.

Reference and Information Services staff completed redesign of all HSL publications.

Reference and Information Services created a full-time liaison position to UMMS and the residents.

Computer User Services moved from the Health Sciences Building to the Information Services Building with little disruption in services.

Computer User Services upgraded microcomputers in the ATAL center and the User Area.

Systems Research, Development and Services linked all library Macintosh computers to the HSL network.

In February the project team began initial research and design for the UMLS Searching Workstation project.

This Annual Report presents details of these and other library projects and accomplishments in the following pages. During a time of unprecedented change, the staff of the

Health Sciences Library has done a magnificent job of maintaining and improving existing services while working to transform the library. Next year planning will begin for a new library and information services building that will be not only the technological information hub of the campus, but also an inviting study and learning environment for students, faculty, and staff.

1991/92 Statistical Summary

	<u>1991/92</u>	<u>1990/91</u>	<u>%</u>
<u>Collection Access</u>			
Attendance	168,433	156,540	+7.6
Book circulation	90,749	77,019	+17.8
Course reserve circulation	19,533	13,698	+42.6
Public machine photocopies	2,113,315	1,748,546	+22.0
Mediated photocopy requests (# Articles)	9,378	7,915	+18.5
FAX requests received	2,496	3,031	-17.7
FAX requests sent	650	2,323	-72.0
Interlibrary Loan			
Items borrowed	5,922	4,834	+22.5
Items requested for lending	19,609	21,739	-9.8
Items filled	12,822	13,797	-8.1
HSL Databases			
Persons registered		1,105	
Computer hours logged			
MaryMED	15,356	17,324	-11.3
Current Contents	9,633	10,543	-8.6
Micromedex			
<u>Information Services</u>			
Reference queries	39,073	33,724	+15.9
Mediated searches	1,269	1,513	+16.3
In person (46.4%)			
Phone In (53.6%)			
User education			
Attendees	3,814	3,279	+16.3
Contact hours	394	265	+48.9
Sessions	245	172	+42.5
<u>Resources Management</u>			
Books purchased	3,080	4,631	-32.5
Journal subscriptions initiated	26	28	-7.1
Bound serial volumes added	3,892	4,028	-3.4
<u>Acquisition funds expended</u>			
Books	\$209,980	\$311,503	-32.6
Journals	\$491,444	\$511,444	-3.9
Electric publications (includes Medline)	\$34,830	\$12,500	+179.0
Bindery	\$45,000	\$42,453	+6.0

Titles cataloged

Books	3,008	4,465	-32.6
AV's	105	34	+208.9

Library holdings as of June 30, 1992**Books**

Historical	7,021
Regular	148,187

Periodicals

Bound	157,813
Unbound	4,000

Total books and periodicals	317,021
------------------------------------	----------------

Audiovisuals

Audio cassettes	3,101
Video cassettes	183
Motion pictures	21
Phono records	11
Kits	119
Microfiche	5,088

Computer software	24
-------------------	----

Total audiovisuals	8,474
---------------------------	--------------

TOTAL: ALL MEDIA	325,568
-------------------------	----------------

Current active journals (titles)	2,547
----------------------------------	-------

Total number of journals (titles)	7,404
-----------------------------------	-------

I.

Operating Budget Expenditures FY91/92 (Non-Salary)

	Institutionally Budgeted	Gifts & Endowments	Generated Rev. Funds
Acquisitions:			
Monographs	\$209,980	\$300	0
Serials	\$491,444	0	0
Magnetic Tapes	\$12,500	0	0
Audiovisuals	\$1,454	0	0
(Monographs & Serials)			
Binding	\$45,000	0	0
Total Acquisitions	\$760,378	\$300	0
Staff Development (includes travel expenses, regist. fees, and other educ. develop. expenditures)	\$5,000	0	\$8,683
Expenditures for bibliographic utilities such as OCLC	\$21,400	0	0
Expenditures for access to external databases such as NLM, BRS, BRS/AD, Current Contents	\$34,102	0	\$65,467
Other operating expend. (all expend. not included above). Expend. are supplies, equip., hardware, software main., tele., postage, printing	\$187,537	0	\$62,828
One-time non- recurring expend. (Upgrade for MaryMed Plus)	0	0	\$126,000
TOTAL OPERATING	\$1,008,417	\$300	\$262,978

II. Personnel Activity

Appointments

Associate Staff:

Lisa A. LoVullo, RML Coordinator	Aug. 1991
Frieda O. Weise, HSL Director	Oct. 1991

Classified Staff:

Carol Maxwell, Library Aide III	Aug. 1991
Veronica Steward, Library Aide III	May, 1992

Separations

Associate Staff:

(None)

Classified Staff:

Christine Humphries, Library Aide III	Aug. 1991
Kimberly Smith, Library Aide III	Sept. 1991
Wesley Wood, Library Aide III	Feb. 1992
Verletta Johnson, Library Aide III	April, 1992
Robin Harris, Library Tech. Asst. III	April, 1992

Promotions, Reclassifications, Title Changes, etc

Associate Staff:

Gary Freiburger-	
From Head, Systems Research, Development to	
Deputy Director	June, 1992

Jane Murray-	
From Cataloger to Head of Cataloging	July, 1991

Classified:

Angela Brown:	From Library Aide III to	
Phyllis Colleton:	Library Technical Assistant I	July, 1991
Vickie Gray:		

III. Budget

Salaries and Wages:

	<u>Appropriated</u>	<u>Actual</u>
Associate Staff	\$641,905	\$617,093
Classified Staff	626,655	599,924
Labor & Assistants	43,420	43,420
Overtime	5,000	3,770
Shift Differential	2,100	2,120
	<hr/>	<hr/>
	\$1,319,080	\$1,226,355

Grants & Contracts:

RML Contract	201,342
UMLS Grant	20,311
	<hr/>
	221,653

Fringes:

State Supported	367,901
Grants & Contracts	55,281
	<hr/>
	423,182

State Appropriations for the Health Sciences Library:

<u>Fiscal Year</u>	<u>% of increase over previous year</u>
1986/87	4 %
1987/88	4 %
1988/89	8 %
1989/90	7 %
1990/91	4 % **
1991/92	??

**10% fund reversion required

COMPUTER USER SERVICES

FISCAL YEAR 1992

I Introduction

Computer User Services mission is to offer a wide variety of computer resources to the UMAB community. These include user areas, training facilities, help desk support, individualized consulting, and classes in computer literacy and specific software applications for faculty, staff, and students.

USER AREA: Computer User Services provides two computer User Areas for students, faculty and staff to come in and use a wide variety of hardware and software for academic, clinical, research and administrative purposes.

HELP DESK: Computer User Services also runs the Help Desk computer support service for the campus.

TRAINING: Several levels of courses are given in WordPerfect, Lotus 1-2-3, dBase, Paradox, DOS, hard disk management, menus and BAT files, Apple Macs, Cricket, laser printing, CAI, Harvard Graphics, and Kermit. The TAL Centers are available for use by other campus groups.

If people cannot schedule classes or if a refresher course is needed, the User Area has self paced video training programs in the major Apple and DOS based applications.

CONSULTATION: People wishing to purchase hardware or software should contact Computer User Services at 328-5249 for assistance.

Computer User Services provides consultation for database and spreadsheet development.

Computer User Services provides support to faculty in training development, particularly CBT and multimedia.

II Objectives for FY 92

A. List of objectives

- o Provide support and training for WordPerfect Office or whatever E-Mail package is selected for the campus.
- o Have three staff involved in multimedia development and have them play a mayor role in developing at least one system.

- o Develop micro based databases for end users.
- o Develop a graphics area for staff to use for multimedia applications development.
- o Conduct Informatics Computer Fair.
- o Expand and "complete" the Help Desk Reference Manual.
- o Develop and implement second year program for Booker T. Washington Middle School.
- o Put out brochure on User Services.
- o Become more familiar with Informatics programs.
- o Get Matrix Film Recorder completely operational.
- o Standardize on hardware we support to aid Purchasing in computer acquisition.
- o Maintain our high standard of instruction by reviewing and updating our current courses.
- o Be able to support PageMaker and Ventura.
- o Develop and teach a course on PageMaker for the Mac.
- o Teach a course on Desktop Publishing.

B. Discussion

- o Made a successful move from Lombard to Greene Street with limited break in service.
- o There have been significant changes in hardware and software supported. We are now able to handle more specialized needs.
- o Thirteen new 486/33 computers were installed in the ATAL. This will allow us to move the ATAL computers to the User Area resulting in upgrading all our machines.
- o A new class in Harvard Graphics 3.0 was developed. This was the first class developed using the Instructional Systems Development (ISD) approach.
- o Began providing support and training for WordPerfect Office.
- o Developed and taught courses on PageMaker for the Mac.
- o Developed and taught a course on Desktop Publishing.
- o CAI modules have been developed for training on how to use the Montage film recorder on the Macintosh.
- o A program was developed for Physical Therapy that functions as a test bank for retaining questions and their answers. It allows the questions to be asked in what ever order the instructor desires. It also records the scores of the students.

- o David did extensive work on the Summer Nursing and Healthcare Informatics Institute. He worked on the planning committee, did final preparation of learning objectives for all events of the conference, and prepared and delivered two workshops. Eileen delivered a workshop.
- o Provided much more active support for databases. Sharon developed a gift processing system for all campus development offices, international students and international scholars database for the Registrars Office, video reserve database for the Social Work library, a Mental Health Services intake system and a client scheduling system for the Counseling Center.
- o Completed our second year of training with Booker T. Washington Middle School. We developed a whole new series of classes for seventh graders. We have also been active with the Career Club. These have been a very successful projects and have helped us gain even more campus recognition.
- o Set up a computer lab at Booker T. with eight computers
- o Several staff are becoming involved in multimedia development.
- o Developed a graphics area for select users to use for multimedia applications development.
- o Expanded the Help Desk Reference Manual.
- o Produced brochure for Computer User Services.
- o Got Matrix Film Recorder completely operational.
- o Standardized on hardware we support to aid Purchasing in computer acquisition.
- o Began reviewing and updating our current courses.
- o Are able to support PageMaker and Ventura.
- o Continue to do software installation which allows us to facilitate new users with a proper direction for their computer usage.
- o Continue to do needs analysis and computer configurations.

III Statistical Reports FY 92

o Classes Taught in Information Services TAL Centers *

	<u>Taught</u> <u>by</u> <u>IS</u>	<u>Taught</u> <u>by</u> <u>Others</u>
DTAL -	92	31
ATAL -	244	25
CTAL -	8	--

There were a total of 400 classes taught in the DTAL, CTAL and ATAL. IS taught 40 more classes than in FY 91. About 4,800 people received training in IS TAL Centers. Of these 4,128 were trained in IS classes.

* Amounts do not include HSL classes

o Classes taught by Computer User Services

Micro Boot Camp	- 40	Intro dBase III+	- 26
Hard Disk Management	- 15	Cricket	- 7
Menus and Bat Files	- 11	Mac Intro	- 19
Intro to Harvard Graphics	- 18	Mac Intermediate	- 11
Adv. Harvard Graphics	- 9	WordPerfect Office	- 9
WP Softfonts and LaserJet	- 8	CAI	- 2
Intro WordPerfect	- 25	Booker T. Classes	- 9
Inter WordPerfect	- 22	Easy Reporter	- 2
Adv. WordPerfect	- 13	Desktop Publishing	- 8

Computer User Services taught 254 courses. This is 21 more classes more than the previous year even though the ATAL was closed for over a month.

o People taught in CTAL

Intro to DOS	- 8	Harvard Graphics	- 6
WordPerfect	- 30	Cricket	- 1
Lotus 1-2-3	- 11	Windows	- 3
Word Perfect Adv.	- 11		

The CTAL had classes for 74 people.

o Classes taught by outside vendors

Inter dBase III+	- 2	Intro to Paradox	- 3
Intro Lotus	- 13	Inter Paradox	- 4
Intermediate Lotus	- 4	Advamced dBase	- 2
Advanced Lotus	- 3		

Outside vendors taught 31 courses, two more than last year.

o New courses developed in FY91

Computer User Services developed four new courses for this year.

Desk Top Publishing	PageMaker
WordPerfect Office	Harvard Graphics 3.0

o User Area Usage

DOS users	- 12,035
Mac users	- 3,782
Mainframe	- <u>989</u>
Total	- 16,806

This is an increase of 163 users over FY 91. There does not appear to be a significant amount of difference in usage due to the move. Before the move we averaged 1,025 users per month and after the move we averaged 958 users per month.

This is about a 6.5% decrease but usage varies at different times of the year. We will not have an accurate reflection until later this year. We are still unable to get an accurate count on Mac usage, thus this figure is probably quite low.

o DTAL Users

Users - 10,278

This is an increase of 2,197 users over FY '91.

o CTAL Users

DOS Users	-	3,895
Mac Users	-	<u>628</u>
Total		4,523

This is a significant increase over FY '91. The average monthly usage in FY '91 was 214 people per month. In FY '92 the average monthly usage was 377 people per month. The CTAL continues to be quite successful.

o Help Desk Support Calls - 3,398

This is an increase of 731 calls or about 25% over FY '91.

o Other phone contacts assisting users - 3,925

IV. General Narrative

Computer User Services continues to expand its level of computer support this year by all staff becoming comfortable with providing support on the Mac. Several staff have developed skills with CAI development. We are now providing significant support and doing database development for several campus offices. We have again expanded the number of classes we are teaching. All of this is being accomplished even with the loss of two staff.

With the ever increasing sophistication of computer users on campus we need to maintain our staff level and to increase our technical skills. We need to have at least one more staff with a strong general background in both Mac and DOS computers. It is very important for us to continue to maintain and expand the sophisticated peripherals that are in the User Area. The User Area needs to be an area with specialized equipment that other labs cannot justify purchasing but that there is a need for on campus.

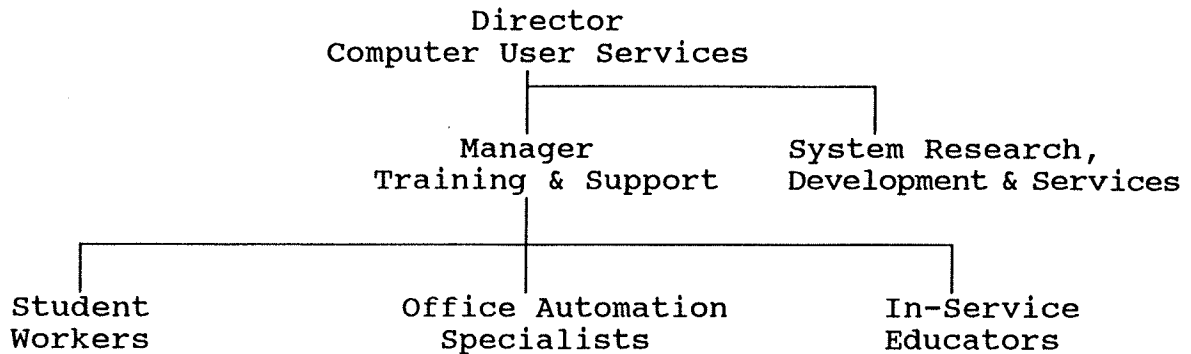
The campus is strongly tied to personal computers and for the campus to be more productive the people using these computers need strong support from us. To not have a strong staff in Computer User Services weakens the entire campus.

V. Objectives for FY 93

- o Track problems CUS cannot resolve.
- o Develop a preventative maintenance program for campus PCs.
- o Expand our capability to support campus supported databases.
- o Get more Mac computers on staff desks in order they can become more familiar with using them.
- o Set up a Mac computer training lab.
- o Work with faculty to determine how Computer User Services computer courses can be integrated into the curriculum.
- o Develop a course on DataEase.
- o Develop an introductory course for Windows.
- o Complete update of Bootcamp, Hard Disk Management and Menus and Batch Files.
- o Develop a series of courses for Harvard Graphics 3.0.
- o Develop a course on WordPerfect Macros.
- o Develop a course in WordPerfect Merge.
- o Develop a course in Norton Utilities for retrieving lost data.
- o Develop a keyboarding or computer literacy course.
- o Have a staff member who is capable of supporting WP Citation.
- o Have two staff who are comfortable in supporting the hardware in the Graphics Area.
- o Have two staff capable of handling networking for mail and data exchange as it pertains to databases and word processing.
- o Develop on-line hypermedia training material for the Montage on the PC.
- o Develop on-line hypermedia training material for the scanners.
- o Distribute information on scheduled classes to all students.
- o Have two staff involved in beginning to support hypermedia applications.
- o Develop integrated course between RIMS and CUS on network access

VI Staff

A. Organization chart



B. Staff responsibilities

Ken Loving

Director, Computer User Services and Acting Director, Systems Research Development and Services

David Schwartz

Manage the operation of all CUS TAL Centers and User Areas.

Supervise CUS TAL Center and User Area staff.

Supervise CUS instructional staff.

Supervise all CUS course development and instructional programs for UMAB faculty, staff and students.

Evaluate CUS classes and instruction methods.

Supervise vendor training evaluation and implementation.

Supervise the evaluation of campus computer training, setting goals and objectives.

Develop educational and training needs assessments and analyze data for course development.

Function as liaison to faculty and curriculum committees involved in integrating information literacy into the curriculum.

Serve as a consultant regarding applications of state-of-the-art information technology in campus units.

Function as clearinghouse for information on educational technology.

Work with faculty to develop programs that are to be integrated into the curriculum.

Supervise the design, development and implementation of computer based training programs for the campus.

Supervise scheduling of classes.

Design, develop and deliver train-the-trainer courses.

Conduct CUS staff meetings.

Write monthly status report for CUS.

Olivia Cherry

Assist in User Area

Teach WordPerfect

Maintain Help Desk schedule

Do software installations

Help Desk support

Provide general user support

Track User Area statistics

Debbi Hutson

Assist in User Area

Teach dBase classes and Bootcamp

Do software installations

Help Desk support

Provide general user support

Sharon Rehn

Support Report Writer on HP-3000

Teach Report Writer

Database support and programming

General support for micros

Help Desk support

Backup instructor for WordPerfect, BootCamp, Menus and Bat Files, Hard Disk Management and Laser and SoftFonts.

Linda Waring

TAL Center/User Area LAN Manager

Teaching Hard Disk Management, Lasers and Softfonts, Menus and Bat Files and Special WordPerfect class in style

Backup teacher for WordPerfect and Bootcamp

Software installations

User Support

General support for micros

Schedule classes and TAL Centers

Evaluate new software

Help Desk support

Eileen Leichner

Manage CTAL

Help Desk support

Teach Bootcamp and other classes

Marilyn Burnett

Does not report directly to CUS but integral to support

Teach Mac and Desktop Publishing classes

Editor of newsletter

Assorted desktop publishing projects

Mac support

C. Staff activities

Ken - EDUCOM, Fed Micro and Harvard for Windows Seminar

David - Fed Micro and Harvard for Windows Seminar

Olivia - Fed Micro, Windows and WordPerfect Seminar, Advanced
PC Workshop

Debbi - CD ROM Conference, Mac Academy, Intro to dBase class,
Inter dBase class, Desktop publishing class, IBM Academic
Information Systems Conference

Sharon - Intermediate Paradox training, DataEase Conference

Eileen - Fed Micro, Windows 3.1 demo

Marilyn - Desktop publishing seminar

Everyone but Ken had CPR training

REFERENCE AND INFORMATION MANAGEMENT SERVICES FISCAL YEAR 1992

I. Brief Introduction

Through the years, the Reference and Information Management Services Division (RIMS) has undergone many changes and seen many trends come and go. The Division has embraced some of these innovations and looked skeptically at others. Throughout all this, our basic mission has remained the same. The mission, which is re-evaluated and re-tooled every year, remains a sound one. The mission of RIMS is tri-fold. Our mission is to:

- * Provide and support the highest quality and most timely reference, education and searching services.
- * Investigate new and innovative services and improve current services in an effort to increase productivity and customer satisfaction; and promote the Health Sciences Library to the UMAB community and beyond.
- * Support the development of the most knowledgeable staff possible through professional participation, education and other opportunities for growth.

This multipart mission is supported by every member of the RIMS staff unconsciously and with dedication. It is obvious in every interaction, every project and every service. Total quality service has been practiced in RIMS for many years. This immersion in total quality led to many highlights in FY 1992 with the addition of new services and the discontinuing of services that have outgrown their usefulness. The Division has become busier and the impact of tight economic times, furloughs, and increased working hours has had an impact on the most important resource in the Division - the staff. Some of the highlights include:

- * The renaming of the Division from Information Services to Reference and Information Management Services.
- * 39,073 reference questions were responded to - an increase of 17% over the previous year.
- * The introduction of a Reference Fast Fax service.
- * The discontinuing of the BRS AfterDark service.
- * Double-staffing of the reference desk from 11-4 during peak times of the academic year.
- * Redesign of the HSL's publications
- * An overall increase (16.3%) in the number of attendees at seminars.
- * 32% increase in the number of consultations
- * Strengthening of the liaison program with the assignment of a full-time liaison to UMMS and the residents.
- * Multiple special programs and services including the planning and development of the Health Information Resources class (LBSC 708M) at the College of Library and Information Science at UMCP, and participation in the Nursing Informatics Summer Institute.
- * Participation in the selection process for the full MEDLINE file.
- * Addition of M. Faith Philip to the RIMS staff.

II. Objectives for FY 92

A. List of Objectives

GENERAL

1. Improve access to information for patrons with disabilities by investigating technologies enhancing access and participating in staff development programs to assist in aiding the disabled patron.
2. Participate in the project team to select, plan for and implement the full MEDLINE database.
3. Participate in the project team facilitating access to the HSL's CD-LAN.
4. Continue to support outreach initiatives requiring the expertise of HSL staff on a case-by-case basis.
5. Continue instructional and promotional support for CoSy and Micromedex.
6. Serve on collection development, journal review and other inter-departmental committees as needed.
7. Continue to participate in the planning for a new library building on an as needed basis.
8. Create HSL/IS professional development program incorporating publications, presentations, meeting attendance and staff training in all areas of service - reference, online searching, education.
9. Complete revision of the policy and procedure manual for reference. Develop manuals for education and for mediated searching services.
10. Participate in the strategic planning process for the new campus Information Services Unit and for the Health Sciences Library.
11. Revise the in-house training for new information specialists integrating the three basic services into a program that assesses previous knowledge and then develops skills in all areas simultaneously to enable earlier and stronger contributions to Divisional activities.
12. Support the UM OPAC System (Victor) as necessary.
13. Continue to provide courteous, accurate and timely service to HSL patrons.
14. Investigate alternative staffing options to create the optimal service environment with the amount of divisional staff.
15. Test Internet access to Grateful Med for the NLM.

EDUCATION

16. Investigate partnerships and integration with informatics initiatives to provide information literacy education as a basis for developing critical thinking skills and lifelong learning.
17. Continuously evaluate and refine the educational offerings of the HSL Information Services Division including potential expansion of the consultation service.
18. Re-explore the administrative liaison program.
19. Serve as a training resource for the Southeastern/Atlantic Region of National Network of Libraries of Medicine.

MEDIATED SEARCHING SERVICE

20. Implement a quality assurance program for online searching services.
21. Develop a quality control program for mediated searching.
22. Develop effective and clear charging mechanisms for new mediated searching service initiatives.

23. Evaluate the necessity for all staff to be trained on all databases and systems.

REFERENCE

24. Maintain a strong reference collection responsive to the information needs of HSL patrons and evaluate on a yearly basis.
25. Effectively integrate new self-service searching services into the reference service area.
26. Evaluate the need for continuation of the BRS/AfterDark service.
27. Test the effectiveness of staffing the reference desk with one person for desk and phone questions and another assigned to help with databases.

B. Discussion

With a few notable exceptions, Reference and Information Management Services managed to meet the majority of their objectives. A discussion of each of the objectives areas (general, education, mediated searching services, reference) follows. The discussion will focus on noteworthy accomplishments and reasons that some objectives were not met.

General Objectives

1. RIMS staff participated in an HSL committee to raise awareness concerning access issues for disabled patrons and to help the HSL comply with ADA guidelines.
2. An RFP was developed, multiple MEDLINE systems were evaluated with a system being selected for implementation in FY 93. This involved input from everyone in RIMS. The Director served on the selection committee.
3. Ongoing.
4. Ongoing with some notable accomplishments in FY 92 such as LBSC 708M - Health Information Resources at CLIS/UMCP and participation in the Nursing Informatics Summer Institute. Additionally, planning was begun for an HSL corporate account program. A Grateful Med grant was written and submitted to the National Library of Medicine.
5. Ongoing.
6. Ongoing.
7. Ongoing.
8. Although a formal program still has not been developed to track staff members professional development, an active effort was made to seek out opportunities for development in all areas of service and to encourage attendance at these activities. Many staff members had the opportunity to attend various local, regional and national meetings.
9. Due to lack of time and constant change, this objective still has not been met. It is an objective for FY 93.
10. Ongoing. Several members of the RIMS staff served in the HSL's strategic planning group and on the IS task forces that were formed.
11. The three coordinators and the director met to develop an integrated training program for new information specialists that would focus on acquiring a variety of skills simultaneously in order to support the types of expectations for a new information specialist. The arrival of Faith Philip in April enabled us to see the program in action and it was generally agreed that the integrated approach seemed to be successful in terms of new staff comfort with their role and responsibilities. The approach utilized instructional support from all members of the RIMS staff and focused on the areas such

as the reference desk where multiple skills are now necessary. These skills included: end-user databases and their structure, one-on-one instruction and basic reference skills.

12. Ongoing.
13. Ongoing. At the quarterly divisional meetings, ways to improve our services to users are frequently discussed. These ideas usually arise from some unsatisfactory encounter that the information specialist wished they could have done better. It was gratifying to see the high satisfaction rating for RIMS services in the Harris survey done for IS.
14. We focused on double staffing the reference desk during peak hours of service. Mediated searching was closed as necessary to accomplish this and to provide support for educational programs as necessary. Additionally, educational planning took into account peak service periods when scheduling classes.
15. Dependable Internet access to Grateful Med is not yet ready for testing.

Education

16. A few strides were made in FY 92 concerning contacts with the School of Medicine to be involved in their curricular shift to problem-based learning. Progress was also made in the School of Medicine. The addition of Computer User Services to the Health Sciences Library will allow for a more integrated approach to informatics and information literacy education.
17. The educational program is evaluated on a yearly basis in an effort to eliminate courses that do not seem to be of importance and to identify others that are needed. MEDLINE for the Health Professional was dropped. Reprint File Management was integrated into the Pro-Cite and Reference Manager courses. New classes in support of the online catalog, toxicology and new databases were added.
18. It was decided that the administrative liaison was not feasible at the present time. It may be investigated again at some future date.
19. Patricia Hinegardner was named backup online instructor for Region 2 as part of the Region 1 Online Training Center and underwent substantial training.

Mediated Searching Service

20. A number of different ideas were discussed for improving the searching product. It was decided that these ideas would be discussed again and implemented after the impact of new searching mechanisms (CD-ROM) was evaluated.
21. This objective was put on hold for the same reason as in #20. The two have been combined and added to the objectives for FY 93 in terms of focusing on the total quality service aspect of mediated searching services.
22. A new charging mechanism was proposed for implementation in FY 93 that takes into account the use of the CD databases for mediated searching. It also proposes to eliminate the middle charging category for users who are health affiliated.
23. This discussion occurs annually and for the foreseeable future, all staff will continue to be trained on the three major database systems. It was felt that this was an important area of professional development. However, RIMS is looking at the possibility of having database searching specialists who will be thoroughly trained in a complex database such as Chemical Abstracts. Patrons would have to sign up for searches such as these as consultations to enable the specialized searcher to assist them.

Reference

24. As the budget has allowed we have kept the collection up-to-date.

25. As new systems have been added, new support materials and signage have been added to the reference area. During this past year Computer Select was added to the databases.
26. BRS After Dark was eliminated as of July 1, 1992 due to lack of use.
27. Double-staffing the reference desk during peak hours has become common practice. The support for the databases is essential. With the databases available, it is no longer possible for one person to handle the desk during peak hours. When possible, one person focuses on assisting with the databases while the other staffs the desk. However, this is not written in stone since it is important from a service perspective to provide help where it is needed so flexibility with the double staffing is the key.

III. Statistical Reports FY 92

Education Services

Figure 1. Educational Services Attendance Summary Statistics, 1989-92

	1989-90	1990-91	1991-92	% Change 90/91-91/92
Class-Related Instruction	1674	2002	1996	-.3%
School Orientations	552	478	836	+74.9%
Information Management Education Seminars	348	454	377	-16.9%
Non-school Related Instruction	242	345	605	+75.3%
Total Attendance	2816	3279	3814	+16.3%

Fig 1. Educational Services Attendance Summary Statistics, 1989-92

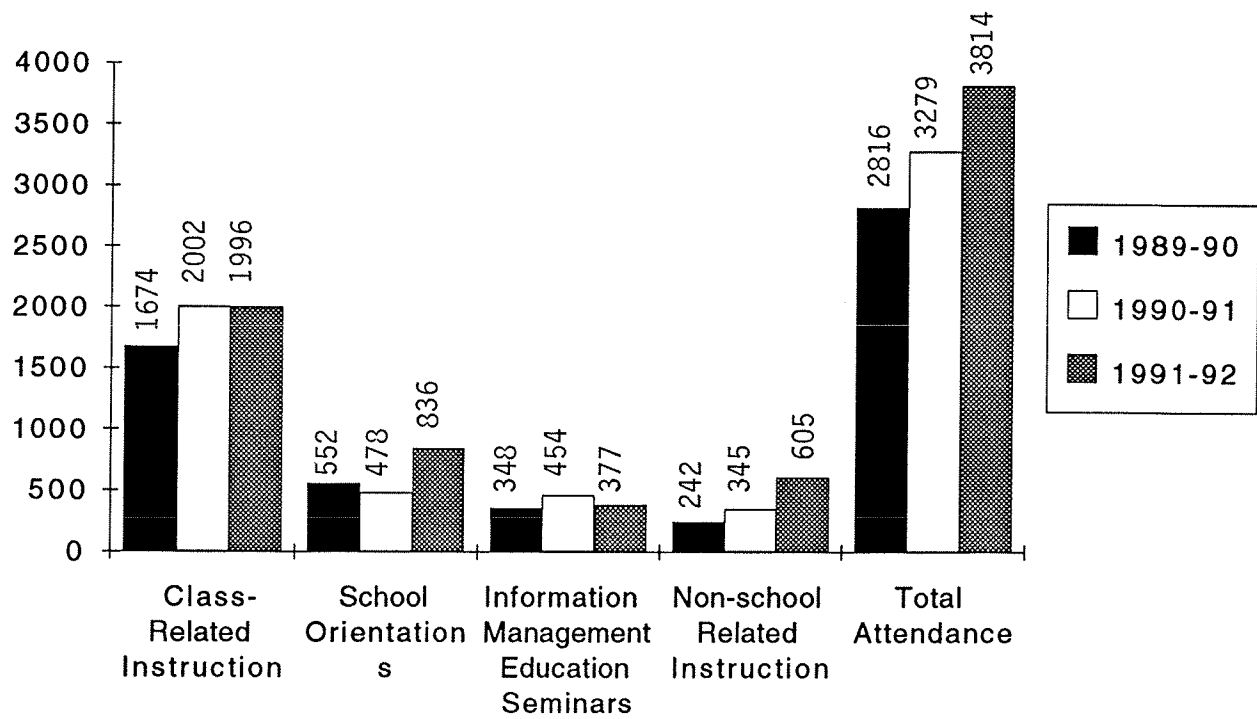


Fig. 1. Education Services Attendance Summary Statistics, 1989-1992

The total number of UMAB students, faculty and staff involved in the teaching/liaison program of the HSL has increased over the past three years. Factors influencing the attendance in each part of the educational program will be discussed with the presentation of specific charts for each type of instructional activity.

Fig 2. Class Related Instruction Attendance 1989-1992

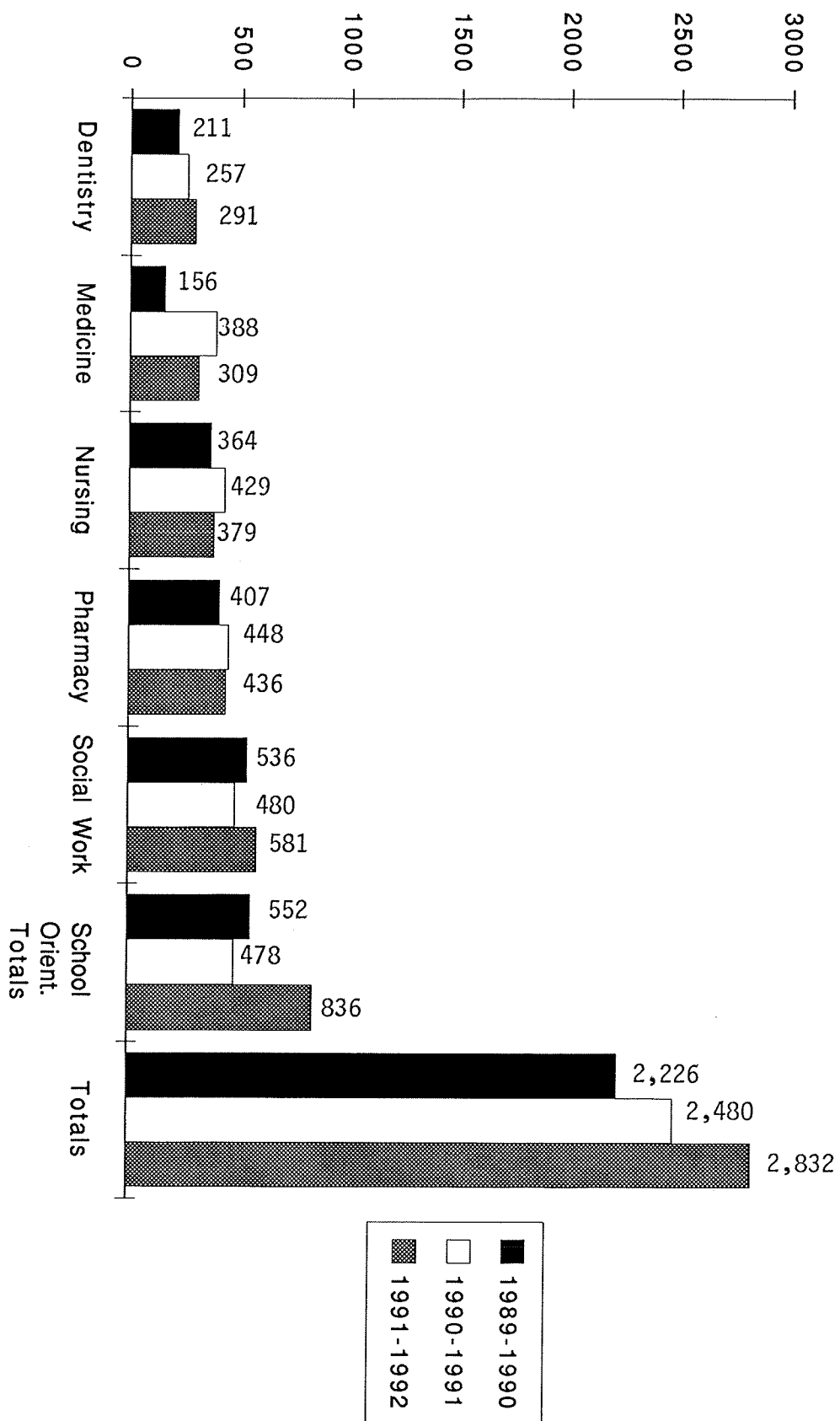


Fig. 2. Class Related Instruction

This is the backbone of the HSL educational program. The number of sessions and attendance is affected by the enrollment and the willingness of the faculty to incorporate library instruction into the course syllabus. Pharmacy continues to be the model school for class integrated instruction with its skills labs.

Attendance for several schools showed changes this year. The usual junior nursing classes grew a little this year due to increased enrollment in the program. Additional classes were scheduled this year for dental hygiene (especially undergraduate dental hygiene) and some sessions were added for advanced social work students. Decreases are due to a change in the graduate nursing curriculum which dropped a course in which library instruction had usually been scheduled. Medical Research and Technology and Physical Therapy programs are in transition so liaisons are working with faculty to find places for instruction in the curriculum.

The medical school is still a challenge! We cooperated on a rotation Epidemiology session in which liaisons presented information about Micromedex. We again presented a session for the Short Term Research Training Project students and another for the Minority Student Enrichment summer program. Liaisons continue to offer consultations and follow up on faculty contacts, hoping that the move to problem based learning will increase the School of Medicine's interest in library instruction.

The school orientations are included in the statistics to track which schools make time for the new students to hear about library services. Those contacts serve to alert students to a friendly liaison face and provide a link with the library during their first few days on the campus.

Figure 3. Information Management Education Seminars
1989-1992

3	4 Courses	1989-1990			1990-1991			1991-1992		
		Instr. Hours	#Sessions	Total Attend.	Inst. Hours	#Sessions	Total Attend.	Inst. Hours	#Sessions	Total Attend.
5	Census	2	1	14	1.5	1	15	2	1	13
6	CoSy in Moderation									
7	PLUS	1.5	1	11	3	2	19	2	1	9
8	Advanced GMED							3	1	11
9	Grateful MED	8	5	39	8	4	45	8	3	26
10	Intro to CoSy	4.5	3	44	4	2	7			
11	Intro to ProCite	6.5	4	38	6.5	4	41	5	2	6
12	ISO: strategies									
13	Journal Art Pub				2	1	44	2	1	30
14	Med. Informatics									
15	MEDLINE for HP	6	1	10	7	2	5			
16	New Faculty Orient	2	1	60	2	1	100	2	1	75
17	Online Searching/									
18	Critical Analysis				2	1	13	2	1	7
19	PsycLit	4	2	11	7	4	24	7	4	37
20	Reprint File	2	1	18	2	1	5			
21	Searching HSL data	6	4	57	13.5	9	92	12	8	82
22	Technol Rel Inst	0.5	1	21	2	2	15			
23	Term Paper Clinic	2	2	25	2	2	29	2	2	30
24	Micromedex	2	2	9	2	1	5	4	2	9
25	PsycLit NAHL							6	3	17
26	Online Catalog							2	1	4
27	Reference Manager							6	2	21
28	IME Totals	45	26	348	62.5	36	454	65	33	377

Fig. 3. Information Management Education Seminars, 1989-92

The HSL Databases seminar continued to lead the seminars in terms of total attendance. For the second year we scheduled several sessions at the beginning of the school year to help UMAB newcomers use the databases effectively. Using the microlab video-link for demonstration and offering hands-on experience at the 16 work stations has been an ideal teaching/learning situation for the seminar and class-related instruction.

The new seminars for this year were the Online Catalog and Toxicology Databases. The Online Catalog seminar attracted few people, but the preparation time was not wasted since some of the material were used in the Practical Library Use for Staff seminar. The Toxicology Databases seminar was handled on a consultation basis due to small enrollment and short staffing. The Advanced Grateful MED class was publicized to persons who had attended the basic Grateful MED seminar or who had purchased the software through the HSL. Our concern was to make people more aware of Loansome Doc and other enhancements; we will continue to offer the advanced seminar as needed. The PsycLit /NAHL class was of less interest than we had thought, possibly because the nursing classes spent time on the database in course-related instruction and because the students were somewhat familiar with the SilverPlatter software.

PsycLit continues to be of great interest for social work and nursing students. The seminars are scheduled to accommodate part-time social work students. The Term Paper Clinic draws a consistent number of students; it is still offered outside the library as a brown bag seminar during the noon hour.

We did not offer MEDLINE for the Health Professional or Reprint File Management this year. The availability of the HSL Databases and Grateful MED has cut the number of people who want to learn the command language for searching MEDLINE. Basic elements of reprint file management were incorporated into the Pro-Cite and Reference Manager seminars. Note that Reference Manager surpassed Pro-Cite in attendance this year. Advanced Pro-Cite users requested consultations as a way to pursue their specific interests.

Figure 4. HSL Non-Class Related Instruction, 1991-92

	<u># Hours</u>	<u># Classes</u>	<u>Attendance</u>
<u>FACULTY</u>			
Dental	1.5	1	11
Psychiatry	1	1	10
UMCC	<u>1</u>	<u>1</u>	<u>4</u>
Faculty Subtotal	3.5	3	25
<u>STAFF</u>			
Residents			
Adolescent Med	1	1	1
Behavioral Peds	1	1	3
Cardiology	.5	1	3
Epidemiology	.5	1	1
Family Medicine	1	1	13
Gastroenterology	.5	1	2
Infectious Diseases	1	1	4
Ob/Gyn	1	1	10
Oncology	1	1	5
Ophthalmology	.75	1	3
Pediatrics	.75	1	9
Radiology	<u>.25</u>	<u>1</u>	<u>5</u>
Resident Subtotal	9.25	12	59
CTAL Collaboration			
Neurology	.5	1	20
Ophthalmology	.5	1	18
Physical Therapy	1.25	1	16
IRMD Staff Visits	4	6	25
CAHEC	.75	1	4
Community Affairs	.5	1	2
Drug Treatment Ctr	2	1	8
Nursing Informatics	2	1	6
Nursing Research Asst	1.5	1	4
White House Conf	3	3	13
Staff Subtotals	25.25	29	175
(includes residents)			
<u>MISCELLANEOUS</u>			
Pharmacy alumni	3.25	1	15
Intl. visitors	9.5	8	27
Librarians (Goucher)	1	1	12
State legislators	1.5	1	20
DMHH	.25	1	10
Medical Products	1.25	2	21
CLIS class	<u>45</u>	<u>15</u>	<u>300</u>
Miscellaneous Subtotals	61.75	29	405
Non-Class TOTALS	90	61	605

Fig. 4. HSL Non-Class Related Instruction, 1991-92

This instruction falls into three basic categories: faculty, staff, and miscellaneous. Except for the classes/orientations for the new residents each July, this part of the educational program responds to special needs. Since the groups vary so much from one year to the next, it is difficult to follow trends. For that reason just the current year's activity is included.

The resident sessions are growing as one liaison is contacting them each year. Satisfaction with the sessions and becoming acquainted with one liaison makes the scheduling go more smoothly. A few departments are occasionally interested in scheduling library updates. This year we had three groups of faculty and three more departments scheduled cooperative presentations by CTAL and HSL personnel. With the formation of the new Information Services Division, the HSL hosted six orientations for the former IRMD staff.

The largest miscellaneous teaching task for the year was the Health Information Resources class taught for the College of Library and Information Science at UMCP. Preparation and teaching took a lot of time, but it was a wonderful staff development tool. The students were receptive and appreciative and made a significant difference in the attendance statistics.

Figure 5. HSL STAFF TEACHING LOADS, 89-92

<u>Information Specialist</u>	<u>Number of Sessions</u>			<u>Number of Hours</u>		
	<u>89-90</u>	<u>90-91</u>	<u>91-92</u>	<u>89-90</u>	<u>90-91</u>	<u>91-92</u>
Barbara Coon	--	12	20	--	15.75	32
Diane Fishman	9	31	28	11.5	59	66.5
Don Frese	14	19	26	21.25	28.5	26
Patty Hinegardner	20	35	27	38	68.5	54.5
Janet Lamki	23	30	33	36.5	44	52
Phyl Lansing	51	68	46	73.25	102.25	72.75
Sandy Levy	6	36	24	6.75	45.25	30.75
Paula Raimondo	1	--	--	2	--	--
Pam Rand	2	3	2	3.5	3.75	5
Debbie Thomas	12	--	--	15	--	--
MJ Tooev	7	10	27	8.5	16.25	33
Mary Ann Williams	16	22	12	22.25	35	21.5
TOTALS*	161	267#	245	238.5	419.25#	394

* These totals do not match the figures for number of sessions or hours found in the cumulated teaching statistics because of team teaching and training.

#Johnson Kuma taught 1 hour in 1990-91.

LBSC 708M
Medical Reference Class taught for the
College of Library and Information Science, UMCP

MJ Tooev coordinated planning and teaching for the entire course which included 15 class sessions. Staff members from Reference and Information Management Services taught several of the class sessions. These figures are included in the total teaching load hours in the above chart.

	<u>Number of Sessions</u>	<u>Instructional Hours</u>
Diane Fishman	1	2
Patty Hinegardner	2	3
Phyl Lansing	5	13
Pam Rand	1	3
MJ Tooev	11	17
Mary Ann Williams	1	1
	21	39

Fig. 5. Teaching Loads

The number of sessions and number of hours taught by the information specialists are listed for the past three years. This includes all forms of instruction and includes the time spent in team teaching. The benefits of team planning and teaching outweigh the extra staff time consumed. The small decrease in number of hours can be explained by having no new staff to train this past year. Classes continue to average about 1 1/2 hours in length.

The CLIS class figures are included in the totals, but are listed separately at the bottom of the page. There is no way to estimate the amount of preparation time for the graduate level course.

Figure 6. RESEARCH CONSULTATION REPORT
1989-1992

<u>Stated Need for Research Consultation</u>	1989-90	1990-91	1991-92
Term Paper	--	20	6
Masters project or paper	--	7	5
Dissertation	--	1	5
Ongoing research	--	8	14
Other	--	7	6
Total by stated need	--	43	36
<u>Type of Inquiry</u>			
Walk-in	8	7	8
Appointment			
HSL	25	61	90
Out of HSL	2	5	4
Electronic			
CoSy	--	--	--
EARS	--	--	--
Telephone	--	7	4
Total by type of inquiry	35	80	106 for 121 persons
<u>Types of Information Provided</u>			
Hardware	--	3	6
Software	9+	18*	18#
Strategy	2	19	31
HSL resources	12	24	42
EARS	--	6	8
HSL databases	2	31	47
Classes	--	4	10
Micromedex	8	8	8
CoSy	5	--	--
Databases/vendors	3	15	11
PsycLit	--	19	23
NAHL	--	9	22
Indexes	--	18	10
Online catalog	--	2	7
Total types of information	41	180	243

+Software packages - ProCite (3), Reference Manager (2), Grateful MED (4)

*Software packages - Pro-Cite (7), Reference Manager (3), Grateful MED (10)

#Software packages - Pro-Cite (8), Reference Manager (2), Grateful MED (8), Procomm (1)

Other 91-92 database inquiries included: CDPlus (4), Microcat (2), MEDLINE (2), Victor (1), Current Contents (1), Patent (1), and general LAN inquiries (9).

Print inquiries included: IPA (3), Drug handbooks (2), SCI (1), MeSH (1), and statistics sources (1)

Consultation Statistics, 91/92 - 2

	1989-90	1990-91	1991-92
<u>Persons served</u>			
Dentistry	2	4	6
Medicine	13	27	33
Nursing	3	12	35
Pharmacy	--	8	15
Social Work	2	17	14
UMH	--	12	11
Other	15	5	7
Total persons served	35	85	121
<u>Status</u>			
Faculty	11	12	17
Staff	19	22	36
Student	4	36	64
Other	1	4	4
Not indicated	--	6	--
Totals by status	35	80	121
<u>HSL Staff hours</u>			
Preparation	NA	14.25 hours	16 hours
Consultation	<u>23 hours</u>	<u>61 hours</u>	<u>88 hours</u>
Total time	23 hours	75.25 hours	104 hours
Average: 1 hour of preparation for 5.5 hours of consultation			
<u>Staff Doing Consultations</u>	NA		
Barbara		1	2
Diane		17	13
Don		2	--
Patty		14	27
Janet		10	15
Phyl		24	24
Sandy		13	15
Pam		--	1
MJ		2	3
Mary Ann		4	<u>6</u>
			106

Fig.6. Research Consultation Report

The Research Consultation service is our way to teach individuals with special needs and to provide service beyond the scope of the Reference Desk. This year many graduate nursing students took advantage of the consultations to learn about library services since the usual library instruction was not available through the curriculum. In addition to that group, the service has been used by a wide range of UMAB persons over the past three years. This is an aspect of library service that is difficult to measure other than in number of hours. The initial topic given on the Research Consultation form is usually no more than a hint of the information needed. Use of the LAN databases is often part of the consultation, but printed indexes or reference materials are needed as well. Pro-Cite, Reference Manager, and Grateful MED are the top three software packages addressed.

Consultations average about 45 minutes in length, with preparation generally taking about 1 hour for every 5.5 hours of consultation. The Reference Coordinator assigns the consultations by topic and by staff member, keeping in mind the liaisons' or staff members' expertise. This cuts the amount of preparation time needed for each consultation.

III. Statistical Reports FY 92

Mediated Searching Services

Fig 1.

Mediated Search Services

Statistics

Intellectual Searches

Years	# of Searches
1988/89	1853
1989/90	1650
1990/91	1513
1991/92	1269

Fig. 1. Mediated Search Service Usage

The usage of the Mediated Search Services continues its downward trend as illustrated by this chart. Between 1990/91 and 1991/92 the decrease was 244 searches. There are two possible reasons for this decline. The first is the continued popularity of the databases on the CD Local Area Network and MaryMED. The other reason may be the tightening of university, personal and corporate budgets.

Fig 2.

IN-PERSON AND PHONE-IN SEARCHES

1991-92

	IN-PERSON		PHONE-IN		TOTAL
		PERCENTAGE		PERCENTAGE	
JULY	44	41.51%	62	58.49%	106
AUG	41	37.96%	67	62.04%	108
SEPT	60	55.05%	49	44.95%	109
OCT	73	54.89%	60	45.11%	133
NOV	38	33.93%	74	66.07%	112
DEC	52	54.74%	43	45.26%	95
JAN	57	50.00%	57	50.00%	114
FEB	57	47.11%	64	52.89%	121
MARCH	47	37.01%	80	62.99%	127
APRIL	48	45.28%	58	54.72%	106
MAY	46	59.74%	31	40.26%	77
JUNE	26	42.62%	35	57.38%	61
YEAR-TO-DATE	589	46.41%	680	53.59%	1269

Mediated Search Service
Statistics
Percentage of Phone-in Searches

1988-89	1989-90	1990-91	1991-92
48%	56%	56.64%	53.59%

Fig. 2. Searches by Month - In-person and Phone-in

The average number of searches performed per month is 105 with October and March being the busiest with 133 and 127 searches, respectively.

Although the percentages have fluctuated slightly over the last 4 years, phone-in searches continue to be approximately half of the searches performed. Faculty and staff who have fund and budget numbers still prefer to call-in their search requests.

Fig 3.

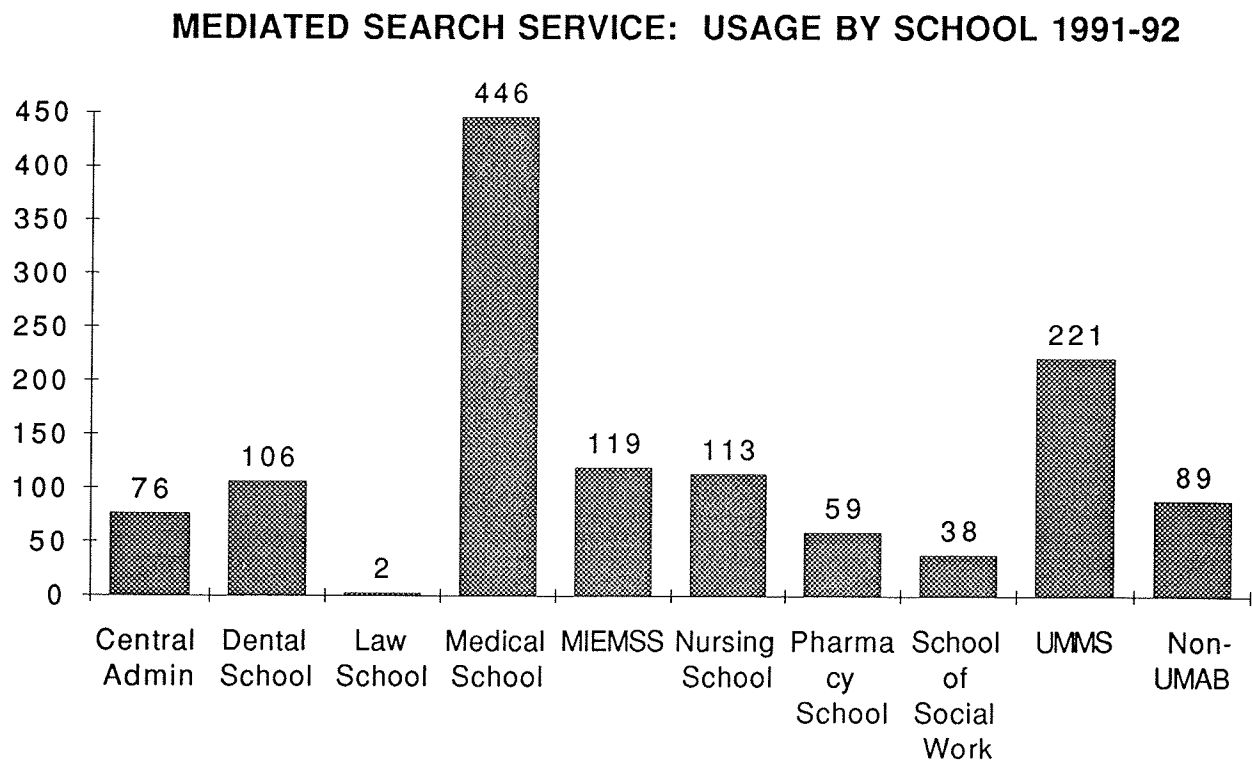


Fig 4.

MEDIATED SEARCH SERVICE

USAGE BY SCHOOL

Comparison with figures from 1990/91

<u>School</u>	1990/91	1991/92	Percentage of change
Central Administration	97	76	-21.65%
Dental	121	106	-12.40%
Law	0	2	200.00%
Medicine	569	446	-21.62%
MIEMSS	117	119	1.70%
Nursing	128	113	-11.72%
Pharmacy	59	59	-
Social Work	47	38	-19.15%
UMMS	316	221	-30.06%
non-UMAB	57	89	56.14%

Figs. 3 and 4 - Mediated Search Service: Usage By School

Although the number of searches performed for the School of Medicine has decreased, this school still ranks highest in the number of searches requested. The drop in the number of searches performed for both the School of Medicine and the University of Maryland Medical System may indicate that budgets are tight or that end-user systems including MaryMED are being utilized more by health professionals. It is interesting to note that there was an increase in the number of searches performed for non-UMAB persons. This may indicate that corporate sources for online searches are also drying up due to budget cuts.

Fig 5.

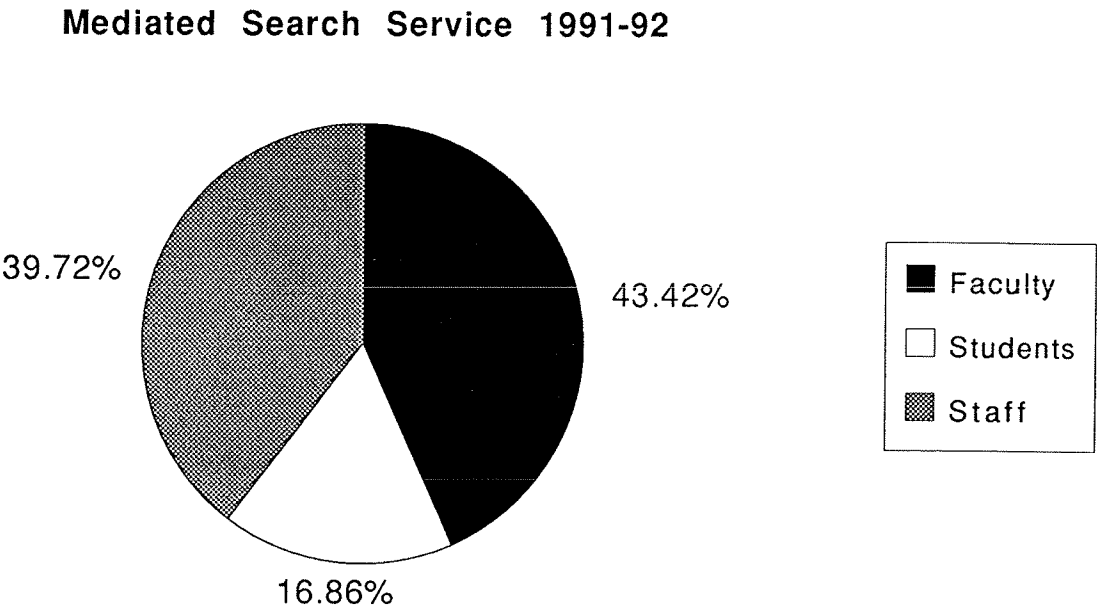


Fig. 5. - Type of Mediated Search Service User

Faculty and staff request more than twice as many searches as students. Faculty and staff often use fund and budget numbers to pay for their searches. Students tend to use the free self-service search options available to them at the library rather than pay for a mediated search.

Fig 6.

MEDIATED SEARCH SERVICE
Comparative Table

Database	1991-92	1990-91
MEDLARS	2017	2013
Biological	141	218
Chemical	44	64
Psyc/Soc/ED	129	208
Business	23	36
LibSci/Comp	28	28
Other	192	219

Percentage Table

Database	90-91/91-92	89-90/90-91
MEDLARS	0.20%	-15.17%
Biological	-35.32%	-8.79%
Chemical	-31.25%	3.23%
Psyc/Soc/ED	-37.98%	-20.31%
Business	-36.11%	-36.84%
LibSci/Comp	0.00%	-17.65%
Other	-12.33%	43.14%

1989-90

1988-89

1987-88

2373

2520

2688

239

237

232

62

87

71

261

298

378

57

30

44

34

29

30

153

161

190

88-89/89-90

87-88/88-89

86-87/87-88

-5.83%

-6.25%

4.80%

0.84%

2.16%

20.83%

-28.74%

22.54%

343.75%

-12.42%

-21.16%

-31.15%

90.00%

-31.82%

12.82%

17.24%

-3.33%

-36.17%

-4.97%

-15.26%

50.79%

Fig. 6. - Mediated Search Service - Database Comparative Chart

The MEDLARS databases continue to be the most heavily used databases. The databases in this system meet the majority of needs on this campus and are relatively inexpensive. The use of databases in the other categories has for the most part decreased. Databases in these categories are available through vendors that are for-profit companies and therefore charge more money for the use of their databases.

III. Statistical Reports FY 92

Reference Service

Fig 1. Reference Question Statistics

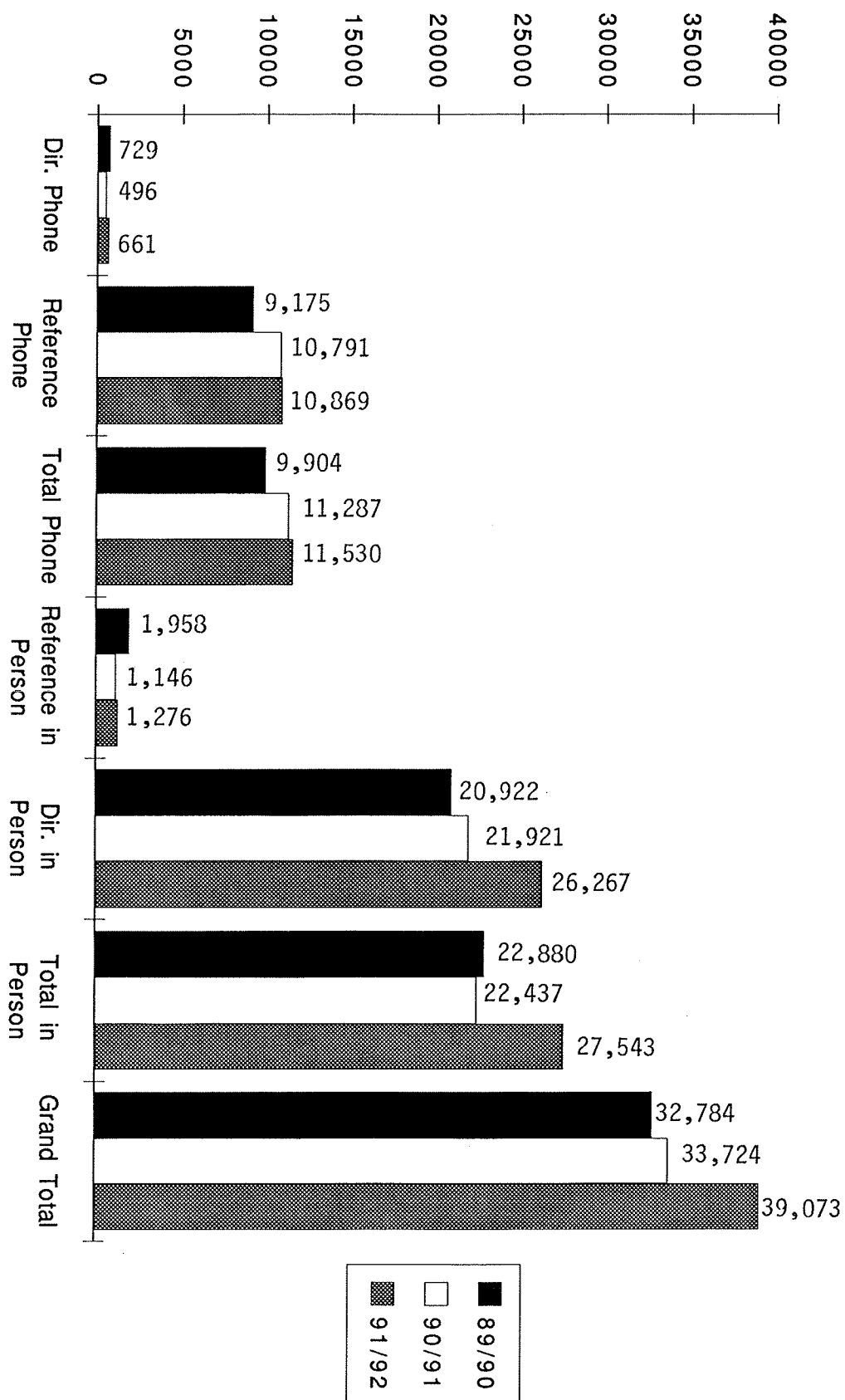


Fig 2.

	89/90	90/91	91/92
Directional Phone	729	496	661
Reference Phone	9175	10791	10869
Total Phone	9904	11287	11530
Reference in Person	1958	1146	1276
Directional in Person	20922	21921	26267
Total in Person	22880	22437	27543
Grand Total	32784	33724	39073
	89/90 - 90/91	90/91 - 91/92	
Directional Phone	-32%	33%	
Reference Phone	18%	1%	
Total Phone	14%	2%	
Directional in Person	-41%	11%	
Reference in Person	5%	20%	
Total in Person	-2%	23%	
Grand Total	3%	16%	

Fig. 1 and 2 - Reference Question Statistics and Statistics - Per Cent of Change

Reference desk statistics rose dramatically this past year-by more than 5,000 questions-an increase of nearly 16% over the previous year's total. Phone questions accounted for only a small part, 2% of the increase; in-person questions, however, were up almost 23% from 22,437 to 27,543.

Fig 3

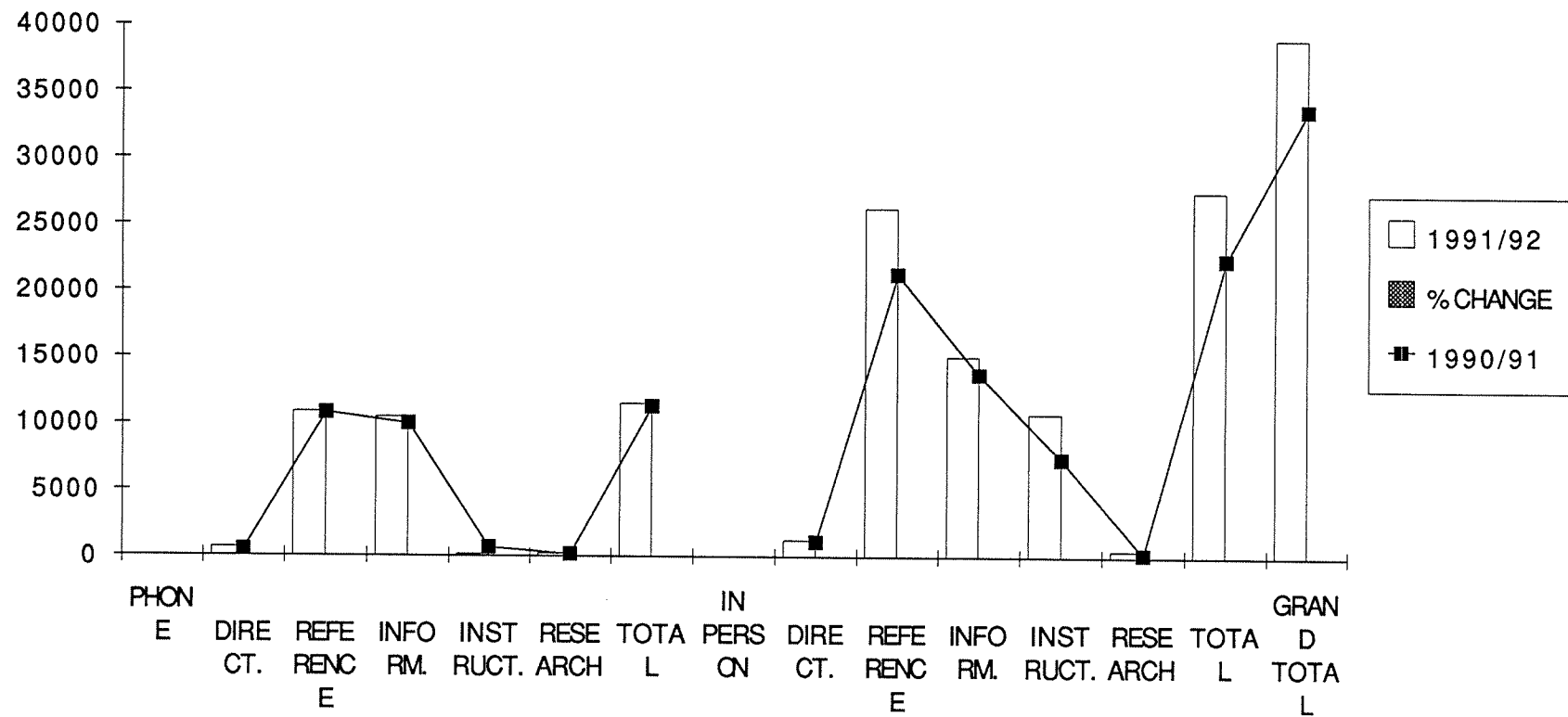


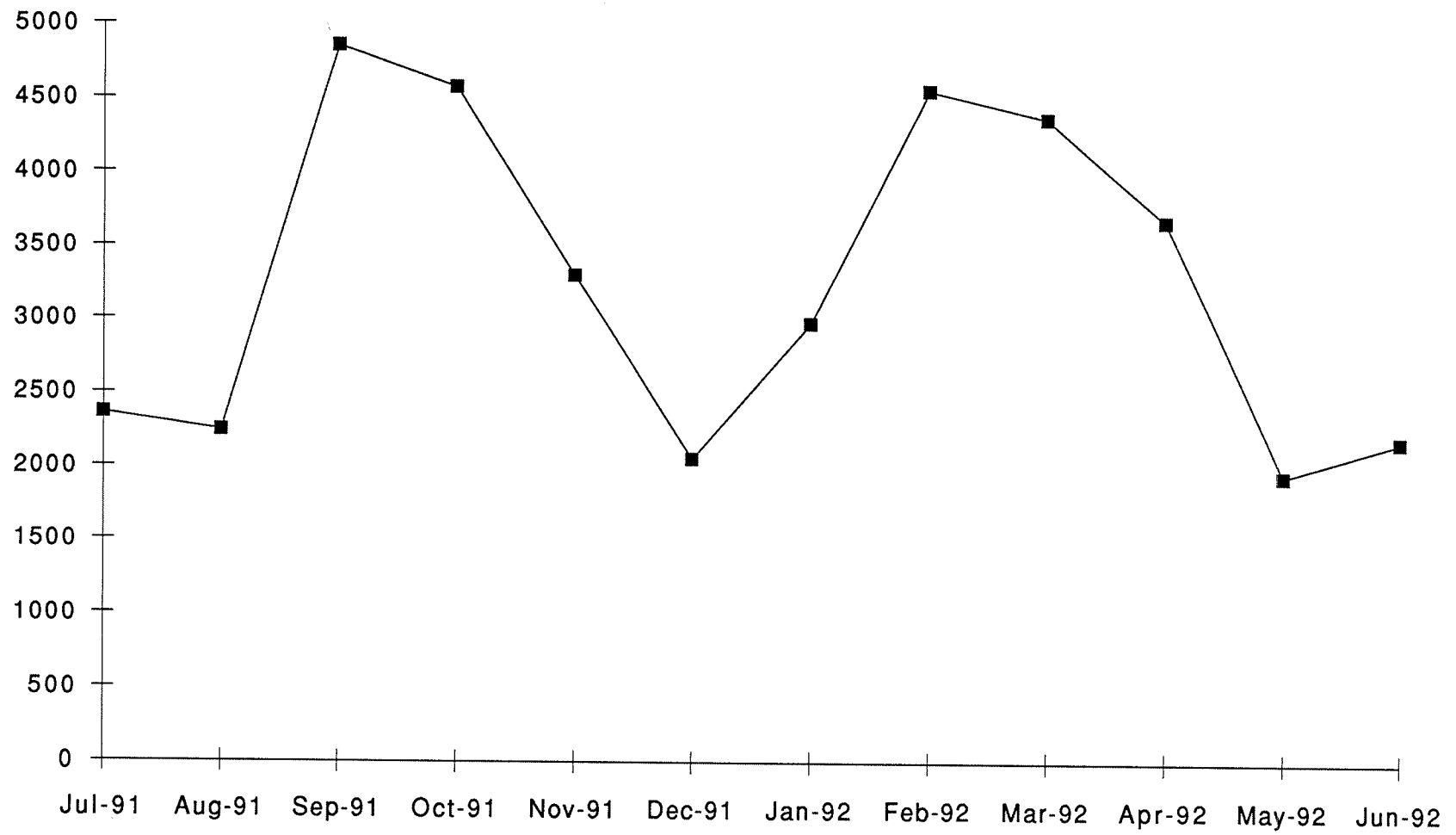
Fig. 3. - Where the Growth has Occurred

Most of the reference statistics increase came in the instruction category (questions that concern teaching the use of a print or computerized source) - nearly 72% of the total-with informational questions rising only slightly.

This increase is no doubt caused by the corresponding increase in the number of self-service databases that the library now offers through the Local Area Network, and by the RIMS Department's response to this. Knowing that this increase would create a need for more one-on-one instruction, RIMS extended double-staffing at the reference desk another two hours, now providing extra support for database instruction from 11 a.m. to 4 p.m.

RIMS expects these numbers to increase even more this year with the replacement of MaryMED with the CD+ Medline system which allows for full Medline Searching (all years, all journals), and the introduction of yet another database on the LAN, Social Work Research and Abstracts.

Fig 4



Total - FY 1991-1992 39,073

Fig. 4. - Peak Service Times of the Year

This very brief chart shows that there are definite peaks and valleys of service during the year with September, October, February and March being the busiest months. However, November and April are not far behind.

Anecdotal Observations Concerning Areas of Statistical Importance Not Warranting Charts

CD-LAN

Another year has gone by without accurate statistics for the CD-LAN databases. This is not for lack of trying but it seems that the program that collects the statistics does so with a large margin of error. For example, for the nine months where statistics are available, there are several months where no HSL usage is reported. We know this is simply not the case. So rather than collect flawed data, we have decided to report anecdotally again this year. Looking over the statistics that are available shows us a number of interesting things. First, although the largest usage of the LAN comes from within the HSL, there are a number of users offsite. These include Social Work, the Dental School, Medicine and a number of individuals. These offsite users seem to use all of the databases with slight edges to PsycLIT and CINAHL. Surprisingly, there is greater use of Computer Select from offsite than there is from the public terminals in-house. Within the reference area of the HSL, the most heavily used databases are PsycLIT, CINAHL and the Microcat.

Reference Fast Fax

The Reference Fast Fax was a new service was actually started in FY 91. It attempts to get reference information of five pages or less (addresses, authors instructions, definitions, etc.) out to users via fax. However, this year we have a full year of data to evaluate and the results are underwhelming. During FY 92, there were 28 Reference Fast Fax responses. It is a nice service for those who can use it and it is generally non-intrusive for the RIMS staff so it will continue to be supported.

CLAWS

This year forty Current Literature Awareness Service (CLAWS) searches were performed each month. Twenty-nine searches came automatically, twenty-eight from the National Library of Medicine and one from BRS, Inc. The remaining eleven were downloaded at the library.

BRS After Dark

Only twenty-five intellectual searches were performed this year using BRS After Dark. The decrease in usage of this service may be attributed to the popularity of the CD LAN. The databases on the LAN as well as MaryMED and HSL Current Contents seem to meet many of the information needs on this campus. Due to decreased interest and the expense of the system, BRS After Dark was cancelled at the end of the fiscal year.

IV. General Narrative

As can be seen from the statistics, RIMS continues to be busy; initiating new services and supporting old initiatives. However, the statistics don't tell the entire story. The RIMS Division's services are people driven. We don't generate revenues and we don't have a budget and although some measurement of our progress can be seen by our statistical advances and declines, the true indication of how well we are doing our jobs is immeasurable. We have no way of knowing if the answers we give help find a cure for cancer or save a person's life. We have no way of knowing if the classes we give and the techniques we teach will turn UMAB students into information literates and lifelong learners who may not know all the answers but know they can be found. Sometimes the lack of this knowledge is disheartening. That is why it was so gratifying to see the preliminary results of the IS/Harris survey that showed user satisfaction with so many of our services.

The three main areas of RIMS - education, mediated searching and reference continue to evolve. The education service faces new challenges as the demand for educational support continues to grow with the emphasis being on consultations or one-on-one instruction. This will continue to be a growth area for RIMS. There is also no doubt that the reference area will continue to experience growth in its statistics due to the addition of new end-user services. The only question is how high can it go? Although mediated searching has seen a decline in usage due primarily to the influx of these end-user systems, it also presents RIMS with the greatest opportunity for improvement of a product and that will be worked on in FY 93.

Each of these service areas has added some divisional education opportunities this year. Small workgroups have been assembled within the division to discuss educational strategies, to hear reports back from vendor training and to share reference tips with the rest of the division. Additionally, there have been outreach initiatives to the rest of the library to demonstrate some of the new database services. These have been most helpful for RIMS as well because it has helped to hone our instructional techniques.

In addition to the three main areas of RIMS, there are other sub-areas of service and expertise found within the division. One of the largest responsibilities that is undertaken by the division is the production of support and promotional materials for the HSL. This is no small task since materials seem to go out of date so quickly and new services are offered almost monthly. To that end, members of the division are constantly reviewing, revising and helping other HSL staff members plan their brochures. This is an intense and time consuming process.

The problems found in the division seem to center around two main issues which lead to a great amount of stress, which seems to be the biggest problem of all. The main issues are first, the impact of technology and second, the effect of outside factors such as furloughs, the increased work week and the uncertainty of future budgetary impacts on UMAB and the HSL in particular. The first issue, technology, is a tough one since everyone realizes the need to advance in terms of services offered to users. However, two main sub-issues come to mind: the lack of time to totally learn systems and properly support them and second, the increasing unreliability of the systems and the inability to understand what is wrong with them. The reason this is such a major stressor comes from the feeling of helplessness to deal with the situations and the fact that there are frequently no easy answers or quick fixes. And there is no easy solution. Time is at a premium for learning the systems and learning to support them as well as we would like to.

The second stressor is even more nebulous. Not knowing where the axe will fall next in these tough economic times is difficult. From the RIMS standpoint, again there is a two-fold perspective. First, the currency of the reference and general monograph and periodical collections. As budget problems get worse, there is the realization that the HSL is falling further and further behind in collection development. Again there is nothing that can be done except to acknowledge the fact that we may never catch up again. Second, there is the constant worry about staffing. At a time when the doors are finally opening to some exciting initiatives, the staff as it stands, is already overburdened. The thought that we may lose staff through layoffs or non-replacement is frightening. It will require RIMS to make some tough choices about reducing staff and cutting services. Within FY 93, RIMS hopes to do a time usage study to try to get a clearer picture about how we are spending our time. However, many things are out of our control

Having focused on the negative, RIMS does not intend to sit back and let things happen to it. The upcoming year promises to hold some exciting new programs in addition to our old services. On the technology side, we look forward to the implementation of MaryMED Plus and to the migration of HSL Current Contents over to the CD Plus platform. These new services are in direct response to the stated needs of our users, who have been looking for the full MEDLINE file and advanced searching features. Social Work Abstracts will be the newest CD-ROM database. We will again be involved in the Nursing Informatics Summer Institute and the CLIS Class. We expect all reference statistics to jump again and even have a slogan "40,000 for We in '93." We are looking forward to participating in some curricular revisions in the Schools of Medicine and Pharmacy. Integrated instruction with Computer User Services is also on the horizon for the upcoming year. Mediated Searching Services will be wrestling with mediated searching on the LAN databases and will also be looking at a quality assurance project to improve the quality of our searching product. And we all look forward to participating in the evaluation and selection process for the library new integrated system. Additionally, RIMS staff will continue to serve in a multitude of library organizations, providing leadership for our profession.

In summary, none of our excellent service could be done without the outstanding staff who serve in RIMS. Their commitment to the HSL and its users is without peer. They work hard and are among the most creative and enthusiastic people at UMAB. Donald Frese, Patricia Hinegardner and Phyllis Lansing, the three area coordinators, do an outstanding job and are the glue that holds the division together. Our tri-fold mission forces us to continuously improve and compels us to become the best we can personally, professionally and as a division of the Health Sciences Library.

V. Objectives for FY 93

General

1. Become acquainted with the staff and services of Computer User Services
2. Work with Computer User Services to present a unified approach to computing and information management problems within the schools - "one stop shopping for any information problem from hardware to peopleware." Investigate the possibility for liaison service teams consisting of a RIMS staff member and a CUS or Systems staff member for troubleshooting missions.
3. Participate in the ongoing strategic planning process in the HSL.
4. Assure that all Reference and Information Management Services staff have opportunities to develop personally and professionally in all areas of RIMS service (reference, education, mediated searching service).
5. Acquire a full MEDLINE file for the HSL
 - a. Participate in the procurement process
 - b. Fully participate in decisions concerning policies and procedures for the networked MEDLINE system.
6. Participate as needed in the UMLS Project.
7. Participate as needed in supporting the electronic online journal.
8. Provide input and support on an ongoing and as needed basis for planning the Health Sciences Library/IS building.
9. Design and implement a corporate information service to be established during FY 93 and by FY 94 generate enough income to hire a half-time professional.
10. Investigate the feasibility of the HSL serving as a informational backup on a test basis for librarians within the public library system and investigate the possibility of securing grant funding to establish such a program.
11. If Grateful Med grant is awarded, begin implementation of program.
12. Participate as needed in planning for a UMAB Author's reception to be held in December 1992.
13. Participate as needed in the selection and implementation process for a new integrated online system

Education

14. Explore joint educational possibilities with Computer User Services with the intent of offering a programmatic approach integrating computer and information management skills within the curricula of the various schools.
15. Plan and implement the educational and promotional support for the networked MEDLINE system.
16. Continue to strengthen liaison communication links with the schools by developing personal ties, responsiveness of service and by providing ongoing informational support concerning HSL systems and services to the schools.
17. Develop a policy and procedure manual
18. Explore curricular integration whenever and wherever opportunities present themselves.

Mediated Searching Service

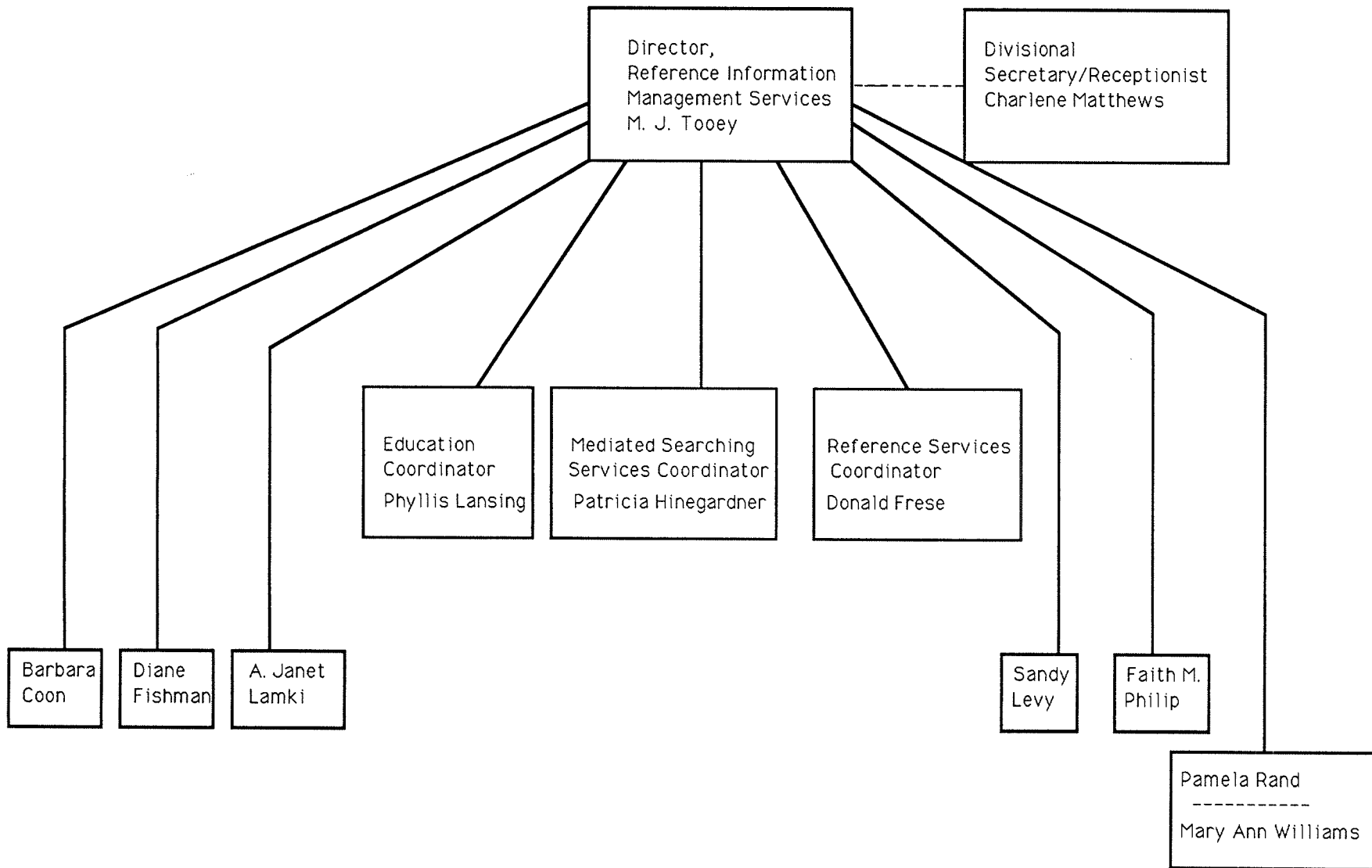
20. Evaluate all aspects of the mediated search service specifically looking at quality assurance in terms of quality of the product, packaging of results, training of the information specialists, expertise in specialized databases such as Chemical Abstracts and customer satisfaction.
21. Develop a policy and procedure manual

Reference Service

22. Develop a policy and procedure manual

HSL INFORMATION SERVICES

ORGANIZATION CHART



VI. Staff

B. List of Staff with Description of Responsibilities

All members of RIMS are involved in education, mediated searching and reference. What follows is their other responsibilities.

Barbara Coon - Information Specialist

- Liaison to Undergraduate Nursing
- RIMS CD-LAN Support Committee
- MaryMED Plus Implementation, Mediated Searching Implementation Subcommittee
- MaryMED Plus Implementation, Instructional Materials Support Subcommittee
- HSL Strategic Planning Task Force
- RIMS Publications Assistant

Diane Fishman - Information Specialist

- Liaison to the School of Pharmacy
- Publications manager
- RIMS CD-LAN Support Committee
- MaryMED Plus Implementation Committee
 - Chair of Instructional Materials Support Committee
- RIMS Collection Development Committee
- CLIS Instructor

Donald Frese - Information Specialist and Coordinator of Reference Services

- Coordinator of Reference Services
 - Schedules reference desk activities
 - Schedules consultations
 - Oversees reference collection
 - Keeps statistics for the service
 - Investigates and recommends potential additions to collection and end-user services
 - Advises Director, RIMS
- Chair, RIMS Collection Development Committee
- MaryMED Plus Implementation Committee
 - Co-chair of Reference and In-house Service Subcommittee
- New System Task Force
- Journal Review Committee
- HSL Author Recognition/Reception Committee
- Online journal committee

Patricia Hinegardner - Information Specialist and Coordinator of Mediated Searching Service

- Coordinator of Mediated Searching Service
 - Maintains scheduling of mediated searching
 - Sets pricing and procedure mechanisms for searching
 - Trains online searchers and oversees continuing professional development
 - Supports the CLAWS (Current Literature Awareness Service)
 - Maintains thesauri, updates and support materials for searching
 - Investigates potential new services and techniques for searching

Advises Director, RIMS
Liaison to Graduate Nursing
Backup Online Instructor for Region II of the NN/LM
CD-LAN Committee
MaryMED Plus Implementation Committee
Chair, Mediated Searching Committee
HSL Strategic Planning Committee
Member of UMMS Confidentiality of Patient Information Committee
CLIS Instructor

A. Janet Lamki - Information Specialist

Liaison to School of Social Work
Educational Resources Committee, School of Social Work
RIMS CD-LAN Support Committee Chair
Journal Review Committee
MaryMED Plus Implementation Committee
Co-chair of Reference and In-house Service Subcommittee
RIMS Collection Development Committee
Online Journal Committee
IS Technology Task Force

Phyllis Lansing - Information Specialist and Coordinator of Education Services

Education Services Coordinator
Plans and implements the education calendar
Trains and supports instructors
Coordinates liaison program
Oversees publicity for seminars
Oversees consultation service
Keeps statistics for the service
Advises Director, RIMS
Liaison to the School of Medicine
MaryMED Plus Implementation Committee
Chair of Education Subcommittee
New System Task Force
IS Newsletter Editorial Board
IS Services Task Force
CLIS Instructor

Sandra Levy - Information Specialist

Liaison to UMMS and Law School
RIMS Liaison to UMLS
Journal Review Committee
Corporate Account Committee
MaryMED Plus Implementation, Education Subcommittee

Charlene Matthews - Secretary

Secretary
Word Processing and Graphics
Handles mailings for RIMS and HSL

- Coordinates mailing of SDI searches
- Oversees office machinery to insure consistent, quality production of materials
- Photocopies
- Collates materials for seminar
- Sorts and distributes mail
- Receptionist
 - Serves as phone backup for reference desk
 - Handles appointments for Director, RIMS
 - Does confirming phone calls for seminars
- Updates looseleaf services in reference
- HSL Strategic Planning Task Force

M. Faith Philip - Information Specialist

- School of Social Work Co-Liaison
- New Books Editor
- MaryMED Plus Implementation, Reference and In-house Service Subcommittee

Pamela Rand - Information Specialist

- Special Projects/Expertise
 - Fall Fest
 - Gerontology
- RIMS Collection Development Committee
- HSL Handicapped Access Committee
- MaryMED Plus Implementation, Instructional Materials Support Subcommittee
- New System Task Force
- CLIS Instructor

Mary Joan (M.J.) Tooley - Director, Reference and Information Management Services

- Manages and coordinates all activities of RIMS
- Serves in advisory capacity to Director, Health Sciences Library
- UMAB President's Strategic Planning Advisory Board
- UMAB Student Affairs Committee
- IS Newsletter Editorial Board
- Journal Review Committee
- HSL Fees for Services Committee
- RIMS Collection Development Committee
- Corporate Account Committee
- Chair, MaryMED Plus Implementation Committee
- Journal Review Committee
- HSL Author Recognition/Reception Committee
- New System Task Force
- CLIS Class Coordinator and Instructor
- HSL special events coordinator (ad hoc)

Mary Ann Williams - Information Specialist

- Liaison to the Dental School
- New System Task Force
- MaryMED Plus Implementation, Education Sub-Committee
- CLIS Instructor

VI. Staff
C. Staff Activities During Past Year

Barbara Coon

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians (MAHSL)
Baltimore Area Reference Librarians' Information Exchange (BARLIE)

Meetings and Workshops

Seminar on Cross Cultural Issues, Howard County Public Library, October 8, 1991
MAHSL meeting: "The Library's Contribution to Quality" - January 27, 1992
MAHSL meeting: "Internet and the Health Sciences Library" - March 13, 1992
PsycLit Workshop - May 12, 1992
Medical Library Association: Annual Meeting - May 16 & 18
"Nursing Information Access: Library Service for the Nursing Profession." CE 911 -
May 16, 1992
BARLIE Spring Tour - June 12, 1992
MLA Journal Club, Spring 1992

Offices/Honors

MAHSL Secretary: 1991/1992

Diane Fishman

Professional Organizations

Medical Library Association
Pharmacy
Public Services
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Libraries
American Library Association
American College and Research Libraries Division
Reference and Adult Services Division.
Maryland Library Association
Baltimore Area Reference Librarians Information Exchange (BARLIE)

Meetings and Workshops

MAC Annual Conference, Williamsburg, Va. , Oct. 30-Nov.2, 1991.
MLA310 Drug and Pharmaceutical Information Resources, Oct. 30, 1991.

ISI Databases on DIALOG, Arlington, Va., Nov. 18, 1991.
PsycINFO Search Seminar, American Psychological Assoc., Washington, D.C., April 28, 1992.
Medical Library Association Conference, Washington, D.C. , May 19, 1992.
Maryland Library Association Conference, Solomons Island, Md., May 14, 1992.
CE906 Information Resources in Clinical Medicine, Washington, D.C., May 16, 1992.
Pharmaceutical Forum sponsored by DIALOG, Philadelphia, Pa., May 27, 1992.

Offices/Honors

CD-ROM Directory Committee, Maryland Library Association, Chair
BARLIE, President
Task Force for State Guidelines on Bibliographic Instruction, HSL representative
Printing & Publicity Committee, 1992 MAC Conference, Chair
Academic & Research Libraries Division, Maryland Library Association, Program Planning Committee

Publications/Presentations

Editor:

CD-ROM Directory of Maryland. 1991-1992 edition. Baltimore, Md., Maryland Library Association, 1992.
BARLIE newsletter ,1991-92.

Author:

Computerized Clinical Information System - CCIS from Micromedex. Database.
1992 April;15 (2) : 58-62.
--, Hewitt, S. Bibliographic instruction and information literacy in the accrediting process. Crab. 1991 July; 21(6):13-14.

Acknowledged:

Online searching project acknowledged in : Shamoo AE. Role of conflict of interest in scientific objectivity. Accountability in Research. 1992; 2: 55-75

Don Frese

Professional Organizations

Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians
Baltimore Area Reference Librarians Information Exchange

Meetings and Workshops

Seminar on Cross Cultural Issues, Howard County Public Library, October 8, 1991
BRS Users Group Meeting in Baltimore - Oct 1991
MLA Meeting Washinton D.C. - May 18, 1992
PsycLit Workshop - May 12, 1992

Patricia Hinegardner

Professional Organizations

Medical Library Association
Public Services Section
Nursing and Allied Section
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians

Meetings and Workshops

Mid-Atlantic Chapter/ Medical Library Association 1991 Annual Meeting
Williamsburg, VA Oct. 30 - Nov 2, 1991
Medical Library Association 1992 Annual Meeting
Washington, DC May 16,20, 1992
MLA CE 310 Drug and Pharmaceutical Information Resources Oct 30, 1991
MLA CE 501 Research Methods for the Health Sciences Librarian May 16, 1992
Fundamentals of MEDLARS Searching at NLM - April 6-8, 1992
Chemical/Toxicological Databases at NLM - April 9, 1992
Toxnet searching at NLM - April 10, 1992
MEDLARS: Review and Refresher at the Health Sciences Library, UM - April 27, 1992
Cancerlit/PDQ and Popline/Bioethics/Histline at NLM - April 28, 1992
Aidslite/Aidsdrugs/Aidstrialis at NLM - April 30, 1992
MLA Journal Club - Total Quality Management -Fall 1991
MLA Journal Club - Technology and Change in Organizations and its Effects on People -
Spring 1992

Offices/Honors

Exhibits Co-Chair for 1992 MAC/MLA Annual Meeting, Towson, MD

Publications/Presentations

- Levy, S. R., & Hinegardner, P. G. (1992, Spr) Teaching Pro-Cite: Classroom Instruction and Consultations. Medical Reference Services Quarterly 11(1), 31-38
- Lamki, A. J. & Hinegardner, P. G. (in press). CD ROM in an academic setting: Instructional implications. In M. S. Woods (ed), CD-ROM implementation and networking in health sciences libraries. New York: Haworth Press
- "Hospital Librarians: Renewal in the Hospital Library." Member of a panel. Mid-Atlantic Chapter of the Medical Library Association Annual Meeting, November 1991
- "Accessing and Retrieving Literature Information." Nursing Informatics Summer Institute, University of Maryland at Baltimore. Co-presented with M.J. Tooley. July 1991

A. Janet Lamki

Professional Organizations

Maryland Academic Health Sciences Librarians
Mid Atlantic Chapter / Medical Library Association

Meetings and Workshops

Seminar on Cross Cultural Issues, Howard County Public Library, October 8, 1991
ISI Training, Arlington, VA, November 18, 1991
Computers in Libraries, Washington DC, March 1992
Medical Library Association Annual Meeting Washington DC, May 1992

Publications

Lamki, A. J. & Hinegardner, P. G. (in press). CD ROM in an academic setting:
Instructional implications. In M. S. Woods (ed), CD-ROM implementation and
Networking in Health Sciences Libraries. New York: Haworth Press

Phyl Lansing

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Science Librarians
Bylaws committee member
Maryland Library Association
Bibliographic Instruction Interest Group
Planning Committee for Bibliographic Instruction Summer Institute

Meetings and Workshops

Genome Data Base and Online Mendelian Inheritance of Man searching workshop,
December 9, 1991
"The Hospital Library's Contribution to Quality" MAHSL workshop presented by Bernie
Todd Smith. January 27, 1992
Medical Library Association annual meeting, May 19-20, 1992
MLA Journal Club participant, Fall 1991

Offices/Honors

Maryland Association of Health Science Librarians, Bylaws committee member

Publications/Presentations

Lansing PS, Tooley MJ, Paznekas S. "Making a difference: partnerships with public

libraries." Presented at Medical Library Association meeting, May 20, 1992
"Health Care Law: Focus on Bioethics Resources." Co-presented with MJ Tooley. Second
Northeast Regional Law Library Conference, November 8, 1991.

Sandra R. Levy

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians
Special Libraries Association

Meetings and Workshops

White House Conference on Libraries and Information Services, Volunteer, July 9,
1991.
MLA Journal Club, Spring 1992
Computers in Libraries Conference. March 5, 1992
Advanced BRS Training. April 8, 1992
SLA Workshop - "Value Added Services." April 30, 1992
PsycLit Workshop - May 12, 1992
MLA Drug Information CE Class. May 16, 1992

Offices/Honors

Treasurer, Maryland Association of Health Sciences Librarians
HSL Staff Association, Social Committee
UMAB Technical Liaison Committee
UMAB Recycling Coordinator

Publications/Presentations

Levy, Sandra Robinson and Hinegardner, Patricia Gail. "Teaching Pro-Cite:
Classroom Instruction and Consultation," Medical Reference Services Quarterly,
Vol. 11, Number 1, Spring 1992: 31-37.

Charlene Matthews

Meetings and Workshops

Secretarial Development Program
Taking Control Of My Job - January 22, 1992
Assertiveness - February 19, 1992
Writing Skills - April 2, 1992
Managing Job-Related Stress - May 14, 1992
Document Access Technology - June 17, 1992

Faith Philip

Professional Organizations

Medical Library Association/ Mid-Atlantic Chapter

Meetings and Workshops

PsycLit Workshop - May 12, 1992

Pamela S. Rand

Professional Organizations

Medical Library Association
Public Services Section
Consumer and Patient Health Information Section
Medical School Libraries Section
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians
Baltimore Academic Reference Librarians Information Exchange
Maryland Library Association
Specialized Services Division
Academic and Research Libraries Division

Meetings and Workshops

White House Conference on Libraries and Information Services, Volunteer, July 9, 1991.
"Here Comes the Sun" (BARLIE), October 30, 1991.
MLA Journal Club, Spring 1992.
CLIS Class, February 4, 1992.
"Internet" (MAHSL), March 13, 1992.
"Victor" (BARLIE), May 1, 1992.
MAHSL Annual Dinner Meeting, May 7, 1992.
MLA, May 19, 1992.
Spring Tour and Luncheon (BARLIE), June 12, 1992.

Offices Held

MAC 1992 Conference, Publicity Committee
MAHSL, Union List Committee, Chair
BARLIE, Secretary, Program Committee
HSL Staff Association, President

Publications and Presentations

Rand, Pamela S. "Here Comes the Sun," BARLIE Newsletter, No. 61, December 1991:

3-6.

Rand, Pamela S. "Victor at UMAB," BARLIE Newsletter, No. 63, May 1992: 4-7.

Mary Joan (M.J.) Tooley

Professional Memberships

Medical Library Association
Dental Section
Medical Informatics Section
Public Services Section
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians
American Library Association
Maryland Library Association
Baltimore Areas Reference Librarians Information

Meetings and Workshops

White House Conference on Libraries and Information Services. July 9-13, 1992.
LSCA Advisory Board Meetings. September 5, 1991; April 23, 1992; June 18, 1992
IAIMS Meeting, Cincinnati, OH. September 12-13, 1991
MAC/MLA Executive Board Meetings. September 19-20, 1991 (Raleigh), January 23-24, 1992 (Williamsburg)
CLIS Class - LBSC 708M - Tuesdays, 9:30 am, January - May, 1992
MAC/MLA Annual Meeting. October 30-November 1, 1991, Williamsburg, VA
Friends of NLM Lecture. February 6, 1992
Cultural Diversity Workshops - March 27; April 10; April 24, 1992
ALA Legislative Day - April 7, 1992
MLA Annual Meeting - Washington, DC; May 16-20, 1992.
MLA Journal Club - Total Quality Management, Fall 1991

Offices/Honors

Adjunct Faculty, College of Library and Information Science, University of Maryland, College Park.
Editor, Information Management Education Column, Medical Reference Services Quarterly
Delegate, White House Conference on Libraries and Information Services, July 9-13, 1991.
Medical Library Association
National Program Committee, Medical Library Association Annual Meeting, 1993.
Nominee to the MLA Nominating Committee
WHCLIS Task Force, Medical Library Association, 1991 ongoing.
Public Services Section
Secretary/Treasurer, 1990-1992
Mid-Atlantic Chapter, Medical Library Association
Local Arrangements Committee, Exhibits Co-Chair, 1992 Annual Meeting
Recipient of Service Recognition Award, 1991

Immediate Past Chair - 1991
MAC Nominee to MLA Nominating Committee, 1992
Chair - Bylaws, 1991
Chair - Professional Recognition and Awards, 1991-1992
Ad Hoc Committee on Archival Materials, 1990-1991
Governmental Relations Committee, 1989-1991
Maryland Association of Health Sciences Librarians
Newsletter Co-Editor, 1988-present.
Task Force for Health Information in Public Libraries, Maryland State Department of Education,
Division of Library Development and Services, 1990 - present.
Library Services Construction Act (LSCA) Advisory Committee, Maryland State Department of
Education, Division of Library Development and Services, 1991-1994.

Publications/Presentations

"Making a Difference: Partnerships with Public Libraries." (co-authored with Phyllis Lansing). Medical Library Association Annual Meeting, Contributed Papers Session, Washington, DC, May 20, 1992.
"White House Conference on Libraries and Information Services (WHCLIS) 1991: Experiences, Observations, Process and Results." Medical Library Association Annual Meeting, Sharing Session, Washington, DC, May 19, 1992.
"The White House Conference on Libraries and Information Services." Special Library Association, Baltimore Chapter, December 5, 1991.
"Health Care Law: Focus on Bioethics." The Second Northeast Regional Law Library Conference, Philadelphia, PA, November 8, 1991
"Public vs. Technical Services: The Uncivil War." Mid-Atlantic Chapter, Medical Library Association Annual Meeting, Williamsburg, VA, November 1, 1991.
Tooley, Mary Joan (M.J.) "Types of Educational Services." Current Practice in Health Sciences Librarianship. (In preparation)
Tooley, M.J. "It Was Worth It!" The Crab - The Maryland Library Association Newsletter, Vol. 22, No. 1, Fall 1991.
Tooley, M.J. "Report from the White House Conference." SEACurrents, Vol. 9, No. 4, September/October, 1991.

Mary Ann Williams

Professional Memberships

Mid-Atlantic Chapter (MAC)
Maryland Association of Health Sciences Librarians (MAHSL)

Meetings and Workshops

PsycLit for Professionals Workshop, APA, March 12, 1992.

Offices/Honors

Co-editor of MAHSL Newsletter

MAC Nominating Committee
MAC Publicity Committee for Annual Meeting, 1992

RESOURCES MANAGEMENT DIVISION

FISCAL YEAR 1992

I. Brief Introduction

The Resource Management Division of the Health Sciences Library includes the basic operational departments of Acquisitions/Serials, Cataloging, Interlibrary Loan, Circulation and the Historical/Special Collections. A total of 34 individuals are included in the staff of the Division, with 5 associate staff, and 29 library support staff. Major responsibilities for the Division include collection development; resource sharing and access issues; the creation, maintenance and integrity issues of the ILIS online databases; efficient/effective document delivery services; the provision of adequate support for the resources/collections of the HSL; and the provision of consultative service and technical support in organizing and developing off-site collections and databases.

Fiscal year 1992 was a challenging year from beginning to end. July 1, 1991 marked the reorganization of reporting structure with the Library consolidated under the Vice President, Information Services, along with Academic Computing, Administrative Computing and Telecommunications. Diana Cunningham served as Acting Director of the HSL from July 1 through October, when Frieda Weise officially began as the new Assistant Vice President and Director of the Library. Strategic Planning and "Achieving a Vision in Hard Times" was of paramount concern throughout the year as the UMAB campus, the newly organized Information Services, and the Health Sciences Library actively worked on committees or teams to help build the new plan. Two briefing books were developed, one on the proposed UMBC/UMAB campus merger and one for President Reese on the new building plan and its justification. Due to sharp cuts to the HSL collection development budget, another briefing book was put together by the Division Head. At long last, the General Assembly approved planning funds to plan the new Health Sciences Library/Information Services building.

Plans and projects for the Division were coordinated by the Division Head. Major accomplishments included the following:

- Completion of the wholesale shift and relocation of ALL books and journals, installation of additional shelving, and transfer or weeding of selected monographic titles.
- Journal cancellation project, which involved a survey of all faculty members at UMAB
- Development of cooperative collection development/document delivery projects both with the Albin Kuhn Library at UMBC and the Welch Medical Library at Johns Hopkins University.
- Implementation of a staff development/exchange program within the Division. All units reflected increased opportunities for inhouse, external and cross training (e.g. reserve/cataloging; ILL/cataloging and ILL/acq.; SERHOLD clean-up by ILL, etc.)

- Successful migration to PRISM for bibliographic searching and cataloging functions
- Maintaining a tight monthly schedule to handle delinquent accounts
- Implementation of LOANSOME DOC
- Development and implementation of telefacsimile/rush policies
- Creation of a UMS ILL LISTSERV, managed by Division Head
- Development of a targeted outreach project, "AESOP", for UMAB students in conjunction with Western Maryland AHEC
- Implementation of ARIEL begun
- Dr. Woodward, Professor, Dean Emeritus, School of Medicine, agrees to donate key components of his valuable collection to the HSL

Projects for the Division have been reported through the individual reports which follow. Broad Divisional goals and objectives for FY1993 were developed to be in line with the strategic planning goals and objectives of Information Services and the Health Sciences Library. Priority goals have been listed separately from the standing goals and objectives carried forward from year to year.

Information in parentheses indicates whether the objective was met and, as appropriate, where it was reported in the Resources Management departmental reports.

II. Objectives for FY1992

Priority objectives:

1. To complete a plan for on-going evaluation and needs assessment for all services of the Division to include circulation, photocopy, interlibrary loan, historical research, acquisitions, serials and cataloging
(Not met, given the strategic planning efforts and Harris survey; postponed)
2. To develop performance-based outcome objectives for all Divisional units
(Met; included in all updated job descriptions and in PMP's)
3. To investigate and evaluate potential use of CARL for serials control, circulation, cataloging, acquisitions, document delivery and the online catalog
(Met; all depts. use as needed; included as vendor to evaluate in NSTF effort)
4. To develop a dynamic staff development plan for all Divisional units which will promote diversity & service orientation, enhance staff knowledge, skills and teambuilding
 - 4.1. To develop inhouse orientations and training sessions

- (Met; all depts. developed expanded inhouse training and cross training)
5. To initiate and implement information technology projects related to Divisional units
(Met)
 6. To develop and implement a cooperative collection development project with at least two other resource libraries
 - 6.1. Develop project team and plan to include libraries from Region 2
(Met; Georgetown fax study and Welch cooperative project)
 - 6.2. Participate in UMS cooperative project
(Met; UMS ILL Listserv created and managed by Division Head, HSL; see ILL)
 7. To implement standards and recommendations of appropriate accreditation bodies
 - 7.1. Council on Social Work Education Commission on Accreditation
(Met; information provided for survey)
 - 7.2. Liaison Committee on Medical Education (LCME)
(Met; information provided as appropriate for self-study)
 8. To assist in the development of new databases to support the initiatives of UMAB (e.g. faculty database, media database, publications database, etc.)
(Not met)
 9. To implement the collection shifting project for both monographs and serials
 - 9.1. Complete shift of 10 more years of journal holdings to the basement
(Met; celebrated with great fanfare!)
 - 9.2. Complete relocation of the portion of Q's and R's targeted for the basement
(Met)
 - 9.3. Complete shift of Historical materials to the Historical Room
(Partially met; awaiting internal shift of Historical collections)
 10. To plan and implement short-term (FY92-FY97) building space plan
 - 10.1. Review current draft plan and space needs
(Partially met; collection shift project alleviated major space problems; other space needs to be developed during FY93 as appropriate)
 11. To assist in the project development for the new IS building planned for completion by FY97
 - 11.1. Complete project plan relating to divisional units and needs
(Met; building briefing book developed; sub-objective not met because it was premature for FY92)
 12. To complete RFP for an automated acquisitions/accounting/funds control system for acquisitions and ILL
 - 12.1. Participate with team to develop functional needs
(Not met; committee formed during FY93)

13. To develop and expand outreach services to the City of Baltimore, the State of Maryland, and Region 2
 - 13.1. Revise and expand services to the State Dept. of Health & Mental Hygiene (Met; expanded number of liaisons and users; highly successful workshop held)
 - 13.2. Implement Loansome Doc program at HSL (Met; see ILL report)
14. To assist in the development and application of the Unified Medical Language System (UMLS) on the ILIS online public access catalog to enhance access both to monographic and serial publications in the health sciences (Met; ongoing; Jane Murray part of development team)
15. To implement OCLC's PRISM telecommunications system both for cataloging and ILL (Partially met; Cataloging component completed; ILL due Dec. 1992)
16. To coordinate the UMS ILL Sub-committee, to implement the UMS "Access for All", and to facilitate delivery services among the UMS libraries (Met; Division Head chairs sub-committee; implemented standards, coordinated workshop and UMS ILL listserv)
17. To participate in and actively support all UMS, UMAB, and HSL priority goals and projects (Met)

Standing objectives:

1. In accordance with the HSL Collection Development policy, purchase books, serials, and other materials to meet the needs of the users (see ACQ/SER)
2. To create and maintain the ILIS online databases (see CATALOGING)
 - 2.1. To maintain the quality and integrity of the online catalog
 - 2.2. To develop and maintain authority control
 - 2.3. To facilitate ongoing bibliographic instruction efforts in the use of the online catalog
3. To participate in the ongoing development of the OCLC national database by contributing original and "enhanced" bibliographic records (see CATALOGING)
4. To coordinate and evaluate journal use for the purposes of space planning, effectively measuring user needs and ongoing collection development (see CIRC)
5. To coordinate and evaluate use of the monographic collection for purposes of space planning, measuring user needs and ongoing collection development (see CIRC)
6. To respond to 100% of all requests for document delivery services within the timeframe specified by the users (see ILL AND CIRC)

- 6.1. To complete all photocopy requests within 48 hours of receipt
- 6.2. To send out all borrowing requests for interlibrary loan within 24 hours of receipt
- 6.3. To respond to all lending requests for interlibrary loan within 24 hours of receipt
- 6.4. As a borrowing library, to fill 95% of all interlibrary loan requests
- 6.5. As a lending library, to fill 75% of all interlibrary loan requests

- 7. To promote our historical collections as significant primary source documentation in the history of the health sciences and geneological research (see HIST/SPEC)

- 8. To participate as a member of NLM's History of Medicine network of libraries (see HIST/SPEC.)

- 9. To research and respond to 100% of all historical reference questions within 2 working days (see HIST/SPEC.)

- 10. To design and implement collection evaluation project, based upon FAXON, SWETS, EBSCO, and HSL data) (see ACQ/SER)

- 11. To develop and expand existing outreach services (see ILL)
 - 11.1. Fill 85% of all referral requests from the citizens of Maryland through the Maryland State Library Network as contractual back-up library
 - 11.2. Extend and expand implementation of the resource agreement between the HSL and the State Dept. of Health and Mental Hygiene
 - 11.3. Provide emergency or "rush" services within 2 hours of receipt
 - 11.4. Develop plan and draft agreement to serve as individuals of the local VA
 - 11.5. Extend access to HSL databases via TAL centers in all Schools, UMMS and Shock Trauma
 - 11.6. Create and maintain union list databases in support of resource sharing

- 12. Provide consultative and technical support in organizing local collections and resource databases on campus (see CATALOGING)
 - 12.1. School of Social Work's Learning Resource Center

- 13. Promote and participate in the Booker T. Washington Partnership Program (coordinated by Head, Circ Dept. and volunteers from depts.)

III. Statistical Reports FY1992

TABLE 1
REGISTERED HSL USERS
AS OF JUNE 30, 1992

PATRON CATEGORY:	
Alumni	306
Department	15
Faculty	1705
ILL	161
Institution	3
Special	96
Sch. Social Work Agency	12
Staff	4924
Student	8839
UMS/Other Campus Faculty/Staff	181
UMS/Other Campus Students	843
Other (unspecified)	916
TOTAL	18,001

TABLE 2
HEALTH SCIENCES LIBRARY
ILIS HOLDINGS AS OF JUNE 30, 1992

Books	
Historical	6,934*
Regular	144,367
Periodicals	
Bound	157,813
Unbound	4,000
Total books and periodicals	313,114
Audio-visuals	
Audio cassettes	3,101
Video cassettes	183
Motion pictures	21
Phono records	11
Kits	119
Microfiche	5,088
Computer software	24
Total audiovisuals	8,547
TOTAL: ALL MEDIA	321,661

*Corrected total as result of inventory of the Historical Collection. As of July 1, 1992, 3820 volumes were cataloged in the LS 2000 online system, with a balance of 3,114 remaining.

TABLE 3

HSL COLLECTION USE INDICATORS

Current active journal titles:	2,910
Total number of journal titles:	9,323
ILL: Borrowed for UMAB clientele	5,922
Lent to non-UMAB clientele	12,822
CIRCULATION: Patron count	166,866
Items circulated	110,282
Items photocopied	9378

IV. General narrative

Overall, the Division accomplished an astounding level and variety of special projects and assignments while maintaining all basic services. Fiscal year 1992 was a year of tremendous change at all levels. Budgetary cutbacks directly affected the collection development budget which mandated a hard look at journal cancellations. For the first time, all faculty had input regarding potential cancellations. Briefing books on the book budget and the building were developed to "tell the message" re the critical needs of the HSL for increased collection development funding and a new building. General morale was strong despite frequent publicity about further cutbacks, furloughs and potential layoffs.

Staff development and strong communication were highlights for the year. Each supervisor worked to develop inhouse training opportunities or promote external ones to staff. Staff exchange training opportunities were developed, and when staffing was a problem, individuals willingly to assisted another unit. Circulation assisted ILL; ILL assisted Cataloging, Acquisitions or the Historical Librarian; Cataloging assisted ILL; Circulation assisted Cataloging. Internal training on use of the HSL databases included training on the online catalog, Books in Print, Computer Select, etc. And finally, regular meetings were instituted for each department, for department heads and general staff meetings. The strength of the Division lies in its staff; it was a banner year.

V. Objectives for FY1993

Priority Objectives: (numbering from the Director's list of priorities)

1. To assist the Vice President/HSL Director to plan for the Information Services Building

Table 4.

DATABASES IN ELECTRONIC FORMAT
Fiscal Year Expenditures

Database:	1987	1988	1989	1990	1991	1992
PsycLIT (1986)**	\$4,995	\$3,595	\$ 3,595	\$ 3,395	\$ 5,095	\$ 5,095
MEDLINE (1987)**		\$12,500	\$12,500	\$12,500	\$12,500	\$12,500
Current Contents (1989)			\$25,880	\$30,880	\$33,392	\$38,392
Micromedex (1990)				\$20,795*	\$24,095	\$24,700
CINAHL **					\$ 950	\$ 950
MICROCAT					\$ 200	\$ 250
Computer Selects						\$ 1,990
Books in Print						\$ 1,920
Online Jo.Clin.Trials						\$ 95
Social Work Abstracts Plus (1993)						
Total	\$4995	\$16,095	\$41,975	\$67,570	\$76,232	\$85,892

*from President's Funds

**Also maintain paper copy (price not included)

Factors to consider:

- Dual formats: paper and electronic
- Licensing fees
- Equipment costs (computers, modems, printers, etc.)
- Price for MEDLINE dropped, because NLM changed their pricing structure In FY92, reducing the costs for the tapes.

2. To assist the Vice President/HSL Director to plan for the conversion of the present ILIS.
 - 2.1. By June 30, 1993, to assist NSTF to complete RFP sections on acquisitions, serials, cataloging, circulation/reserves, patron/item files, and non-print media.
 - 2.2. To participate fully in the planning/review process of the NSTF and the HSL to select preferred systems
3. To assist the Director, Systems, to implement, orient and train Division staff on using CD-PLUS MEDLINE
11. To assist the Vice President/HSL Director to complete revision of library policies and procedures in light of new administrative structure
 - 11.1. By June 30, 1993, all departments within the Division will have up to date written manuals
 - 11.2. To complete revision of disabled policy
12. To assist the Vice President/HSL Director to develop outreach efforts off-campus
 - 12.1. To develop a cooperative collection development and document delivery pilot project with UMBC
 - 12.2. To develop a cooperative collection development and document delivery project with Welch
 - 12.3. To expand services via Loansome Doc program
 - 12.4. To extend services to UMAB clientele located in Western Maryland AHEC and Cumberland Memorial Hospital
 - 12.5. To strengthen the resource sharing activities between and among all UMS campus libraries
13. To assist the Vice President/HSL Director to develop outreach efforts on-campus
 - 13.1. To assist the HSL Committee plan the authors' reception
 - 13.2. To assist the Clinical Media Library and other non-print media centers to integrate their bibliographic/item records on the HSL ILIS
 - 13.3. To assist the Vice President define, develop and coordinate policies and services with the newly re-located Baltimore Veterans Administration Hospital Library

Standing objectives:

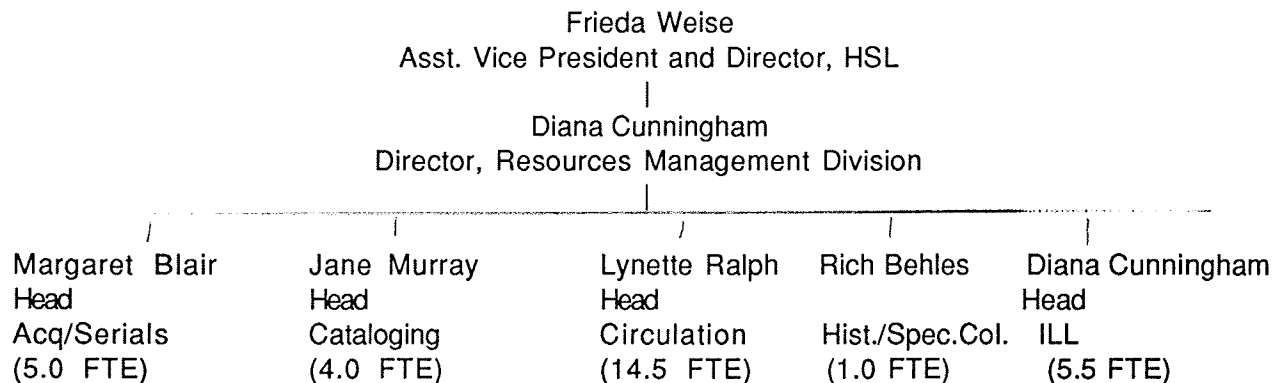
1. By June 30, 1993, to develop a dynamic staff development plan for all units of the Resources Management Division to include: orientations, in-house training, staff exchange, and targeted off-site courses
2. By June 30, 1993, to complete grant application to develop a database on optical disk of the historical visual images from the HSL special collections
3. Plan and implement a pilot project to scan and transmit documents electronically between UMBC and UMAB libraries utilizing ARIEL software

4. To complete a plan for on-going evaluation and needs assessment of all units within the Division
 - 4.1. To investigate new software applications for gathering statistics (e.g. SAVE-IT)
 - 4.2. To investigate new software packages to facilitate accounting/billing
5. By June 30, 1993, to complete the shifting project to send monographs to the basement
6. By June 30, 1993, to relocate historical monographs into the Historical/Special Collections Room in their appropriate special collection location
7. To coordinate and evaluate journal use for purposes of space planning and effectively measuring user needs
8. To ensure a current and up-to-date reserve collection
9. To maintain a current and effective shelf-reading program
10. To select appropriate materials for purchase by the Library
11. To spend appropriately spend funds allocated for books, journals, bindery and other materials
12. To complete work on Holdings Statements for 1000 of the currently active titles by entering holdings statements in SC350 and LS 2000
13. To ensure access to and facilitate retrieval of the HSL's collection
14. To plan for the forthcoming integration of all MARC bibliographic formats, including the training or retraining of HSL staff
15. To maintain successful migration to OCLC's PRISM system, initiating and completing additional staff training on the system as enhancements to the system are added (e.g. ILL module)
16. To provide consultative and technical support in organizing local UMAB collections and resource databases on campus (e.g., School of Social Work's Learning Resource Center, etc.)
17. To provide and support ongoing bibliographic instruction in the use of the online catalog
18. To maintain up-to-date retracted articles project; all retracted articles identified as such within one month of receipt
19. To meet all performance measures developed for each department or unit
20. To upgrade all Level X SERHOLD entries to Level 3

21. To represent HSL on all appropriate committees
22. To investigate the need for a plan to identify user needs and evaluate Divisional services
23. To promote via presentations, papers or other means the special services and projects of the Division
24. To investigate new technologies or the potential for new projects, products or services

VI. Staff

A. Organization chart for department



B. List of staff with brief description of responsibilities

All department heads within the Division and the Historical/Special Collection Librarian form the management team. All serve as functional heads of units and administer basic operations and special projects and services. They also coordinate the planning, policies, procedures and staff development activities between and among all units. Cooperative projects also are developed by this team. Three recent examples include the journal review project, the collection shift project, and the cross training for all staff within the Division. Implementation of the new PMP process was also accomplished through this team.

Diana Cunningham, Director, Resources Management Division.

Responsible for the overall management and administration of the 5 functional units within the Division. Develops and coordinates special projects and services, plans and evaluates collection development and use studies, develops cooperative and/or outreach projects, provides teaching and training, represents the units to external groups, promotes services of the units, participates as part of HSL management team, serves as designated coordinator of the new HSL building project, and other duties as assigned

Specific responsibilities for other divisional staff are included within each departmental report.

C. Staff activities during the past year

Cunningham, Diana.

IS Strategic Planning retreat, 7/26/91
Council of Library Directors of the UMS, 7/18/91 (monthly through Nov.)
IAIMS Annual Meeting, Cincinnati, Ohio, 9/12/13/91
SDHMH Workshop/Training Session for Liaisons (organizer/speaker), 9/20/91
Task Force on Relocation of PALINET offices, Philadelphia, 9/15/91
Strategic Planning meeting, 9/27/91
MHEC Hearing on Boss report (space planning), Annapolis, 10/9/91
Indian National Informatics Centre visitors, Surendar Kumar and Usha Rani,
from New Delhi, 2 week training session, 10/14/91-10/30/91
PALINET annual meeting, Cherry Hill, New Jersey, 10/15/91
UMAB Executive Development Program, 10/17-18/91; 12/5-6/91
IS Strategic Planning Workshop, Tom Jenkins, 10/23/91
NLM Hearing on Preservation, Bethesda, 10/25/91
AAMC/AAHSLD workshop on statistics, Washington, D.C., 11/9/91
Planning meeting, HSL historical videodisk project, 11/13/91
UMS ILL Sub-Committee meeting, Bowie, 12/12/91
IS tours of HSL, 12/19/91 etc.
MAHSL meeting, HSL, 1/27/92
MAIL meeting, "Navigating the ILL Medical Network", 1/29/92 (speaker)
MdLA Leadership Planning Workshop, 2/5/92
Friends of NLM Lecture on Informatics, 2/5/92
HSL/IS Strategic Planning "Gang of 13", 2.10/92; 3/2/92
UMAB Presidential Advisory Bd., 2/11/92
UMS ILL Workshop "Electronic Mail: Demystifying the Magic of Electronic
Communications", 3/12/92 (organizer, speaker)
ALA Legislative Day, 3/13 (planning); 4/7/92 in Washington, D.C.
Council of Library Directors UMS, 3/19/92
"American Memory" at Pratt, 3/23/92
ASPEN system orientation, 3/26/92
Cultural Diversity Workshops, 3/27, 4/10, 4/24, 4/29/92
PALINET ILL meeting "ILL Management Issues", 4/22/92, Norristown, PA
Exhibitor at the American Society for Clinical Investigation Conference,
Baltimore, 5/2/92
Visit to NLM History of Medicine Division to discuss optical disk project,
5/11/92
Maryland Library Association Annual Conference, 5/13-15/92, Solomons Island
Medical Library Association, Annual Conference, Washington, D.C., 5/17-20/92
MAIL meeting "Uncovering CARL and VICTOR in Maryland Libraries", 5/21/92
MLA "Creative Thinking Workshop", 6/3/92
UMS ILL Committee meeting, 6/10/92
New Systems Task Force (NSTF), also AV and Circulation sub-committees, June
Maryland Library Association, Board Meetings, monthly, June
Resources Management Dept. Head Meetings, monthly
ILL Dept. meetings, monthly
Resources Management staff meetings, semi-annually

Professional responsibilities:

President-elect, Maryland Library Association, 5/92-
Continuing Education Committee, MAC/MLA
Bulletin Evaluation Committee, MLA
Chair, UMS ILL Sub-Committee

Acquisitions/Serials Dept.
Annual Report 1991/92

The Acquisitions/Serials Dept. is responsible for ordering and receiving monographs and serials of all types and for binding. This past fiscal year we were faced with budget cuts and increased costs for books and journals, continued problems with SC350, the announcement that LS2000 and SC350 would have to be replaced by July 1995, and a host of projects that needed to be accomplished. The faculty was presented with a list of possible cancellations and were asked for their comments, resulting in cancellation of 19 titles. The journal titles shelved in the Periodicals Reading Room were all shifted to make better use of the space available. The Acquisitions/Serials Librarian participated in the weeding project and in the New System Task Force.

OBJECTIVES FOR FY 1991/92

A discussion of each objective follows the statement of the objective.

Priority goals and objectives:

1. To develop and implement a cooperative collection development project with at least two other resource libraries. (6)

A. Participate in UMS cooperative project (6.2)

1. Participate in the UMS Collection Development Committee.

The Acquisitions/Serials Librarian attended the monthly meetings of the UMS Collection Development Committee. The Journals Over \$500 List was maintained and issued as needed by the various campuses. The Committee spent most of the meetings discussing First Search as an alternative to mounting databases on VICTOR. The Committee was charged with developing a UMS Weeding Policy for use by each library in the system to develop its own individual weeding policy. This was completed and presented to the Council of Library Directors. The HSL has had a weeding policy as part of the Collection Development Policy, so all that was needed here was some revision to fit in with the UMS Weeding Policy. As of the first of July, the UMS Collection Development Committee has been disbanded. The Journals Over \$500 List will continue to be maintained by the Acquisitions/Serials Librarian as it has proved useful on several occasions.

2. To implement the collection shifting project for both monographs and serials (9).

A. Complete relocation of the portion of Q's and R's targeted for the basement. (9.2)

1. Participate in weeding the monograph collection.

The Acquisitions/Serials Librarian weeded the oversize collection, participated in relocating a portion of the Q's to the basement, and moved the 1960 and 1970 census materials to the basement. The major shift that was completed by the Circ. Dept. has relieved the crowding problem in the monograph collection, at least temporarily.

3. To complete RFP for an automated acquisitions/accounting/funds control system for acquisitions and ILL. (12)

1. Investigate current automated acquisitions systems and plan for automating HSL's acquisitions activities when a system is available.

The announcement of the termination of LS2000 by July 1995 prompted the Library to begin investigating a new online system. Several vendors came to the Library to demonstrate their systems. All of them had some sort of Acquisitions subsystem as part of their system. The Acquisitions assistants, Theresa McLaurin and Sandra Williams, attended all but one of the demonstrations with the Acquisitions/Serials Librarian and they participated in developing the Acquisitions part of the RFP for the new online system.

4. To investigate and evaluate potential use of CARL for serials control, circulation, cataloging, acquisitions, document delivery and the online catalog. (3)

1. Investigate and evaluate CARL for use in serials and acquisitions.

CARL will be demonstrating its system in Oct. At that time, staff will be able to ask questions and compare CARL with the other systems available. CARL has been available for searching in the Resources Management Division, but we cannot get "behind the scenes" to learn how titles are set up in check-in, how bindery works, how monographs are ordered, etc.

5. To develop a dynamic staff development plan for all divisional units which will promote diversity & service orientation, enhance staff knowledge, skills and teambuilding. (4)

1. To contribute to in-house orientations and training sessions and promote Acq/Serials staff participation.

Several BIP Plus demonstrations were given by the Acquisitions/Serials Librarian for the RIMS staff and the ILL staff. Acquisitions/Serials staff attended demonstrations offered by RIMS and training sessions offered by Systems.

Standing goals and objectives:

1. In accordance with the HSL Collection Development Policy, purchase books, serials, and other materials to meet the needs of the users. (1)

1. In accordance with the HSL Collection Development Policy, choose monographs for purchase by the Library.

See statistics for comments.

2. Appropriately spend funds allocated for books, journals, bindery and other materials. See statistics for comments.

3. Coordinate meetings and activities of the Library's Journal Review Committee.

One meeting of the Journal Review Committee was held in Feb. 1992. Twelve new journals were ordered. These were either journals that were requested many times through ILL or journals that support a new program on campus.

2. To create and maintain the ILIS online databases. (2)

1. Continue work on Holdings Statements in SC350 and LS2000.

Little was accomplished on this objective this fiscal year, due to problems with SC350 and the press of other work. The Dept. has developed a plan to make better progress next fiscal year and hopes to achieve the goal of entering holdings statements for roughly half of the active titles by

the end of fiscal year 93.

2. Assist Systems Dept. in producing updated Serials list, if Holdings Statements are complete.

STATISTICS

BOOKS	1991/92	1990/91	1989/90
Purchases	3080	4631	4471
Gifts	422	670	402
Theses	156	165	134
AV (incl microforms)	15	6	0
Software	0	0	0
Historical Collection	0	1	0
GRAND TOTAL	3673	5473	5007

Approximately 30% fewer books were purchased this fiscal year, due to a budget cut of over \$100,000.00, and the constantly increasing journal prices.

TOTAL FUNDS EXPENDED:

Books	177,964.87	335,879.17	246,519.37
Journals	502,531.86	462,552.69*	536,225.55
Bindery	37,643.55	43,647.45	45,498.60
AV(incl microforms)	2,746.63	2,763.35	3,403.25
Software (incl Medline)	35,080.00**	36,595.00**	12,500.00

*We received a large credit from our vendor which enabled us to reduce the actual payment made.

**This figure includes payments for Medline tapes and the Micromedex database.

Spent on Ref. Books: 28,934.09

Spent on Reserve Books: 3,159.47

Requests for monographs originated from:

	1991/92	1990/91	1989/90
School of Dentistry	4	3	5
School of Medicine	55	52	60
School of Nursing	36	12	17
School of Pharmacy	1	6	11
School of Social Work	120	170	193
Allied Health	4	0	3
IPHB	11	14	3
Other	0	0	0
TOTALS	231	257	112

	1991/92	1990/91	1989/90
Monographs processed in fields of:			
Dentistry	93	95	119
Medicine	1964	2858	2906
Nursing	410	369	423
Pharmacy	217	292	293
SSW & CP	478	914	852
Allied Health	27	40	27
Psychiatry	115	159	155
Other	246	257	232
Sent to REF.	305	404	302

SERIALS STATISTICS:

Bound volumes added	3892	4028	4460
New subscriptions	26	28	27
Active titles ceased	22	1	35
Titles withdrawn	5	1	11
Volumes withdrawn	10	0	5
Titles cancelled*	23		

*No cancellation figures were kept in previous years on a regular basis, primarily because there was no need. "Active titles ceased" means that the publisher stopped issuing the title. "Titles cancelled" refers to titles that HSL no longer wished to receive.

GENERAL NARRATIVE

In addition to work on the above goals and objectives and the usual day-to-day activities, there were, as always, new projects and problems to be solved. The biggest problem Acquisitions/Serials staff have had to cope with in the last year has been the continued difficulty of working with SC350 Version 3.0. Version 3.0 was installed in January of 1991 and immediately presented the serials staff with problems. The bindery module would not produce bindery information slips properly, the prediction module would not predict weeklies accurately, and the system would not scan for claims. A fix for the bindery module was finally provided in Jan. of 1992, which enabled the Bindery Assistant to produce proper bindery information slips and to scan the database for completed volumes ready for binding. The prediction module is still not working properly. Predictions for weeklies still must be reset every 3-4 weeks, and this Jan. we found that quarterlies and bi-monthlies must be reset as well. The most serious problem that has occurred since the installation of Version 3.0 is that of cross-linked issue histories. We have had only 10 or so instances of this problem, but other libraries have lost over 25% of their check-ins. When this occurs, issues for one title are "magically" changed to another title. In the process the correct check-ins for that title are lost somewhere in the electronic ether. It is fixable in small doses such as we have had to deal with, but it does take time and there seems to be no reason for this to happen. It has been very frustrating for the staff to continue to work with the system.

In late August 1991, a list of titles proposed for cancellation was mailed to all of the faculty on this campus. The Journal Review Committee had compiled the list at the previous

June meeting, and the Acquisitions/Serials Librarian prepared the survey form to be mailed with a letter from the Acting Director requesting that faculty comment on the titles listed. The Acquisitions/Serials staff spent an entire day folding, stapling, photocopying and stuffing envelopes for mailing to the faculty. Responses were received in Sept. and tallied by the Acquisitions/Serials staff. Out of 1300 surveys mailed out, 332 were returned. The Library was able to cancel 19 titles from the original list of 35, resulting in a savings of \$15,214.88. This was the first such survey undertaken of which the Acquisitions/Serials Librarian is aware.

Journal prices have risen again this fiscal year (for 1993 calendar year subscriptions) by approximately 9%. As a consequence of the increasing prices and in the interests of cooperation between libraries, UMBC and HSL and Welch and HSL have developed agreements to hold titles for each other and provide fast delivery service for requested articles to each other for the cancelled titles. The Acquisitions/Serials Librarian attended two meetings of the UMBC and HSL staff concerned with this project. It was agreed that each library would cancel titles totaling roughly \$10,000.00 with the other library keeping those titles and providing quick service via fax and Ariel when articles from the cancelled journals were requested. The Acquisitions/Serials Librarian also assisted the Director, Resources Management in preparing a list of titles to be discussed with Welch Medical Library to achieve a similar arrangement of cancellations and quick service for requested articles. Both of these arrangements will begin a test phase in FY 1993.

On a happier note, the Library received a gift of \$1000.00 to be used for the purchase of monographs on Alzheimer's disease. This is one of the larger gifts of money the Library has received. Eleven books were purchased with this gift and book plates were placed in each book giving the name of the donor.

An Author's Reception is being planned for Dec. 1992. The reception will honor faculty members who have published a book or edited a book published between Jan. 1990 and June 1992. Acquisitions/Serials was involved in searching the various school catalogs and lists of faculty in BIP and OCLC to determine who had published during that time. None of the schools on campus except the Law School and MIEMSS keep track of faculty publications, so this was a lengthy process. Our book vendor, Rittenhouse Book Distributors, was helpful initially in providing a list of authors from UMAB that they stock. When all the faculty lists had been searched and a list compiled, titles the Library did not already own were ordered. There are close to 100 faculty members who have had books published and who will be honored at the reception.

On April 7, 1992, at the LS2000 User's Group Meeting, Ameritech staff announced that LS2000 will be withdrawn from use as of July 1995. All libraries who currently use LS2000 and SC350 and ACQ350 must find a new online system by that date. The HSL consequently formed a New System Task Force to prepare an RFP for a new system and evaluate systems currently on the market. The Task Force has met several times since then and has made good progress toward writing an RFP. The Acquisitions/Serials staff worked on the acquisitions and serials portions of the RFP in three meetings. The Acquisitions/Serials Librarian is a member of the Task Force.

Another project that took some time in April was the shift in the Current Periodicals Reading Room. The Reading Room shelves had become very crowded in spots. Margaret Blair and Steve Ciuchta completed a shift in Reading Room, allowing better use of the space available. Each shelf has no more than 3 titles. Some prolific titles have a whole shelf to themselves.

A new NEC terminal was installed in Acquisitions/Serials by Jessie Wu and Peter LePoer at the end of June. This terminal replaces the M300 which was really on its last legs (or drives!) It is wonderful to have a terminal that responds quickly and that has a better keyboard.

GOALS AND OBJECTIVES FOR FY 1993

Standing Goals and Objectives:

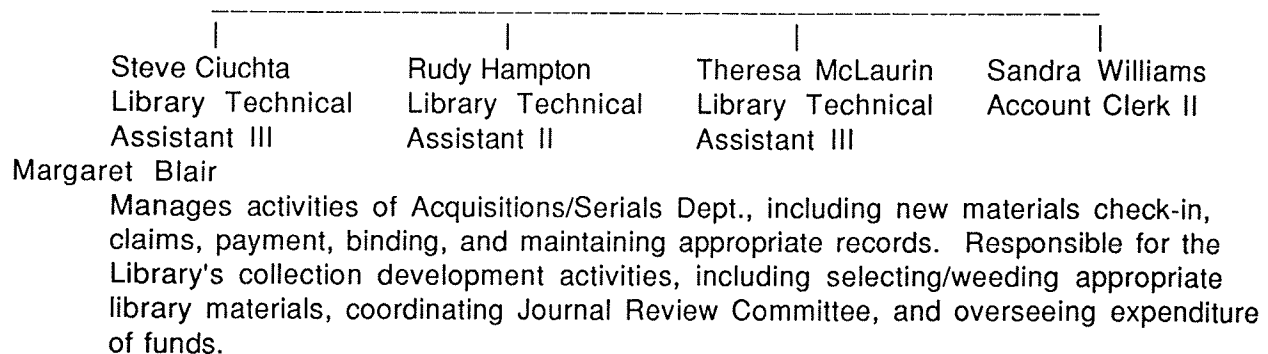
1. In accordance with the HSL Collection Development Policy, effectively select monographs for purchase by the Library.
2. Appropriately spend funds allocated for books, journals, bindery and other materials.
3. Coordinate a minimum of 2 semi-annual meetings of the Library's Journal Review Committee.
4. Complete work on Holdings Statements for 1000 of the currently active titles by entering holdings statements in SC350 and LS2000 including quality control of the data entry.
5. Develop and arrange staff development plans for Acquisitions/Serials Dept. to include in-house demos, staff exchange, workshops, and orientations.

Priority Goals and Objectives:

1. Participate in shifting the Q and R portion of the monograph collection.
2. Participate in the planning for a new automated system to replace LS2000 and SC350.
3. Complete a procedures manual for Acquisitions/Serials Dept. by June 30, 1993.
4. Participate as a member of the Author Recognition Committee in the planning and preparation for the Author's Reception.

ACQUISITIONS/SERIALS DEPT. STAFF FY 1991/92

Margaret Blair
Acquisitions/Serials Librarian



Steve Ciuchta

Responsible for journal check-in, shelving recent check-ins in the Reading Room, and claiming issues that have not been received.

Rudy Hampton

Responsible for all tasks pertaining to binding, including pulling issues from stacks, preparing volumes for shipment, and receiving shipments from the bindery.
Responsible for in-house repairs to books and journals, and processing dissertations and theses.

Theresa McLaurin

Responsible for entering journal payments in SC350, entering all payments in department's account books, balancing budget sheets with department's account books, resolving serials problems and accounting problems.

Sandra Williams

Responsible for book ordering and claiming, processing invoices for payment, filing filled order slips and invoices, preparing books to go to Cataloging.

These are the major responsibilities of each of the above positions. There are many other tasks which are performed by each employee daily to ensure the receipt of the library's materials and their proper preparation for use. Each employee performs some or all of his/her duties online with SC350 or LS2000. All have learned to use WordPerfect on the Macintosh and perform some part of their tasks using the Macintosh.

STAFF ACTIVITIES

All staff attended workshops on the new Performance Management Process, which discussed the new evaluation forms and what to expect from the new evaluation process.

Margaret Blair

Monthly meetings of the UMS Collection Development Meeting until April. The Committee was dissolved in June 1992.

Attended Journal Club meetings on the first Wed. of each month from Feb. to July.

Feb. 6, 1992 NLM Medical Informatics Lecture

April 7, 1992 LS200 Users Group Meeting

May 12, 1992 Americans with Disabilities Act Workshop

May 19, 1992 Medical Library Association exhibits

Steve Ciuchta

May 8, 1992 Computer Select demo

Attended "Gang of 13" Strategic Planning Group on several occasions this FY

Rudy Hampton

Volunteered at Booker T. Washington Middle School for the entire school year

April 10, 1992 Harvard Graphics training at IRMD

May 6, 1992 Drive Dr. Reese to radio interview about School Partnership Programs

May 7, 1992 Attended reception for School Partnership Program Volunteers

May 8, 1992 Computer Select demo.

Theresa McLaurin

March 3, 1992 Workshop on Job Stress, Plateauing and How to Make the Most of
your Job. Marshall Law Library

April 15, 1992 WordPerfect training session "Tips & Tricks"

May 12, 1992 Americans with Disabilities Act Workshop

Sandra Williams

March 3, 1992 Workshop on Job Stress, Plateauing and How to Make the Most of
your Job. Marshall Law Library

April 15, 1992 WordPerfect training session "Tips & Tricks"

CATALOGING FISCAL YEAR 1992

I. BRIEF INTRODUCTION

The Cataloging Department contributes to the infrastructure of the Library by developing and maintaining the bibliographic, item, and authority records that comprise the online public access catalog, and by processing and labeling the individual items. These activities provide the bibliographic control necessary for staff, faculty, and students to retrieve information and access the Library's material. On a national level, the OCLC database is enriched and improved by our contribution of original and "enhanced" records. General awareness of Library of Congress and OCLC practices, of machine-readable cataloging (MARC) requirements, and of new and revised cataloging rules, classification numbers, and headings is maintained and contributes to the high quality of the Department's products.

The Library Technical Assistants, in addition to their Cataloging functions, participate half-time in ILL activities. They perform citation verification and location, send borrowing requests via OCLC or DOCLINE, process ILL requests, inform patrons by telephone or mail when requested items may be collected, answer the telephone, and serve as back-up persons in the absence of ILL personnel.

II. OBJECTIVES FOR FY 92

A. LIST OF OBJECTIVES:

1. Priority goals and objectives:

- a. To participate in and actively support all UMS, UMAB, and HSL priority goals and projects
- b. To investigate and evaluate potential use of CARL for serials control, circulation, cataloging, acquisitions, document delivery and the online catalog
- c. To assist in the development and application of the Unified Medical Language System (UMLS) on the ILIS online public access catalog to enhance access both to monographic and serial publications in the health sciences
- d. To implement OCLC's PRISM telecommunications system both for Cataloging and ILL

2. Standing objectives:

- a. To create and maintain the ILIS online databases
 - a.1. To maintain the quality and integrity of the online catalog
 - a.2. To develop and maintain authority control
 - a.3. To facilitate ongoing bibliographic instruction efforts in the use of the online catalog
- b. To participate in the ongoing development of the OCLC national database by contributing original and "enhanced" bibliographic records
- c. To develop and expand existing outreach services

- c.1. Create and maintain union list databases in support of resource sharing (e.g., SERHOLD)
- d. Provide consultative and technical support in organizing local collections and resource databases on campus
 - d.1. Catalog the School of Social Work and Community Planning titles within one week of receipt (up to a maximum of 50 titles per week)
 - d.2. Complete 100% of incoming nonprint cataloging for the UMAB campus schools' media centers within one month of receipt
 - d.3. Develop policy statement on the accession and cataloging of nonprint media for the Health Sciences Library by the end of FY 1991/92
 - d.4. Consult with staff of the Walter P. Carter Center's Developmental Disabilities program regarding bibliographic control over the Program's collection

B. DISCUSSION

1. Priority goals and objectives

- a. To participate in and actively support all UMS, UMAB, and HSL priority goals and projects

This goal was maintained throughout the year.

- b. To investigate and evaluate potential use of CARL for serials control, circulation, cataloging, acquisitions, document delivery and the online catalog

This objective, while carried out through the course of the year, was enlarged by Ameritech's announcement that support for the LS/2000 system would cease in July 1994. This precipitated the search for a third-generation integrated library system. This search has included CARL, and expanded its scope to other vendors.

- c. To assist in the development and application of the Unified Medical Language System (UMLS) on the ILIS online public access catalog to enhance access both to monographic and serial publications in the health sciences

This objective was met in each instance in which assistance could be given. These opportunities were relatively few, although they should increase significantly in the coming year.

- d. To implement OCLC's PRISM telecommunications system both for Cataloging and ILL

This objective was met successfully for the cataloging module. OCLC did not bring up PRISM for the ILL module during this fiscal year. It is scheduled to be implemented in December 1992.

2. Standing objectives:

- a. To create and maintain the ILIS online databases

- a.1. To maintain the quality and integrity of the online catalog
- a.2. To develop and maintain authority control
- a.3. To facilitate ongoing bibliographic instruction efforts in the use of the online catalog

These objectives were met successfully.

Throughout the year, temporary backlogs accrued when other duties and projects took precedence. A backlog became most noticeable for the materials awaiting edit or original cataloging. The lone full-time, professional cataloger was assigned other projects which competed for her time. Reference, reserve, and "rush" material was dispatched quickly, but a small backlog developed for non-priority material.

A major project, carried out first by the Resource Management librarians and later by Circulation Dept. staff, weeded the monographic collection on the second floor and transferred to storage 1644 titles (2493 volumes) to reduce crowding on the Library's second floor.

Authority control for Library of Congress Subject Headings has been maintained. Authority maintenance activities are integrated into the general workflow as name, series, and subject headings are used. Massive changes requiring record-by-record corrections that would sap too much staff time were carried out with the help of other departments: Jessie Wu wrote programs to identify all instances of several newly-invalid headings; Veronica Stewart undertook the manual deletion of these headings.

Additionally, as of June 1992, MeSH headings now are added to all edit and original catalog records with the exception of theses. MeSH authority files have never been maintained on the LS/2000. The numbers and kinds of changes and references that would need to be performed are too vast to accomplish in-house.

There are many changes both to LCSH and MeSH headings that cannot be performed manually due to the number of records involved and the limitations of the LS/2000. The kind of gross authority control that is needed is most efficiently performed in batch mode by a vendor such as Blackwell/North America. We have suggested that such a cleanup be bundled into the migration to a new integrated library system.

A discussion was held in March on the efficacy of reclassifying the Library's collection to the NLM classification scheme. It was determined that this notion was neither practical nor cost-effective.

The exchange of information between RIMS and Cataloging regarding the online catalog has been greatly enhanced.

- b. To participate in the ongoing development of the OCLC national database by contributing original and "enhanced" bibliographic records

This objective continues to be met, but slowly, for non-theses titles, as other projects absorb more and more of the one full-time, professional cataloger's attention. For theses, this

objective was partially met. A backlog of these low-priority items has been building for years, and continues to grow. Theses are very time-consuming to catalog; subject analysis, in particular, proves to be a major sticking point.

The objective of contributing to the integrity of the OCLC union catalog by reporting format/cataloging errors to OCLC's Quality Control section within 24 hours of identification was met successfully.

- c. To develop and expand existing outreach services
 - c.1. Create and maintain union list databases in support of resource sharing (e.g., SERHOLD)

This objective was met successfully.

- d. Provide consultative and technical support in organizing local collections and resource databases on campus

This objective met with partial success.

The project to catalog the School of Social Work's collection proceeds smoothly in terms of procedures and workflow. Problems have been noted regarding the SSW's faulty data entry practices and the slow rate at which titles are submitted to the Department for cataloging.

Some Learning Resource Centers' titles were held for OCLC copy, thus producing a small backlog. Some material has not been cataloged due to lack of cooperation by some LRC staff. This is an area of increasing importance, and one to which more attention will be given.

The objective to develop a policy statement on the accession and cataloging of nonprint media for the Health Sciences Library by the end of FY 1991/92 was not met. This was not an appropriate objective, as these policies, agreements, and negotiations are enacted at a higher level.

The objective to consult with staff of the Walter P. Carter Center's Developmental Disabilities program regarding bibliographic control over its collection was not met because this program withdrew its request for assistance.

III. STATISTICAL REPORTS FY 92

A. NEW ITEMS ADDED TO THE COLLECTION

1. Print	88/89	89/90	90/91	91/92
a. DLC Copy Cataloging				
Titles	1763	3023	3615	2263
Volumes	1831	3148	3759	2337
b. Edited Records (Non-DLC copy)				
Titles	799	766	370	618
Volumes	954	832	401	642
c. Originals				
Titles	141	161	278	133
Volumes	165	162	329	169
d. Enhanced Records				
Titles	NA	NA	191	90
Volumes			201	93
e. Minimal Level Upgrades				
Titles	NA	NA	11	9
Volumes	NA	NA	11	9
f. Added Copies/Volumes	485	686	909	568
 Total Print				
Titles	2703	3950	4465	3008
Volumes	NA	NA	5610	3712
 2. Non-Print				
a. All formats				
Titles	770	3	34	105
Volumes	772	3	48	106
 Total Added				
Titles	3473	3953	4499	3113
Volumes	4207	4831	5658	3818
 Total Withdrawn				
Titles	NA	NA	518	400
Volumes	883	639	664	600
 Net Added to Catalog				
Titles	NA	NA	3991	2713
Volumes			4984	3218

B. CATALOGED COLLECTION IN LS/2000 AS OF JUNE 30, 1992
(based upon system counts)

1.	Total number of barcoded items:	1 4 8 , 1 8 7
2.	Total number of titles (# MARC records)	1 3 4 , 7 2 2
3.	Total number of journal titles:	7 4 0 4
	Current titles:	2547
	Dead titles:	4490
	Suspended titles:	4
	"Unknown" status titles:	363
4.	Total number of serials in the book collection:	1 9 1 9
	Current titles:	1351
	Dead titles:	404
	"Unknown" status titles:	163
	No status:	1

C. REVISION ACTIVITIES

1.	Recataloging	
	Titles	3 4 6
	Volumes	5 7 2
2.	Transfers (relocated to another HSL collection)	
	Titles	2 0 1 6
	Volumes	2 9 8 6

D. OTHER ACTIVITIES

1.	InterLibrary Loan activities	
a.	ILL requests verified	6 4 2 3
b.	ILL requests processed	3 5 9 2
2.	School of Social Work project	
a.	Cataloging	
	Titles	3 3 0
	Volumes	3 7 6
b.	Card production	
	DLC records produced	2 9 2
	Editing existing records	3 5
	Inputting original records	3

III.B. DISCUSSION OF STATISTICAL REPORTS

These statistics reflect fluctuations primarily in the amount of expenditures on new titles. The total number of titles/volumes added to the LS/2000 database in the past year represents an almost 31% reduction in titles cataloged. This corresponds with the decrease in the book budget.

Cataloging statistics generated by the project to catalog the School of Social Work's collection are counted separately, and are included neither in the overall count in section A, nor in the item record count in section B.

IV. GENERAL NARRATIVE

Despite the reduction in the number of titles cataloged, the Catalog Dept. was never idle! It has been a hectic year, beginning with the training for and implementation of OCLC's new PRISM system, and closing with the first steps toward the selection of a new integrated library system to replace the soon-to-be-obsolete LS/2000.

The Health Sciences Library was cut over to OCLC's new PRISM system in September 1991. Extensive training was given by Jane and Rich to the Cataloging, ILL, and Acquisitions/Serials departments, and to all members of the RIMS Division. The transition was accomplished smoothly. Only OCLC's searching and cataloging modules are affected as yet; ILL functions will be cut over to PRISM in December 1992.

The "strategic planning" process initiated during this fiscal year absorbed a considerable amount of time, as did planning for and implementing the new "PMP" evaluation system.

Additional changes to machine-readable catalog records have been introduced and continue, both as part of normal revision activities in the MARC environment and as part of a larger effort to integrate all MARC formats into one cohesive whole. MARC format integration is expected to take place in late December 1993, or early the following year.

The Resource Management librarians launched a project to evaluate and remove to storage older and infrequently-used monographic materials classed in Q and R in order to reduce shelf crowding in those areas. These titles now are housed in the HSL's basement storage facility. This project was replaced in total when the Circulation Department undertook a major shifting/weeding of the entire monographic collection.

A previously-established project to de-accession the out-of-scope and/or obsolete "community planning" titles was completed. All "community planning" titles not previously selected by the UM College Park libraries were withdrawn from our collection and sent to UMBC.

The members of the Cataloging Department continue to perform efficiently, productively, and with good spirit.

FUTURE DEVELOPMENTS AND CONCERNS

The selection of a new integrated, online library system will be of the utmost importance to the Library, its constituents, and its staff. Throughout the next two fiscal years, members of the Cataloging Department will participate fully in the planning and implementation of a new library system. Once a system has been selected and purchased, the complex and time-consuming tasks of the conversion process -- preparing and mapping data, setting up indices, etc. -- will absorb a considerable amount of time. Ultimately, this may well have a negative effect on the backlog.

Continued reductions in the book budget will mean a smaller cataloging workload. If this reduction is significant, it will allow the Department time to address not only the critical issues related to the migration to a new system, but also other areas that have historically been neglected, such as the full-level cataloging of nonprint media and UMAB theses/dissertations, and revising headings in the LS/2000's authority file.

A plan to integrate the library records of the newly-relocated Baltimore Veterans Administration Hospital into the LS/2000 has been formed and, if approved, should get underway during the next fiscal year. Policy decisions will need to be made regarding the mechanisms by which the VA's catalog and holdings data are entered into the LS/2000, the resolution of any bibliographic and authority conflicts, etc.

The various Learning Resource Centers on the UMAB campus, in the interests of expanding user access, sent over an increased number of titles for cataloging. A small backlog accrued for a while as competing interests and lack of cooperation from some LRC personnel prevented timely completion of this cataloging. We expect that a demand for access to nonprint media will grow, and that the need for system-wide access to the nonprint catalog records will increase. Plans are underway to ensure that nonprint media titles are cataloged quickly, accurately, and efficiently, and that LRC staff in the various media centers facilitate the cataloging process by providing thorough descriptions of their holdings.

A major problem in the area of quality control in the LS/2000 surfaced in the past year with the more active role played by the School of Social Work's LRC. If and when additional offsite collections are integrated into the system, these problems will increase. Inevitably, the integrity of the database is compromised any time staff not thoroughly trained in bibliographic control input data. With additions to the online catalog entered by the HSL/Reserve staff and the School of Social Work staff have come numerous typographical errors, conflicting headings, and duplicate records. Jane began training/re-training both groups, and plans to offer even more rigorous training to the Clinical Media Library staff as they prepare to join the system. Extensive training should help minimize these kinds of problems and errors.

V. OBJECTIVES FOR FY 93

A. Priority goals and objectives:

1. Contribute to the New System Task Force in the identification of appropriate and desirable features for a new integrated library system, in the formulation of an RFP for its procurement, in the evaluation of systems demonstrated, and in the selection of a system for purchase and implementation
2. Plan for the forthcoming (1993-94) integration of all MARC bibliographic formats, including the training or retraining of HSL Cataloging Dept. staff and any other affected units, consulting with HSL Systems personnel regarding modifications to the local system, and consulting with PALINET, OCLC, Library of Congress, the MARBI Committee, and others to ensure smooth implementation
3. Assist the newly-relocated Baltimore Veterans Administration Hospital library to integrate its catalog records into the LS/2000
4. Assist in the development and application of the Unified Medical Language System (UMLS) as needed

B. Standing goals and objectives:

1. Participate in and actively support all UMS, UMAB, and HSL priority goals and projects
2. Ensure access to and facilitate retrieval of the Health Sciences Library's collection
 - 2.1. Create and maintain the quality and integrity of the online catalog
 - 2.2. Develop and maintain authority control
 - 2.3. Facilitate ongoing bibliographic instruction efforts in the use of the online catalog
 - 2.4. Maintain currency in filing and revising shelflist cards
 - 2.5. Continue to execute "Lost & Missing Items" project, processing work within one month of receipt
3. Participate in the ongoing development of the OCLC national database by contributing original and "enhanced" bibliographic records
4. Develop and expand existing outreach services
 - 4.1. Create and maintain union list databases in support of resource sharing (e.g., SERHOLD)
5. Provide consultative and technical support in organizing local collections and resource databases on campus
6. Plan additional projects in bibliographic control as necessary
7. Maintain successful migration to OCLC's PRISM system, initiating and completing additional staff training on the system as enhancements to the system are implemented
8. Participate in ongoing bibliographic instruction efforts in the use of the LS/2000
9. Consult as needed with other IS/HSL staff members on any questions regarding bibliographic management
10. Maintain handbooks and manuals describing MARC format, and prescribing

cataloging and classification practices, and order pertinent bibliographical tools as needed

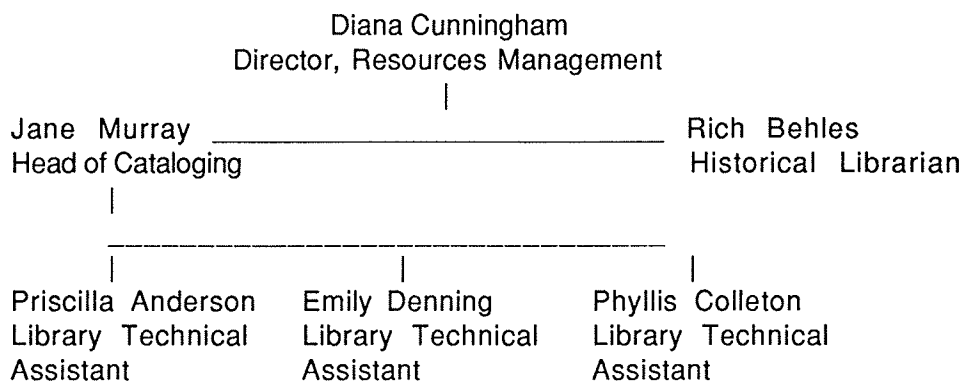
11. Monitor the status of the "retracted articles" project and ensure that it is kept up-to-date

C. Educational Objectives

1. Support staff will have the opportunity to attend at least one workshop on a subject pertinent to their positions by the end of FY92/93
2. Professional staff will have the opportunity to attend at least one professional association meeting and at least one workshop by the end of FY92/93

VI. STAFF

A. Organization Chart



B. List of Staff

Jane Murray, Head of Cataloging

Plans, directs, and administers the work of 3 FTE responsible for the cataloging, classification, and processing of Library materials and for database management. Maintains compliance with local and national bibliographic standards, and with Library policies, procedures, and objectives. Creates original or adapts existing catalog records for materials in multiple formats. Coordinates cooperative library projects relating to bibliographic control within the UMAB community. Supervises ILL personnel in absence of their supervisor (Director, Resources Management).

Priscilla Anderson, Library Technical Assistant

Performs Library of Congress (LC) copy cataloging, and original or edit cataloging of nonprint media and UMAB theses; assists in the ongoing maintenance of the Library's online and manual bibliographic, authority, and item records; maintains bibliographic control of added copies/volumes, and items returned from bindery; sorts incoming books and verifies processed material. For ILL Borrowing unit: verifies and locates citations for patron requests, and sends requests via OCLC or DOCLINE.

Emily Denning, Library Technical Assistant

Performs LC copy cataloging, original or edit cataloging of nonprint media and UMAB theses, and creates analytical records; assists in the ongoing maintenance of the Library's online and manual bibliographic, authority, and item records; recatalogs LC bibliographic records as necessary; files and revises others' filing in shelflist. For ILL Borrowing unit: verifies and locates citations for patron requests, and sends requests via OCLC or DOCLINE.

Phyllis Colleton, Library Technical Assistant

Assists in the ongoing maintenance of the Library's online and manual item records; processes newly-received, recataloged, relocated, and withdrawn material; files shelflist cards. For ILL Borrowing unit: processes photocopy/book requests, book renewals, and book returns; provides status reports; opens and records ILL Borrowing's mail; files and faxes ILL Borrowing requests.

C. Staff Activities for fiscal year 1992

Anderson, Priscilla	Sept. 18, 1991	PASSPORT/PRISM: Cataloging, Baltimore, Md. (PALINET workshop)
Colleton, Phyllis	Dec. 12, 1991	Regional OCLC Update Session, Baltimore, Md. (PALINET workshop)
	March 12, 1992	UMS ILL workshop, UMAB
	June 15, 1992	ILL meeting, "Using the Network Effectively," Enoch Pratt Free Library, Baltimore
Denning, Emily	Sept. 18, 1991	PASSPORT/PRISM: Cataloging, Baltimore, Md. (PALINET workshop)
	March 12, 1992	UMS ILL workshop, UMAB
Murray, Jane	Aug. 30, 1991	PASSPORT/PRISM: Cataloging, Philadelphia, Pa. (PALINET workshop)
	Oct. 15, 1991	PALINET annual meeting, Cherry Hill, N.J.
	Nov. 5, 1991	DC Area LS/2000 User Group meeting, Reston, Va.
	Jan. 15, 1992	DC Area LS/2000 User Group meeting, Laurel, Md.
	Feb.-June 1992	Participated in monthly [extracurricular] "Journal Club" meetings
	Feb. 6, 1992	Health Sciences Computer Education Project lecture by Dr. Michael Ackerman, UMAB
	Feb. 20, 1992	UMLS grant team's visit to NLM, Bethesda, Md.
	March 3, 1992	Attended workshop on "Plateauing", Marshall Law Library, UMAB
	March 12, 1992	In-house MAC enhancement training
	April 7, 1992	DC Area LS/2000 User Group meeting, Laurel, Md.
	April 21, 1992	MARC Format Integration Program, Washington, D.C.
	May 16, 1992	"MeSH and NLM Classification for Catalogers," MLA Continuing Education course, MLA annual meeting, Washington, D.C.
	May 19, 1992	MLA annual meeting, exhibits (for OPACs)

CIRCULATION DEPARTMENT
ANNUAL REPORT

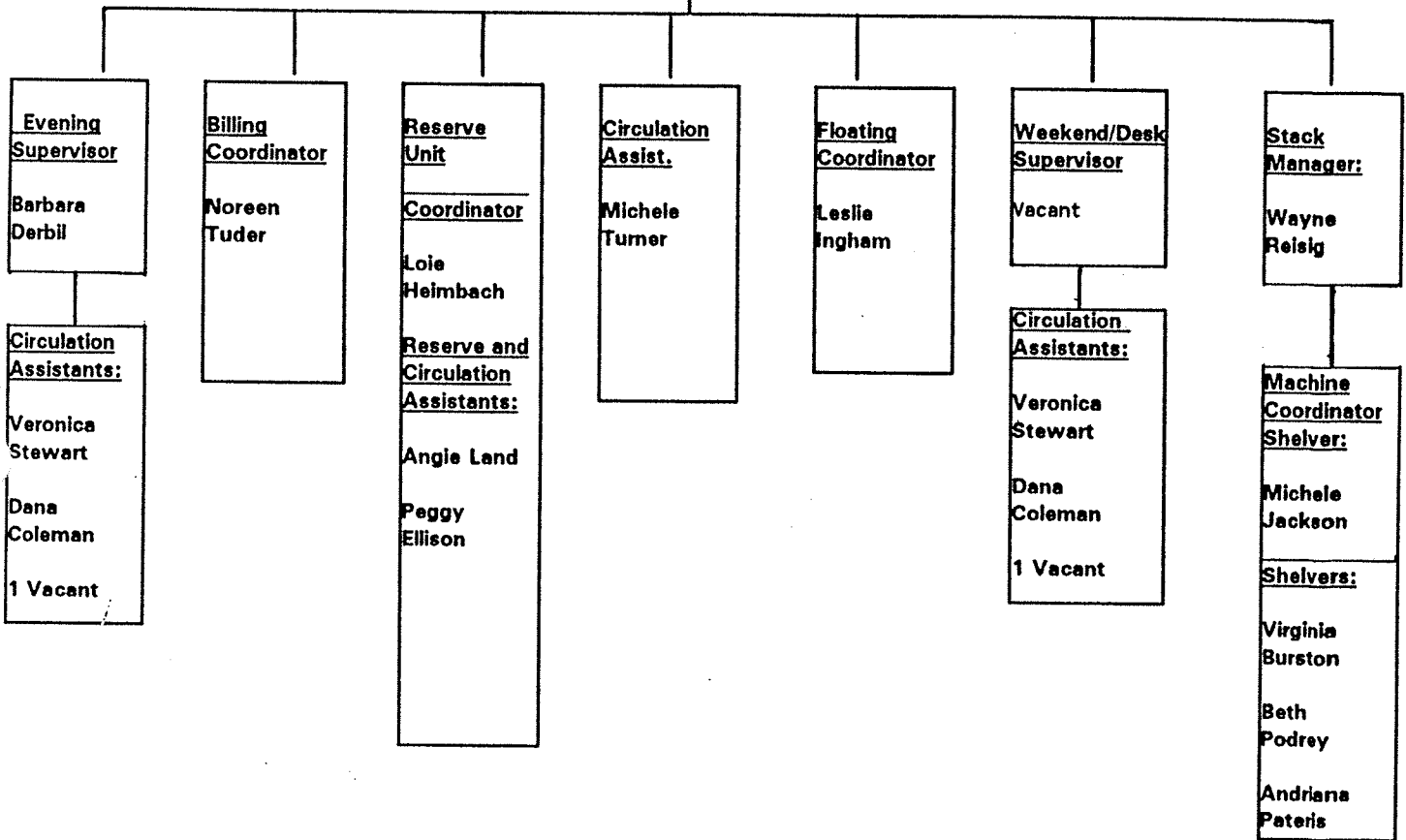
1991/92

UMAB HEALTH SCIENCES LIBRARY

General Circulation Unit

HEAD OF CIRCULATION AND RESERVE

Lynette Ralph



CIRCULATION DEPARTMENT
1991/92

INTRODUCTION

The Circulation Department is responsible for a wide variety of tasks such as the circulation and control of books, maintenance of book stacks, maintenance of public photocopiers, and management of a course reserve service. Most of the employees learn the duties of all these areas. Despite furloughs and various personnel and procedural changes, the staff in the Department very admirably carried out their tasks.

During 1991/92, the department experienced significant staff turnover. The entire evening staff, with the exception of the Supervisor, resigned. Three of the four persons, completed their studies and left to accept positions in the area of their discipline. The fourth person, left to accept a better job opportunity. The four positions were filled, but two of these positions, subsequently became vacant again. One half-time position has since been filled. The weekend/desk co-ordinator also resigned. The Department now has an overall vacancy of 1.5FTE. These vacancies have resulted in an overall shift of responsibilities.

The personnel changes include the upgrade of the weekend/desk co-ordinator to the level of supervisor, and the merging of two half time evening positions to form one full time evening position.

The highlights for the year include the following:

- Completion of shift of ten (10) more years of journal holdings to basement and significant increase in basement retrieval requests.
- Initiation of relocation of monographs targeted for the basement.
- Continuation and expansion of Staff development
- Completion of Circulation Manual.
- Maintenance of a monthly schedule when delinquent accounts are sent over to Accounts Receivable.
- Increased staff turnover.
- Preparation for new method of evaluation, using Performance Management Process forms(PMP).
- Participation in strategic planning.

OBJECTIVES FOR 1991/92

Priority Goals & Objectives:

1. o Complete a plan for on-going evaluation and needs assessment of the Circulation Department.
 - 1.1 To ensure the efficient operation of the Department and to provide optimum service.
 - 1.2 To maintain and motivate a competent and conscientious staff.
 - 1.3 To communicate effectively for a healthy exchange of ideas and information.
2. o To develop a dynamic staff development program which will include training in supervisory skills, public relations and team-building as well as a systematic review of library policies and procedures.
 - 2.1 To develop inhouse orientations and training sessions.
3. o To implement the collection shifting project for both monographs and serials.
 - 3.1 Complete shift of 10 more years of journal holdings to the basement.
 - 3.2 Complete relocation of the portion of Q's and R's targeted for the basement.
 - 3.3 Complete shift and redistribution of monograph collection.

Standing objectives:

4. o To co-ordinate and evaluate journal use for the purposes of space planning and effectively measuring user needs.
 - 4.1 To evaluate, improve and implement new procedure for journal use study to better count internal circulation.

- 5. o To develop and expand existing outreach services
 - 5.1 To complete all photocopy requests within 48 hours of receipt.
 - 5.2 To assist in providing emergency or 'rush' services within 2 hours of receipt.
 - 5.3 To maintain a monthly schedule when delinquent accounts will be sent over to Accounts Receivable.

B. DISCUSSION OF OBJECTIVES

All of the objectives were generally met. Further discussion will be delineated below.

1. o Complete a plan for on-going evaluation and needs assessment of the Circulation Department.

This on going objective was met. The Circulation Department has operated very efficiently this year, with a well trained, public service oriented staff. Staff members are required to provide a consistently high level of service to patrons based on an in-depth understanding of Circulation policies and procedures as well as an understanding of library policies and services. Staff development focused on these areas.

Communication is a continuous challenge in the Department because of the number of employees and the variety of work schedules. It is however, essential for raising morale and motivating employees to higher levels of productivity. It also provides for consistency and stability of departmental operations. Formal meetings are held once per month for the entire staff and minutes are distributed to everyone. Minutes are also posted on the Bulletin board. Formal meetings are also held once per month for the Co-ordinators. Additionally, individual meetings are set up with each co-ordinator to discuss any concerns or issues mentioned in their monthly reports. Formal and informal meetings are held in the various units. Electronic mail and the bulletin board are used extensively as another means of communication. Through these channels as well as informal discussions, communication has been strengthened.

2. o To develop a dynamic staff development program which will include training in supervisory skills, public relations and team-building as well as a systematic review of library policies and procedures.

Staff Development continued to be priority. Both inhouse and external training were done on a variety of topics. Emphasis continued to be made on quality of service, dealing with the patron and generally creating an awareness and sensitivity to the needs of the patron. Among the other issues of concern was team building. Two co-ordinators, Loie Heimbach and Wayne Reisig, attended workshops on this topic. The passing of the American with Disabilities Act, rendered it necessary for sensitivity and awareness training for the staff, and everyone was attended a workshop on this topic. Michelle Turner, was appointed 'Co-ordinator of training,' to ensure an efficient and systematic review of policies and procedures This enabled a specific person to co-ordinate all inhouse training activities.

Greater emphasis was also placed on orientation for new employees. Employees now receive two weeks full time training in all areas before being placed on the desk. The evening staff spend their first two weeks as day time employees, where they are put through all the rudiments of the Department. This has not only contributed to better training, but has even contributed to fostering better relationships between the night and the day staff, who now enjoy the privilege of knowing and interacting with each other. Less divisiveness has been observed and greater team spirit has developed.

3. o To implement the collection shifting project for both monographs and serials.

Considerable time was spent planning and measuring for the shifting projects. To alleviate the overcrowding of the stacks, ten more years of journals were shifted to the basement. This resulted in more available space for the periodical collection, gaining over 2,000 feet of additional space. The remaining journals were redistributed to make them less crowded and to allow for growth in the future.

To alleviate the overcrowded monograph collection, additional shelves were purchased and over 2,000 volumes were relocated to the basement. All remaining books were then redistributed throughout the newly acquired space.

4. o To co-ordinate and evaluate journal use for the purposes of space planning and effectively measuring user needs.

Steps were taken to more effectively measure the use of journals. The journal use study is now being done every week instead of every other week, and continues all day long through the night shift. This more accurately represents the usage of the journals.

5. o To develop and expand existing outreach services

The efficiency rate for photocopying services remain high. All photocopy requests were filled within 48 hours, and approximately 95% of all requests were filled within 24 hours. The Circulation department also backed up and supported the ILL Department in their outreach activities. In the absence of the ILL Department during the night and on the weekends, the Circulation Department fills immediately, any requests made as a result of a clinical emergency.

In adherence to the American with Disabilities Act, policies were written to expand services to the disabled. These services include:

- (1) Photocopy services: The Circulation Department will photocopy articles owned by the Health Sciences Library. Service charges are waived.
- (2) Retrieval of Materials: Upon request, staff in the Circulation department will retrieve books and journals from the library stacks.
- (3) Deputy Borrowing: Patron with disabilities can request that a Deputy Borrower's Card be issued to an assistant they designate. This card will allow the assistant to borrow books for the requestor.

		SUMMARY OF STATISTICS		
			1991-92	
	1991-92	1990/91	# DIFFERENCE	% DIFFERENCE
	YEAR-T-DATE	YEAR-T-DATE	IN 1991-92	IN 1991-92
CIRCULATION				
Books	90,749	77,019	13,730	17.8%
Reserve	19,533	13,698	5,835	42.6%
TOTAL	110,282	90,789	19,493	21.5%
MONEY				
Fines	\$25,491.00	\$25,907.44	(\$416.44)	-1.61%
Mod	\$31,867.08	\$57,430.73	(\$25,563.65)	-44.51%
Copy machines	\$17,634.88	\$14,785.00	\$2,849.88	19.28%
Copy cards	\$27,245.00	\$22,975.00	\$4,270.00	18.59%
FUND & BUDGET	\$20,665.00	\$19,463.00	\$1,202.00	6.18%
COLLECTION CNTRL				
Shelving				
Books	71,595	87,196	-15,601	-17.89%
Unbound Jnls	66,308	57,818	8,490	15%
Bound Jnls	125,150	139,387	-14,237	-10%
Shifting	7,448	656	6,792	1035%
PATRON COUNT	168,433	156,540	11,893	7.60%
RESERVE MAT.				
Submitted	217	262	-45	-17.18%
PROCESSED				
Books	2,525	3,825	-1,300	-33.99%
Reprints	2,661	2,807	-146	-5.20%
TOTAL	5,186	6,632	-1,446	-21.80%
FAXLOG REQUESTS				
RECEIVED	2,496	3,031	-535	-17.65%
TRANSMITTED	650	1,946	-1,296	-66.60%
COPY CARDS SOLD	5,449	4,595	854	18.59%
BASEMENT RET	5,191	2,427	2,764	113.89%
PHOTOCOPY STAT				
EARS	3,147	2,880	267	9.27%
MMED	224	324	-100	-30.86%
STAFF	6,007	4,711	1296	27.51%
PUBLIC	2,113,315	N/A	N/A	N/A

STATISTICAL ANALYSIS

TOTAL CIRCULATION

There continues to be a significant increase in the overall circulation of material. This year, total circulation figures increased by 19493(+21.5%). Circulation of books increased by 13,730(17.8%), while the circulation of reserve material portrayed an even more significant increase of 5,835(+42.6%).

ATTENDANCE

There continues to be an upward trend in the attendance in the library. The number of patron's coming to the library this year, increased by 11,893(7.6%). Perhaps the rearranging of the accommodation, such as the moving the carrels from the second floor where they were not used to the brightly lit Reference area, has had some appeal. Placing desks in front of the circulation area has also been well received. Patrons now use that area to sort their material as they use the photocopiers, as well as a group study area, where they can discuss without disturbing others.

COURSE RESERVE

While the circulation of Reserve material increased significantly, 5,835(42.6%), the total number of requests submitted decreased by 45(-17.18%). The total number of requests processed, also decreased by -1, 446(-21.8%). This decline in processing, was in part due to the furloughs, and additional duties assumed by the reserve staff in attempting to cope with the vacancies and tasks such as the shift.

MONEY

The area of photocopying continues to provide a considerable amount of revenue for the library. This is reflected in the use of coin-operated machines, purchase of photocards and the fund and budget activity.

COIN-OP

The amount of money collected from the coin-operated machines increased by \$2849.88(19.28%).

COPYCARDS

Sale of photocards increased . 854 more cards were sold this year. This resulted in an

STATISTICAL ANALYSIS

TOTAL CIRCULATION

There continues to be a significant increase in the overall circulation of material. This year, total circulation figures increased by 19493(+21.5%). Circulation of books increased by 13,730(17.8%), while the circulation of reserve material portrayed an even more significant increase of 5,835(+42.6%).

ATTENDANCE

There continues to be an upward trend in the attendance in the library. The number of patron's coming to the library this year, increased by 11,893(7.6%). Perhaps the rearranging of the accommodation, such as the moving the carrels from the second floor where they were not used to the brightly lit Reference area, has had some appeal. Placing desks in front of the circulation area has also been well received. Patrons now use that area to sort their material as they use the photocopiers, as well as a group study area, where they can discuss without disturbing others.

COURSE RESERVE

While the circulation of Reserve material increased significantly, 5,835(42.6%), the total number of requests submitted decreased by 45(-17.18%). The total number of requests processed, also decreased by -1, 446(-21.8%). This decline in processing, was in part due to the furloughs, and additional duties assumed by the reserve staff in attempting to cope with the vacancies and tasks such as the shift.

MONEY

The area of photocopying continues to provide a considerable amount of revenue for the library. This is reflected in the use of coin-operated machines, purchase of copycards and the fund and budget activity.

COIN-OP

The amount of money collected from the coin-operated machines increased by \$2849.88(19.28%).

COPYCARDS

Sale of copycards increased . 854 more cards were sold this year. This resulted in an increase in the amount of money collected. \$4,270.00 (+18.59%).

FUND & BUDGET

The use of the fund & budget for photocopying continues to be actively utilized. Of the 9,378 requests submitted, 64.1% are requested by staff, 33.5% are EARS, and 2.4% are MaryMed. It still seems that the majority of patrons prefer EARS over MaryMed because of its wider search capacity. There was an increase of 1,463 (+15.6%) in the number of requests submitted this year and this resulted in an increase of \$1,202 (+6.18%) more money collected.

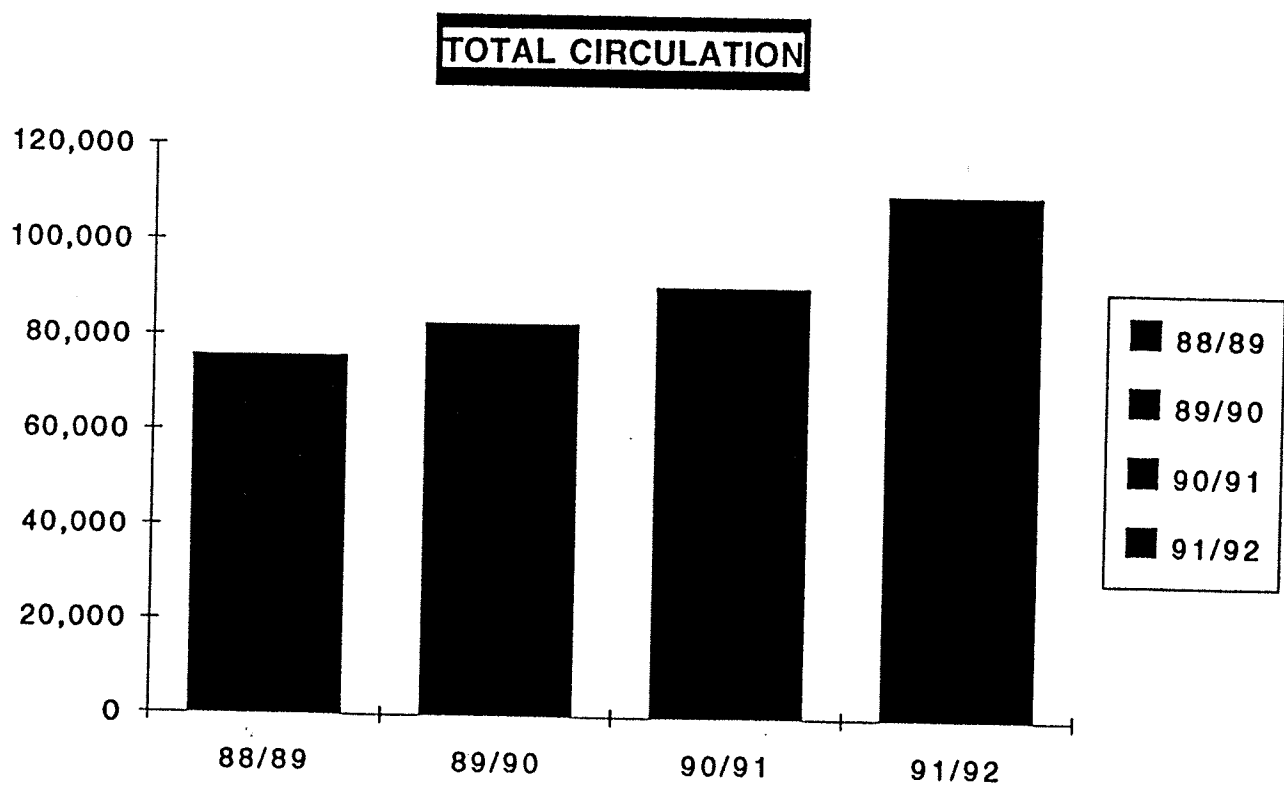
MISSING BOOK AND JOURNAL SEARCHES

Searching for missing and mishelved books and journals achieved an overall success rate of 93.8%, locating 722 out of 770 items. The staff continue to take this task very seriously. Their zeal and enthusiasm continue to be reflected in the result.

FAXLOG

With the purchase of a new fax machine and the transmitting of fax material shifting to the Interlibrary Loan Department, there was a decrease in the fax activities in the circulation Department. The amount of requests transmitted this fiscal year decreased by 1,296(66.6%). The amount of fax requests received decreased by 535(17.65%).

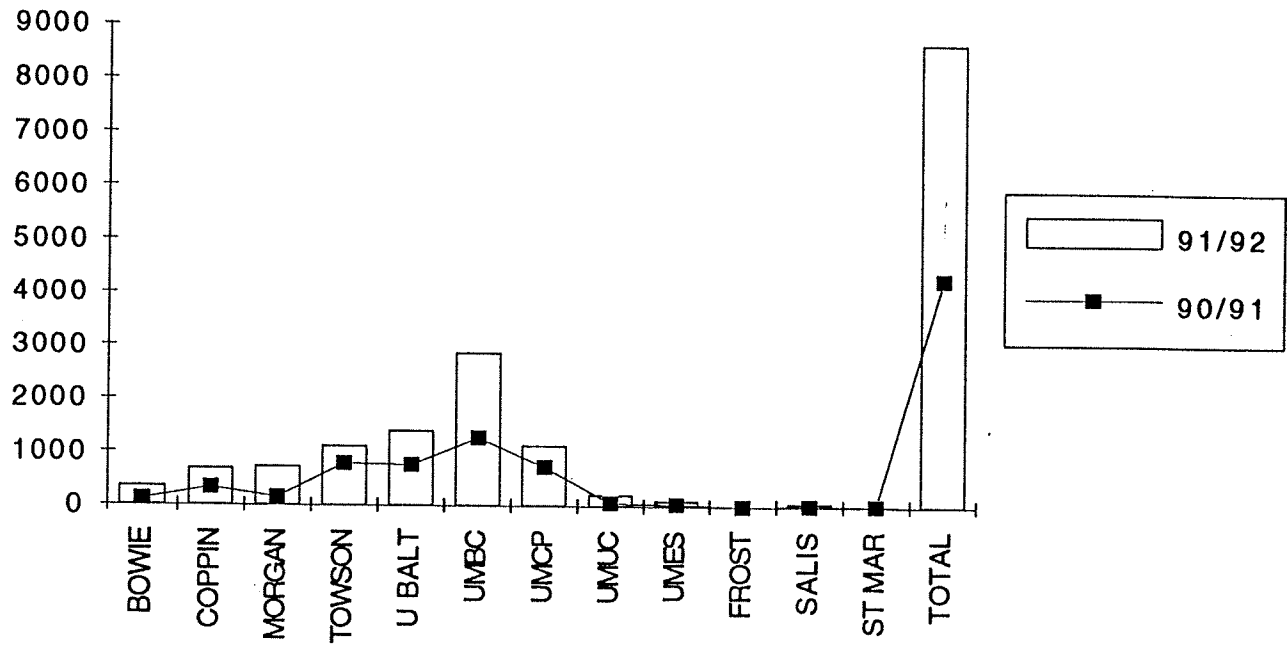
	CIRCULATION			
	1991-92			
	1988-89	1989-90	1990-91	1991-92
JULY	3,483	4,114	3,856	3,426
AUGUST	3,372	3,533	3,933	5,471
SEPTEMBER	8,999	10,478	10,466	17,525
OCTOBER	9,517	10,139	10,296	13,508
NOVEMBER	8,175	8,629	9,321	9,026
DECEMBER	5,443	5,378	5,015	7,212
JANUARY	5,427	5,687	6,714	9,854
FEBRUARY	7,911	8,936	9,882	13,361
MARCH	7,854	8,767	9,901	11,124
APRIL	7,000	8,048	9,961	10,012
MAY	4,479	4,731	6,403	5,105
JUNE	4,102	4,311	5,041	4,830
TOTAL	75,762	82,751	90,789	110,454



TOTAL CIRCULATION

There continues to be a significant increase in the overall circulation of material. This year, total circulation figures increased by 19493(+21.5%). Circulation of books increased by 13,730(17.8%), while the circulation of reserve material portrayed an even more significant increase of 5,835(+42.6%).

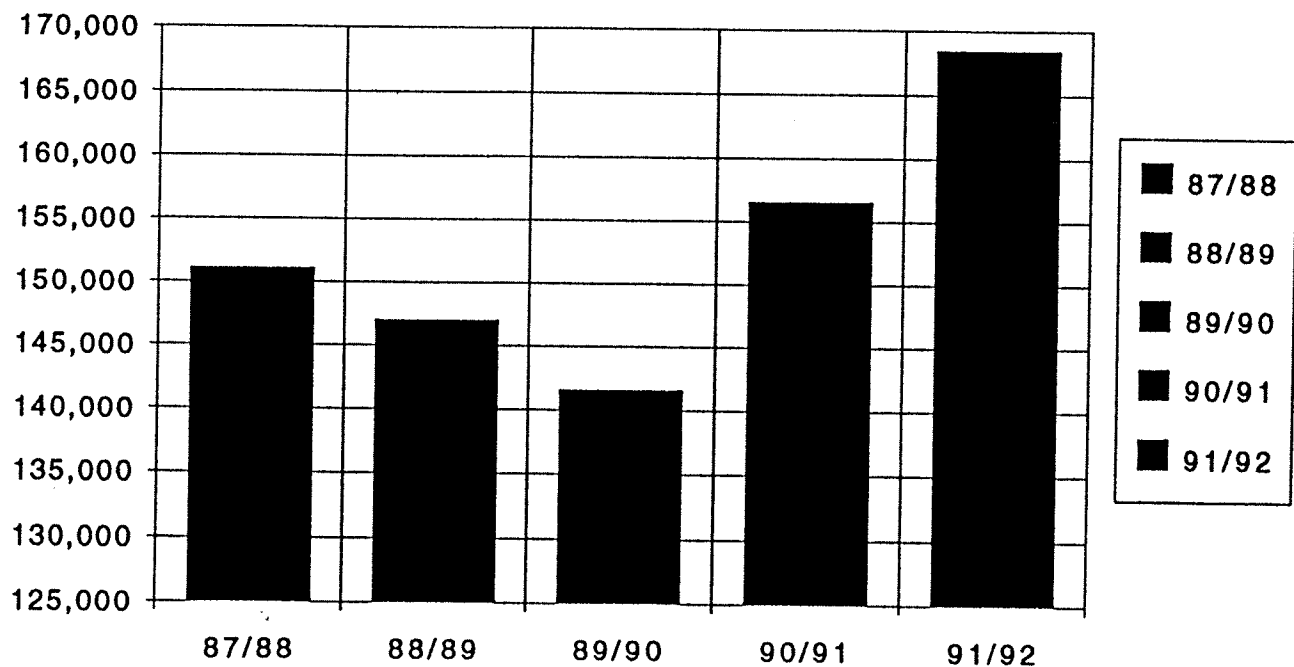
CIRCULATION/UMOC



[illegible]

		PATRON COUNT			
		1991/921			
	1987-88	1988-89	1989-90	1990-91	1991-92
JULY	9,034	8,704	8,570	8,352	9,717
AUGUST	7,927	9,274	9,106	9,704	9,911
SEPTEMBER	15,071	15,261	9,085	15,637	18,555
OCTOBER	16,955	16,510	13,313	17,813	18,904
NOVEMBER	13,913	14,041	12,855	13,981	15,947
DECEMBER	11,790	11,180	11,484	10,759	11,714
JANUARY	11,197	11,001	11,839	11,521	11,246
FEBRUARY	15,132	13,153	13,412	15,033	16,118
MARCH	14,893	13,859	15,294	14,850	16,499
APRIL	14,305	13,232	14,684	15,633	15,857
MAY	11,302	11,575	12,927	13,322	12,383
JUNE	9,532	9,210	9,035	9,935	11,582
TOTAL	151,051	147,000	141,604	156,540	168,433

PATRON COUNT



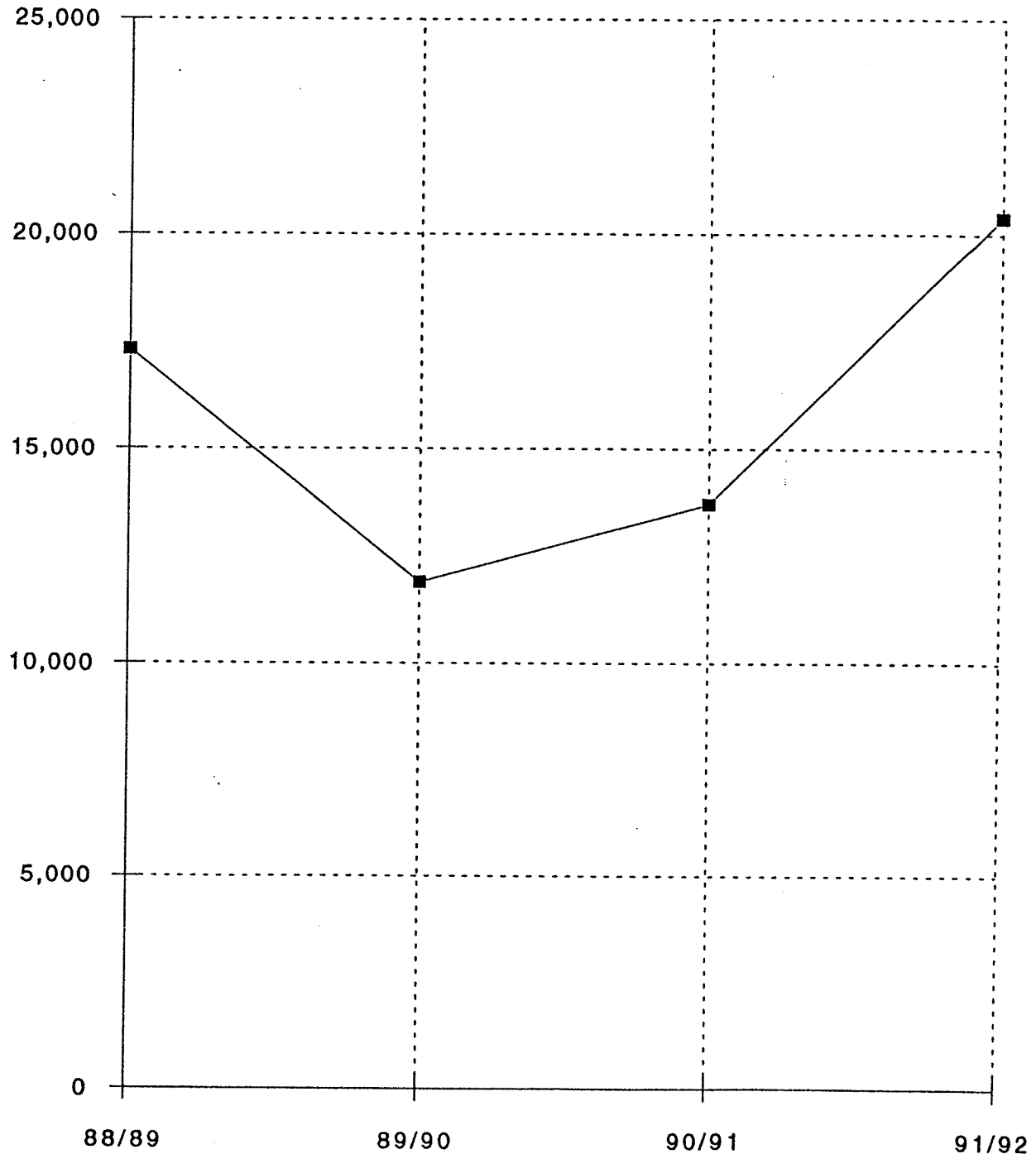
ATTENDANCE

There continues to be an upward trend in the attendance in the library: The number of patron's coming to the library this year, increased by 11,893(7.6%). Perhaps the rearranging of the accomodation, such as the moving the carrels from the second floor where they were not used to the brightly lit Reference area, has had some appeal. Placing desks in front of the circulation area has also been well received. Patrons now use that area to sort their material as they use the photocopiers, as well as a group study area, where they can discuss without disturbing others.

COURSE RESERVE

While the circulation of Reserve material increased significantly, 5,835(42.6%), the total number of requests submitted decreased by 45(-17.18%). The total number of requests processed, also decreased by -1, 446(-21.8%). This decline in processing, was in part due to the furloughs, and additional duties assumed by the reserve staff in attempting to cope with the vacancies and tasks such as the shift.

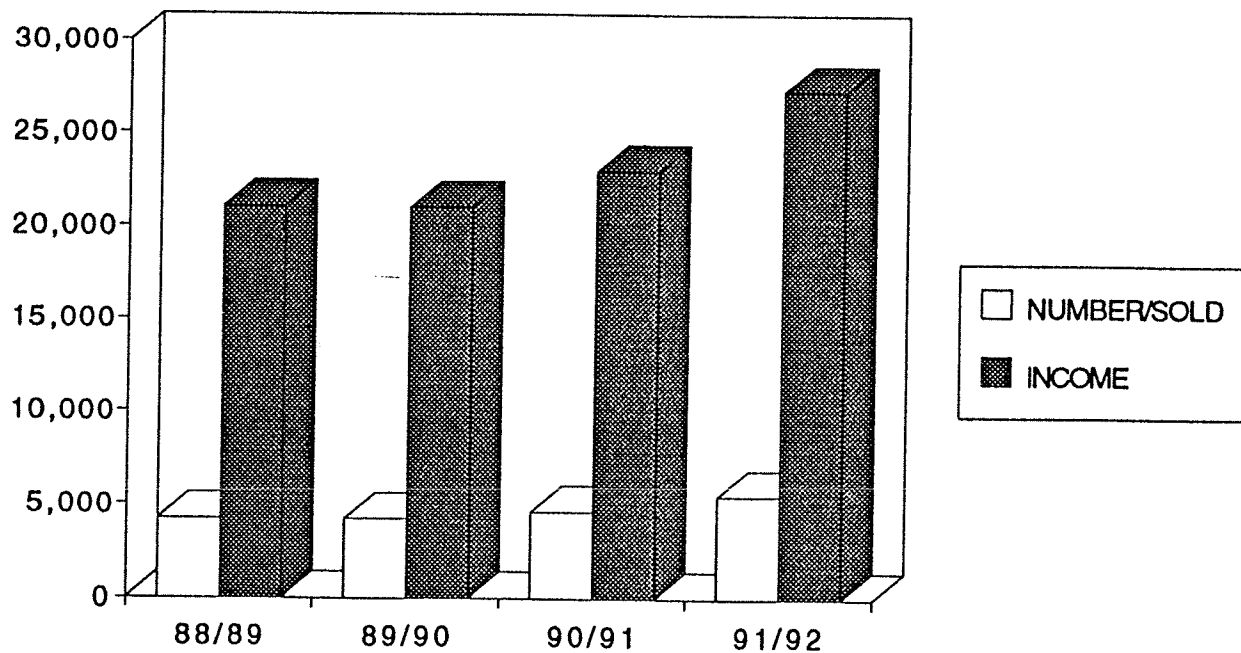
Circulation of Reserve



CIRCULATION OF RESERVE MATERIALS				
1991 -92				
	1988-89	1989-90	1990-91	1991-92
JULY	214	378	237	1,072
AUGUST	72	72	86	809
SEPTEMBER	3,991	2,928	2,709	5,410
OCTOBER	2,678	1,590	1,541	2,393
NOVEMBER	1,773	1,061	1,186	2,458
DECEMBER	1,426	700	627	774
JANUARY	1,014	534	777	2,002
FEBRUARY	2,401	1,583	1,685	2,485
MARCH	1,271	1,002	1,282	1,319
APRIL	1,151	887	1283	955
MAY	495	604	678	389
JUNE	845	547	376	318
TOTAL	17,331	11,886	13,698	20,384

COPY CARDS SOLD IN THE LIBRARY				
		1991-92		
YEAR	1988-89	1989-90	1990-91	1991-92
NUMBER/SOLD	4,212	4,202	4,595	5,449
INCOME	\$21,060.00	\$21,010.00	\$22,975.00	\$27,245.00

COPYCARDS SOLD IN LIBRARY

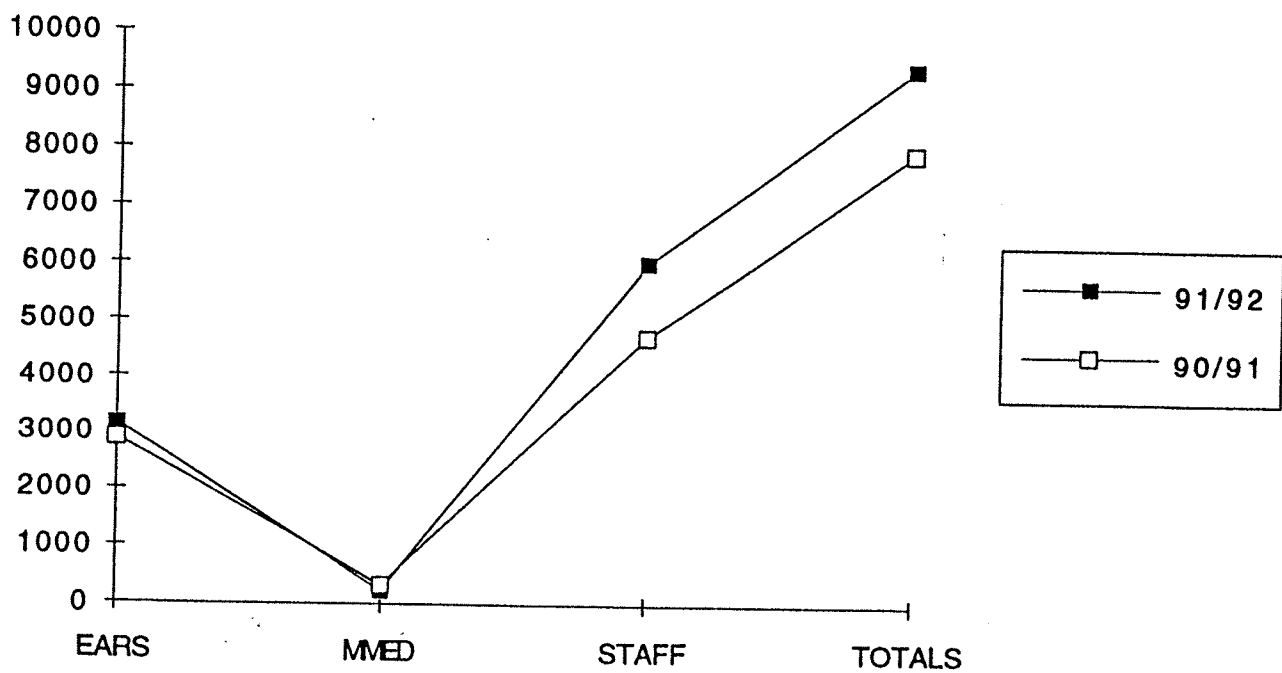


COPYCARDS

Sale of copycards increased . 854 more cards were sold this year. This resulted in an increase in the amount of money collected. \$4,270.00 (+18.59%).

	PHOTOCOPY STATISTICS					
MONTHS	EARS	MMED	STAFF	NOT OWN	TOTAL REQUESTS	TOTAL FILLED
JULY	302	27	400	84	729	645
AUGUST	206	20	476	113	702	589
SEPTEMBER	242	35	450	101	727	626
OCTOBER	161	23	677	107	861	754
NOVEMBER	359	11	484	111	854	743
DECEMBER	211	4	421	90	636	546
JANUARY	397	4	394	142	795	653
FEBRUARY	286	27	937	169	1250	1081
MARCH	234	2	798	155	1034	879
APRIL	260	40	507	100	807	707
MAY	199	21	225	60	445	385
JUNE	290	10	238	46	538	492
TOTAL	3147	224	6007	1278	9378	8100

PHOTOCOPY

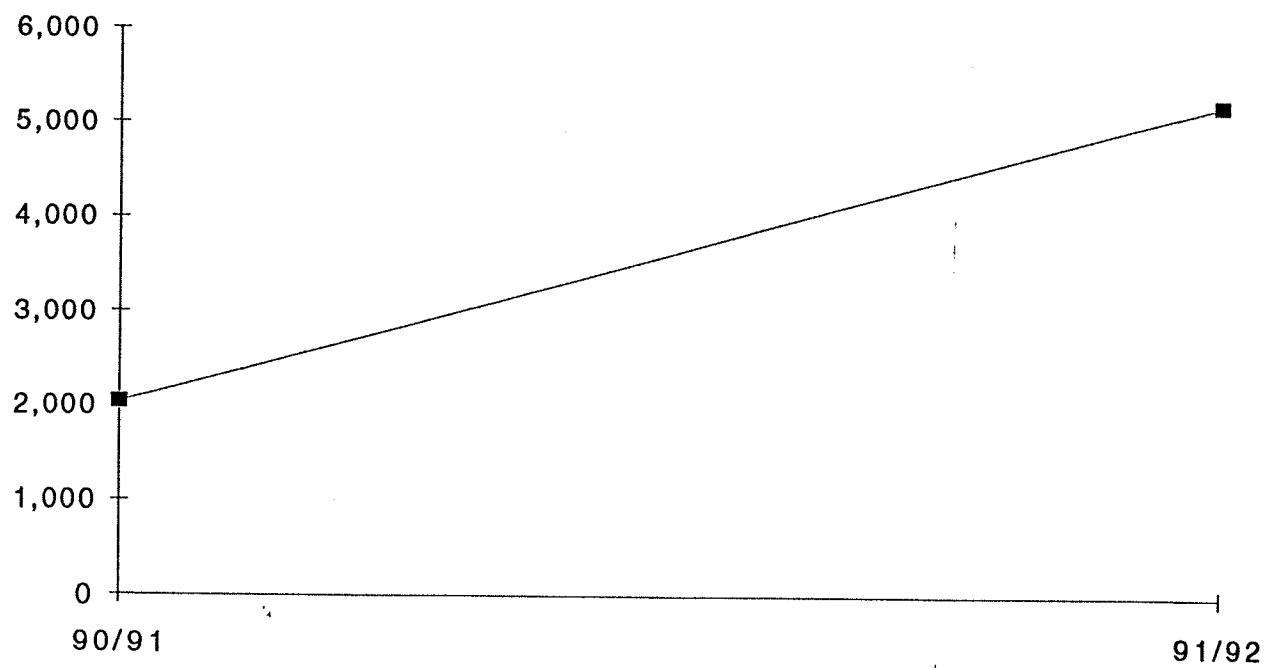


FUND & BUDGET

The use of the fund & budget for photocopying continues to be actively utilized. Of the 9,378 requests submitted, 64.1% are requested by staff, 33.5% are EARS, and 2.4% are MaryMed. It still seems that the majority of patrons prefer EARS over MaryMed because of its wider search capacity. There was an increase of 1,463 (+15.6%) in the number of requests submitted this year and this resulted in an increase of \$1,202 (+6.18%) more money collected.

	BASEMENT RETRIEVAL		
	1991/92		
	1990/91	1991/92	% INCREASE in 1991/92
JULY	177	414	133.90%
AUGUST	151	318	110.60%
SEPTEMBER	152	405	166.45%
OCTOBER	165	483	192.7%
NOVEMBER	182	365	100.5%
DECEMBER	103	333	223.3%
JANUARY	144	445	209.0%
FEBRUARY	192	422	119.8%
MARCH	213	465	118.3%
APRIL	159	542	240.9%
MAY	214	442	106.5%
JUNE	182	557	206.0%
TOTALS	2,034	5,191	155.2%

BASEMENT RETRIEVAL



The shift of material to the basement, resulted in an increase of basement retrieval requests by 3,157(155%).

	SEARCH STATISTICS		
		1991-92	
	PLACED	LOCATED	SUCCESS RATE
JULY	45	39	86.7%
AUGUST	47	33	70.2%
SEPTEMBER	80	68	85.0%
OCTOBER	97	86	88.7%
NOVEMBER	58	74	127.6%
DECEMBER	47	46	97.9%
JANUARY	80	73	91.3%
FEBRUARY	75	73	97.3%
MARCH	74	59	79.7%
APRIL	82	84	102.4%
MAY	43	49	114.0%
JUNE	42	38	90.5%
TOTALS	770	722	93.8%

MISSING BOOK AND JOURNAL SEARCHES

Searching for missing and mishelved books and journals achieved an overall success rate of 93.8%, locating 722 out of 770 items. The staff continue to take this task very seriously. Their zeal and enthusiasm continue to be reflected in the result.

ACTIVITIES, PROBLEMS, PLANS

COPIERS & COPICARDS

One concern was the frequency with which copiers were reported out of order. OCE' service calls reflected an increase of 31.07% this year, when compared to last year. Two years ago, significant increase in service calls, were offset by a complete overhaul of all the machines. It may be time for another major overhaul of the copiers. The coin changer has reduced the complaints and requests from patrons for change. However, the coin-operated machines seem to be in need of repair much more often than those that only use copicards. Additional copicard machines should be purchased. However, for this to be effective, a copicard dispenser should be installed.

COLLECTION CONTROL

SHELVING

To increase the efficiency of the shelving, a shelving log was introduced. After presorting, shelves were filled and numbered consecutively. Staff then selected a truck, entered their name, time and number of the truck taken. After shelving was completed, the time of completion was entered. This seemed to have increased efficiency. Shelving is completed ahead of time and the second floor generally looks much neater.

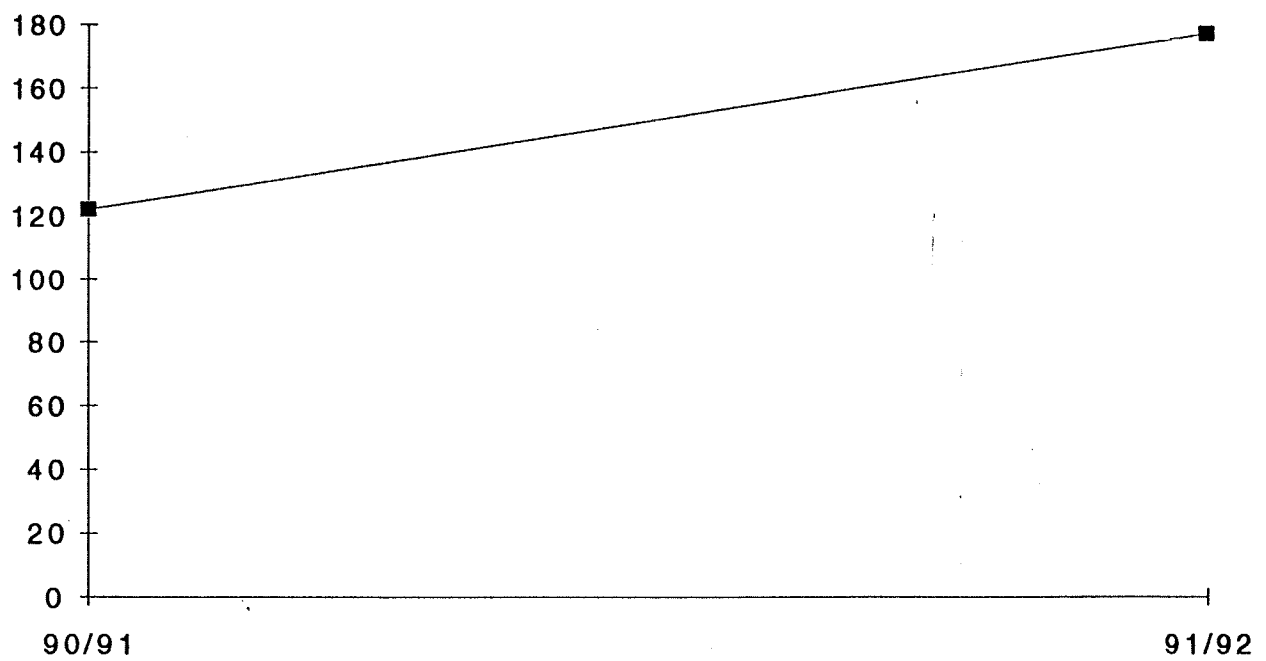
SHIFTING

The shift of ten years of journals to the basement, caused a significant increase in the amount of basement requests by patrons. This necessitates additional staff time for retrieving and reshelving of material. It also means greater inconvenience to the patrons who now can no longer browse or personally select the journal of their choice, but who must submit the designated form and wait for staff to retrieve the journal/s from the basement. Especially due to staff constraints, it has become necessary to limit the retrieval to ten requests per patron per hour.

BASEMENT RETRIEVAL

The shift of material to the basement resulted in an increase of basement retrieval requests by 3,157(+155%). In anticipation of a problem to the shelving staff, who were originally the only staff members to retrieve basement requests, the entire Department is now involved in the retrieval process. The total number of requests, 5,191 resulted in an average of 15.8 requests per day with the library being open 327 days. Trips to the basement totalled 16,350 or 50 trips per day. As a result of this significant increase in the workload, the basement retrieval policy was revised. The circulation staff will retrieve no more than ten (10) items per hour for any one patron. Additionally, the circulation staff will make no more than three (3) trips to the basement per hour per patron.

OCE' CALLS



Oce' service calls reflect a 31% increase

	OCE SERVICE CALLS		
	1991 - 199		
	1990-91	1991-92	% DIFFERENCE
			1991-92
JULY	9	14	35.71%
AUGUST	11	15	26.67%
SEPTEMBER	14	17	17.65%
OCTOBER	12	17	29.41%
NOVEMBER	15	23	34.78%
DECEMBER	6	8	25.00%
JANUARY	23	15	-53.33%
FEBRUARY	9	17	47.06%
MARCH	2	12	83.33%
APRIL	14	17	17.65%
MAY	4	10	60.00%
JUNE	3	12	75.00%
TOTALS	122	177	31.07%

PERSONNEL

The Circulation Department consists of staff members who are assigned to the following units. Following is a list of titles, payroll as well as functional, grades and a brief description of each person's duties and responsibilities.

Every person in the Department performs circulation desk duties.

Lynette Ralph	Librarian 1 Head of Circulation Department	11/6/89 -
Duties:	Responsible for leading, planning, organizing and supervising the operations and services of the Circulation/Reserve Department. Responsible for hiring, training, supervising and evaluating 11FTE's and 6 half time employees.	
Robin Harris	Library Tech. Asst 3, Grade 9 Weekend /Desk Co-ordinator	7/31/89 - 4/11/92
Duties:	Co-ordinates the weekend activities of the Circulation Department. Assumes full responsibility for the library operations on the weekend Serves as Circulation desk co-ordinator during the week.	
Leslie Ingham	Library Tech. Asst, P/T, Grade 9 Floating Co-ordinator	9/18/88-
Duties:	Provides back-up supervisory support	
Noreen Tudor	Account Clerk II, Grade 7 Billing Co-ordinator	12/5/88 -
Duties:	Create and process overdue notices and bills for library fines.	
Michelle Turner	Library Tech. Asst 1, Grade 6 Circulation Asst.	3/26/90 -
Duties:	Assists with compilation of statistics for monthly reports Back up for billing, holds, database registrations	

Reserve Unit

Lolita Heimbach	Library Tech. Asst 3, Grade 9 Reserve Co-ordinator	7/13/81 -
Duties:	Co-ordinates the daily operations of the reserve Department Serves as back-up Desk Co-ordinator.	
Peggy Ellison	Library Tech. Asst 1, Grade 6 Circulation /Reserve Assistant	9/22/80 -
Duties:	Process items for the Reserve Collection	

Angela Land	Library Tech. Asst 1, Grade 6	
	Circulation/ Reserve Assistant	9/14/82
Duties:	Process items for the Reserve Collection	

Stacks & Copier Unit

Wayne Reisig	Library Tech. Asst III, Grade 9	
	Stack Manager	9/25/89 -
Duties:	Responsible for shelving and stack maintenance Responsible for copier maintenance Supervises employees assigned to the unit.	

Michele Jackson	Library Tech. Asst. I, Grade 6	
	Shelver/Machine Co-ordinator	8/10/81 -
Duties:	Ensures continuous operation of library's public copiers Performs collection maintenance and retrieval	

Virginia Burston	Library Aide III, Grade 5	
	Shelver	1/30/78 -
Duties:	Maintains library materials in proper order Assists in maintenance of public copiers	

Elizabeth Prodey	Library Aide III, P/T, Grade 5	6/18/90 -
	Shelver	
Duties:	Maintains library materials in proper order.	

Chris Humphries	Library Aide III, P/T, Grade 5	9./10/90-	8/17/91
	Shelver		
Duties:	Maintains library materials in proper order.		

Andriana Pateris	Library Aide, III, P/T, Grade 5	10/14/91
	Shelver	
Duties:	Maintains library materials in proper order.	

Evening/Weekend Unit

Barbara Derbil	Library Tech. Asst. IV, Grade 10	5/3/82 -
	Evening Circulation Supervisor	
Duties:	Supervises the evening staff Responsible for library operations in the evenings. Co-ordinates photocopy activities	

Shawn Brown	Library Aide III, P/T, Grade 5	2/17/86 -	1/4/92
	Evening/Weekend Shelver		
Duties:	Maintains library materials in proper order.		

Tonya Hawkins	Library Aide III, P/T, Grade 5	10/2/87 -	8/10/91
	Evening/Weekend Circulation Assistant.		
Duties:	Maintains library materials in proper order.		

Verletta Johnson	Library Aide III, P/T, Grade 5	10/18/89	-	4/17/92
	Evening/Weekend Circulation Assistant			
Carol Maxwell	Library Aide III, P/T, Grade 5	11/9/91	-	9/15/92
	Evening/Weekend Circulation Assistant			
Kimberly Smith	Library Aide III, P/T, Grade 5	6/13/89	-	9/1/91
	Evening/Weekend Circulation Assistant			
Veronica Stewart	Library Aide III, Grade 5	5/11/92	-	
	Evening/Weekend Circulation Assistant			
Duties:	Maintains library materials in proper order.			
	Assists with photocopy activities			
Wesley Wood	Library Aide III, P/T, Grade 5	11/4/91	-	12/23/92
	Evening/Weekend Circulation Assistant			

STAFF ACTIVITIES :

LYNETTE RALPH

MEETINGS:

January 5, 1992	- -	Community Affairs Committee, UMAB
January 22, 1992	- -	Volunteer Committee, UMAB
February 3, 28, 1992	- -	Corporate Accounts
February 10, 1992	- -	'Gang of thirteen' strategic planning meeting
February 13, 1992	- -	Disabled Committee meeting
February 14, 1992	- -	Performance Management Training
March 2, 1992	- -	'Gang of thirteen' strategic planning meeting
March 3, 1992	- -	Job enrichment seminar
March 23, 1992	- -	Corporate Accounts Committee
March 26, 1992	- -	Community Affairs Committee, UMAB
April 10, 1992	- -	Disabled Committee meeting
April 14, 1992	- -	HSL fees Committee
April 27, 1992	- -	VA Hospital
April 30, 1992	- -	HSL fees Committee
April 30, 1992	- -	NSTF meeting
April 30, 1992	- -	Disabled Committee meeting
May 13, 1992	- -	Community Affairs Committee, UMAB
May 26, 1992	- -	HSL fees committee
May 27, 28	- -	NSTF Meeting
May 27, 1992	- -	Disabled Committee Meeting
June 4, 8, 12 , 15, 16,23,24,1992	- -	NSTF meeting

STAFF DEVELOPMENT

Feb - March, 1992	PMP Workshops (All)
March 3, 1992	Job enrichment seminar (L. Ralph, P. Ellison, L. Heimbach, A. Land, N. Tuder, M. Turner).
March/April	Wordperfect enhancement (L. Ralph, L. Heimbach, N. Tuder)
April 8, 1992	Electronic etiquette (All circulation staff)
April 22 & 29	Building Quality Teams (L. Heimbach, W. Reisig)
May 8, 1992	Computer Select Training (All)
May 12, 1992	American with Disabilities sensitivity workshop (All circulation staff)
May 15, 1992	MLA continuing education workshop (L. Ralph)
June 22-30, 1992	Authority Control Training (L. Heimbach, A. Land)
June 27-30, 1992	ALA Conference, San Francisco (L. Ralph)

COMMITTEES

MEMBER	- -	Community Affairs Committee (L. Ralph)
MEMBER	- -	Academic Libraries Circulation Services(L.Ralph)
MEMBER	- -	President's Citation in Excellence Review Award (L.Ralph)
MEMBER	- -	'Gang of thirteen', strategic planning (L. Ralph, M. Turner)
MEMBER	- -	'Service' strategic planning committee
MEMBER	- -	UMAB Volunteer committee (L. Ralph, N. Tuder, M. Turner)
MEMBER	- -	Social Committee, Staff Association (L. Heimbach)
MEMBER	- -	Nominating Committee, Staff Association (L. Ralph)
MEMBER	- -	Brown Bag Committee, Staff Association(N. Tuder).

OBJECTIVES FOR 1992/93
A. LIST OF OBJECTIVES

CIRCULATION DEPARTMENT
GOALS & Objectives FY 93

Priorities:

1. • To participate in planning for Information Services Building
2. • To actively participate in the selection process for a new online circulation system
 - 2.1 • By June 30, 1993 to assist NSTF complete RFP sections on Circulation/Reserves
 - 2.2 • To participate fully in the planning/review process of the NSTF and HSL to select preferred systems.
3. • To review and rewrite Departmental policies and procedures in light of new administrative structure.
 - 3.1 • To complete revision of disabled policy.
4. • To assist in developing outreach effort on campus
 - 4.1 • To participate in defining, developing and co-ordinating policies and services with the newly relocated Baltimore Veterans Administration Hospital Library.

Standing:

1. • To develop a dynamic staff development program which will include training in supervisory skills, public relations and team-building as well as systematic review of library policies and procedures.
 - 1.1 • To develop plan for inhouse training, orientations, staff exchange as well as targeted off-site courses.
2. • To complete a plan for on-going evaluation and needs assessment of the Circulation Department.
 - 2.1 • To investigate new software packages to facilitate accounting/billing.
3. • By June 30, 1993 to implement the collection shifting project to transfer monographs to the basement.
4. • To co-ordinate and evaluate journal use for the purposes of space planning and effectively measuring user needs.
5. • To ensure a current up to date reserve collection.

- 6.
 - To maintain a current, effective shelf-reading program.
- 7.
 - To meet all performance measures developed for the Department.
 - 7.1
 - To complete all photocopy requests within 48 hours of receipt.
 - 7.2
 - To assist in providing emergency or 'rush' services within 2 hours of receipt.
 - 7.3
 - To maintain a monthly schedule when delinquent account will be sent to Accounts Receivable.
 - 7.4
 - To process at least 75% of all reserve requests by the beginning of the semester.

HISTORICAL AND SPECIAL COLLECTIONS FISCAL YEAR 1992

I. Brief Introduction

Organizationally, the Historical and Special Collections Department is a part of the Resources Management Division of the Library. Functionally, however, the work of the Department spans the dual roles of both a Technical and Public Service agency. A large part of the responsibility is the cataloging and associated processing duties for all items housed in the Historical and Special Collections. This includes the combined collections of rare and historical monographs housed in the Historical Room, as well as the collections of yearbooks, college catalogs, vertical files, and other campus-oriented materials of an archival nature that comprise the Special Collections of the Maryland Room. In addition, Historical Librarian Richard Behles contributes toward the broader Technical Services mission by assuming responsibility for the cataloging of serial records for journals in the Library's regular periodicals collection. Further, the Department's Public Service role is in providing reference service for all patrons seeking information from the Historical/Special Collections materials, most notably including research topics in the history of health science disciplines, and genealogical studies devoted to earlier UMAB figures.

II. OBJECTIVES FOR FY 1992

1. To implement the collection shifting project for both monographs and serials--complete shift of Historical materials to the Historical Room.

The addition of new shelving for the Historical Room did not arrive in time to complete the shifting of materials. By the end of the year, however, the shelving was in place, and a number of the oversize volumes had been shifted to the new shelves. This is the process which will open up available space throughout the collections in the room, enabling the items from basement storage to be re-integrated.

2. To spend the designated funds allocated from the School of Pharmacy for the purchase of historical books by selecting and acquiring significant and relevant items.

Since we did not identify any desirable items for purchase, the amount will carry over and be added to the next year's allocation.

3. To continue cataloging the items in the Historical Collections, at the rate of approximately 20-25 per month.

The emergence of some special projects, most notably the new Historical Collections brochure, meant that we did not always sustain the average each month. However, conversion of the Historical Collections continues, and we have progressed well into the Crawford Collection. Following this, the only one left to be completed is Cordell.

4. To catalog/edit bibliographic records and update pertinent MARYMED information for new journals, title changes, cessations, etc. within 2 working days.

Serials treatment remains a high priority item, and we consistently achieve this

objective.

5. To examine and process the historical books located on the book trucks inside the 2nd floor storage cage.

In addition to processing many of the duplicate books from the trucks in the room, it also became advisable to collect many of the usable archival sources, and move them for more convenient access in the Maryland Room. These included matriculation records and catalogs from the Baltimore Medical College, and the College of Physicians and Surgeons, as well as some other papers devoted to the early years of the Maryland State Dental Association. This re-location, which also involved much use of the vacuum cleaner, has made a great improvement in our ability to retrieve and consult these materials as a major part of providing our reference service.

6. To participate in the Library's in-house book collection review/relocation project.

This proved to be a time-consuming project, involving a piece-by-piece examination of each book on the shelves, to evaluate its age, usage patterns, physical condition, etc. About halfway through the year, in conjunction with other shifting activity done by the Circulation Dept., Resources Management staff decided that it was no longer necessary to continue this phase at this time.

7. To maintain the open study period in the Historical Room, regularly scheduled from 1-3 p.m. daily.

There was a decision by the Library administration to discontinue this service in March, 1992.

8. To prepare and mount at least one exhibit, highlighting materials from the Historical Collections.

In the beginning of the Summer, some exhibit materials were set up in the display cases in the Historical Room, in anticipation of photographing selections to be included in the new brochure.

9. To serve as an HSL representative on the editorial board of the UMAB Information Services newsletter.

As a result of this activity, there have been a selection of articles representing Resources Management topics appearing in the newsletter. This includes regular "Milestones" history articles, as well as contributions from other members of the Division devoted to such topics as bibliographic utilities and ILL network procedures.

10. To broaden my background in the history of medicine as a subject discipline by regular reading of the appropriate journals, as a foundation for the regular "Milestones in Medical History" feature in the Information Services newsletter.

11. To research and respond to 100% of all historical reference questions within 2 working days.

These questions always receive prompt and thorough attention, consistently involving specialized manual consulting of our special collections archival materials.

12. To update holdings/union list data for new journals, title changes, cessations, etc. within 2 working days.

This is always a regular part of our on-going serials work.

13. To promote our historical collections as significant primary source documentation in the history of the health sciences and genealogical research.

The completion of a new Historical Collections brochure now represents the attainment of this objective.

III. STATISTICAL REPORTS FY 1990/91

*Cataloging Statistics:	1991/92	1990/91	1989/90
Titles cataloged	186	301	361
Volumes cataloged	217	322	398

Reference Statistics:	1991/92	1990/91	1989/90
In person	45	58	36
By telephone	61	45	39
By correspondence	48	31	23
Total	154	134	98

**Serials Cataloging:	1991/92	1990/91	1989/90
New titles	75	58	36
Title changes	65	51	40
Active titles ceased	22	1	35
Titles withdrawn	5	1	11
Volumes withdrawn	10	0	5
Titles cancelled	23	unavail.	unavail.
Total	200	111	127

*Collection Growth:	1991/92	1990/91	1989/90
Titles added	13	16	9

*--Also included in cataloging Dept. annual report

**--Also included in Acq./Serials Dept. annual report

HISTORICAL COLLECTIONS INVENTORY

As of June 30, 1992, there were a total of 6,934 volumes in the Historical Collections, arranged according to the following breakdown:

Crawford -- 569 volumes

Cordell -- 3,833 volumes

Nursing -- 56 volumes

Grieves -- 1,035 volumes

Pharmacy -- 1,045 volumes

Social Work -- 396 volumes

3,820 volumes are cataloged in LS2K, with a balance of 3,114 still left to do.

IV. General Narrative

One of the most significant accomplishments during the year is the completion of a new, updated Historical Collections brochure. The draft composition was finished early in the Summer, and it went on for review by the Library administration, to be printed in conformity with the range of other similar pieces the Library issues. The other truly major project to get underway involves the plans for an optical disk product which will convert the images from our collections of dental prints, as well as capturing illustrations from many of the texts in our Historical Collections, into optical form. We have begun by visiting the History of Medicine Division at NLM, to review their product, as well as to examine the "American Memory" at Pratt. This project, which will carry over into the ensuing year, promises to be a substantial undertaking. On a related plane, Rich Behles attended a conference at the Connecticut Historical Society in May, conducted by representatives from the Northeast Document Conservation Center. This session provided background information helpful to us as we evaluate the conditions of the original printed documents from these collections.

Another emerging area of great importance concerns the Library's need to replace its LS2000 system over the next few years. Planning for this conversion is well underway. Rich attended the Medical Library Association Conference in the Spring to preview some of the systems which we may consider, and he also met with Acquisitions/Serials staff to help frame the serials control requirements portion of the RFP.

Early in the year, we presented orientation sessions to two visitors from India, discussing the full range of our responsibilities, including Historical matters, and cataloging/serials details. We also received a visit from two representatives of the University of Medicine and Dentistry of New Jersey, who came to learn more about how we manage our Historical Collections. Also early in the year, we worked with the Library administration in preparing space requirements sheets, as part of the planning procedures for a new library building.

In August, Rich Behles attended OCLC PRISM training at PALINET. Following this session, Rich conducted in-house training sessions for the Library's Reference staff, in conjunction with the

Library's changeover to the new OCLC system.

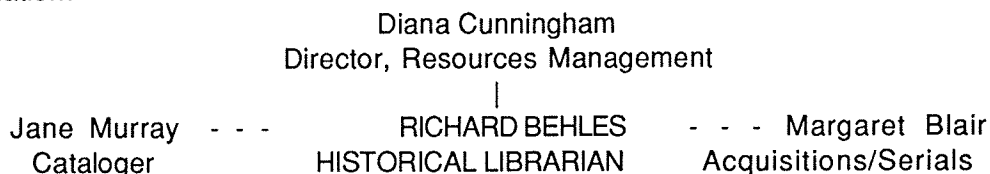
During the year, the campus police instituted a new campus safety awareness committee. Rich now serves as the Library's liaison to this committee, bringing much helpful information to the rest of the staff on a variety of topics in this crucial area of interest.

In March, Rich and Jane Murray met with Frieda Weise to discuss our procedures for adding MeSH subject headings to all cataloging records, which would begin in June, 1992. This procedure was the result of earlier discussions concerning whether the HSL should convert to NLM classification. After considering the prohibitive costs and labor involved in such a mammoth undertaking, it was mutually agreed that we could feasibly limit our efforts instead to including the MeSH headings as part of our normal routine cataloging data. This would be a far more manageable approach, while still contributing a highly desirable data element to our records.

Also in March, Frieda appointed Rich to a faculty publications committee, to work with her in planning a faculty authors celebration event. The date has been set for December, 1992, and will involve a program, exhibits of faculty authors' books, and a reception. And once again this year, the National Library of Medicine solicited our participation in helping to provide unique serials volumes for their on-going preservation microfilming efforts. We continue to consider this project extremely deserving of our attention and participation.

VI. Staff

A. Organization:



B. List of staff:

Richard Behles, Historical Librarian. Mr. Behles is responsible for managing all the activities of the Department. As such, he is the one person solely responsible for cataloging all Historical Collections materials, collection development, and providing reference service associated with the Department and its collections, and fulfilling all the other serials records duties as described in the Introduction section above. These duties include not only serials cataloging activities, but also such supplementary associated procedures as reporting holdings data to union list agencies, and updating the Library's MARYMED database.

C. Staff activities during the past year

PALINET OCLC/PRISM training -- Philadelphia, PA, August 30, 1991

PALINET annual meeting -- Cherry Hill, NJ, Oct. 15, 1991

"IMPLEMENTATION OF PERMANENT PAPER USE" -- NLM, Oct. 25, 1991

Attended lecture on Harvey Cushing and the founding of neurosurgery, delivered by Dr. Milford

Foxwell, Oct. 29, 1991

"American Memory" at Pratt, with Diana Cunningham and Gary Freiburger -- March 23, 1992

NLM History of Medicine optical disk, with Diana Cunningham and Gary Freiburger -- May 11, 1992

"BIG IS BEAUTIFUL: CARE AND CONSERVATION OF OVERSIZE MATERIALS" -- sponsored by Northeast Document Conservation Center, at the Connecticut Historical Society, May 15, 1992.

Medical Library Association Conference.

INTERNAL MEETINGS:

With Frieda and Jane to discuss adding MeSH headings to HSL records --Mar. 10, 1992

PMP Human Resources meeting -- Mar. 26, 1992

Information Services Division meeting -- Apr. 21, 1992

Information Services Division Newsletter editorial board -- May 4, 1992

Safety Awareness Committee -- May 21, 1992

Meeting with NOTIS representative -- May 28, 1992

Faculty publications meeting -- May 29, 1992

**ANNUAL REPORT
INTERLIBRARY LOAN DEPARTMENT
FISCAL YEAR 1992**

I. Brief Introduction.

The Interlibrary Loan Department (ILL) provides materials to users that are not owned by the library. The Department includes a Borrowing Unit and a Lending Unit; together they work as a team to request items that the Health Sciences Library (HSL) **does not** own for UMAB faculty, staff or students, or fills requests from other libraries for items that HSL **does** own. The Department is staffed by 5.5 FTE, and supplemented by 1.5 FTE from the support staff of the Catalog Department. This support is absolutely essential to be able to handle the 500+ requests received per day.

For 1991/92, the ILL Dept. handled 26,850 requests and filled 18,744 of them. The volume of requests dropped almost 10% from other libraries, while the increases in borrowing activities totalled a whopping 31%. Both figures are a direct result of the budget cutbacks and price increases for materials that have affected all libraries, including the collection development budget for the HSL. Staff from both units and the Catalog Dept. worked effectively and efficiently to meet the increasing workloads and integrate more outreach projects. All staff did an outstanding job.

Highlights of the year included the implementation of Loansome Doc; expanded telefacsimile service via a machine dedicated to ILL service; the addition of a new contractual ILL position; the installation of the ARIEL, an INTERNET-based document delivery service; and preliminary planning to expand ILL to targeted users. Special projects were developed to provide even faster document delivery services to the Welch Medical Library, the UMBC Library, UMAB students in Western Maryland via the Western Maryland AHEC and the Cumberland Memorial Hospital, and the newly relocated Baltimore Veterans' Administration Hospital Library. The Dept. also provided a special training/workshop for library/liaisons of the State Dept. of Health and Mental Hygiene which was ranked "excellent" by the participants; planned and hosted a workshop on "Navigating the ILL Medical Network" for MAIL users; and coordinated a workshop entitled "Electronic Mail: Demystifying the Magic of Electronic Communication" for all ILL staff of the University of Maryland System libraries. The Dept. has taken a strong role in coordinating ILL services throughout the UMS campus libraries.

The Department is the operational arm for document delivery to special groups or via special agreements, such as Loansome Doc users, Maryland State Library Network users, University of Maryland System clients, the Maryland State Dept. of Health and Mental Hygiene, or network members of the National Network of Libraries of Medicine (NN/LM). As the Regional Medical Library, the HSL serves as a major referral center and back-up for health practitioners and health-related institutions.

A complete description of the year's accomplishment are reported below.

II. Objectives for FY1991/1992

A. Objectives.

Borrowing Unit:

1. By June 30, 1992, the Interlibrary Loan Borrowing Unit (ILL-B) will respond to 100% of all requests for document delivery services within the timeframe specified by the users
 - 1.1 To send out all borrowing requests for interlibrary loan (ILL) within 24 hours of receipt
 - 1.2 To fill 95% of all interlibrary loan requests
2. By June 30, 1992, the ILL-B will develop and expand existing outreach services
 - 2.1 To implement Loansome Doc program and services via individual agreements with individual users
 - 2.2 To provide emergency or "rush" services within 2 hours of receipt
 - 2.3 To evaluate the use of document delivery options/services
3. By June 30, 1992, the ILL-B will investigate and evaluate the potential use of CARL for document delivery
4. By June 30, 1992, the ILL-B will develop a plan for on-going evaluation and needs assessment for interlibrary loan services
5. By June 30, 1992, the ILL-B will explore alternative ways to maintain copyright compliance

Lending Unit:

1. By June 30, 1992, the Interlibrary Loan Lending Unit (ILL-L) will respond to 100% of all requests for document delivery services within the timeframes specified by the users
 - 1.1 To respond to all lending requests for interlibrary loan within 24 hours of receipt
 - 1.2 To fill 75% of all interlibrary loan requests
2. By June 30, 1992, the ILL-L will develop and expand existing outreach services
 - 2.1 To implement the Loansome Doc program and services via individual agreements with individual users
 - 2.2 To provide emergency or "rush" requests within the time-frame needed by the requesting library
3. By June 30, 1992, ILL-L will investigate and evaluate the potential use of CARL for document delivery

4. By June 30, 1992, the ILL-L will develop a plan for on-going evaluation and needs assessment for interlibrary loan services
5. By June 30, 1992, the ILL-L will evaluate the need for a new automated accounting/billing system for interlibrary loan
6. By June 30, 1992, the ILL-L will implement OCLC's PRISM system for ILL

B. Discussion

BORROWING UNIT:

1. By June 30, 1992 the ILL Borrowing Unit will respond to 100% of all requests for document delivery services within the time-frame specified by the users.

- 1.1. To send out all borrowing requests for ILL within 24 hours of receipt.

This objective was substantially met. Approximately 80% of all requests for borrowing were sent to potential lenders within 24 hours of receipt. The remaining requests required more than 24 hours processing due to extensive verification or special handling, such as requests for papers presented at conference proceedings, foreign patents, or non-English publications. Last year, ILL procedures were streamlined to eliminate initial verification by Circulation staff so that internal turnaround time would be halved. This resulted in a higher number of ILL requests that were later cancelled because they were owned by the HSL. Responsive ILL service was the highest priority.

- 1.2. To fill 95% of all interlibrary loan requests.

This objective was not met; the Borrowing Unit reached an overall fill rate of 91%. By June 30, 1992, a total of 7,241 requests were processed of which 5,922 were filled, resulting in a basic fill rate of 82%. When the 686 ILL requests for items that HSL owned were included, the overall fill rate was 91%. This objective was lifted directly from the University of Maryland System (UMS) objectives outlined in the "Access for All" document (Exhibit #A) and as such was a lofty one to reach.

The Borrowing Unit sustained a more than 30% increase in the volume of ILL requests received. As the number of databases in electronic form have grown and propagated at the HSL, UMAB users have identified increasingly more resources that required intensive ILL processing. Journal title cancellations have also driven up the number of ILL requests, as users were forced to use ILL in lieu of obtaining it here at the HSL. Cost continued to be a factor for many requestors, namely students, who cancelled requests if charges were required.

2. By June 30, 1992, the ILL-B will develop and expand existing outreach services.

- 2.1. To implement Loansome Doc program and services via individual agreements with individual users

This objective was met. This program was implemented as of August 1 both by the Borrowing

UNIVERSITY OF MARYLAND SYSTEM

ACCESS FOR ALL

I. Philosophy Statement:

The interlibrary loan office on each UMS campus exists to support the mission of its campus and to provide its user clientele loans or photocopies of those materials needed for study, research, or instruction which are not held in its own library collections.

Users eligible for ILL services at all UMS campuses are entitled to the same access to materials, quality of service, and speed of delivery regardless of the geographic location of their campus or the tools available to the ILL staff on that specific campus.

II. Mission:

To provide all UMS users a fast, efficient information delivery system which will make maximum use of the resources within the UM System and which will provide maximum library support for study, research or instruction.

III. Goals:

1. By June 30, 1991, to send out all borrowing requests whether to UMS campuses or elsewhere within 24 hours of receipt from users.
2. By June 30, 1991, to respond "will/will not supply" to all lending requests within 24 hours of receipt.
3. BY June 30, 1991, to deliver the requested loan or photocopy to the requesting UMS library within 48 hours of the receipt of the request regardless of geographic location.
4. By June 30, 1991, each UM campus site should meet the following ILL fill rate objectives:

	Overall	Within the UM System
As borrower	95%	60%
As lender	75%	75%

and Lending Units. Policies and procedures were developed, initially charging Circulation staff with processing the requests. Because of the low volume of requests and the efficiencies of DOCLINE processing by ILL, the ILL Lending unit centralized the handling of all requests by year's end. A total of 250 requests were submitted of which 90 came from 6 affiliated UMAB users. It should be noted that NONE of this workload has been factored into the ILL request or fill level above.

2.2 To provide emergency or "rush" services within 2 hours of receipt

This objective was met. Initiated on May 1, 1991, rush services for ILL borrowing have mushroomed during 14 month time span since it began. By FY1992, the requests for rush services more than tripled. This was another new workload for the staff who must spend extra time and effort to expedite requests.

2.3. To evaluate the use of document delivery options/services

This objective was met. Preliminary results of the Harris survey noted the highest satisfaction average of respondents was for document delivery services from the HSL. This includes the photocopy unit in the Circulation Dept., but it is a primary function of the ILL Borrowing Unit. The continued dramatic increases in requests of all types tend to confirm the importance of this service. The ILL Units did participate in a special FAX study coordinated by the Dahlgren Library at Georgetown University, along with the medical libraries of Johns Hopkins University and Howard University. More focused evaluations of the service were postponed pending development of the final Information Services and HSL Strategic Plans.

3. By June 30, 1992, the ILL-B will investigate and evaluate the potential use of CARL for document delivery

This objective was met. ILL Borrowing staff have used the CARL/LIMS system for identification and verification functions, and have found the use of the UNCOVER database helpful as another source to search.

4. By June 30, 1992, the ILL-B will develop a plan for on-going evaluation and needs assessment for interlibrary loan services.

This objective was not met. Given the intense strategic planning activities for the UMAB campus, for new Information Services, and for the Health Sciences Library, this objective was postponed.

5. By June 30, 1992, the ILL-B will explore alternative ways to maintain copyright compliance

This objective was met. The copyright file maintained on the Sentient word processing system was closed, and a new streamlined version was mounted using WordPerfect on the MacIntosh. The procedures to request permission from publishers and the Copyright Clearance Center (CCC) were refined. By year end, a total of 59 articles required copyright permission; only 22 items required payment (\$114) through the CCC. The majority of the permissions were granted directly from the publishers, with 2 approved directly by the authors.

III. Statistical Reports for Fiscal Year 1991/1992

TABLE 1
INTERLIBRARY LOAN BORROWING
LEVEL OF ACTIVITY

	1987/88	1988/89	1989/90	1990/91	1991/92
Requests Received	4,408	4,584	4,735	5,534	7,241
Requests Filled	3,722	3,991	4,204	4,834	5,922
Basic Fill Rate	84%	87%	89%	87%	82%
Overall Fill Rate*	92%	92%	92%	92%	91%

*Includes filled ILL requests for items that turned out to be owned by HSL

Discussion:

For FY1992 the overall interlibrary loan request volume rose another 30% over the previous year's level, and the total volume of filled requests rose 23%. Of the 1,319 unfilled requests, a total of 52% of them were reported as unfilled/cancelled requests; in fact these presumably have been filled by the requestors. When these requests for ILL that are owned by the HSL were included, the overall fill rate was 91%. The workload has increased dramatically, and the increased volume of requests has almost doubled. The quickening pace has occurred due to the increased number of online databases, the increased number of users, the shrinkage of funds available to purchase new books and journals for the HSL collection, and the popularity of the rush service for ILL-B. Chart 1 illustrates the increased volume from FY88.

TABLE 2
INTERLIBRARY LOAN BORROWING
FILLED REQUESTS BY FORMAT, THREE-YEAR COMPARISON

FORMAT	1989/90	1990/91	1991/92	INCREASE
Books	648	786	864	+33%
Photocopied articles	3,531	3,997	5,012	+42%
Slides	16	24	37	+131%
Patents	9	27	9	0%
Total	4,204	4,834	5,922	+41%

In all categories, except patents, filled requests have risen substantially.

Chart 1

ILL-BORROWING: LEVEL OF ACTIVITY

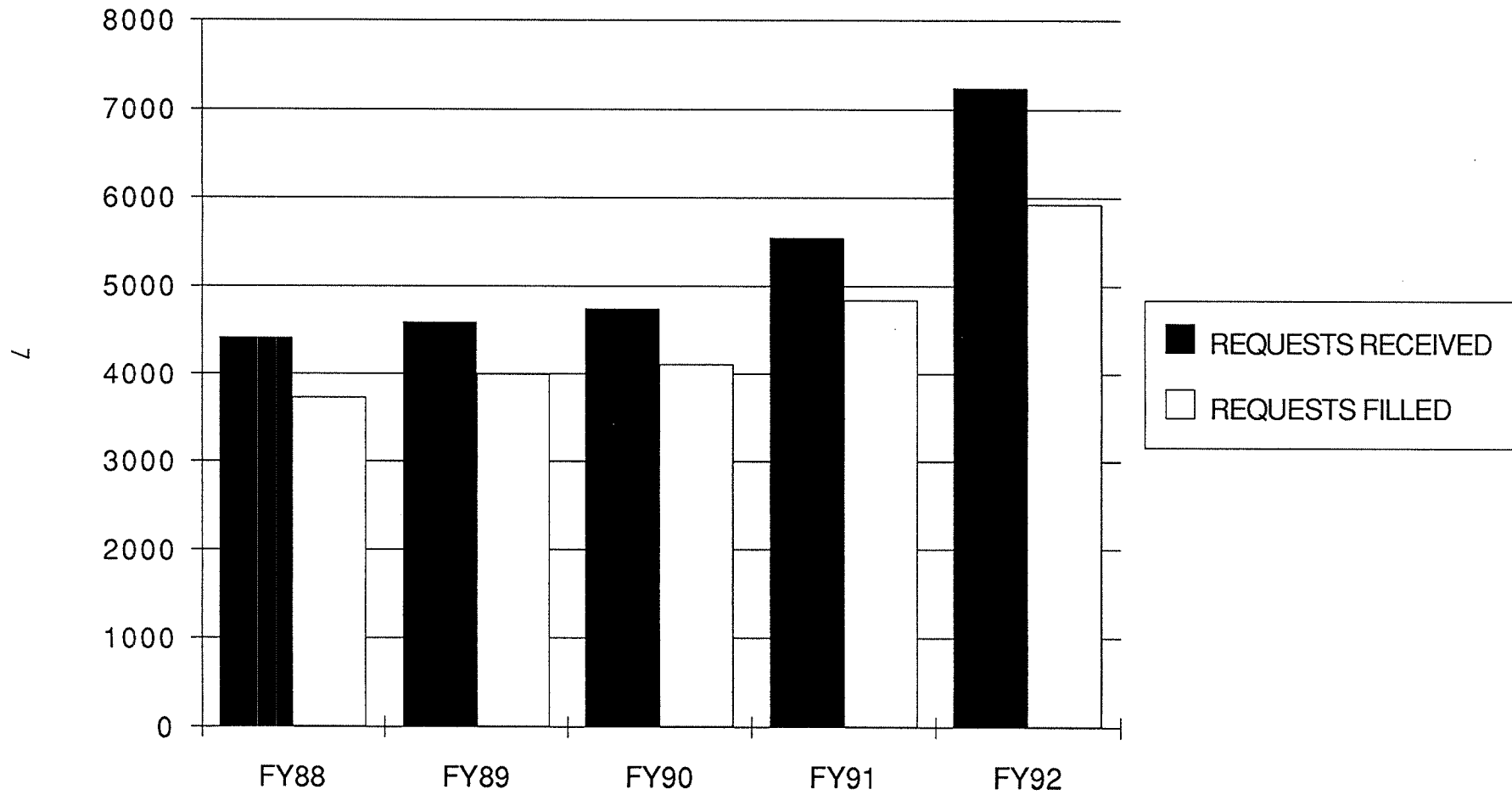


TABLE 3
INTERLIBRARY LOAN BORROWING
FILLED REQUESTS BY LENDING LIBRARIES

TYPE OF LENDER	1988/89	1989/90	1990/91	1991/92	% OF TOTAL
Medical libraries					
Region 2 Resource Libs.	939	995	1114	1383	23%
Books	97	91	84	85	
Photocopies	842	902	1030	1298	
Welch	532	599	680	1002	17%
Books	66	49	57	62	
Photocopies	466	550	623	940	
Nat'l Libr. of Med.	218	234	231	261	5%
Books	10	10	2	17	
Photocopies	208	224	229	244	
Other Med.& Hosp.Lib.	80	125	139	134	2%
Books	27	51	24	18	
Photocopies	53	60	84	83	
Patents	N/A	N/A	7	0	
Slides	N/A	14	24	33	
Semi-total	1769	1953	2164	2780	47%
Univ. of Maryland System	1585	1653	1786	2203	37%
Books	360	248	329	363	
Photocopies	1225	1396	1450	1834	
Patents	N/A	9	7	6	
Other Colleges and University Libraries	509	501	679	822	14%
Books	207	189	260	291	
Photocopies	302	312	419	531	
Other Non-Academic and Non-Medical Libraries	128	97	205	117	2%
Books	21	10	30	28	
Photocopies	107	87	162	82	
Patents	N/A	N/A	13	3	
Slides	N/A	N/A	N/A	4	
GRAND TOTAL	3991	4204	4834	5922	100%

Five years ago, medical libraries as a group filled more than 50% of the HSL requests to borrow materials (see Charts 2-3). As of FY1992, this category of lender filled 47%. With the

Chart 2

ILL-BORROWING: FILLED REQUESTS BY LENDER CATEGORY

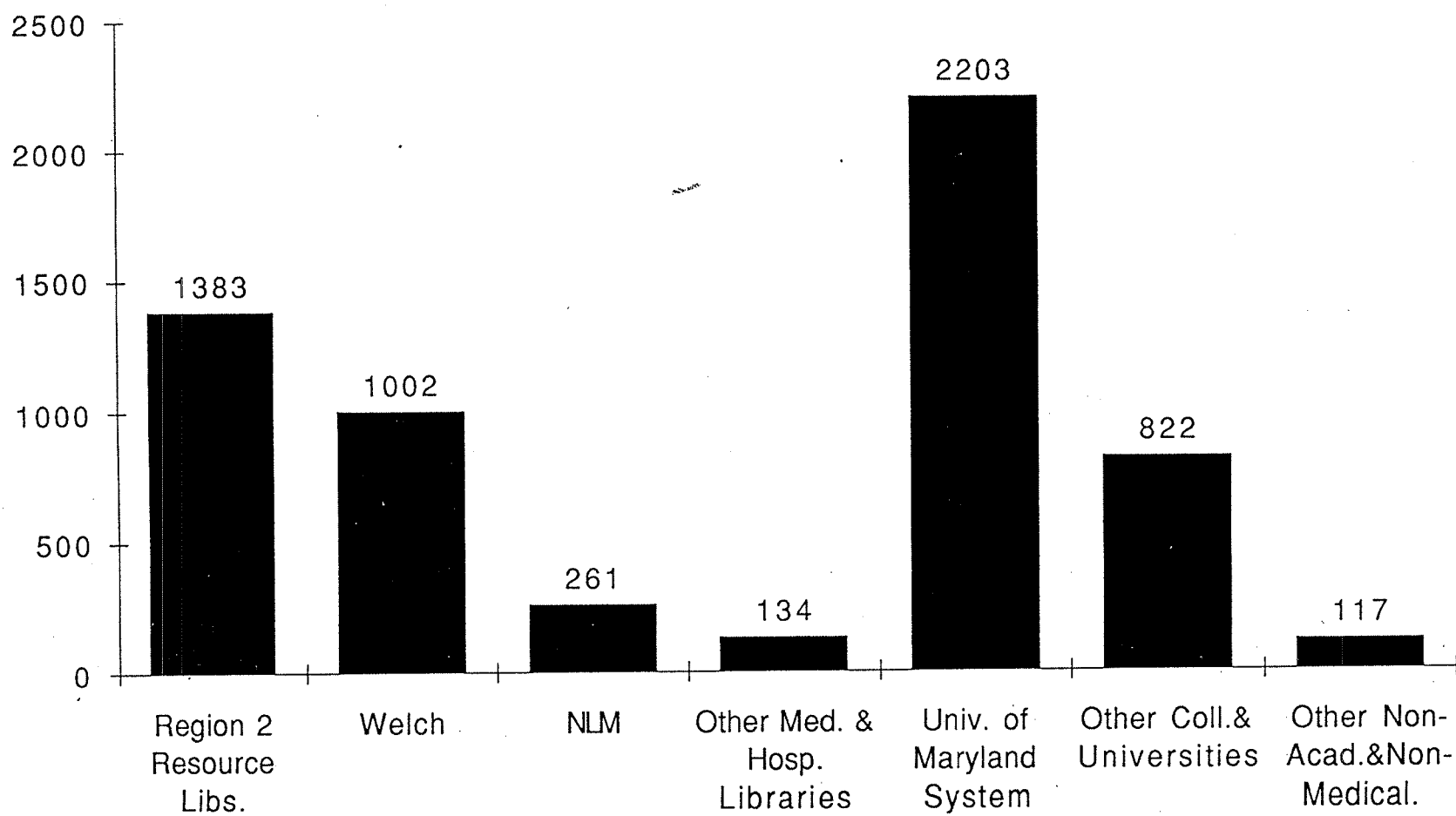
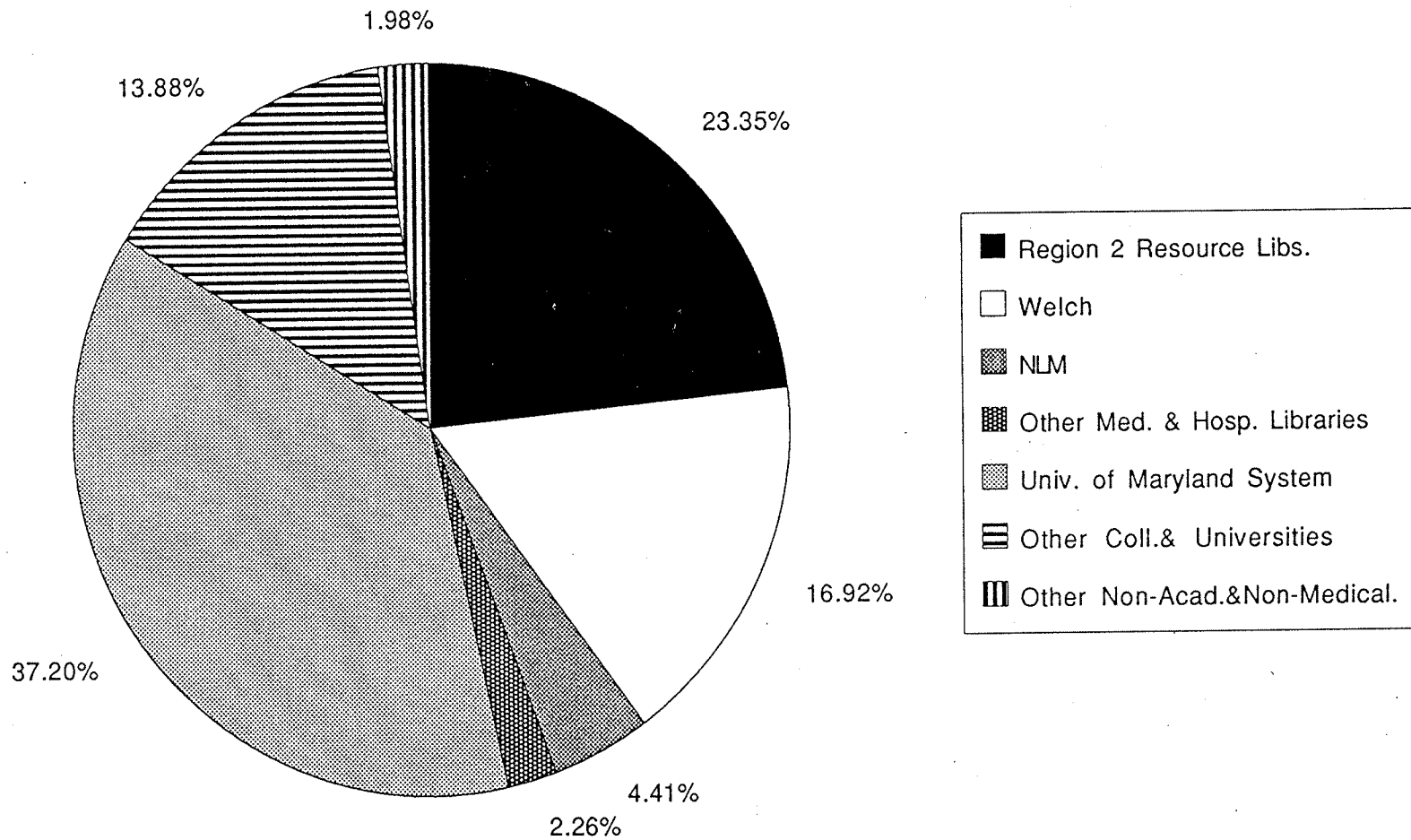


Chart 3

FY92 ILL-BORROWING: FILLED REQUESTS BY LENDER



collection development cutbacks and inability to purchase new health-related books and journals to meet UMAB user demands, this percentage will increase. The implementation of cooperative collection development projects both with the Johns Hopkins Welch Medical Library and the UMBC Albin Kuhn Library also will increase document delivery requests and fill rate levels. The University of Maryland System (UMS) Libraries filled a substantial 37%; no doubt with cutbacks throughout the System, ILL request/fill volumes will continue to increase. If requests are filled through the UMS system, there is no charge to the requestor; in many cases users are not willing to pay and this is the only mechanism by which they can obtain ILL requests.

TABLE 4
FISCAL YEAR 1992
UNFILLED ILL-B REQUESTS BY CATEGORY

Reason for Cancellation	Number	Percent
At patron's request	78	5.91%
HSL owned item	686	52.01%
Unable to locate	42	3.18%
No longer needed	58	4.40%
Not available for loan	64	4.85%
Exceeds copyright limit	1	0.08%
Additional info needed	66	5.00%
Unable to verify	11	0.83%
Not in the UMS	284	21.53%
Other	29	2.20%
Total	1319	100%

Discussion:

Of the 1319 unfilled ILL requests, more than one-half were technically "unfilled"; because, upon verification, the item was already owned by the HSL (see Charts 4). This category of "unfilled" requests was more than double the previous year's level of 302. At the beginning of the fiscal year, the circulation staff were verifying all ILL borrowing requests to be sure that items were indeed not owned; the patron was alerted immediately of the HSL status.

Unfortunately, this initial search step added at least one day to the overall turnaround time of the request. It was decided mid-year that this step should be eliminated, because the basic goal for the Borrowing Unit was to send out requests within 24 hours and quicker overall service to the users was a paramount concern.

The major source used to transmit requests to other libraries was OCLC, because most requests were initiated to another University of Maryland library all of which are OCLC sites and who provided service free under the UMS reciprocal agreement. Chart 5 illustrates the complete breakdown of methods used during FY1992.

Chart 4

ILL BORROWING: UNFILLED REQUESTS FOR FY92

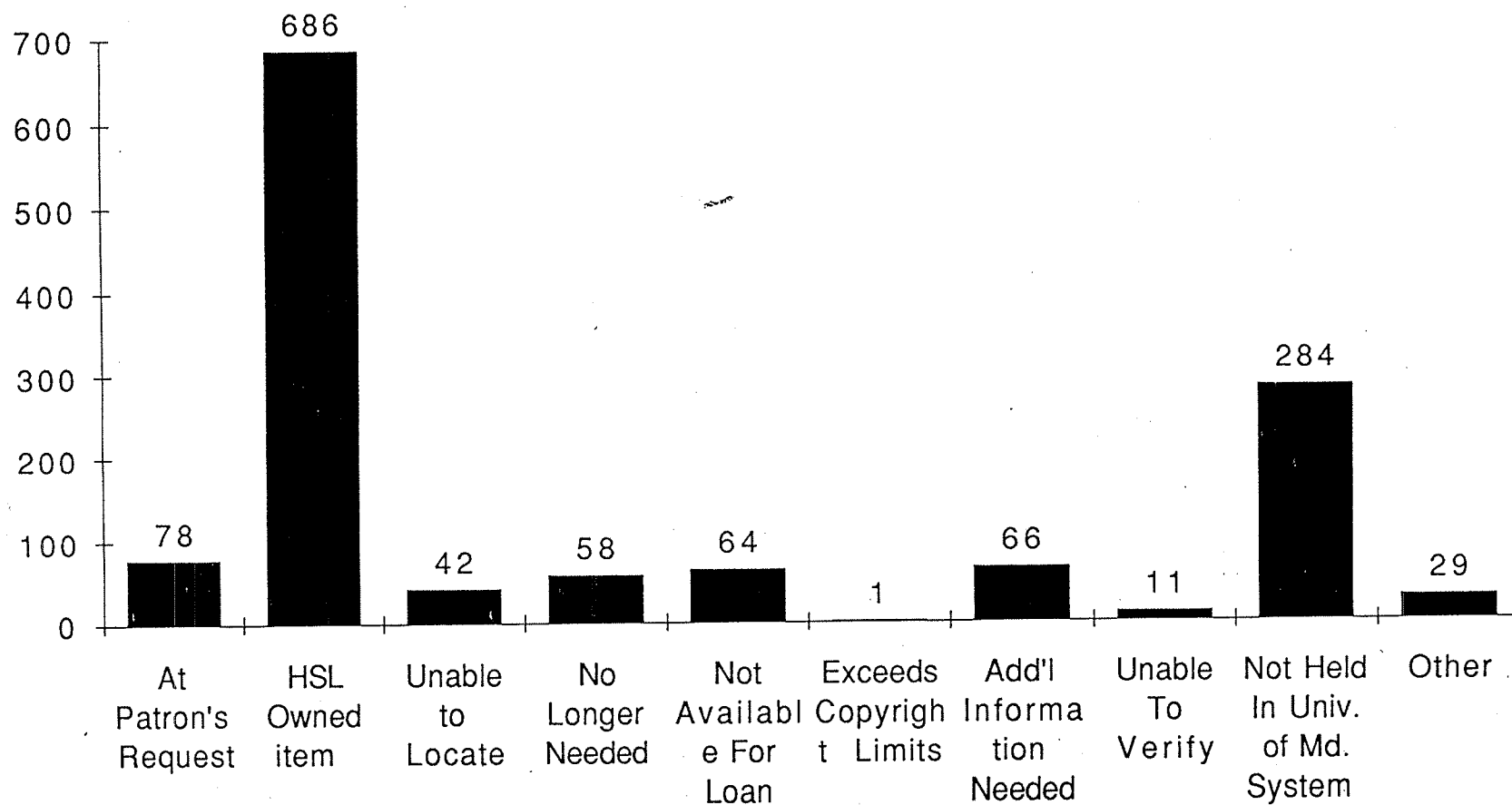


Chart 5

ILL Borrowing: Methods Used to Transmit Requests during FY1992

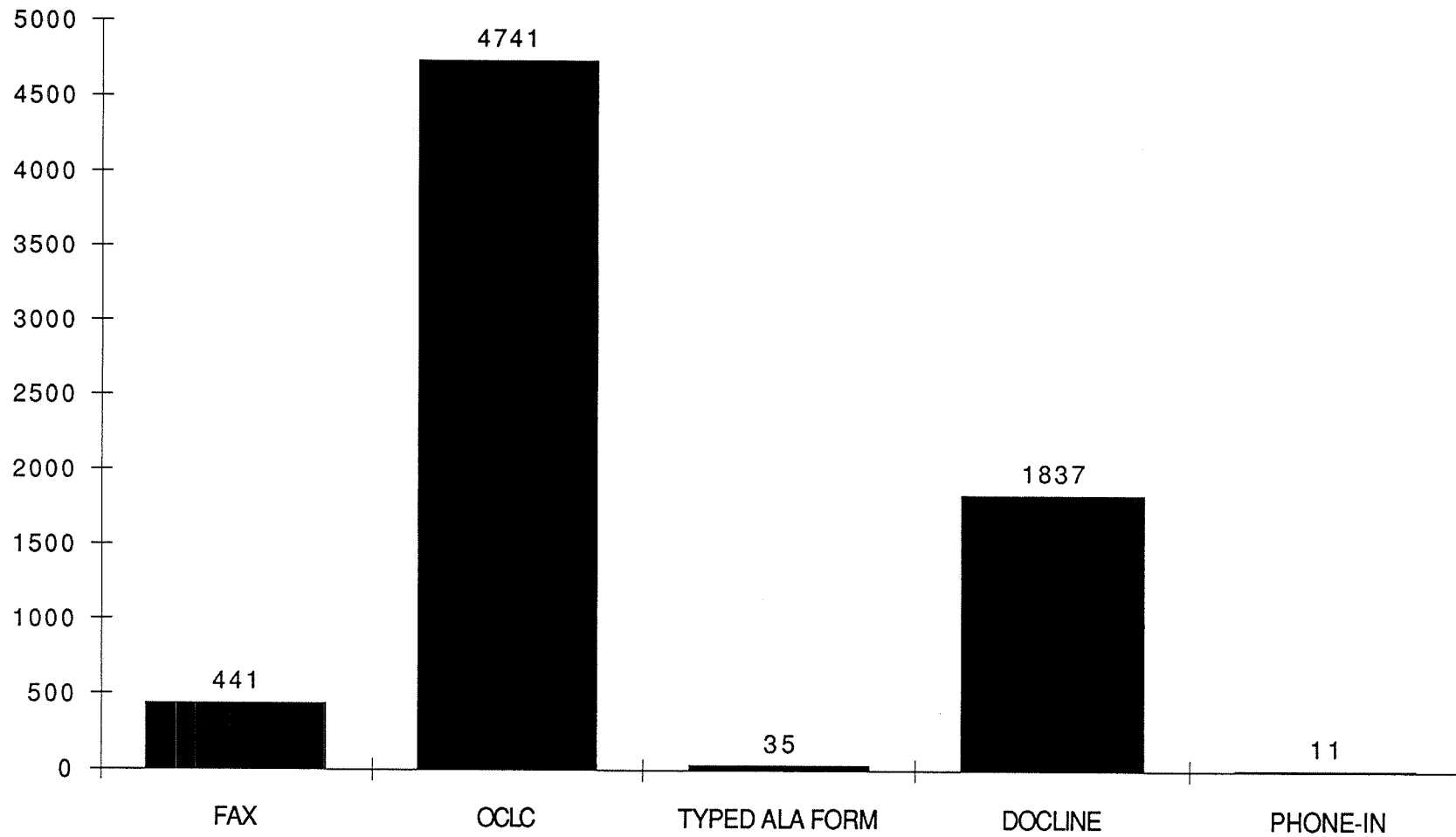


TABLE 5
LOANSOME DOC
BORROWING AND LENDING ACTIVITY
FY1992

LOANSOME DOC	TOTAL	AUG-SEP	OCT-DEC	JAN-MAR	APR-JUN
Active Users	16	5	7	7	9
Total Requests Rec'd	250	50	61	86	53
Total Requests Filled	181	45	34	69	33
Fill-Rate	72%	90%	56%	80%	62%

Loansome Doc was a sponsored program of the National Library of Medicine (NLM) through their Regional Medical Library program. The software was designed to provide document delivery via the GRATEFUL MED program used to search MEDLINE directly from the NLM. The program itself began as of August 1, 1991, and statistics were provided as part of the DOCLINE quarterly reports that are distributed to participating libraries; unfortunately, the Oct-Dec. data was never received by the ILL Dept. at HSL, so internal records were used to generate activity for this period. Overall, a total of 10 individuals affiliated with UMAB and 20 unaffiliated individuals registered under this program. Only 16 of them initiated a request at least once. The total number of active users is not, and cannot be, a simple addition of the four individual quarters. In general, this program got off to a slow start, and given the many other options for document delivery and searching MEDLINE, it is anticipated that the volume will not increase dramatically. Because of the low activity, the ILL Lending unit has absorbed the processing of all Loansome Doc requests for HSL; the billing, however, continues to be done by the Library Office.

It must also be noted that this activity and the FAX activity using the ILL machine are new programs and services for the ILL Department and are NOT included in either the Borrowing or Lending charts of ILL activity.

LENDING:

1. By June 30, 1992, the Interlibrary Loan Lending Unit (ILL-L) will respond to 100% of all requests for document delivery services within the time-frames specified by the users

1.1. To respond to all lending request for interlibrary loan within 24 hours of receipt

This objective was largely met. The workflow was set up to download both OCLC and DOCLINE requests early each morning and to upload/update requests by the end of the day. DOCLINE statistical reports provided from the National Library of Medicine (NLM) provided a solid measure of response time for requests from other lending libraries. Reports indicated that 77% of all DOCLINE requests were filled within 2 days, and 81% of all unfilled requests were processed within 2 days.

This objective was one of the University of Maryland System objectives from the "Access for All" statement which have been incorporated as ideal goals for the ILL units. This objective was much more stringent than the throughput standards developed by NLM. network standards required that 85% of filled loans be processed completely within 4 calendars days and that 85% of non-filled requests be processed within 7 calendar days. Under these standards, ILL-L processed 98% of the filled requests within 4 days, and responded to 100% of the unfilled requests within 6 days. The increasing number of "rush" or FAX requests were all handled well within 24 hours.

1.2. To fill 75% of all interlibrary loan requests

This objective was not met. During FY1992 the ILL-L Unit received 19,609 and filled 12,822 of them for an overall fill-rate of 65%. As a Regional Medical Library, the ILL-L unit of the HSL serves as a referral center; if the 6,289 referred requests were included in the total, a substantially higher fill-rate would result. Request volume was down for all types of libraries, except the UMS libraries who received filled requests from the HSL free of charge under a special reciprocal arrangement. Requests received via MILO for the Maryland State Library Network were less than one-fourth of the level received a year ago; however, the fill-rate for these requests from largely public libraries was 82%.

2. By June 30, 1992, the ILL-L will develop and expand existing outreach services

2.1. To implement the Loansome Doc program and services via individual agreements with individual users

This objective was met. As described above (see Table 5) this NLM-sponsored program was begun August 1, 1991. Initially, the program to serve affiliated and unaffiliated users of GRATEFUL MED software involved the Lending Unit, the Borrowing Unit, and Circulation Dept. staff. Because of the low volumes of activity and lending requests, by year's end the Lending Unit assumed full responsibility for processing all requests. All requests were received via DOCLINE and were reported above. As stated earlier, this request volume was NOT included in the basic ILL totals, because the service deals with individuals, not library-to-library requests. As a new program, this may be reviewed during FY1993.

2.2. To provide emergency or "rush" requests within the time-frame needed by the requesting library

This objective was met. Of the 19,609 requests received, approximately 250 of them were "rush" or emergency requests. Under the new telefacsimile guidelines, "rush" or "clinical emergency" requests were defined more carefully. Any requests falling within these categories are processed at the moment received in the ILL-L unit. All "clinical emergency" requests were filled within 2 hours of receipt.

3. By June 30, 1992, the ILL-L will investigate and evaluate the potential use of CARL for document delivery.

This objective was met. The ILL-L unit used the CARL/LIMS system to assist with the handling of problematic or erroneous citations, particularly the UNCOVER database. CARL is one of the systems under review by the New Systems Task Force (NSTF) and staff will continue to investigate use of the system as needed.

4. By June 30, 1992, the ILL-L will develop a plan for on-going evaluation and needs assessment for interlibrary loan services.

This objective was not met. As with the Borrowing unit, this objective was postponed pending strategic planning and evaluation activities at higher levels.

5. By June 30, 1992, the ILL-L will evaluate the need for a new automated accounting/billing system for interlibrary loan.

This objective was not met. The committee to investigate accounting software was not created until the summer of 1992. The Resources Management Division Director and the ILL-L Coordinator were both appointed to serve on this committee, which will not complete its work until FY1993. This objective was carried over to FY1993.

6. By June 30, 1992, the ILL-L will implement OCLC's PRISM system for ILL

This objective was not met. Expected during FY1992, the new PRISM software for ILL will not be implemented until December, 1992. This objective was carried over to FY1993.

III. Statistical Reports FY1992

TABLE 6
INTERLIBRARY LOAN LENDING ACTIVITY

Requests Received	1988/89	1989/90	1990/91	1991/92
Serials	14574	17414	17203	15772
Books/Monographs	3523	4388	4536	3837
TOTAL	18097	21802	21739	19609

Requests Filled

Serials	9926	11777	11245	10843
Books/Monographs	2172	2522	2552	1979
TOTAL	12098	14299	13797	12822

Fill Rate

Serials	68%	68%	65%	69%
Books/Monographs	62%	57%	56%	52%
TOTAL	67%	66%	63%	65%

Requests Unfilled

Referrals:

To NLM	397	515	368	361
Via DOCLINE	1827	2405	2845	2943
Via OCLC,etc.	3001	3420	3832	2985
SUB-TOTAL	5225	6340	7045	6289

Requests Cancelled:

Serials	509	778	586	316
Books/Monographs	265	385	311	182
SUB-TOTAL	774	1163	897	498

Total Unfilled (includes referrals and requests cancelled above)

Serials	4648	5637	5985	4929
Books/Monographs	1351	1866	1984	1858
TOTAL	5999	7503	7942	6787

Although request volume was down slightly, there was little noticeable decrease in workload. Referrals continued to be an important function, and in most cases referred requests were ultimately filled by other lenders. Though the volume decreased slightly, the problematic requests and rush requests requiring special handling increased. Budget cuts to collection development funds of other libraries, including funds to pay for lending continued to effect the

Chart 6

ILL LENDING: LEVEL OF ACTIVITY

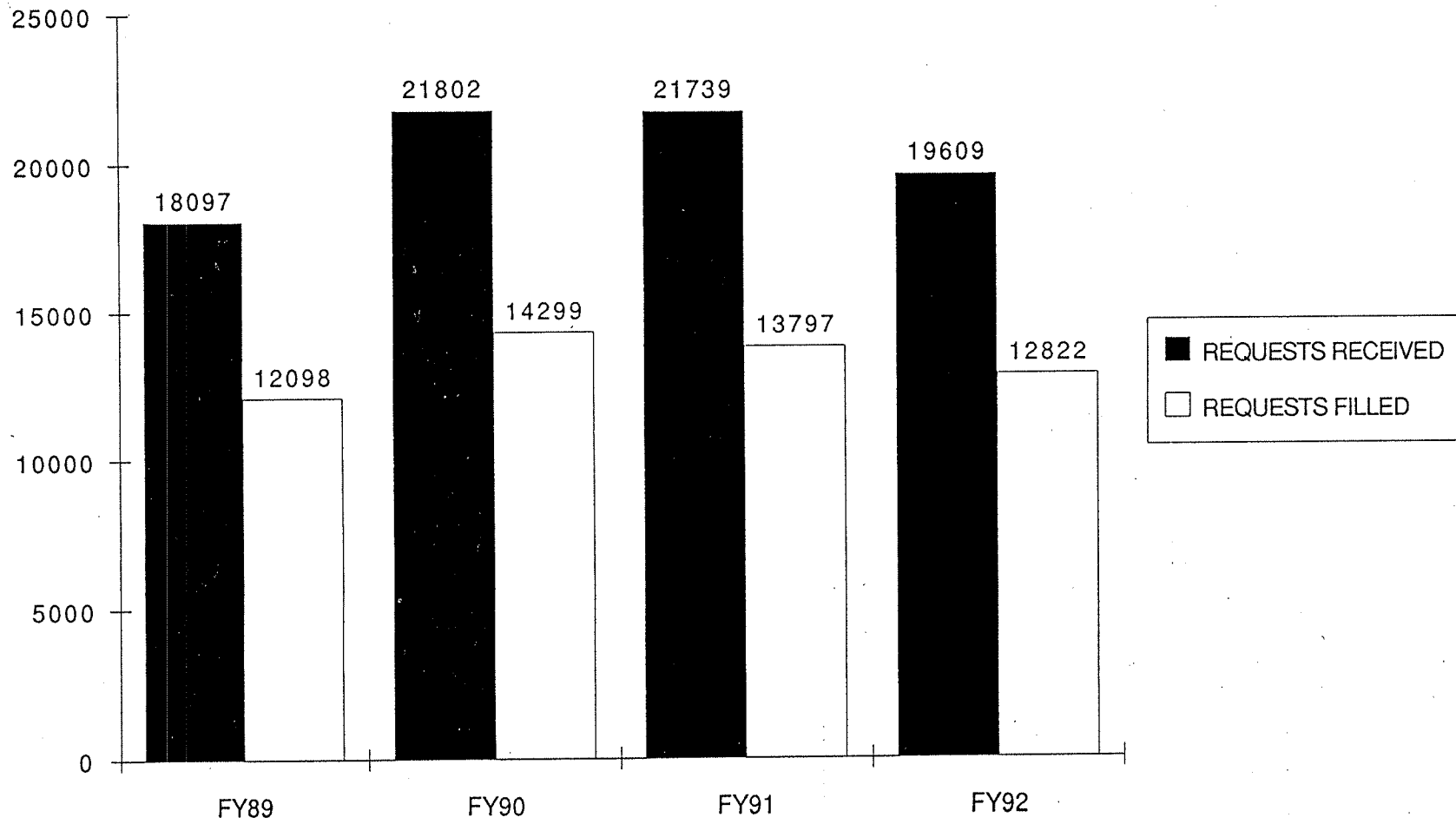


Chart 7

ILL LENDING: REQUESTS BY CATEGORY, FY1990 AND FY1992

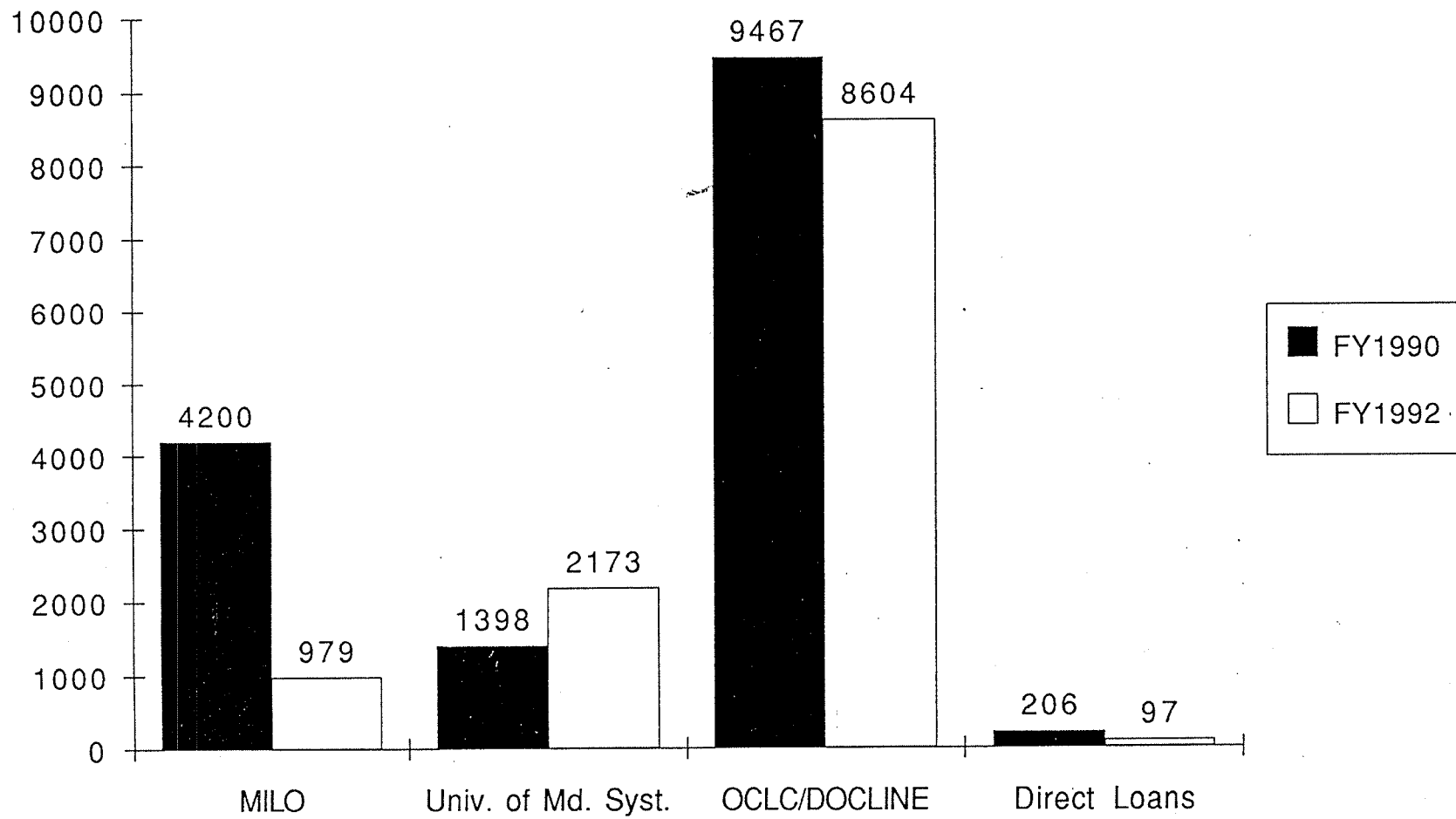
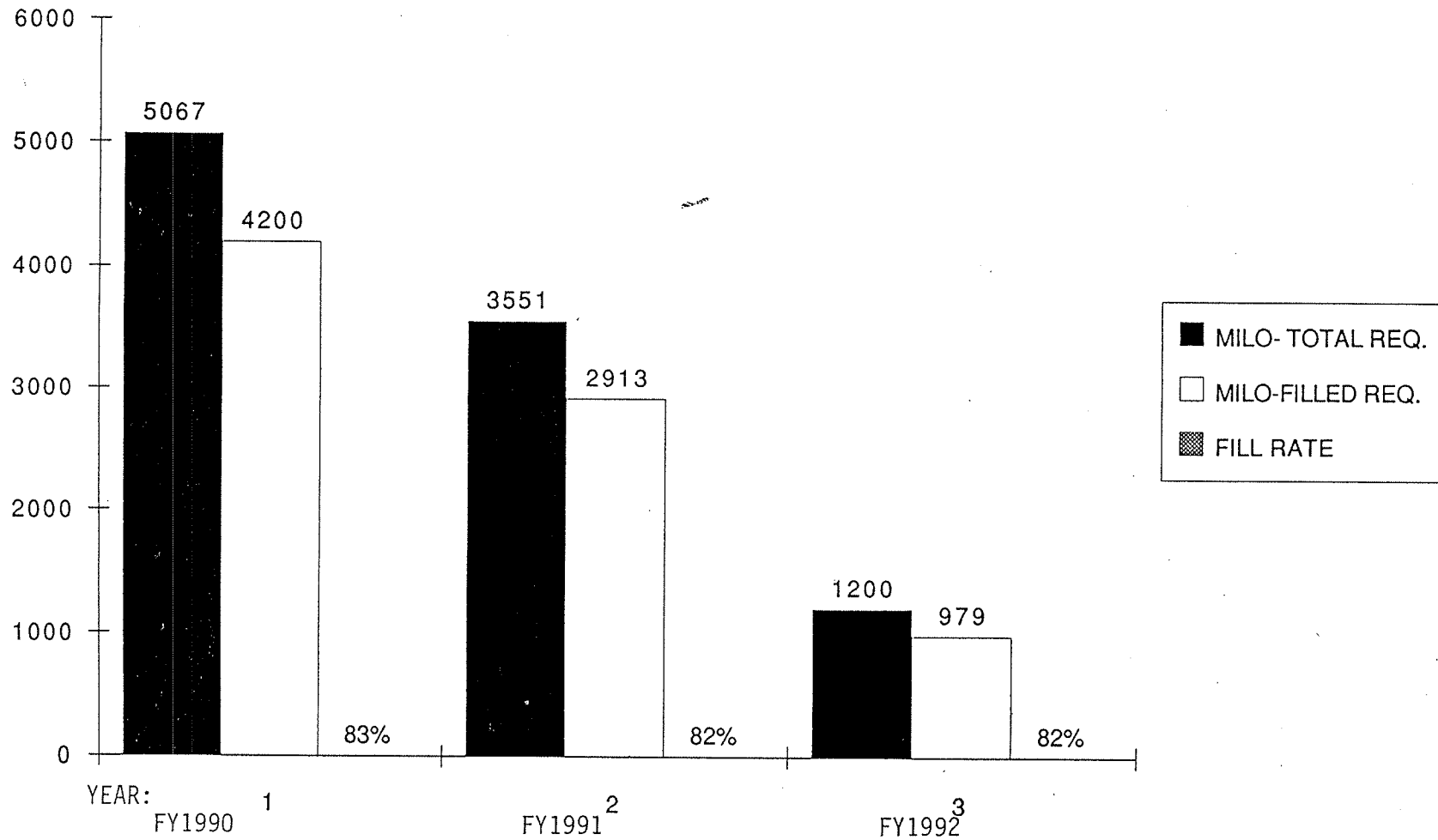


Chart 8

ILL LENDING: MILO REQUESTS, FY90-FY92



volume of requests received in the unit. The levels of activity overall and by category were reported on Charts 6 and 7 (attached). MILO activity was also reported separately (Chart 8). Even though the level of MILO requests dropped from 5067 requests in FY1990 to 1,200 requests in FY1992, the fill-rate of 82-83% remained the same.

**TABLE 7
INTERLIBRARY LOAN LENDING
REASONS FOR UNFILLED REQUESTS***

Reason:	Frequency:
Not owned by HSL	534
Cost	170
Not on shelf	68
In-Use	47
Not yet received	49
Non-circulating item	24
Inc. citation	22
At bindery	21
Lacking	16
Cancelled at user's request	6
Lost	4
Poor condition	4
Exceeds copyright limits	3
Other	1

The ILL-L Unit was been most concerned about the reasons for unfilled requests. Since March 1992, the Lending Coordinator has reported by DOCLINE category ALL unfilled requests regardless of how they were transmitted. Table 7 and Chart 9 delineate the results of this effort. The vast majority of requests are not filled either because the item was not owned in the first place or the requestor was not willing to pay.

For ILL-L, the major means of receiving and transmitting ILL lending requests was DOCLINE, with OCLC a close second. A complete breakdown is included as Charts 10 and 11. The use of the FAX as a means of receiving and sending requests increased dramatically; baseline data is included in Chart 12.

IV. GENERAL NARRATIVE

For the Interlibrary Loan Dept. as a whole, request volume for FY1992 was slightly down and the number of filled requests was slightly up. Borrowing alone sustained a 41% increase in the number of filled requests, but the request volume continued to escalate. The Lending Unit declined slightly; the only observable decline was in the request numbers. Increased pressure was on staff to handle the complexities of a variety of services to a many special groups, and accommodating a number of special agreements. The proliferation of the use of FAX both by individuals and their libraries resulted in an increased number of requests that required

Chart 9

ILL LENDING: REASONS FOR UNFILLED REQUESTS, MAR-JUNE, 1992

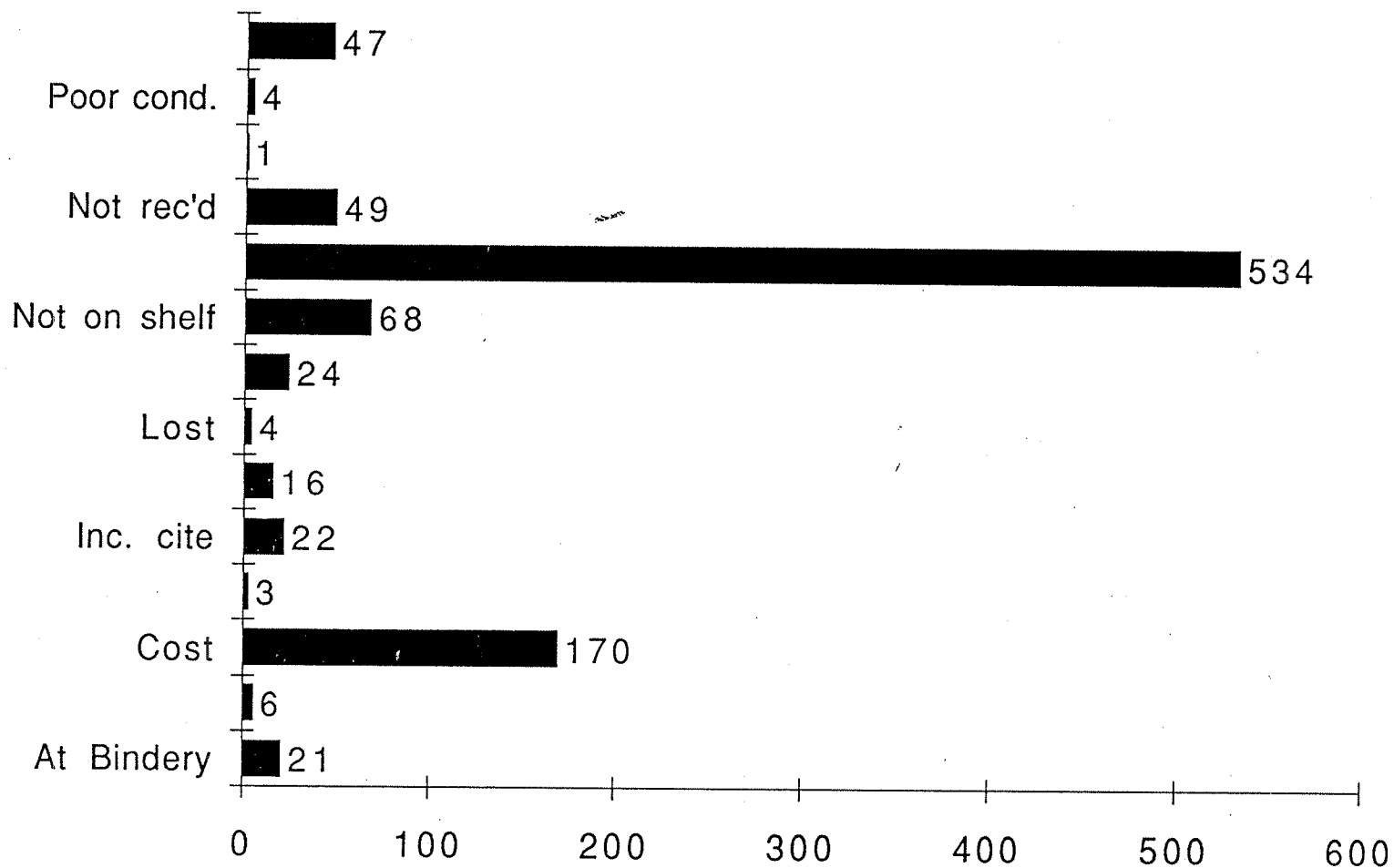


Chart 10

INCOMING LENDING REQUESTS BY SOURCE
FISCAL YEAR 1992

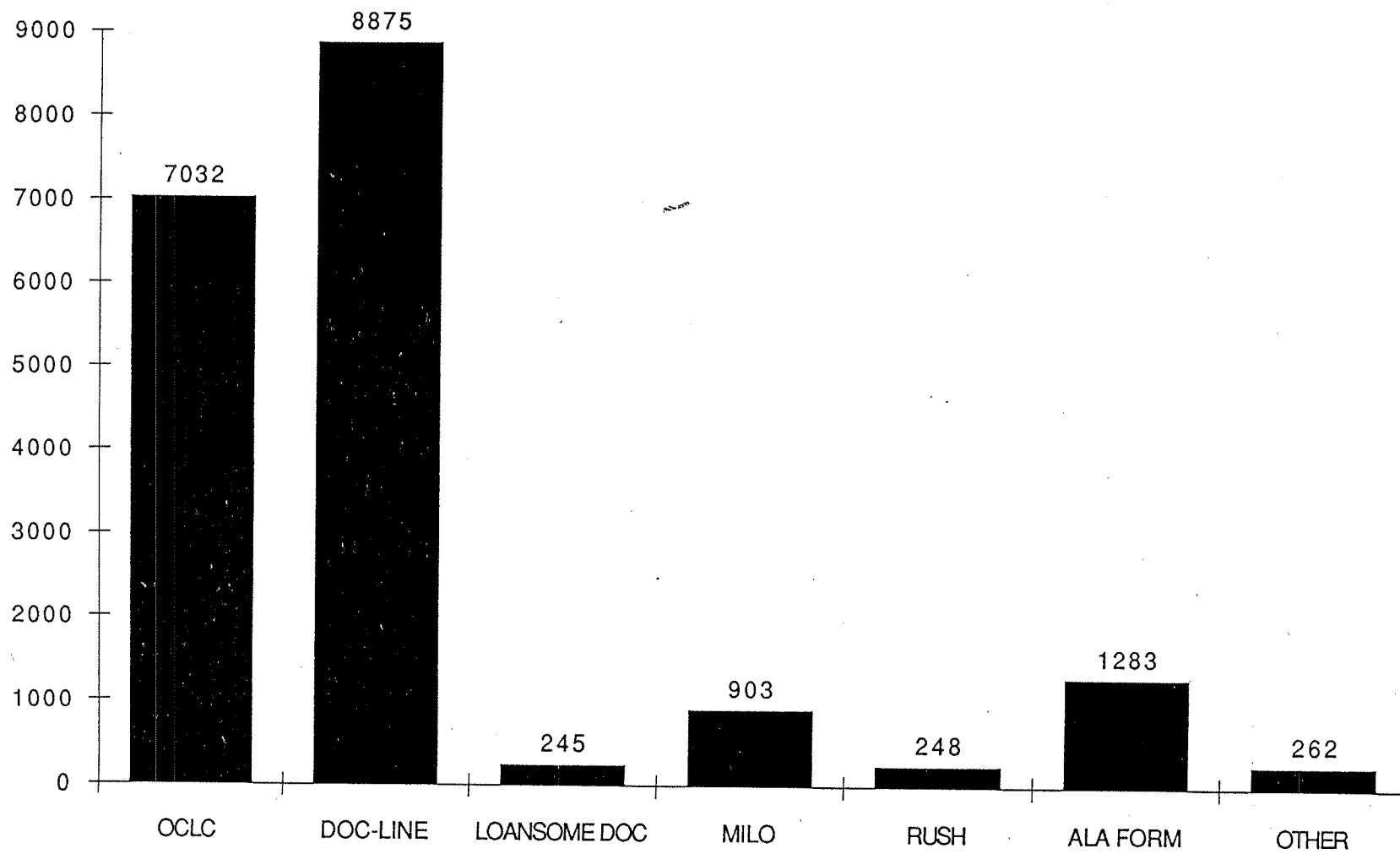


Chart 11

INCOMING LENDING REQUESTS BY SOURCE
FISCAL YEAR 1992

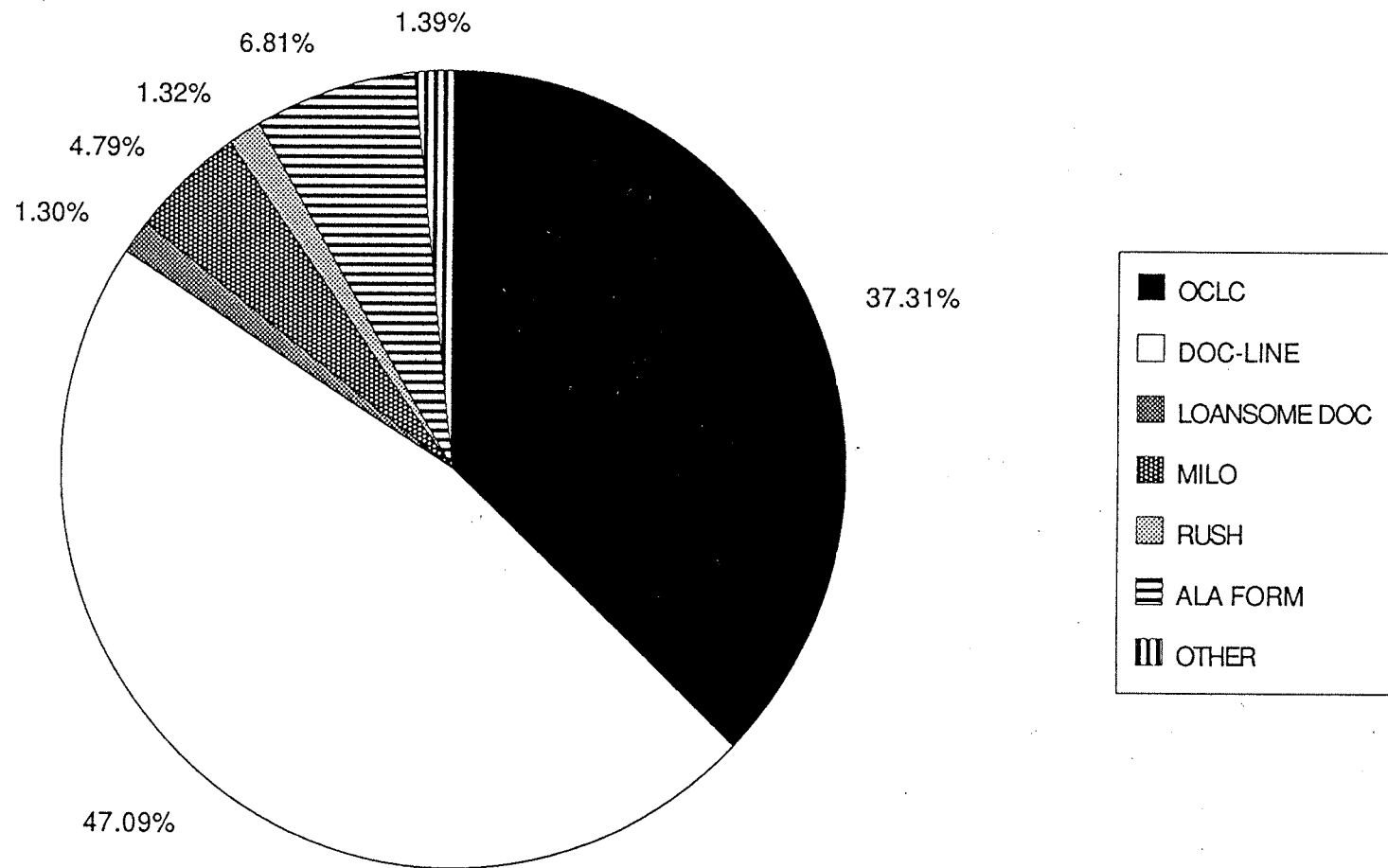
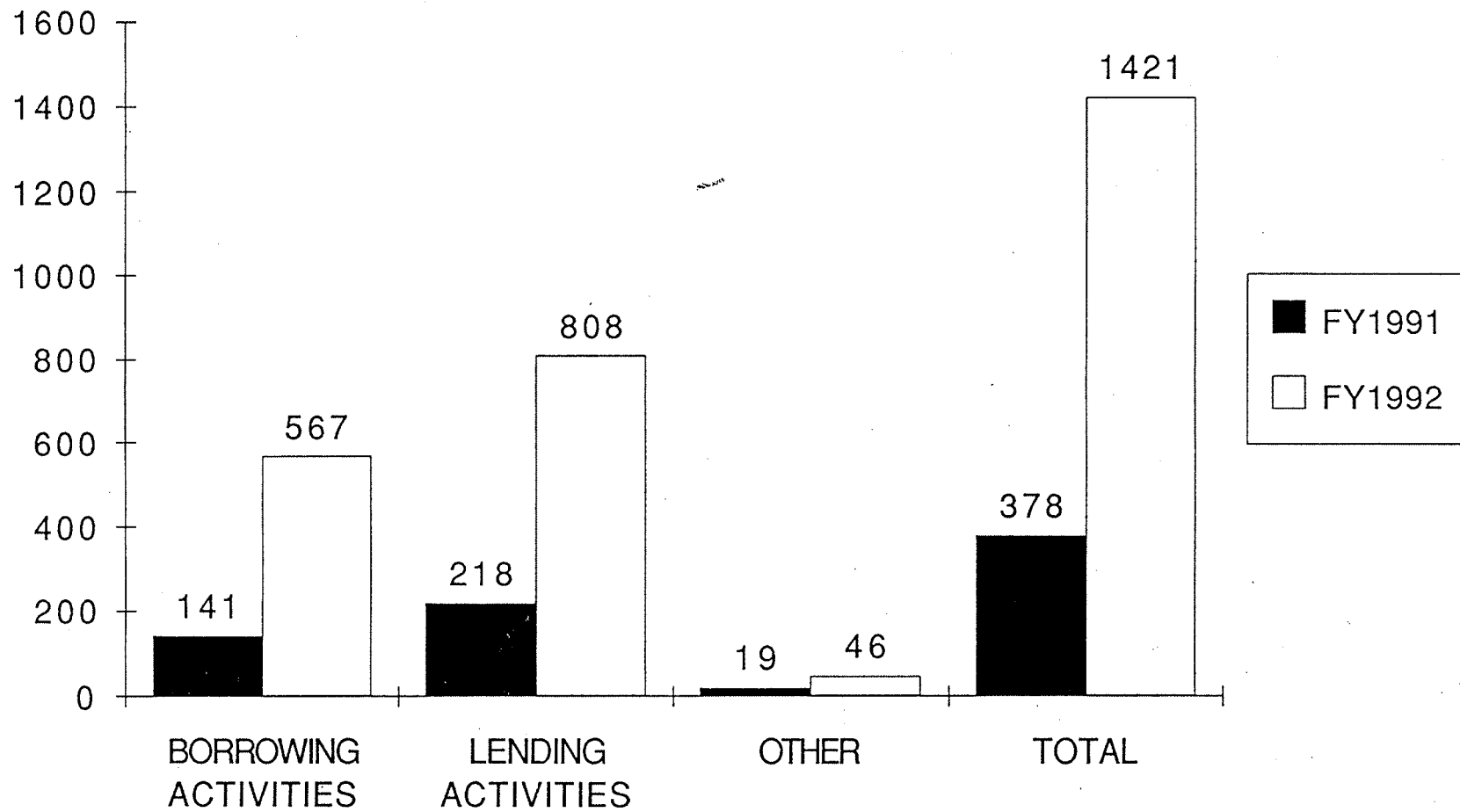


Chart 12

ILL TELEFACSIMILE ACTIVITY



special handling as well as a new workload since the second FAX machine was located within the ILL work area. The addition of one contractual position, filled by Lois Cooper, as of March 9, 1992 was a tremendous boost both to the Borrowing and Lending units. Lois spent most of her time assisting the Borrowing Unit, largely handling rush requests that required "constant nursing" or other problematic citations. The 1.5 FTE's from the Cataloging Dept. were a critical support in the identification and verification of requests; however, staffing considerations in the Cataloging Dept. require that no more than 50% of their overall time be devoted to ILL.

Special projects were the norm during FY1992. Loansome Doc service was carefully planned, but by no means was the volume overwhelming. The FAX study coordinated by the Dahlgren Library and Georgetown University was completed during the year. The results were under-whelming as two of the three other participants in the study either did not own the item requested or did not respond as quickly as needed by HSL users. For borrowing, a total of 151 items were requested during the test period of 2/15/91-2/14/92 (116 of them filled); for lending, a total of 27 items were requested from UMAB (23 of them filled). By year's end, preliminary plans were finalized for special services to UMAB students located in the Western Maryland area; the project was subsequently named "AESOP". Plans also were underway to implement ARIEL, the document delivery workstation running on the INTERNET, along with cooperative collection development projects with the Albin Kuhn Library at UMBC and the Welch Medical Library at Johns Hopkins University. Use of the INTERNET was expanded as all DOCLINE and MEDLINE searching was shifted to the new setup. Services to personnel of the Maryland State Dept. of Health and Mental Hygiene were promoted via a targeted workshop for library liaisons in the program. In addition, discussions were begun to coordinate interlibrary loan/document services with the Veterans Administration Hospital Library in Baltimore, which will open its new facility next to the UMAB School of Medicine in FY1993. Implementation of PRISM for Cataloging took place during FY1992, but the ILL module will be postponed to FY1993. Finally, whenever there was a lull, ILL staff marked retracted journal articles or filed shelf list cards. The entire staff should be commended for their resourcefulness given the array of ongoing demands and special projects.

Special projects will continue into FY1993 as the plans begun during the year are implemented. The complexities of offering quality services quickly will increase, and staff development activities should continue to be a priority.

V. Objectives for FY1993

Priorities:

1. By June 30, 1993, the ILL policies and procedures manual will be completed
2. By June 30, 1993, outreach projects will be developed to off-campus sites
 - 2.1. The Ariel system will be installed and cooperative projects developed with both Welch and UMBC libraries
 - 2.2. Outreach services will be extended to UMAB clientele located in Western Maryland AHEC and the Cumberland Memorial Hospital
 - 2.3. Resource sharing activities will be strengthened between and among all UMS campus libraries

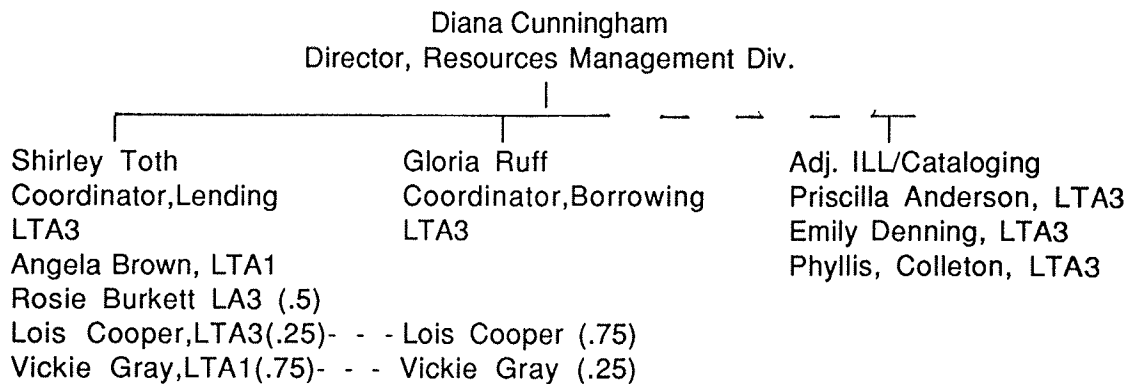
3. By June 30, 1993, outreach projects will be developed to on-campus sites
 - 3.1. Coordinated policies and procedures for document delivery will be developed with the new VA hospital library

Standing:

1. By January 1, 1993, the ILL PRISM system will be implemented
2. By June 30, 1993, the Ariel software will be integrated into normal ILL operations
3. By June 30, 1993, all performance measures will be met
 - 3.1. By June 30, 1993, HSL will respond to 100% of all requests for document delivery services within the time-frame specified by the users
 - 3.1.1. By June 30, 1993, to send out 100% of the borrowing requests within 24 hours of receipt from users
 - 3.1.2. By June 30, 1993, to fill 95% of all interlibrary loan requests for UMAB users
 - 3.1.3. By June 30, 1993, to respond "will/will not supply" to all lending requests within 24 hours of receipt
 - 3.1.4. By June 30, 1993, to fill 75% of all lending requests received
 - 3.2.2. By June 30, 1993, all requests for emergency or "rush" services will be handled within 2 hours of receipt
4. By June 30, 1993, to complete a promotional effort for the Loansome Doc program and services
5. To complete a plan for on-going evaluation and needs assessment of ILL
 - 5.1. To investigate new software applications for gathering statistics (e.g.SAVEIT)
 - 5.2. To investigate new software packages to facilitate accounting/billing
6. To maintain an up-to-date retracted articles project; all retracted articles will be identified as such within one month of receipt
7. To assist the upgrade of all Level X SERHOLD entries to Level 3
8. To investigate via presentations, papers or other means the special services and projects of ILL
8. To investigate new technologies or the potential for new projects, products or services
9. To draft a staff development plan for ILL to include: orientations, in-house training, staff exchange and targeted off-site courses

VI. STAFF

A. Organization chart



B. List of staff with brief description of responsibilities

Diana Cunningham, Director, Resources Management Div. and Head, ILL Dept - Plans, administers and manages the ILL/resource sharing activities of both the lending and borrowing units; supervises 5.5 staff along with the 1.5 FTE staff from the Catalog Dept., provides analysis and evaluation of requests/fills; develops statistical reports; negotiates contracts/agreements for resource sharing activities, develops performance measures and standards, represents the Dept. internal and externally to outside groups and offsite users, provides staff development/training, charts, UMS ILL Sub-Committee

Gloria Ruff, Coordinator, Borrowing Unit - Coordinates the functional activities of the unit including: pick-up of requests, distribution and monitoring of requests, verification of requests, processing of requests, inputting and updating of DOCLINE and OCLC requests, handling problematic requests, facilitating rush requests; maintains accurate copyright compliance files, coordinates ARIEL project, maintains monthly statistics and produces statistical reports as needed. Also assesses workload and delegates duties to adjunct cataloging/ill staff as needed

Shirley Toth, Coordinator, Lending Unit - Coordinates the functional activities of the unit on a daily basis, monitors workflow and staff assignments, develops statistical reports, completes surveys, inputs completed requests into the accounting system, coordinates LOANSOME DOC activities, coordinates lending activities of DOCLINE, OCLC and FAX, provides back-up for pulling and photocopying, handles problematic requests, processes billing for the unit, coordinates UPS/FAX delivery services, provides MILO reports and handles phone requests and inquiries

Angela Brown - Pulls, photocopies and processes journal requests, inputs completed requests into the accounting system, downloads, processes and provides status reports for OCLC and DOCLINE requests, assists with FAX, filing, billing, handles phone requests and inquiries, and marks retracted articles

Rosie Burkett - Pulls, photocopies and processes requests for photocopies of journal articles, picks up and delivers mail as appropriate, assists with FAX, filing, and occasionally handles phone requests and inquiries

Lois Cooper - Assists with the processing of ILL requests for Borrowing and Lending, identifies and verifies requests, coordinates and maintains ILL manual for all activities, handles problematic requests, and provides back-up assistance as needed

Vickie Gray - Processes requests for books and second searches for photocopies of journal articles, processes referrals, downloads, processes and provides status reports for OCLC and DOCLINE requests, assists with FAX, filing, billing, handles phone requests and inquiries, and marks retracted articles

C. Staff Activities - Meetings, workshops, publications

All ILL staff	Monthly meetings, Jan-May (trng on Computer Selects), June (trng BIP)
Coord. Mtgs.	Jan. 28
Brown, Angela	UMSILL Wkshp "Demystifying the Magic of Elec.Comm" 3/12/92 PMP Informational Meetings, 3/23 and 3/25/92
Cooper, Lois	Pratt, "Using the Network Effectively", Pratt/MILO, 6/15/92
Gray, Vickie	"Gang of 13" Strategic Planning Mtg, 2/10/92, 3/2 UMAB "House Calls" (presenter w/Phyllis), 6/11/92
Ruff, Gloria	PRISM training, 9/18 and 9/21 MacIntosh class, 2/27/92 UMSILL Wkshp "Demystifying the Magic of El. Comm" 3/12/92 HSL Forum: The electronic journal, 3/19/92 PMP Info'l meetings, 3/23 and 3/25/92 Cultural Diversity Wkshp #3, 4/24/92
Toth, Shirley	PRISM training, 9/18 and 9/21 Professional Telephone skills seminar, 2/6/92 UMS/ILL Wkshp "Demystifying the Magic of El. Comm" 3/12/92 HSL Forum: The electronic journal, 3/19/92 PMP Informational Meetings, 3/23 and 3/25/92 Cultural Diversity Wkshp #3, 4/24/92

Systems Research, Development, and Services
Fiscal Year 1992

Introduction

The mission of the Systems Research, Development, and Services Department is to support the library staff in the use of electronic technology. This support includes help with identifying, planning, implementing, and managing new projects; selection, installation, and maintenance of equipment; and training in and teaching about new technology. The department consists of five full-time, one full-time contractual, and one part-time staff members.

Objectives for FY 92

PROJECT ORIENTED GOALS & OBJECTIVES

GOAL # 1: To procure and install a replacement for the three-year MaryMED database that will provide access to all twenty-six years of the MEDLINE database.

OBJECTIVES

- 1.1 Continue investigation of products which was started in FY 1991
- 1.2 Carry out procurement process
- 1.3 Install the new system
 - 1.31 Installation of file server
 - 1.32 In-house access
 - 1.33 Off-site access
 - 1.34 Work with HSL Information Services Division on training

This goal and all objectives were achieved during the year. In September 1991, the Director asked the department to begin procurement. An RFP was written and released to vendors in March. In April the CD-Plusnet 2 system was selected by an evaluation team and a contract was signed in early May. The system was installed on June 1, 1992 and was made available to staff on June 2. During the summer, staff will begin searching the system, preparing documentation and training, and planning for a release to the public in the fall.

GOAL # 2: To complete the first phase of installation of the HSL Local Area Network

OBJECTIVES

- 2.1 To finish implementation of off-site access to the HSL CD-LAN databases.
 - 2.11 Continue investigation of minimum user hardware configuration
 - 2.12 Work with HSL Information Services Division on documentation
- 2.2 To implement Macintosh support under Netware 3.11
- 2.3 To investigate and implement, if possible, library-wide electronic mail on the LAN

Most of these objectives were met during the year. Off-site access to the HSL CD-LAN databases was initiated. Problems arose for users with certain LAN configurations on campus. A change of software was identified which would eliminate this problem and the software was ordered at the end of the fiscal year. The HSL Information Services Division, now called Reference and Information Management Services (RIMS) created documentation explaining off-site access.

Netware 3.11 was successfully introduced and now supports Macintosh access

throughout the library.

Although Jessie Wu investigated a number of electronic mail packages, an investment in any of them did not seem wise at this time. The current electronic mail system has the advantage of being available from all LS/2000 terminals and is familiar to staff. Switching to the PROFS system was considered, but it is considered more difficult to use and would not be available to staff at as many worksites throughout the building. Procurement of a new mail system has been included in the department's two-year goal of replacing the LS/2000 system.

GOAL # 3: To create a variety of campus information databases and make them available online to off-site users.

OBJECTIVES

- 3.1 Meet with ad hoc HSL committee to brainstorm on several ideas
- 3.2 Select one or two projects to pilot
- 3.3 Conduct feasibility study
 - 3.31 Investigate user need
 - 3.32 Investigate availability of data
- 3.4 Design interface
- 3.5 End-users test interface as part of an iterative process

No progress was achieved toward this goal during the year. The department did meet with several staff members from RIMS to critique some sample interfaces. Once the procurement of the new MEDLINE system was underway, little time was available to devote to this project.

GOAL # 4: To develop and teach needed classes to HSL staff

OBJECTIVES

- 4.1 "Internet/Bitnet/Profs" class
- 4.2 "Using the MAC" class
- 4.3 Other classes which may be needed

Both an "Internet/Bitnet/Profs" class and a "MAC Tips and Tricks" class were taught by the department. Peter and Jessie developed and taught the Internet class. Steve taught the MAC class. Both were well received.

GOAL # 5: To begin work immediately on achieving the goals of the UMLS Project, if the library receives approval for that grant.

To reexamine the goals expressed in the grant application and to begin work on those which seem realistic given existing resources, if the grant is not approved.

The UMLS project was funded in January of 1992 with a starting date of February 1, 1992. Work began immediately to create and meet with an Advisory Panel and to select appropriate hardware and software with which to carry out the project. Equipment was ordered and received and library staff members involved in the project began a process of screen design and evaluation. At the end of the fiscal year we had offered the programming position to a candidate but had yet to receive a decision.

GOAL # 6: To investigate new technologies that may be of use to the HSL and to the campus information environment.

During the year Systems staff were always reading both journals and network news to stay informed about new technologies, techniques, software, and hardware. Systems staff helped staff in Resources Management to learn about the ARIEL PC-based fax system. Staff also evaluated and purchased Foxbase, a database program for the Macintosh to be used for a variety of library applications.

OUTCOME ORIENTED GOALS & OBJECTIVES

GOAL # 7: To foster an environment of constant innovation and experimentation in the Systems, Research, Development, and Services Department.

OBJECTIVES

- 7.1 Each staff member will always be pursuing two or more new ideas or projects
- 7.2 Staff will be encouraged to produce a large number of innovative ideas
- 7.3 Staff will analyze projects or ideas which do not prove to be useful or feasible to examine the lessons they teach

During a year that saw the implementation of off-site searching for the CD-LAN, the introduction of MaryMed Plus, and the beginning stages of procurement of a new library system, systems staff spent more time troubleshooting and installing new equipment than in innovating. As a result each staff member was usually pursuing two or more current projects rather than new projects. Innovative ideas were plentiful, but time and financial support to implement them were not.

GOAL # 8: To increase end-user participation in the development of new information products.

OBJECTIVES

- 8.1 End-users will be brought into project development earlier in the process than before
- 8.2 End-user involvement will carry through the life-cycle of the project
- 8.3 End-users will be equal partners with staff

The UMLS project was the major new undertaking that involved three members of the Systems staff. This project put a heavy emphasis on involvement of end-users.

GOAL # 9: To emphasize team-centered development in the Systems, Research, Development, and Services Department and throughout the HSL

OBJECTIVES

- 9.1 More than one staff member will be involved in any project of significance
- 9.2 Members of other departments will be involved in all projects of significance

The department was somewhat successful in reaching this objective. During this year the emphasis was more on sharing knowledge of existing systems so that staff members could serve as backup for one another. As mentioned above, few new projects were underway.

ROUTINE OR ONGOING GOALS & OBJECTIVES

To oversee the operations of the LS/2000 system and aid departments in implementation of new modules.

To oversee the operations of the HSL Databases (TOXNET) and support implementation of enhancements.

To oversee the operations of the Accounting software and investigate the possibility of implementing accounting software on the MAC LAN.

To support the generation of SERHOLD tapes for the library and for the members of the various union lists that are stored on the HSL computer system.

To train staff in microcomputer use, gather information about new software and hardware products, and remain informed about advances in the field.

The five Routine Goals represent some of the primary ongoing activities of the Department. They are listed as a reminder of the activities that are carried out daily. All of these goals were successfully carried out again this year.

Statistical Reports 1991/92 Downtime

Column one, "Library open" represents the hours that the library was open. The percent downtime represents times when the system was not available to patrons using the library's terminals.

Column two, "24 hours/day" represents the total number of hours which the system should be available to dial-in users. Downtime can occur when the library is closed. This will affect those who search at off hours from remote terminals.

	LS/2000 Computer		1991-92
	<u>Library open</u>	<u>24 hours/day</u>	
Total hours	2915.0	8760.0	
Hours down	14.5	32.5	
% downtime	.5%	.4%	
% uptime	99.5%	99.6%	

	Database Computer		1991-92
	<u>Library open</u>	<u>24 hours/day</u>	
Total hours	2915.0	8760.0	
Hours down	31.25	45.25	
% downtime	1.0%	.5%	
% uptime	99.0%	99.5%	

The library can continue to boast of an excellent record for the availability of its minicomputers. The majority of the downtime for each computer was due hardware failures.

**Downtime Over the Last Seven Years
LS/2000 Computer**

	Downtime	Uptime
91-92	.5%	99.5%
90-91	1.0%	99.0%
89-90	2.0%	98.0%
88-89	0.7%	99.3%
87-88	2.7%	97.3%
86-87	3.5%	96.5%
85-86	1.7%	98.3%
84-85	1.4%	98.6%
83-84	3.7%	96.3%

**Downtime Over the Last Four Years
Database Computer**

	Downtime	Uptime
91-92	1.0%	99.0%
90-91	2.6%	97.4%
89-90	2.3%	97.7%
88-89	1.4%	98.6%
87-88	6.4%	93.6%

Remote Access to Health Sciences Library Computers

Statistics showing remote use of the HSL computer systems are presented here as Systems Charts 1 and 2.

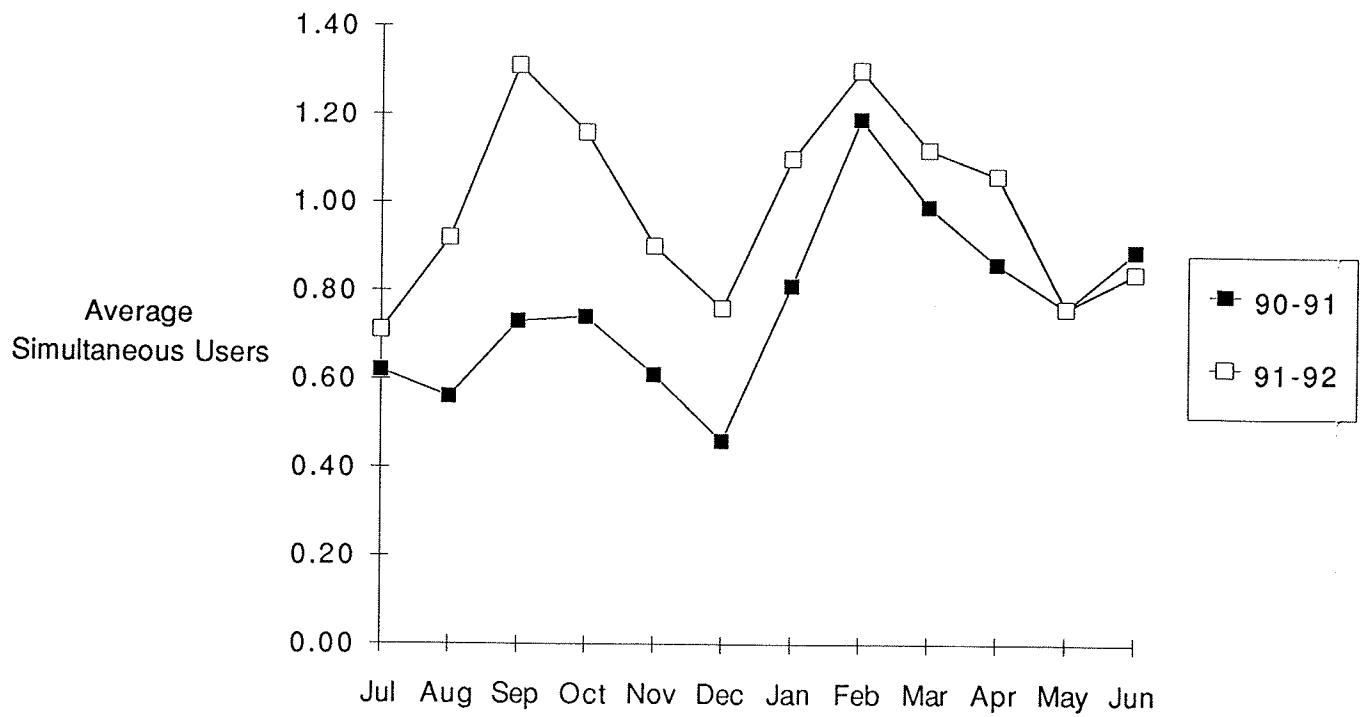
Chart 1 illustrates remote use by month beginning in July of 1990. Note that, except for May and June, each month shows a larger number of users in 1991-92. We expect this trend to continue, with more users gaining access from computers in their home or office. Note also that the use mirrors the academic year with peaks in mid-semester and low points in December and July/August. With the change from MaryMed to MaryMed Plus, comparable statistics may not be available next year.

Chart 2 illustrates remote use by hour of the day. The chart shows morning usage peaking at eleven AM and afternoon usage peaking at three PM. Use continues late into the evening, dropping off after midnight but climbing again at seven AM.

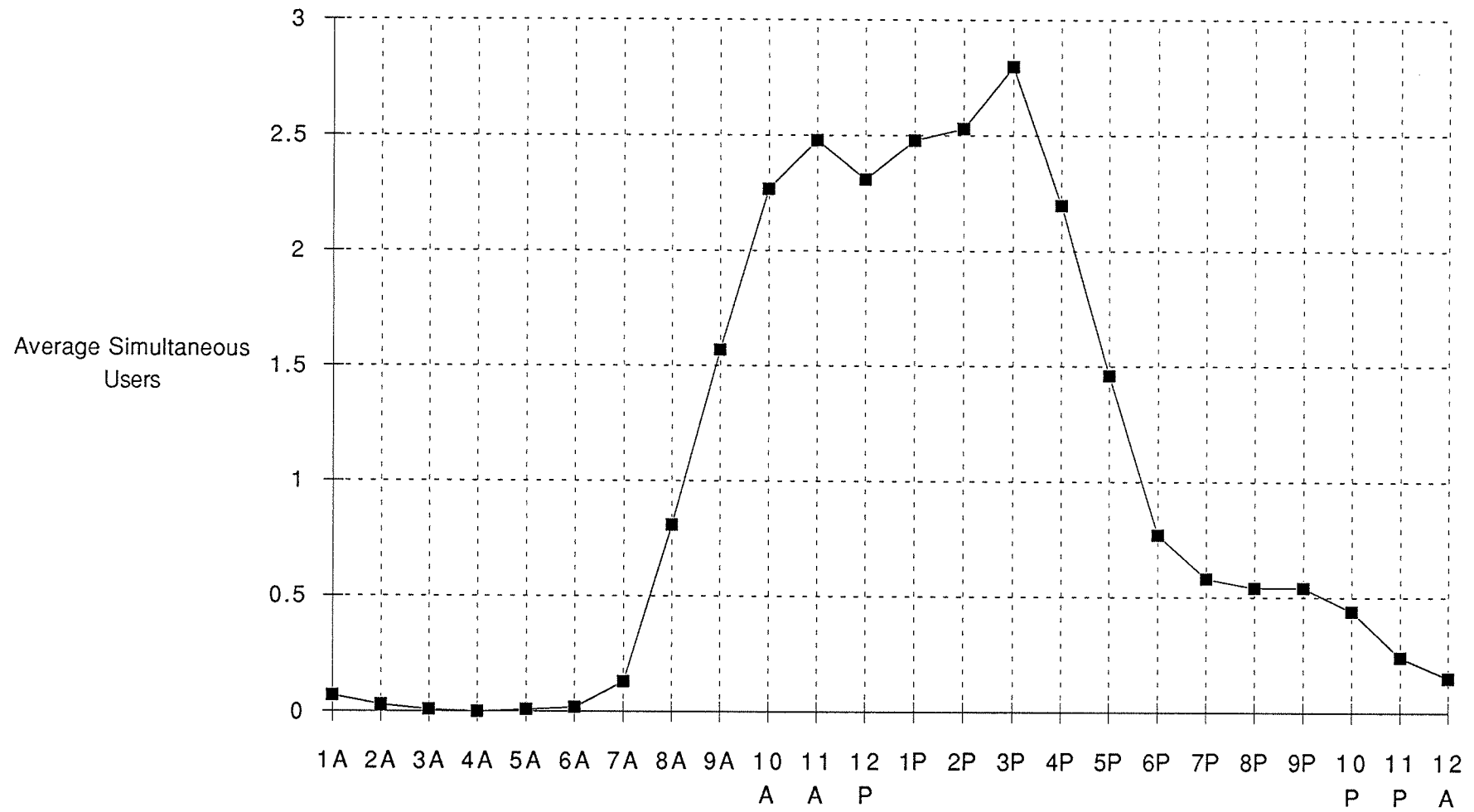
Connect Hours

Chart 3 illustrates the number of connect hours recorded for both the MaryMED and the HSL/Current Contents® databases. Note that this chart represents connect hours for both off-site and in-house terminals. HSL/Current Contents® use dropped during fiscal year 1991 and dropped again, but only slightly during the current year. MaryMED use has dropped for the last two years. We can speculate that the availability of both PsycLIT and CINAHL on the network has caused some of this decrease. Many database users had previously relied on MaryMED for psychological and nursing articles.

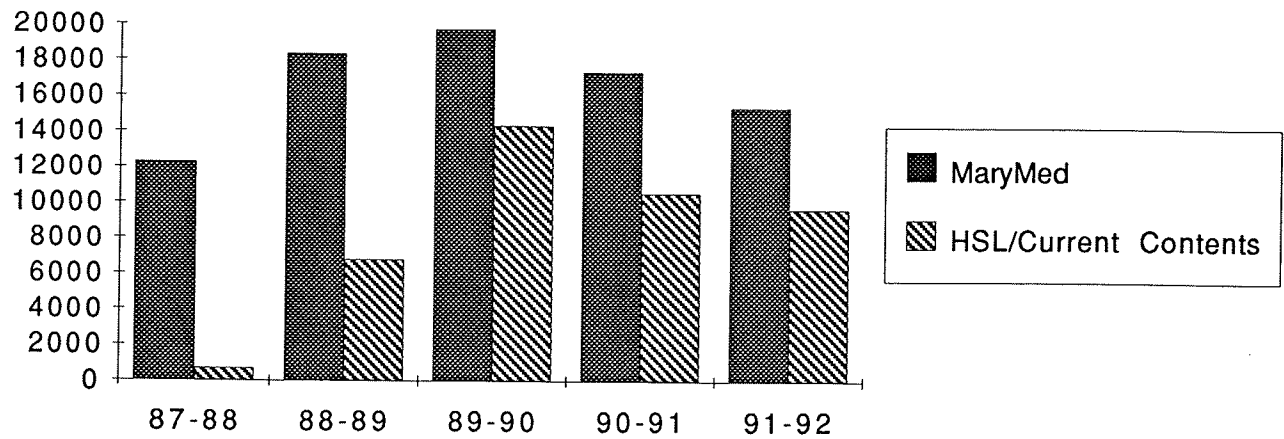
Remote Use of HSL Computers by Month



Remote Use of HSL Computers by Hour



Systems Chart 3
Connect Hours to HSL Databases
Remote and In-house



General Narrative

Goals and Objectives 1992-93

GOAL # 1. To plan for conversion of present library system, LS/2000 to new system by 1995.

OBJECTIVES

- 1.1 To coordinate the selection and procurement of a new library automation system
- 1.2 Plan for the replacement of EARS software
- 1.3 Plan for the replacement of Book Catalog Backup
- 1.4 Plan for the replacement of SERHOLD software
- 1.5 Plan for the replacement of the current Electronic Mail system

GOAL # 2. To work with other campus units (such as OME and the VA Hospital) in providing integrated access to library materials via the HSL library automation system.

GOAL #3. To work with Reference and Information Management Services to make MaryMED Plus available to the public both in and outside the library

GOAL # 4. To move the Current Contents database from TOXNET to CD-Plus by April, 1993 and to investigate moving other databases currently offered to the CD-Plus platform.

GOAL # 5: To foster an environment of constant innovation and experimentation in the Systems and Automation Department.

OBJECTIVES

- 5.1 Each staff member will always be pursuing two or more new ideas or projects
- 5.2 Staff will be encouraged to produce a large number of innovative ideas
- 5.3 Staff will analyze projects or ideas which do not prove to be useful or feasible to examine the lessons they teach

GOAL # 6: To increase end-user participation in the development of new information products.

OBJECTIVES

- 6.1 End-users will be brought into project development earlier in the process than before
- 6.2 End-user involvement will carry through the life-cycle of the project
- 6.3 End-users will be equal partners with staff

GOAL # 7: To emphasize team-centered development in the Systems and Automation Department and throughout the HSL

OBJECTIVES

- 7.1 More than one staff member will be involved in any project of significance
- 7.2 Members of other departments will be involved in all projects of significance

Routine or On-going Goals & Objectives

To oversee the operations of the LS/2000 system and aid departments in implementation of new modules.

To oversee the operations of the HSL/Databases and support implementation of enhancements.

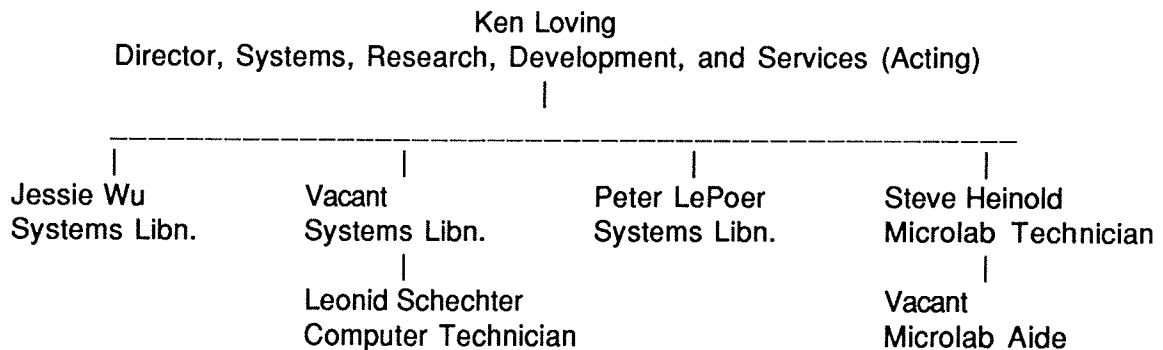
To oversee the operations of the Accounting software (and investigate the possibility of implementing accounting software on the MAC LAN.)

To support the generation of SERHOLD tapes for the library and for the members of the various union lists which are stored on the HSL computer system.

To train staff in microcomputer use, gather information about new software and hardware products, and remain informed about advances in the field.

To continue work on the UMLS project

Staff Organization chart for department



List of Staff with Description of Responsibilities

During 1991-92 the department staff underwent several changes.

In July of 1991, Veronica Stewart joined the staff as Microlab Aide. The exceptional job she did must have been noticed by other departments because, in May, 1992 she left us to join the Circulation Department.

Dan Keefer has been a valuable member of the Systems staff since joining the library in July of 1988. In late May, 1992 Dan was offered the position of Head of Systems at Old Dominion University and tendered his resignation effective in late July. We are sad to see Dan go but wish him the best of luck in Norfolk, Virginia.

In June, 1992 Gary Freiburger, the Director of the department since 1980, was appointed Deputy Library Director. Ken Loving, Director of Computer User Services was named Acting Director of Systems Research, Development, and Services effective June 15, 1992.

Gary Freiburger/Ken Loving, Director for Systems and Automation

Responsibilities: Oversee work of the Systems Department; work with other Health Sciences Library Division Heads on issues of library-wide concern; long and short-range planning for library automation in the Health Sciences Library; work with campus Department of Procurement on new equipment purchases; represent Health Sciences Library on campus committees; technical backup for department staff; occasional systems design, systems analysis and programming; user support

Jessie Wu, Systems and Automation Librarian

Responsibilities: LS/2000 software - liaison with vendor, systems analysis, custom programming, helping users; SC350 software - liaison with vendor, helping users; accounting software - liaison with vendor, user support; SERHOLD database - custom programming, production of HSL tape for NLM, liaison with customers (MAHSL, DOCHSIN); systems training - provide training on LS/2000, electronic mail, word processing, spreadsheets, accounting system; assist library staff with OCLC hardware and software; RFP's for maintenance contracts; general MIIIS programming as necessary; user support

Vacant, Systems and Automation Librarian

Responsibilities: TOXNET software - maintain software, fix bugs, create enhancements, work with vendor; EARS software - maintain software, fix bugs, create enhancements; computer room - operations of the minicomputers, liaison with hardware maintenance vendor, operating system software, liaison with OS vendor, backups, air conditioning and physical condition of the room; general MIIIS programming as necessary; book catalog - oversee production of printed backup to the online catalog; supervision of Computer Technician; user support

Peter LePoer, Systems and Automation Librarian

Responsibilities: procurement, setup, and maintenance of CD-LAN hardware and software; Health Sciences Library access to Internet, campus network; planning and implementation of Health Sciences Library Local Area Network; microcomputer applications; user support

Steve Heinold, MicroLab Technician

Responsibilities: peripheral equipment maintenance; microcomputer maintenance; microcomputer backups; loading MaryMED and HSL/Current Contents® tapes; supervision of MicroLab Aide; library staff support

Vacant Position, MicroLab Aide (Full-time, contractual, funded by Student Workstation funds)

Responsibilities: oversee the MicroLab during the times it is open to the public; set up the MicroLab for teaching; assist Information Services staff in using the MicroLab; help other departments when not needed in the MicroLab

Leonid Schechter, Computer Technician (Half-time equivalent, "if and when needed" appointment)

Responsibilities: backup of minicomputer data; repair computer terminals if required

Committees

Gary Freiburger	Cosy Policy Committee (chair) Network Advisory Committee Computer Center Directors Committee Telecommunications Liaison Group TOXCOM, member
Jessie Wu	Technical Liaison Committee OCTF - Online Catalog Task Force (now the NSTF or New System Task Force)
Dan Keefer	Campus Ad Hoc Cabling Committee TOXCOM - TOXNET Enhancement Committee, Chair
Peter LePoer	Treasurer, HSL Staff Association Network Advisory Committee

Memberships

Gary Freiburger	Medical Library Association American Library Association Maryland Library Association
Jessie Wu	Medical Library Association
Dan Keefer	American Library Association
Peter LePoer	American Library Association

Staff Activities

Systems staff watched a series of videotapes early in the year on a variety of subjects including Apple's Knowledge Navigator, Apple Interface Design concepts, Bill Gates, Virtual Reality systems, and IBM's Ulysses System. Staff also watched taped highlights of a conference held at the College Park campus dealing with Human/Computer Interfaces.

Gary worked with Eileen Leichner and Phyl Lansing to plan a demo of the Online Journal of Current Clinical Trials in the CTAL center. The demo was held on March 25th.

Gary Freiburger

Attended the IAIMS Consortium meeting in Cincinnati - September 11th - 13th
Participated in an Information Services Strategic Planning retreat - September 27th.
Gary worked with Eileen Leichner and Phyl Lansing to plan a demo of the Online Journal of Current Clinical Trials in the CTAL center. The demo was held on March 25th.
Technical Liaison Meeting - April 8
Cultural Diversity Workshops - April 10, 24, 29
Attended an OCTF meeting (renamed the New System Task Force - NSTF) - April 30

Helped the RML exhibit at the American Association of Clinical Research conference on
May 1
Visited the NLM to see their project which stores prints and photographs on laserdisc on
May 11
Attended the Medical Library Association Annual Conference, May 17-20

Jessie Wu

Helped put together packets for delegates at the White House Conference on Libraries and
Information Science - July 8th-9th
Visited exhibits at the CD-ROM conference in Washington - October 16th
Attended the LS/2000 Users' Group meeting - January 15th
Technical Liaison Meeting - April 8
LS/2000 D. C. Area Users' Group - April 7
Chaired an OCTF meeting (renamed the New System Task Force - NSTF) - April 30
Helped the RML exhibit at the American Association of Clinical Research conference on
May 4
Attended the Medical Library Association Annual Conference exhibits, May 18th

Dan Keefer

Attended the Baltimore Computer Conference - December 18th
Demonstration of IBM RS-6000 computers and their use in parallel processing - April
20
Helped the RML exhibit at the American Association of Clinical Research conference on
May 2.

Peter LePoer

Visited exhibits at the CD-ROM conference in Washington - October 16th.
Attended a networking workshop - November 11th-12th.
Demonstration of IBM RS-6000 computers and their use in parallel processing - April
20
Attended the Medical Library Association Annual Conference exhibits, May 19th.
Peter was recognized for his work in setting up the HSL LAN. The campus awarded him
two tickets to the Oriole game on May 18th.

Steve Heinold

Attended the Baltimore Computer Conference - December 18th
Attended the Medical Library Association Annual Conference exhibits, May 20th.
Congratulations to Steve upon receiving his MLS from the University of Maryland
College of Library and Information Science in May, 1992.