Health Sciences Library
Annual Report
FY94/95

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Highlights of the Year

Services/Outreach

- A significant increase in the use of all Health Sciences Library (HSL) services occurred:
    Circulation +15%
    Reserve Circulation +31%
    Interlibrary Loan +8%
    Reference Questions +29%
    HELP Desk (CIDS) +47%
    User Education (RIMS) +7%
    User Education (CIDS) +20%

- Participated in the development and implementation of the first Medical Informatics Week held by the School of Medicine for the incoming freshman in August.

- Provided major support to the Health Careers Opportunity Project (HCOP) in the School of Medicine.

- Developed an Internet curriculum in collaboration with academic computing.

- Extended midnight hours to accommodate school exam periods.

- Did a follow-up to the "caller ID" study of last year. Data was consistent showing:
    42.5 UMAB calls
    12.2 UMMS calls
    45.3 other calls

- Submitted the proposal to the National Library of Medicine for the 1996-2001 Regional Medical Library contract on June 30.

New HSL/IS Building

- Completed the Design Development phase.

- Completed the Interior Design phase which includes office layouts, placement of furniture, and shelving.

- Tested prototype carrels, tables, and chairs and received input from users.

- Selected furniture for public spaces.

- Completed fund-raising brochure.

- RFP for construction was issued in June.

Resources Management

- Extended the Collection Development Agreement with the Welch Medical Library, Johns Hopkins University.

- Purchased and brought up four new databases.

- Canceled 230 journal and reference titles based on use studies to try to cope with the inflation of journal prices.

Systems

- Migrated from the LS2000 integrated library system to DRA. This involved all departments: Reference, Cataloging, Acquisitions, Circulation, Systems.

  New accounting and e-mail was also implemented as a result of the change:
  LS2000 e-mail replaced by Pegasus
  LS2000 accounting replaced by Dynamics

- Medline and Current Contents were brought up on OVID software running on a SUN Unix machine. The software license is for 30 concurrent users, up from 20.

- 27 New PC's and 6 PowerMacs were installed to replace old machines and give each staff member access at their desk. PC's also replaced dumb terminals for the OPAC with the transition to DRA. The HSL now supports 110 microcomputers.

- A revised campus gopher was brought up and is supported by Systems staff.

- Staff from HSL chaired the UMAB Home Page Design Team which developed the prototype that was adopted by the University.

Fund raising

- Dr. Theodore Woodward, Professor Emeritus of the School of Medicine made a $25,000 pledge to the HSI which was used to create the HSL Endowment Fund.

- OIA and HSL are continuing fund-raising efforts with corporations. Bell-Atlantic has pledged $100,000 and other potential donors are being contacted.

Health Sciences Library
1994/95 Statistical Summary

	1993/94	1994/95	% of Change
Collection Access			
Attendance	189,844	280,258	+48
Book circulation	93,467	107,487	+15
Course reserve circulation	11,379	14,906	+31
Public machine copies	1,889,745	2,134,259	+13
Interlibrary loan			
Items borrowed	8,922	6,943	-23
Lending requests	23,797	25,682	+8
Items lent	16,262	19,715	+22
Information and Instructional Services			
Reference queries	41,528	53,346	+29
Mediated searches	852	647	-25
Consultation	158	195	+24
Help Desk	3,546	5,200	+47
User area users	7,561	9,300	+23
User Education (RIMS)			
Attendees	4,639	4,957	+7
Contact hours	501	480	-5
Sessions	291	307	+6
User Education (CIDS)			
Sessions	236	283	+20
Attendees	2,008	2,324	+16

Resources Management

Books - volumes added	3,489	2,409	-31
Journal subscriptions initiated	7	25	+258
Journal titles cancelled	1	230	+229
Bound serial volumes added	2,373	2,638	+12

Library Holdings
(From Valuation Statistics)

Books			
Historical	7,030	7,032	+1
Reg. Collection	<u>151,424</u>	<u>153,437</u>	<u>+2</u>
Subtotal	**158,454**	**160,469**	**+2**
Periodicals			
Bound	164,127	164,390	+1
Unbound	<u>4,000</u>	<u>4,000</u>	<u>0</u>
Subtotal	**168,127**	**168,390**	**+1**
TOTAL	**326,581**	**328,859**	**+1**

Current Active Journal Titles	2,326

Databases:
  MaryMed Plus
  HSL/Current Contents
  SWAB
  IPA
  Psychlit
  Computer Select
  Books in Print
  MicroMedex CCIS
  Nursing and Allied Health
  MICROCAT
  Bioethicsline
  HAPI

Total Passwords:	5,371	Medline and Current Contents	500 paid students free
Total Connect Hours:	17,322	Medline and Current Contents	

MICROMEDEX STATISTICS (July/94 - June/95)

USER	# OF LOGINS	CONNECT TIME	CPU TIME
JAMancuso	11	0 00:00:28.57	0 00:00:06.99
Administration	11	00 00:00:28.57	00 00:00:06.99
MSIEGEL	177	0 04:10:50.92	0 00:14:22.44
PTHUT	387	0 18:12:25.58	0 00:19:34.05
Dental School	564	00 22:23:16.50	00 00:33:56.49
CTAL1	63	4 07:33:34.45	0 00:01:16.08
CTAL2	84	0 15:56:58.91	0 00:48:12.80
CTAL3	47	1 04:06:14.18	0 00:04:03.85
CTAL4	11	1 03:57:18.37	0 00:00:10.76
CTAL5	102	3 22:34:14.63	0 00:04:15.87
CTAL	307	11 06:08:20.54	00 00:57:59.36
LSHOWALT	33	0 02:26:25.30	0 00:00:45.33
LWINDE	958	5 03:12:42.50	0 01:20:31.36
Graduate School	991	05 05:39:07.80	00 01:21:16.69
DFISHMAN	230	1 06:17:55.75	0 00:07:45.28
MLAB10	1584	11 16:42:03.93	0 02:26:55.24
MLAB11	445	5 19:59:37.37	0 00:40:52.47
MLAB12	1895	9 22:36:29.16	0 02:38:44.85
MLAB13	189	0 08:13:24.62	0 00:17:14.56
MLAB14	865	3 17:58:00.77	0 01:18:27.64
MLAB15	469	1 18:10:07.08	0 00:33:49.19
MLAB16	2328	9 17:43:53.99	0 02:18:12.61
MLAB17	723	2 19:39:03.26	0 00:48:26.78
MLAB2	276	0 11:30:56.61	0 00:12:57.27

MLAB3	514	5 10:12:14.53	0	01:18:56.20
MLAB4	847	6 15:37:33.13	0	00:55:05.29
MLAB5	1896	11 00:41:59.01	0	01:34:17.62
MLAB6	891	5 01:24:05.29	0	01:00:42.22
MLAB7	998	10 21:55:44.15	0	02:25:56.57
MLAB8	649	6 00:37:18.95	0	01:27:51.21
MLAB9	495	8 14:03:06.29	0	00:32:21.06
REF1	4743	30 02:01:50.81	0	08:46:06.60
VSTONE	219	0 06:38:32.89	0	00:05:20.52
WELCH1	5520	196 20:57:45.99	0	02:24:28.73
Health Sci	25776	328 13:01:43.58	01	07:54:31.9
Law School	0	00 00:00:00.00	00	00:00:00.00
DNAGEY	594	0 11:43:32.89	0	00:07:55.97
IZUCKERM	52	0 08:08:14.21	0	00:01:53.58
JWARNICK	112	0 07:57:36.71	0	00:01:38.86
KMATTING	110	1 05:06:52.29	0	00:02:28.09
KSCHNUPP	404	1 18:26:07.80	0	00:14:50.28
MCLC1	316	1 18:16:49.76	0	00:16:36.90
MCLC10	170	1 17:50:24.04	0	00:05:27.47
MCLC11	129	0 13:24:18.65	0	00:01:27.11
MCLC12	158	4 11:47:15.56	0	00:02:05.14
MCLC13	103	7 18:17:27.05	0	00:01:39.02
MCLC14	62	0 07:37:53.62	0	00:05:27.85
MCLC15	147	4 12:10:28.59	0	00:02:54.16
MCLC16	74	1 12:14:32.89	0	00:01:40.50
MCLC17	52	0 11:39:42.31	0	00:01:47.80
MCLC18	127	5 14:24:15.18	0	00:02:29.07
MCLC19	12	0 01:30:07.19	0	00:00:20.82
MCLC2	157	2 22:58:13.24	0	00:06:02.11
MCLC20	68	0 06:42:32.76	0	00:03:25.95
MCLC3	180	3 11:03:36.31	0	00:06:27.59
MCLC4	124	0 12:50:07.05	0	00:05:02.62
MCLC5	155	1 16:54:52.00	0	00:05:50.89
MCLC6	72	0 13:50:26.82	0	00:02:38.96
MCLC7	114	1 00:44:42.93	0	00:03:29.14
MCLC8	108	3 06:21:47.20	0	00:01:53.82
MCLC9	91	0 11:15:13.64	0	00:04:18.67
RADAM	17	0 04:31:47.90	0	00:00:16.06
RMCCARTE	2	0 00:00:00.76	0	00:00:00.28

Medical School	3710	47	09:48:59.35	00	01:50:08.71
MIEMSS	26046	1675	12:13:31.78	0	14:21:06.71
MIEMSSOPER	321	0	01:35:01.07	0	00:01:46.55
MIEMSS	26046	1675	13:48:32.85	00	14:22:53.26
AERICKS	17	0	04:07:33.79	0	00:04:55.44
AMAYO	56	0	06:38:30.33	0	00:01:06.25
AMUNJAL	55	2	08:45:20.45	0	00:01:43.60
BDUNCAN	90	0	04:26:07.95	0	00:03:34.54
BFLANNEL	1322	11	17:23:27.92	0	01:04:23.97
BLESTER	24	0	01:44:02.52	0	00:01:16.18
BLEVIN	116	1	04:57:34.74	0	00:01:40.00
CAMPER	101	2	11:59:58.72	0	00:02:09.16
CBOYLE	15	0	00:10:42.59	0	00:00:05.37
CLANCELO	39	0	00:43:30.34	0	00:00:41.50
CLOSE	2057	36	20:01:38.04	0	01:08:03.16
CLOUDY	103	5	15:23:55.25	0	00:02:38.27
CMHSR1	18	0	00:43:02.52	0	00:03:45.00
DCUDDY	213	1	00:17:33.05	0	00:03:59.69
DDREYER	21475	125	03:07:50.34	0	19:44:12.26
DENTCLIN	92	1	06:08:35.76	0	00:04:15.96
DGAVIN	48	0	00:17:40.40	0	00:00:37.90
DHUTSON	48	0	00:49:01.86	0	00:00:32.26
DIMES	32175	380	07:54:23.40	1	07:17:27.53
DKOENIG	51	0	04:58:54.23	0	00:00:35.81
DROFFMA	248	3	10:35:11.35	0	00:45:49.54
DSLC	400	7	00:35:53.92	0	00:11:20.40
DWEBER	21	0	00:05:13.83	0	00:00:14.81
EILWU	1306	10	04:12:31.61	0	00:35:18.96
EKIM	285	3	22:49:30.25	0	00:19:56.19
EMED	3048	31	21:18:02.21	0	01:28:29.86
EOGBRU	638	7	17:31:48.87	0	00:33:58.75
FRATH	32	0	00:09:25.72	0	00:00:09.70
FROMERIO	11	1	01:51:09.66	0	00:00:07.24
HONEY	54	1	06:20:02.70	0	00:00:53.72
INFO	13566	114	22:36:40.70	0	14:42:40.31
JACOSTA	268	5	01:57:00.36	0	00:08:20.82
JLINGLE	33	0	02:53:11.37	0	00:01:18.26

JMASON	275	0	16:19:39.65	0	00:15:10.42
JOBER	15	0	00:41:15.70	0	00:00:25.74
KEDWARDS	62	1	00:33:08.30	0	00:00:55.39
KSEAMAN	91	2	03:49:59.69	0	00:01:16.89
LHAMMIL	12	0	00:22:44.96	0	00:00:35.92
LMOORE	352	10	01:04:22.34	0	00:07:11.22
LNGUYEN	149	0	12:40:29.12	0	00:30:24.65
MATHEY	423	12	10:12:18.74	0	00:14:27.41
MBEATTY	78	0	01:41:26.14	0	00:06:26.37
MDURKIN	1732	8	16:09:03.87	0	01:21:28.18
MEDI	278	0	18:48:43.73	0	00:08:31.96
MEVANS	282	0	16:11:52.05	0	00:16:24.39
MFESTOG	578	2	08:19:17.80	0	00:15:31.29
MGENTRY	69	0	00:20:02.63	0	00:00:46.49
MIXING	143	2	15:17:19.66	0	00:01:39.26
MKERN	1394	14	18:10:38.82	0	00:51:00.68
MKOZAM	12	0	01:33:56.13	0	00:05:40.65
MMTEST	944	5	14:05:12.08	0	00:30:41.50
MMUSER	314	52	02:10:41.51	0	00:17:03.36
MWORTH	48	0	00:50:07.88	0	00:00:45.52
NSIEGEL	18	0	00:09:30.04	0	00:00:13.63
OTHER	167	1	08:45:07.81	0	00:02:10.68
PADAMS	27	0	00:04:47.11	0	00:00:20.46
PHAR	2414	16	10:24:53.76	0	02:15:39.22
PHARMACY	23720	271	17:15:32.78	1	00:40:31.20
PPANIGRA	11	1	02:52:31.15	0	00:00:29.05
REF10	48	0	02:48:29.02	0	00:02:41.83
REF2	2119	18	00:46:16.93	0	03:35:00.64
REF3	3062	23	01:14:26.97	0	05:13:46.59
REF4	4287	16	11:29:53.35	0	06:24:07.02
REF5	2042	12	21:26:38.68	0	04:15:11.10
REF6	1087	8	03:06:02.39	0	01:50:09.02
REF7	2771	17	07:01:44.66	0	06:31:55.33
REF8	1860	9	08:14:53.02	0	02:10:53.52
REF9	1184	5	14:27:09.06	0	01:07:43.96
RLOVE	141	0	02:04:32.79	0	00:02:30.84
ROTTMAR	493	1	11:47:24.70	0	00:25:05.26
SCHENOWI	9	0	00:01:01.78	0	00:00:05.63
SHAINES	138	0	04:31:18.37	0	00:07:31.24
SHORT	117	2	23:48:34.55	0	00:01:56.03
STIANO	32	0	03:58:43.94	0	00:01:33.71
SUGAR	27	0	00:01:28.24	0	00:00:15.15
TRAIN	497	11	16:52:15.80	0	00:26:52.73
TSAO	60	0	02:45:19.51	0	00:01:09.03
VPAUL	24	0	02:24:22.10	0	00:00:53.58

NONE	131631	1288 19:20:26.06	05 17:01:36.1
Nursing School	0	00 00:00:00.00	00 00:00:00.0
DROSENBL	600	1 02:16:22.00	0 00:28:19.89
EYANKELL	90	0 06:59:53.24	0 00:03:55.49
FFAVIN	2164	7 06:05:41.72	0 01:12:32.90
JKOREK	90	0 04:11:47.82	0 00:04:01.20
MGOLD	148	1 15:55:08.67	0 00:06:28.63
MPCC	35683	5796 06:54:40.36	2 05:58:50.88
MPCCOLD	775	119 05:06:54.39	0 01:13:17.42
NYUEN	4409	172 02:43:37.54	0 03:33:38.97
PC10	30	0 01:36:03.89	0 00:03:14.13
PC13	11766	97 23:24:37.80	0 17:45:20.62
RHOLLENB	39	0 01:47:58.96	0 00:01:07.63
RKERR	1540	8 00:41:53.18	0 02:13:21.25
RMICHOCK	191	0 17:02:33.59	0 00:12:02.22
Pharmacy School	57525	6204 22:47:13.16	03 08:56:11.2
BBOWLES	135	0 02:45:05.13	0 00:06:36.30
Social Work	135	00 02:45:05.13	00 00:06:36.30
AGUNNETT	100	2 05:09:01.25	0 00:03:07.07
BEDELMAN	100	1 18:05:26.51	0 00:01:53.38
HMIGHTY	541	3 15:27:00.13	0 00:31:18.34
LPIMENTA	256	4 21:25:34.08	0 00:04:45.38
LSIEGEL	368	1 15:54:18.56	0 00:32:56.52
RBROWN	1748	12 07:31:50.87	0 01:15:06.61
RLICHENS	157	3 17:11:13.89	0 00:03:41.19
YCAPLAN	51	0 00:59:10.94	0 00:00:46.43

UMMS	3321	30	05:43:36.23	00	02:33:34.9
All Major Units	250017	9593	01:26:49.	77	11 07:

II.   Personnel Activity, 1994/1995

Appointments

Associate Staff:

Lora-Lynn Stevens, Internet Coordinator, RML	April, 1995
Cynthia Phyillaier, Information Specialist	May, 1995`

Classified Staff:

Shawn Brown, Library Aide III	Dec., 1994
Raquel Arbaiza, Library Tech Asst. I	Mar., 1995
Thornett Coachman, Library Aide III	Mar., 1995

Separations

Associate Staff:

Donna Watkins, Training/Consultation Coordinator/RML	Feb., 1995
Sekuntulla Dhanesar, Interlibrary Loan Librarian	Mar., 1995

Classified Staff:

Paulette Brathwaite, Lib. Tech. Asst. I	July, 1994
Virginia Burston, Library Aide III	Nov. 1994
Veronica Steward, Library Aide III	Dec. 1994
John Reich, Lib. Tech. Asst. I	Jan. 1995
Michael Schanno, Lib. Tech. Asst. IV	May, 1995
Noreen Tuder, Account Clerk II	May, 1995
Susan Hirschman, Lib. Tech. Asst. III	June, 1995
Shirley Toth, Lib. Tech. Asst. III (Retired)	June, 1995

Promotions, Redesignations, Title Changes, etc

Classified:

Rosie Burkett--
From part time Library Aid III
to

Full time Library Technical Assistant I,	Feb. 1995

Budget   FY 1994/95

Salaries and Wages:

	Appropriated	Actual
Associate Staff	$911,520	$821,963
Classified Staff	731,860	679,117
Labor & Assistants	.00	12,664
Overtime	4,500	2,011
Premium Overtime	500	164
Shift Differential	2,100	2,224
	$1,658,620	$1,518,143
Workstation Funds		15,272

Generated

Grants & Contracts:

RML Contract	290,387
UMLS Grant	63,224
	353,611

TOTAL ALL SOURCES	$1,581,367

State Appropriations for the Health Sciences Library:

Fiscal Year	% of increase over previous year
1988/89	8%
1989/90	7%
1990/91	4%**
1991/92	00
1992/93	00
1993/94	00
1994/95	.44%

**10% fund reversion required

Operating Budget FY94/95
(Non-Salary)

A. Collection Development

	State Budget	Generated Revenue	DRIF	Other	
Monographs (inc. CD-Rom DB	79,878	0	53,458	50,000	from Fund Balance
				10,000	from Binding budget
Serials	620,500	0	0	50,000	from Fund Balance
Electronic DB					
Medline	8,000	0	0	0	
Current Contents	0	41,075	0	0	
MicroMedex	0	33,725	0	0	
Binding	20,390	0	0	0	
	728,768	74,800	53,458	110,000	

Total Collection Development - All Sources $967,026

B. General Operating Expenses FY94/95

	State Budget	Generated Revenue	DRIF	Other	
Bibliographic Utilities OCLC	10,376	0	0	0	
Access to External Databases - NLM, BRS, STN, etc.	19,500	0	0	0	
All Other Operating Expenses - Hardware & software maintenance, telephone, printing, postage, supplies, computing equipment	180,493	179,262	0	291,945	from Fund Balance
Staff Development (includes travel expenses, registration fees, and other educational development	8,308	12,283	0	0	
	218,677	191,545	0	291,945	
Total General Operating				$702,167	

ACCESS SERVICES

Annual Report

1994/95

University of Maryland at Baltimore Health Sciences Library
Access Services

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                        ┌─────────────────────────────┐
                        │  Director, Access Services  │
                        │        Lynette Ralph        │
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| Circulation Department | | Head, Interlibrary Loan |

- Circulation Assitant
- Account Clerk II

- Circulation/ Weekend Supervisor
- Reserve/ Backup Circulation Supervisor L. Heimbach
- Evening Supervisor

- ILL Lending Coordinator
- ILL Borrowing Coordinator

- Collection Control 4 FTE
- Reserve Unit 2 FTE

ILL Staff 2.5 FTE

Evening/Weekend Staff 2.5 FTE

ACCESS SERVICES DIVISION
ANNUAL REPORT
1994/95

Division Mission

The mission of the Health Sciences Library, is to provide information when, where and how it is needed. The Access Services Division contributes to this mission, because it facilitates the identification, storage, retrieval, and/or access of any desired information resource, regardless of physical location or format. This Division seeks to deliver to its customers, information/materials/services in an efficient and timely manner using the most appropriate method. Services include Circulation, Reserves, Interlibrary Loan, Photocopy, Collection Control, and Document Delivery.

Fiscal year 94/95 was a very challenging year. Vacancies in key positions existed, while the work load increased significantly. A brief summary of the year's events and accomplishments are discussed below.

Events and Accomplishments

Organizational

- **Shifts**
  Shifted thesis collection.
  Shifted monographs in basement from compact shelving to fixed stacks.
  Shifted and redistributed material on the second floor.

- Provided cross-training opportunities for staff members.

- Analyzed and streamlined ILL procedures, and considerably reduced the turn around time.

- Relieved Cataloging Department of ILL tasks by 15 hours per week.

Services

- Extended midnight hours and directly linked them to accommodate exam periods of all schools, thus removing the original link to the restricted hours of the Law School.

- Analyzed journal use study for the year, compared use statistics over the past three years, and identified a tentative list of low use journals that can be cancelled. Another list of not so low use was compiled with a view to participate in extended cooperative collection agreement with Welch.

- Replaced the sale of $5.00 copicards with $10.00 copicards.

- Acquired additional copier.

- Relinquished some responsibilities to LTA hired by the Campus, to handle onsite photocopy complaints. This has considerably reduced the amount of time the Circulation staff spent addressing complaints, trouble-shooting, and counting money.

Outreach

- Provided support and training in organizing local collections in the School of Social Work.

- Forged further cooperation with Welch - extended the Collection Development agreement, and discussed common concerns such as increase in fees and Ariel software.

- Participated on the UMS Ad Hoc Committee - this committee seeks greater cooperation among the UMS Libraries. Policies are reviewed with an aim towards greater cooperation among the libraries and ensuring ease of use for the patrons, irrespective of which library's service they choose to utilize.

- Participated in Community Service such as Booker T volunteer program, and completed this program in February. Booker T has now been brought to the level where they can function independently.

- Provided information via internet discussion groups such as UMSILL, Circplus, ILL.

- Reviewed and revised HSL fees. This resulted in an increase. Due to an appeal by the Maryland Association of Health Sciences Librarians, an adjustment was made to the new fee structure. This adjustment allowed Maryland Health related libraries to pay $8.00 instead of $10.00 as originally decided.

Improved State of the Art Technology

- Assisted in the implementation of a new library system.

- Participated in training for use of the new library system.

- Participated in implementation of a new accounting system.

- Participated in training for use of the new accounting system.

- Participated in creating RFP for one card system.

- Identified desired Electronic Reserve system, and participated in preparing RFP for software.

- Explored the use of new and advanced document delivery methods.

- Participated in assessing Sailor as a source in relation to ILL and Document supply.

Personnel
- Evening Supervisor filled by Susan Brown
- ILL Librarian filled by Sukuntulla Dahanesar, who later resigned. This position has since been advertised and reopened twice.
- ILL Borrowing Coordinator - this position was filled twice. First by Paulette Brathwaite, who later resigned, then by Rosie Burkett.
- LTA 1 Reserve, filled by Victoria Myers.
- LTA 1 Collection Control, filled by Charles Phillips.
- Library Aide 3, filled by Shawn Brown.

Existing Vacancies

- Head of Interlibrary Loan.
- ILL Lending Coordinator.
- Account Clerk 2
- Circulation Supervisor

Problems

Staff shortages plagued the division throughout the year. The absence of the Circulation/Weekend Supervisor placed considerable strain on the Reserve supervisor, the Evening supervisor, and the Division Head, all of whom have shared working in the evenings and on the weekends. Added to this were several absences due to illnesses of varying types and length.Temporary staff were occasionally used to alleviate the problem.

The Account Clerk was out on sick leave for about eleven months, then resigned. Her continued absence created serious problems for the department. The Circulation Assistant assumed most of the accounting responsibilities, and was therefore unable to perform some of her own designated duties.

The existing vacancy of a Head of ILL and the Borrowing Coordinator, created some difficulties. The problem was minimized by the ability to utilize the service of temporary employees to perform some of the duties of the Borrowing Coordinator, and the Cataloging staff, very graciously assumed additional responsibilities.

The down time of the photocopy machines during the Spring surpassed all previous records. For several weeks, the already inadequate amount of available copiers had declined. Patrons were outraged, and Circulation staff spent an inordinate amount of time trying to fix or report the copiers and generally placating enraged patrons. Determined to resolve this issue, the Library Director and the Asst. Director for Access Services met with the Director of Auxiliary Services, and two Oce' Representatives. Oce' accepted the responsibility and identified poor maintenance on the machines as the cause of the repeated failures. Further attempts to resolve this problem resulted in the complete overhaul of all machines and hiring of an onsite technician.

Ariel has been down for several months. This created some problems especially in the area of adhering to our cooperative agreement with Welch which involves sending material via Ariel.

After many months of frustrating and conflicting information about the new Accounting System, it was suggested that an alternate system be considered. Saveit was considered, and met auditing and other requirements as approved by the Business Office. However, it was decided by the library not to use this system, because staff in the Administrative Office could post only 1 item at a time. While using the new system will facilitate posting, it will considerably slow up entering of information by the ILL staff. Saveit on the other hand, would have significantly reduced the time ILL staff spent entering data. The new Accounting system is cumbersome and time-consuming, and a considerable amount of refining still needs to be undertaken.

The Circulation Department began to circulate material using the DRA system. Initially, there were numerous problems of various types and degrees. Most of these have been satisfactorily resolved.

INTERLIBRARY LOAN LENDING
REASONS FOR UNFILLED REQUESTS

Reason:	Frequency:
Not owned by HSL	2,896
Cost	1,294
Not on shelf	988
In use	155
Not yet received	113
Non-circulating item	143
Incorrect citation	148
At bindery	23
Lacking	27
Canceled at user's request	34
Lost	6
Poor condition	5
Exceeds copyright limits	22
Other(including duplicate requests)	113

Of concern, is the fill rate of ILL Lending. In reviewing the data for FY95, and the reasons why requests could not be filled, almost half (48.5%) of the requests could not be filled because HSL did not own them. It is believed that this occurred because the available holdings information is inaccurate. The circumvention of Docline routing tables also results in the HSL receiving requests for items we do not own. Libraries simply prefix a request, overriding the routing table's effectiveness. A second major cause of unfilled requests is the borrowing library's inability to pay; numerous requests are received every month from libraries with a max cost of $0/free. This year, (21.7%) of requests made, were not filled because of the borrowing library's inability to pay. (16.5%) could not be filled because they were not on the shelves and another (2.6%) were in circulation at the time the request was received. Yet another (10.6%) could not be filled for reasons such as, "at the bindery," "poor condition," or "exceeding copyright compliance." In total, 99.9% of the unfilled requests were for items HSL could not realistically fill.

As a result of the analysis of unfilled requests, HSL continues to address the problem. To eliminate the request of erroneous holdings, the library has set up a project to eliminate this problem by upgrading level X records to level 3. This seems to have reduced the problem, because the amount of citations "not owned" by HSL, was reduced this year by 996(25.6%) this year when compared with last year. It is hoped that with the near completion of the project, next year's figures would reflect less requests for materials not owned by HSL.

INCOMING REQUESTS BY SOURCE

Source:	1993/94	1994/95
OCLC:	7,216	7,274
DOCLINE:	11,411	11,953
LOANSOME DOC:	980	2,399
MILO:	1709	1,910
RUSH FAX:	318	328
ALA FORM:	1,911	1,700
OTHER (in house, etc.):	252	218

In looking at the source of incoming requests, DOCLINE accounts for almost a half, (46.5%) of all HSL's total requests. OCLC accounts for (27.9%). ALA forms account for (6.6%) . Ariel accounts for (1.5%). Ariel is limited because it requires similar equipment on the receiving end. Ariel also experienced frequent failures this year.

INTERLIBRARY LOAN LENDING
LOANSOME DOC ACTIVITY

	1993/94	1994/95
Active Users:	64	107
Total Requests Rec'd:	980	2,399
Total Requests Filled:	781	496
Fill Rate:	79.7%	77%

6

Projections for 1995/96

The implementation of Electronic Reserves will be one of the main point of focus during the new fiscal year. The opportunity will be taken to review policies and workflows to ensure the greatest possible efficiency. Training will be time-consuming , and the entire division will be involved.

Another expectation would be the implementation of a new copier debit card which can be purchased from a dispenser. This would reduce the long lines of patrons waiting to purchase copicards. It would also decrease the amount of time consumed by the Circulation staff in selling, counting, and making deposits.

Obtaining more efficient statistics will be a major concern. In August,1994, Saveit was purchased and installed. This statistical program which works with OCLC records, provided more effective statistics, issued more accurate reports, aided with copyright compliance tracking, as well as maintained a database of loans and borrows. Efforts will also be made to obtain the updated version which also works with DOCLINE in a similar manner. Use of this upgraded statistical program will free staff to assume some additional responsibilities such as some of the tasks which will no longer be done by Cataloging.

It is expected that the new accounting system will finally function effectively.

As more and more institutions experience budget cuts, it is expected that there will be more overtures to enter into cooperative agreements such as ad hoc consortiums. Each of these will be considered on a case by case basis.

It is expected that Ariel would function and be utilized in a more effective manner.

	ACCESS SERVICES DIVISION STATISTICS			
		1994-95		
	1994-95	1993-94	# DIFFERENCE	% DIFFERENCE
	YEAR-T-DATE	YEAR-T-DATE		
CIRCULATION				
Books	107,487	93,467	14,020	15.0%
Reserve	14,906	11,379	3,527	31.0%
TOTAL	122,393	104,846	17,547	16.7%
MONEY				
Fines	** See Below	$21,985.35		
Mod	** See Below	$10,928.19		
Copy machines	$10,961.65	$11,044.50	($82.85)	-0.75%
Copy cards	$99,130.00	$84,170.00	$14,960.00	17.77%
FUND & BUDGET	$20,486.00	$20,222.00	$264.00	1.31%
COLLECTION CONTROL				
Shelving				
Books	76,734	65,029	11,705	18.00%
Shifting	5,087	5,971	-884	-15%
In-House Use				
Unbound Journals	89,068	60,508	28,560	47%
Bound Jnls	264,202	244,632	19,570	8%
Basement Retrieval	4,625	4,001	624	15.60%
Total In-House Use	357,895	309,141	48,754	16%
PATRON COUNT	280,258	191,399	88,859	46.43%
RESERVE MAT.				
Submitted	224	220	4	1.82%
PROCESSED				
Books	2,049	2,916	-867	-29.73%
Reprints	2,869	2,951	-82	-2.78%
TOTAL	4,918	5,867	-949	-16.18%
DOCUMENT DELIVERY				
Ears	3,486	3,976	-490	-12.32%
Staff f'lld(manual req)	7,182	5,013	2,169	43.27%
ILL Lending filled	19,715	16,262	3,453	21.23%
Loansome Doc filled	1,988	781	1,207	155%
Total Doc. Del	32,371	26,032	6,339	24%
COPY CARDS SOLD	16,325	16,834	-509	-3.02%
PUBLIC COPIERS	2,134,259	1,889,745	244,514	13%
Copy Service Use	426,852	377,949	48,903	13%

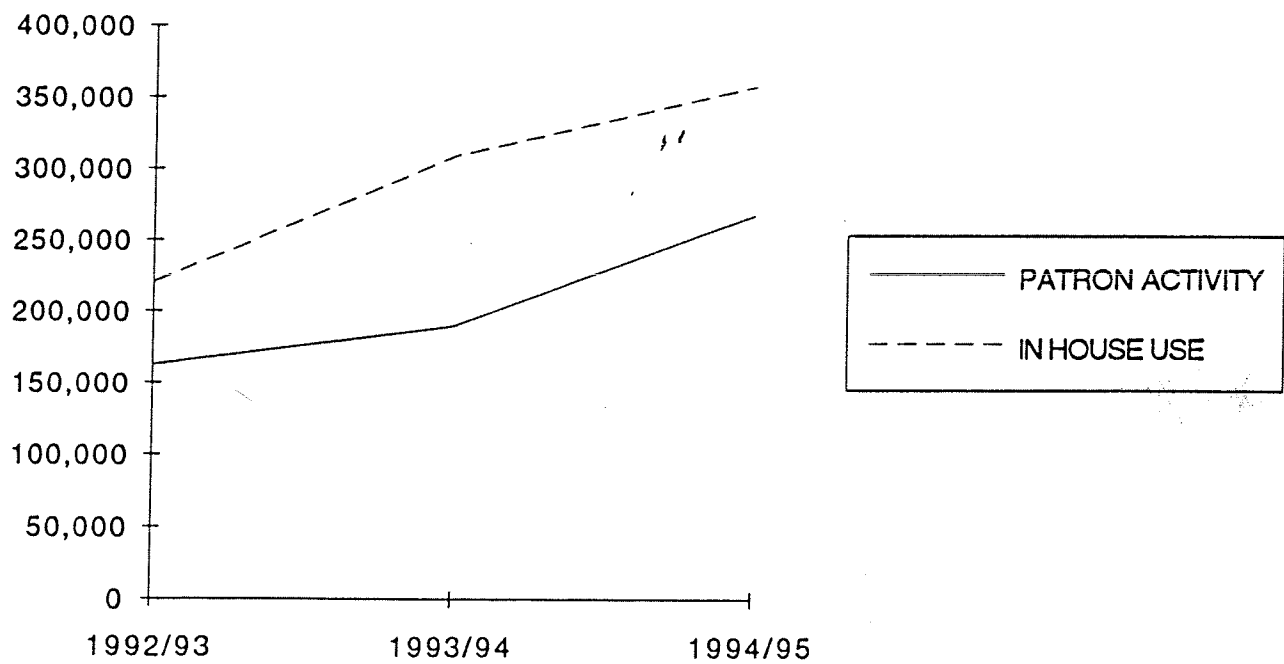**Could not provide accurate figures due to new online system.

Questions Answered	15,628	14,620	1,008	6.89%
Reference Questions	2,791	2,720	71	2.61%
ILL ACTIVITIES				
BORROWING				
Requests Rec'd	7,714	9,492	-1,778	-19%
Requests Filled	6,943	8,922	-1,979	-22%
LENDING				
Requests Rec'd	25,682	23,797	1,885	8%
Requests Filled	19,715	16,262	3,453	21%
Lending Requests				
By Source				
OCLC	7,174	7,216	-42	-1%
Docline	11,953	11,411	542	5%
Loansome Doc	2,399	980	1419	145%
MILO	1,910	1,709	201	12%
Rush Fax	328	318	10	3%
ALA Form	1,700	1,911	-211	-11%
Other	218	252	-34	-13%

**Could not provide accurate figures due to new online system.

Circulation of Reserve Materials
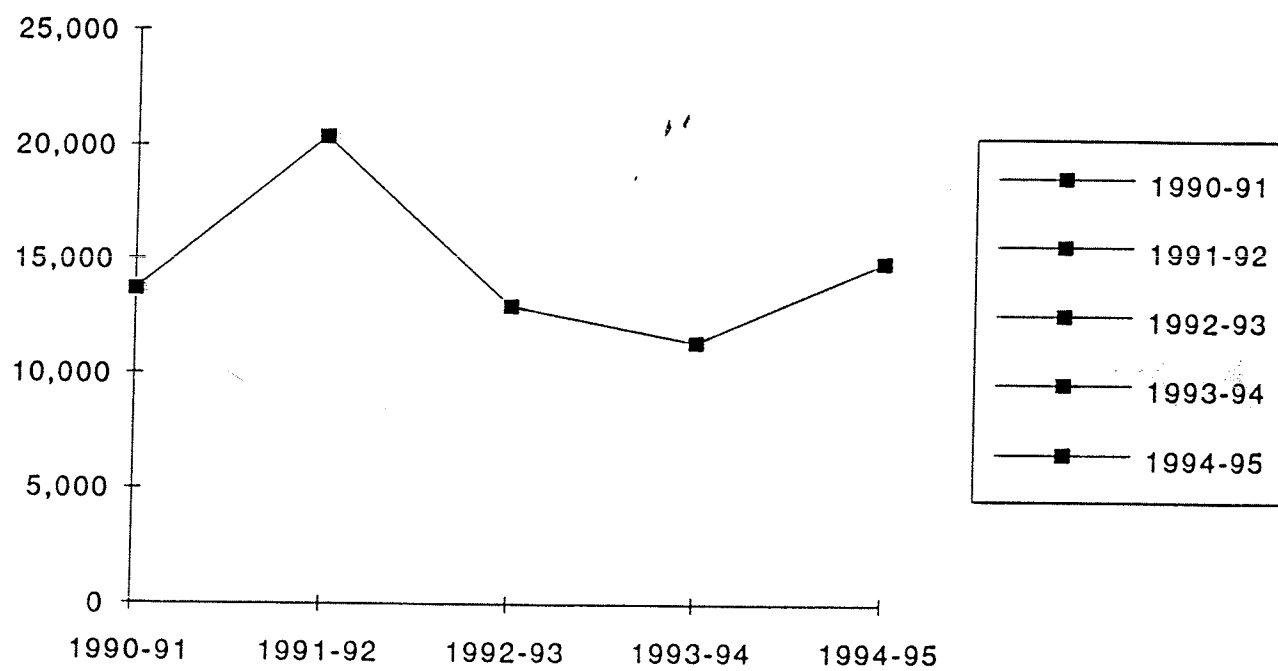
Patron Activity vs Inhouse Activity

As patron activity increased, inhouse use increased

Copycards vs Copymachines

■ COPYCARD		
■ COIN-OP		

1994-95

1993-94

1992-93

1991-92

1990-91

$0.00 $20,000.00 $40,000.00 $60,000.00 $80,000.00 $100,000.0
0

Copycard sales vs coin operated machine sales
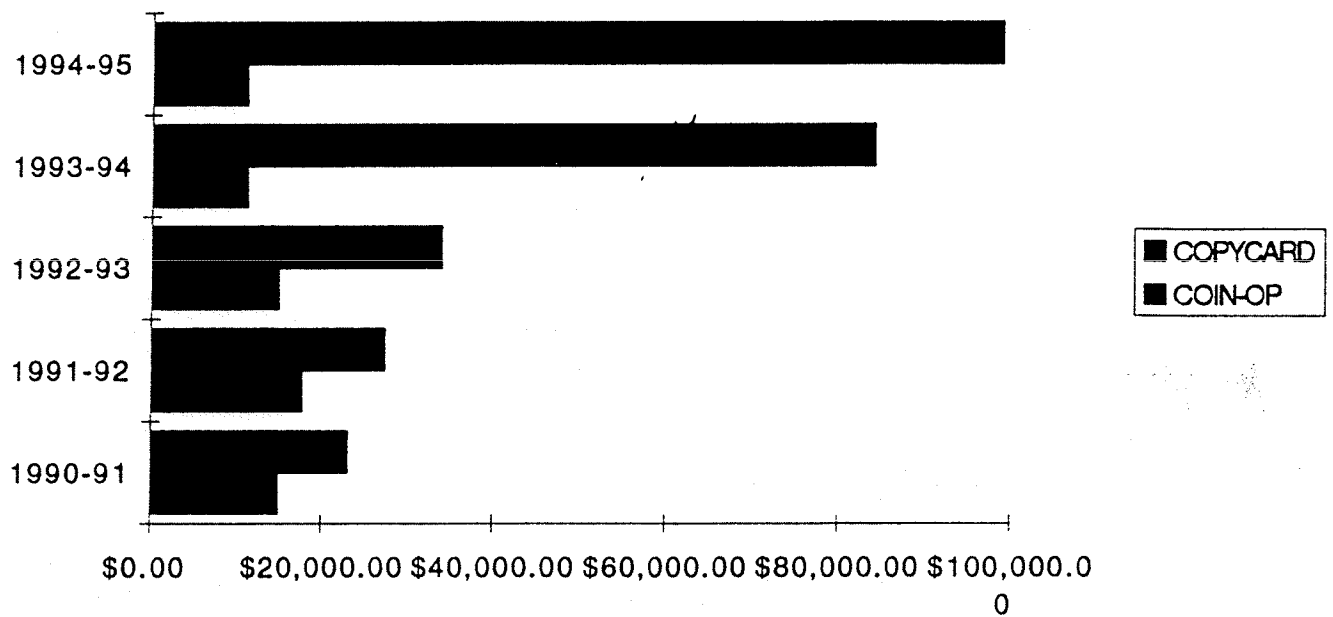
Copicard Sales vs Inhouse Use

Legend:
- INHOUSE USE
- COPICARD SALES

X-axis: 1992-93, 1993-94, 1994-95

Y-axis: 0 to 500,000 (in 50,000 increments)
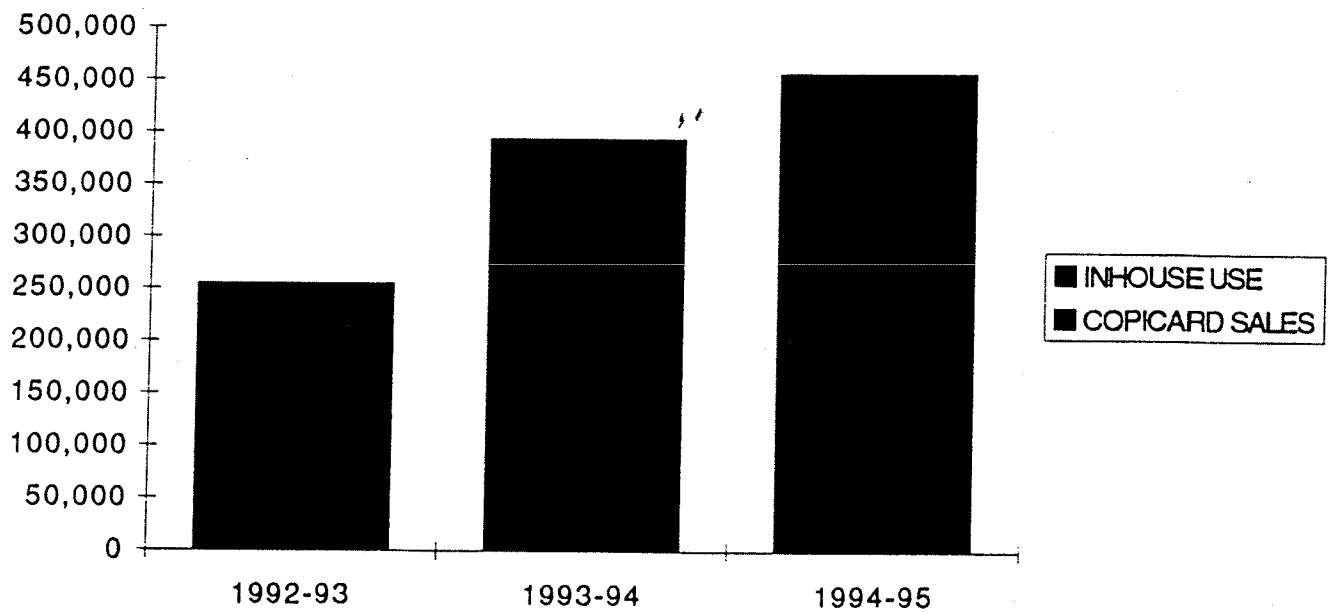
As copicards became more available, inhouse use increased

ILL Lending Requests

Bar chart titled "ILL Lending Requests" showing No. Rec'd and No. Filled for years 1991/92, 1992/93, 1993/94, and 1994/95. Y-axis scale from 0 to 30000. Legend: No. Rec'd (white), No. Filled (shaded).

Loansome Doc

	1991/92	1992/93	1993/94	1994/95
No. Rec'd				
No. Filled				

Loansome Doc Users

15

Affiliated

Unaffiliated

92
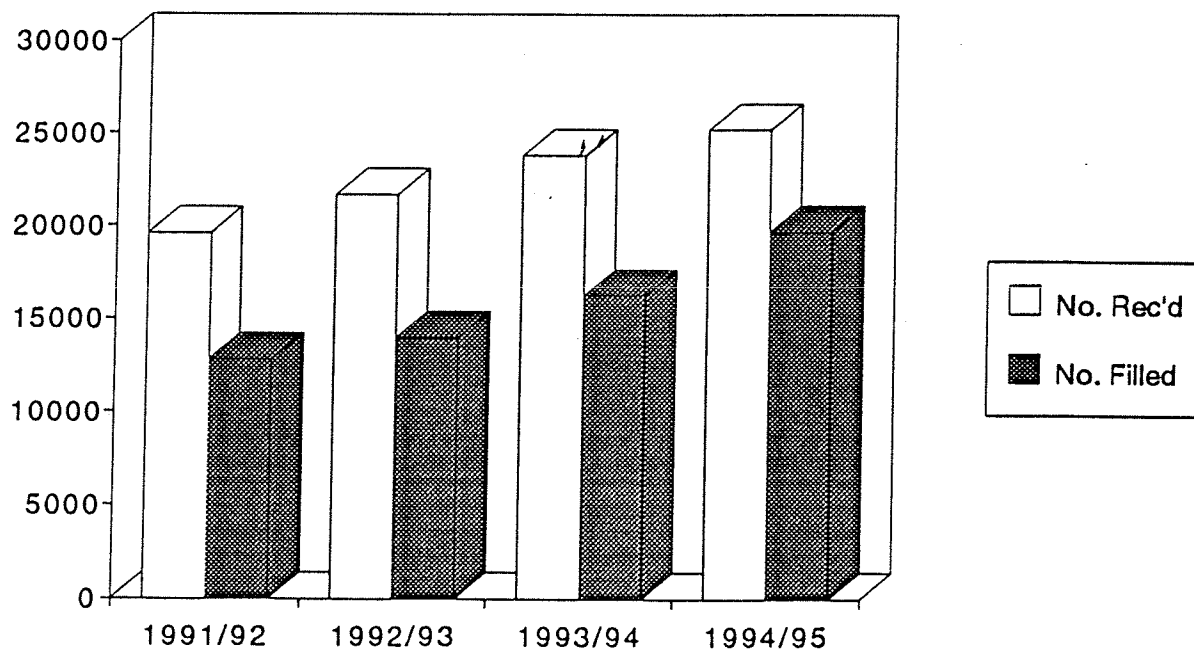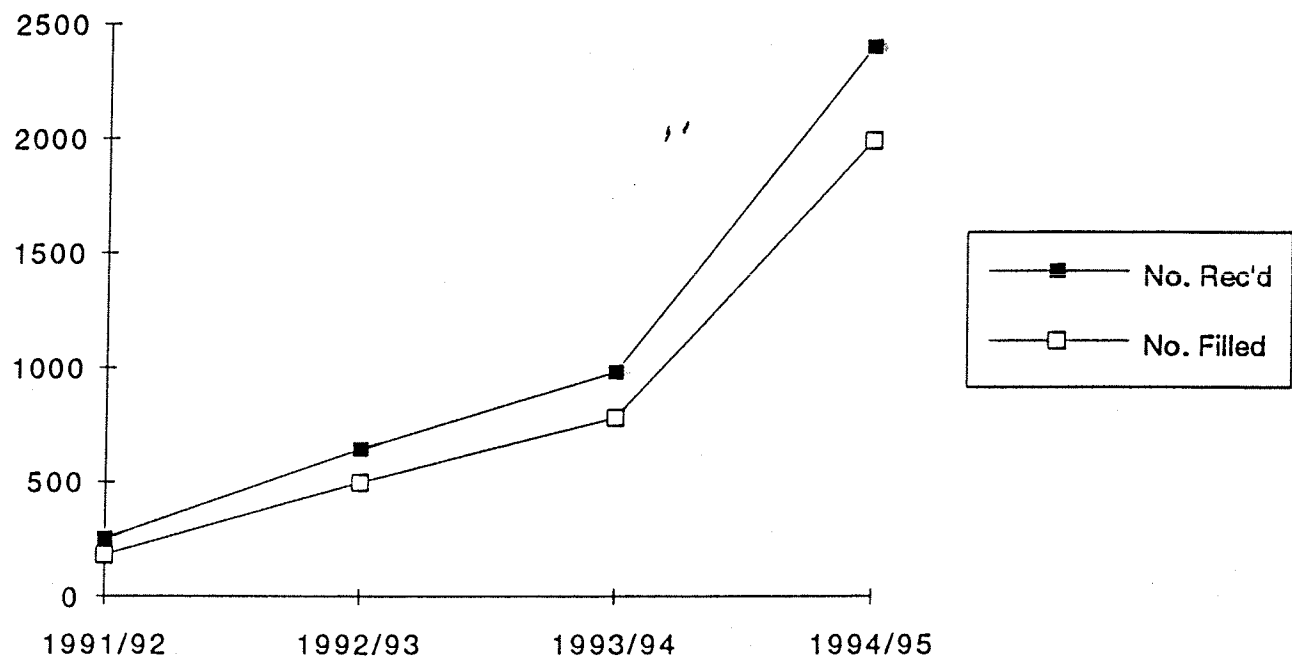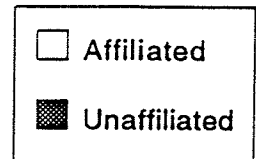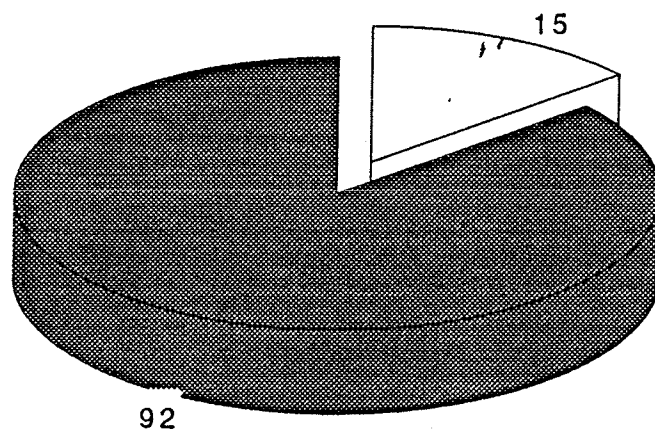
Loansome Doc Users total 107

Discussion Of Statistics

Overall in-house use increased tremendously this year, when compared with last year. Bound journal use increased by 19,570(+8%), while unbound journal use soared even more. Unbound journal use increased by 28, 560(+47%). It is assumed that this large use of unbounds was in part due to the absence of a bindery clerk, and therefore, a backlog of material to be sent to the bindery.

There seems to be a direct correlation with the inhouse increase and the increase in patron activity. Patron activity this year increased by 88,859 (46.4%) when compared with last year's figures.

The sale of $10 copicards instead of $5.00 copicards, resulted in an insignificant decrease in the amount of cards sold, while creating an increase in the amount of money collected. The amount of cards sold this year when compared with last year, decreased by 509(-3.02%), while the amount of money collected increased by $14,960(17.7%). Additionally, with the ready availability of copicards throughout the day, less need was demonstrated for the use of coin machines.

There has been an upsurge in the circulation of reserve material this year of 3,527(+31%), when compared with last year. This increase is attributable to the decision by the School of Nursing to abolish their satellite reserve. This prompted some faculty to transfer their collection to the reserve unit of HSL.

The amount of material processed in reserve this year, decreased when compared with last year. This is part due to the significant amount of time spent by the Reserve supervisor in other duties which would normally be performed by the Circulation Supervisor. Additionally, an inordinate amount of the material submitted by the defunct satellite unit of the School of Nursing were indeed duplicate of existing HSL material, and therefore for copyright compliance reasons, were not processed.

Document delivery continues to be one of the essential services offered. This year there was an overall increase in documents delivered. EARS represented a decrease of 490(-12.32%). Staff requests increased by 2,169(+43.27%), ILL Lending requests filled increased by 2,976(+18.3%), while Loansome Doc increased by 1,207 (+155%).

Despite staff shortages, considerable demand was placed on ILL resources, as there was an overall increase in ILL lending activities. Loansome Doc, the NLM sponsored program, also increased its activity. There were 107 active users this year, a significant increase when compared to 64 of last year, and 16 of the initial year. There was as a result, a significant increase in Loansome Doc requests received. Requests received this year numbered 2,399. An increase of 1,419 (145%) when compared to 980 of last year.

Successful cooperative arrangements continue with Welch. All fifty (55) requests made, were filled on time.

STAFF ACTIVITIES

Lynette Ralph

Professional Organizations

American Library Association
Maryland Association of Health Sciences Librarians
Maryland Association of Interlibrary Loan Librarians
Medical Library Association
Mid-Atlantic Chapter/Medical Library Association

Meetings and Workshops

American Library Association Conference, Miami, Florida 7/1/94
Electronic Reserves Forum, Denver, CO 7/26-29
Summer MAILL Meeting, August 24,1994
A Look at Sailor in Relation to ILL and Document Supply
Executive Development Program, 9/22-23; 10/27-28; 12/2-3
ADA Workshop, 11/22/94
Final Session & Graduation, EDP - 12/3/94
MAILL Executive Board Meeting, 12/9
Winter MAILL Meeting, January 26 1995
Cooperative Libraries of Central Maryland (CLCM) Meeting, January 28, 1995
Meeting with Welch re common ILL issues, 2/2/95
IS Consultant meeting, 2/17/95
RAC Meeting March 23-24, 1995
Spring MAILL Meeting, April 12, 1995
MLA Annual Conference, Washington, D.C., May 8 - 10, 1995
EBSCO Seminar 6/6/95

Committees/Offices/Honors

Academic Libraries Circulation Services Committee
Maryland Association Interlibrary Loan Librarians (MAILL), Corresponding Secretary
HSL New System Task Force
UMAB, Community Affairs Committee
UMAB, ADA Advisory Council
UMAB, Volunteer Committee
UMS, Ad Hoc Committee member
UMS, Interlibrary Loan Librarians

All Circulation Staff

DRA Training.
Pegasus e-mail training.

Lolita Heimbach

Meetings and Workshops
Seminar on "How to work with almost anybody."

Committees/Offices/Honors

  HSL Staff Association, Treasurer
  UMS Adhoc Committee

Michele Jackson

Committees/Offices/Honors

  HSL STaff Association member

Michele Turner

Committees/Offices/Honors

  HSL Staff Association member
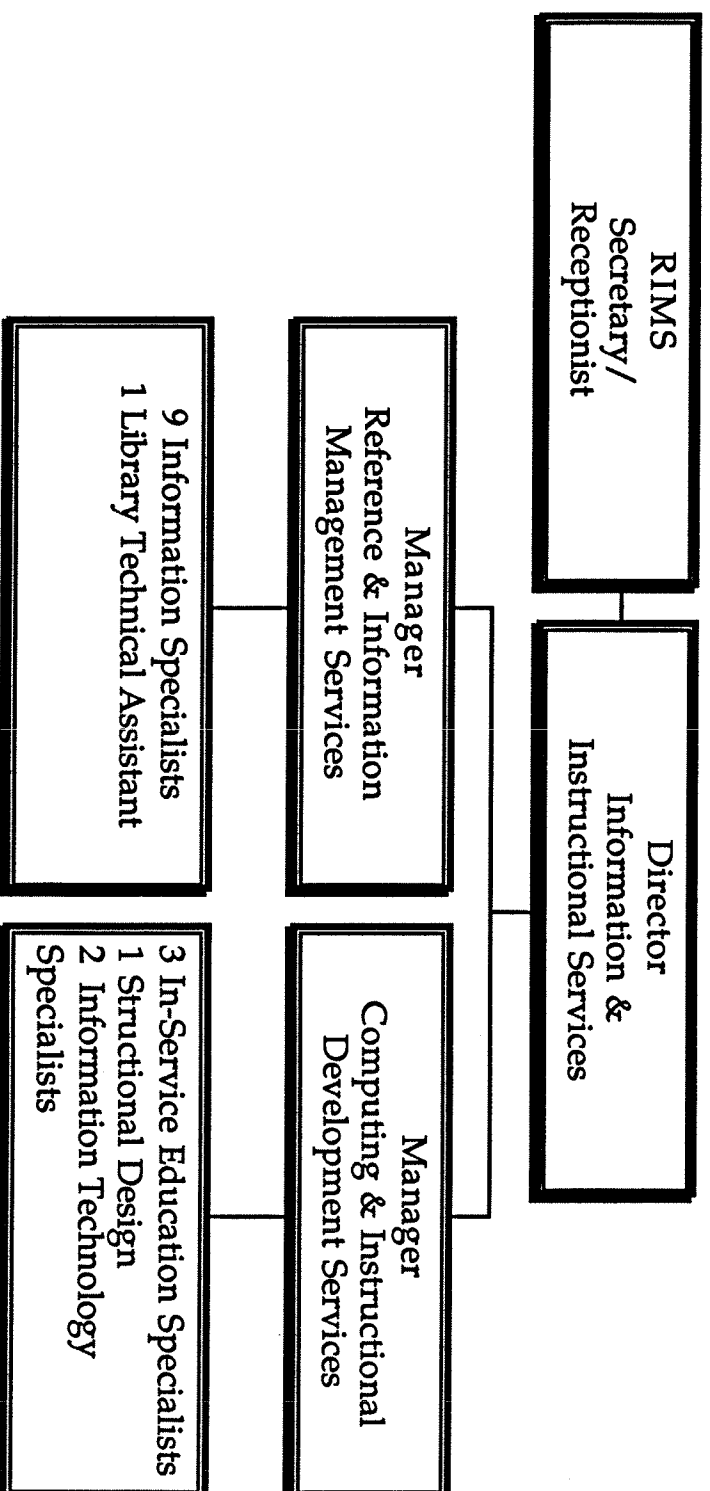 HSL Volunteer Committee member.

ILL Staff

All ILL Staff

Training on New Accounting System.
Pegasus e-mail training

Information and Instructional Services
Organization Chart

```
                    RIMS
                Secretary/
                Receptionist
                     |
                  Director
              Information &
          Instructional Services
                     |
        ----------------------------
        |                          |
     Manager                    Manager
  Reference & Information   Computing & Instructional
  Management Services       Development Services
        |                          |
9 Information Specialists    3 In-Service Education Specialists
1 Library Technical Assistant 1 Structional Design
                             2 Information Technology
                               Specialists
```

Information and Instructional Services Annual Report
Fiscal Year 1995

Overview

It is again a pleasure to present the Annual Report of Information and Instructional Services (IIS). The staff of the division, composed of Computing and Instructional Development Services (CIDS) and Reference and Information Management Services (RIMS), serve as the main public service component of the Health Sciences Library (HSL) and Information Services (IS). IIS, formed in July of 1993, continued to refine products, services, and processes during 94/95. Although both departments have distinct styles and character, great strides have been made this year to bring the two units even closer together to function as a division. The detailed departmental reports follow this summary which highlights the division's major accomplishments for this fiscal year.

Divisional Highlights

- Over 7200 people attended over 500 seminars, classes and workshops.

- Close to 200 classes were developed to meet specific user requests. The largest users of this service were the Schools of Medicine and Nursing.

- 44, 582 reference questions were answered (7.3% increase).

- The Help Desk responded to 5200 phone calls (47% increase).

- Approximately 800 one-on-one personalized consultations were provided by the two departments.

- More than 9300 clients were helped in the User Area.

- IIS participated in the development and implementation of the first Medical Informatics Week in August 1994. They have also been involved with the planning for the second Medical Informatics Week and for a similar Nursing initiative, both of which take place in August 1995.

- IIS, with Academic Computing, refined the Internet Curriculum, a continuum of instruction in support of Internet and World Wide Web.

- IIS provided major instructional support to the Health Careers Opportunities Project (HCOP) in the School of Medicine.

- IIS continued to produce and enhance the all IS course listing.

- IIS participated in the development of campus hardware recommendations and supported software lists.

- A common evaluation form was developed for used across IIS to provide continuity in the evaluation of IIS courses.

* The Unified Documentation Committee was headed and staffed by IIS personnel in an effort to develop a "common look" for IS publications.

* IIS staff represented all of IS at the annual UMAB Fall Fest celebration.

* Three new staff members were hired within IIS. Two microcomputer support specialists were added to CIDS and an Information Specialist was hired in RIMS.

* Two strategic planning retreats were held - the entire division participated in setting divisional goals and objectives.

* Monthly IIS meetings were instituted.

Summary

As can be seen from the highlights, IIS is a vital and progressive division. Year after year, the staff in this division have proven themselves to be committed to service and innovation. This is a division that thrives on the creativity and excellence of staff who are always willing to "go the extra yard." Without them, there would be no division.

It is important to note that this division does not intend to rest on it's laurels, or hesitate to do new and exciting things over the next year. Several interesting initiatives such as new course development and offerings, new databases, staff training in HTML, development of Web pages, and continued involvement in information and instructional support for UMAB, lead IIS to believe that the upcoming year will see even more growth in divisional activities.

Analysis of Computing and Instructional Development Services (CIDS) Statistics

Overall Analysis

Computing and Instructional Development Services (CIDS) as part of Information and Instructional Services, a division of Health Sciences Library, serves as the focal point for computer user support within Information Services. Beyond creating and teaching a wide variety of courses supporting various micro computing applications, CIDS is responsible for the User Area, the HELP Desk, and for the equipment and scheduling of the ATAL. The role of CIDS also includes the development of specialized courses, distance learning, Computer-based Training (CBT), and the newly added, I.S. computer support.

Events and Accomplishments

During FY '95, there were several significant accomplishments. CIDS taught a total of 283 classes, a 20% increase over FY '94, with twenty classes being developed and/or revised. The User Area had a total of more than 9300 users. This correlates into a monthly average of more than 770 users that represents a 16% increase over FY '94 figures. The HELP Desk responded to more than 430 calls per month.

The grand total of Help Desk calls totaled 5200 this year. This shows a 47% increase over last year. We assisted more than 600 patrons on the slide making systems for a total of 1768 hours, an 18% increase, and created slides for 10 other projects in-house. CIDS was also involved in the Nursing and Medical Informatics Weeks, the HCOP Grant, Fallfest, and the Palliative Care CBT project for the Cancer Center. Another important accomplishment was the creation and implementation of a new class scheduling system. This system provides us with class attendance demographics and specific course and instructor data. It was also modified for use in RIMS.

The User Area and ATAL were upgraded to Windows for Workgroups, DOS 6.22, and ten new Macintosh PowerPCs. All software applications were converted to Windows versions where applicable.

We used this year to create opportunities for RIMS and CIDS staff to work together, becoming more aware of all services we provide, looking at common elements and common ways of dealing with problems. The Unified Documentation project, in which all of our documentation will be updated and provide a common format for users was born from this venture. Standardizing on the new scheduling statistical gathering process is another example. We now have the ability and resources to merge our statistical data for joint analysis. The new course evaluation form, completed this fiscal year, was also a collective CIDS/RIMS effort.

Plans and Projected Accomplishments

During the next year CIDS will focus on several exciting projects. We will be implementing HELP Desk logging and referral tracking software and evaluating its potential use in RIMS. Internal computer support, a new responsibility we acquired near the close of this fiscal year, will be involved in an overall I.S. systems upgrade. This will include migrating to the Windows environment, upgrading DOS and Mac system software, and working with
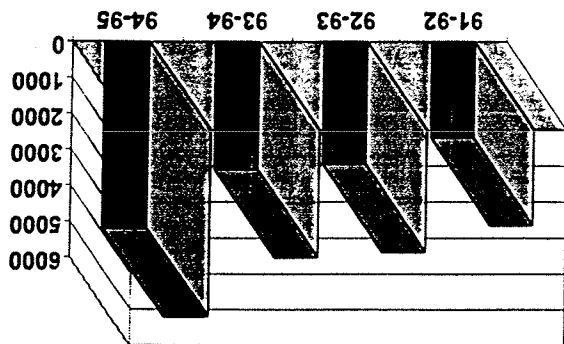

Help Desk Calls by Fiscal Year

Datacom to provide standardized software metering and timed user backups. Other projects include: implementing a new method of statistical data gathering for the User Area, providing more individual learning materials; increasing specialized classes tailored to specific group needs; promoting the use of consultations in lieu of formal instruction; promoting an instructional design service; and participating in the Informatics Weeks for the Schools of Medicine and Nursing.
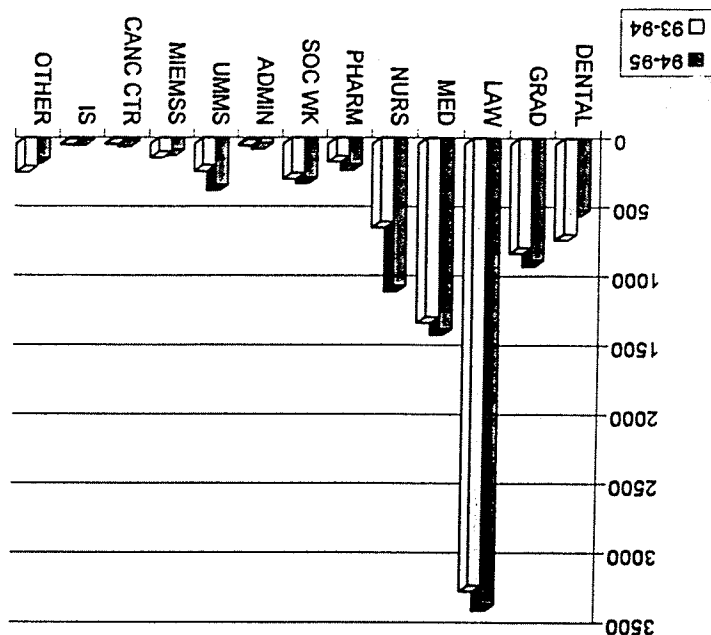
Trends

The statistical data suggests the following:

1. User Area usage is up 16% this year in comparison with last year. The following chart demonstrates this and indicates that January and the summer months are the best times to schedule major overhauls.
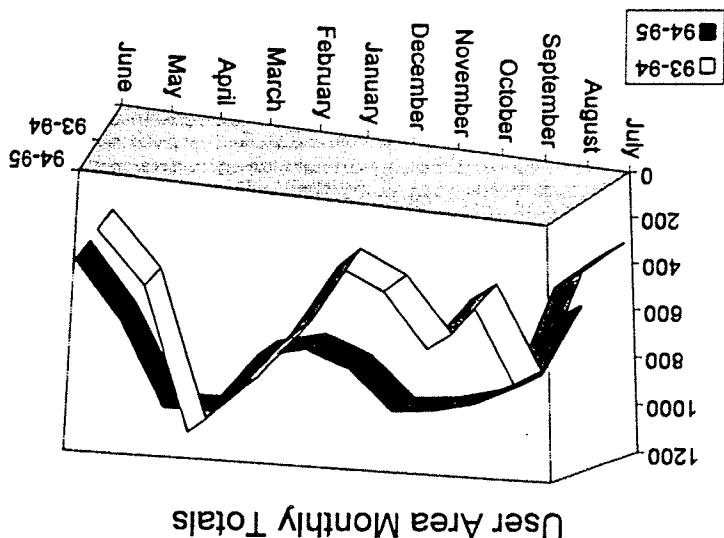
2. The Law School still represents our largest user base. Out of thirteen user categories the Law School accounts for 41% of the user population. This is still due to free printing in the User Area vs. ten cents a page for laser printing at the Law School TAL Center. Converting to the Windows environment also made the User Area more appealing since the Law School uses Windows applications exclusively. Medicine is still the second highest user at 17%.

3. HELP Desk calls are up 47% from last year. We now handle more than 430 calls per month. Peak months, as indicated in the following graph, are September and February, along with January which is largely due to holiday gifts.

User Area Monthly Totals

User Area Usage
by School/Department
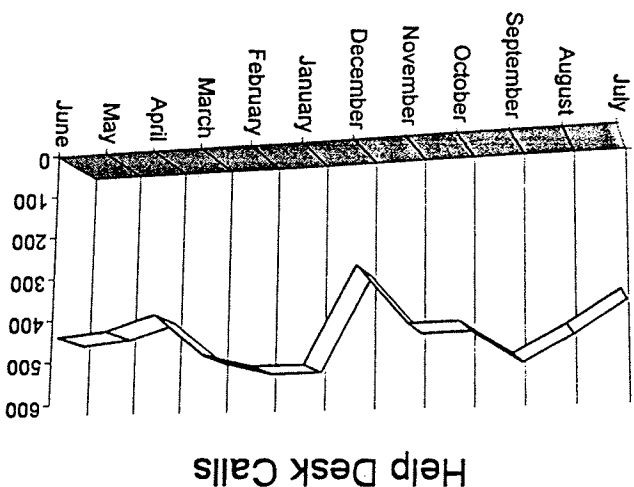
Help Desk Calls

4. Besides HELP Desk calls, CIDS performed more than 400 brief consultations (brief = less than 30 minutes) and over 200 extended consults (extended = greater than 30 minutes). These figures represent a decrease of 20% and 33% respectively. This decrease is the direct result of CIDS providing specialized classes tailored to specific group needs. These classes are a more efficient use of a department's time and CIDS teaching resources as well. Many departments migrated to the Windows environment and networks this year. The combination of consultations and specialized classes, satisfied more campus needs overall.

More than 100 specialized classes were requested/provided with a total of 903 attendees.

5. The School of Nursing and Human Resources requested the most specialized classes. They requested WordPerfect, Windows, and Harvard Graphics most often.

**Specialized Classes
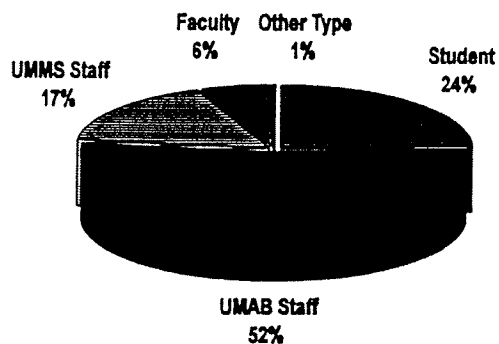by School or Department**
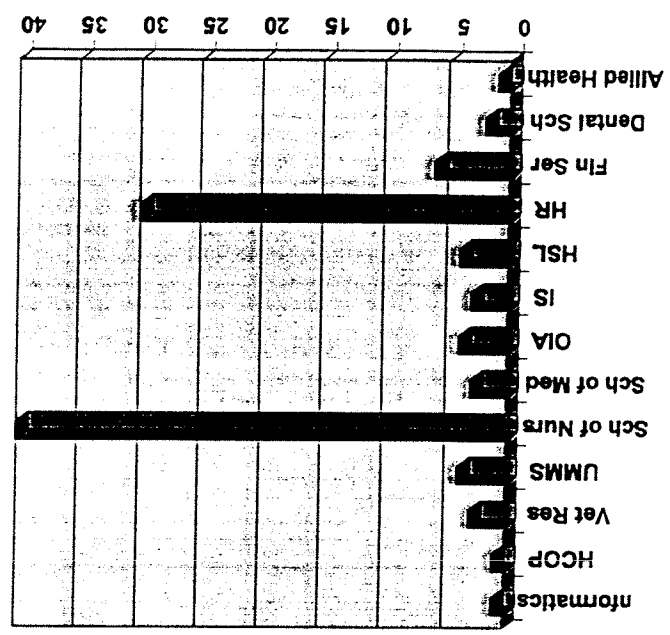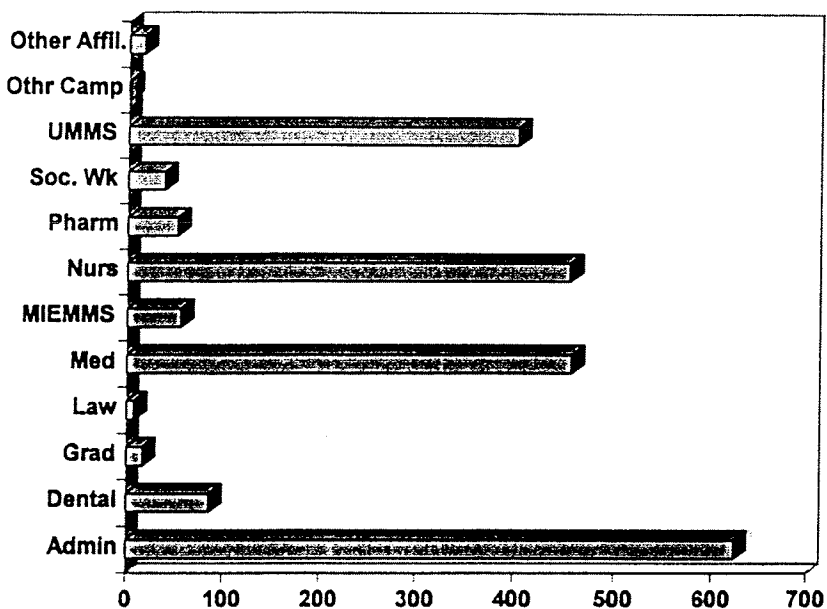

**Requested Classes
by Title**
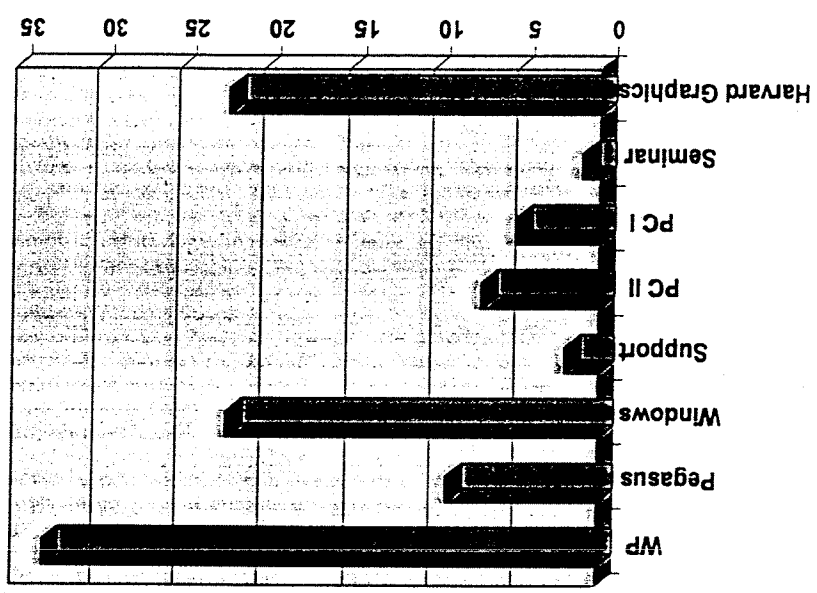
6. Admin accounts for 27% of CIDS class attendance, with Medicine and Nursing coming in second at 21% each. UMMS (as a department) is 18%.

Class Attendance by School/Department

Class Attendance by Type of Attendee

Faculty 6%
Other Type 1%
UMMS Staff 17%
Student 24%
UMAB Staff 52%

7. The University of Maryland Medical System (UMMS) employs our resources as follows:

User Area Slide equipment usage	51%
Class Attendance	17%
Overall User Area usage	4%
Specialized class requests	4%

CIDS Totals 94/95

Help Desk   5200 calls

Brief Consultations   419

Extended Consultations   207

User Area Users   9273

Classes   283   (101 were requested in addition to our regular schedule)

Attendance   2324

Class Length   835 hrs

Class Prep   665 hrs

New or Revised Classes   20

Requested Classes:

Harvard Graphics   22

Seminar   1

PC I   5

PC II   7

Support   2

Windows   22

Pegasus   9

WP   33

Total   101

Origin of Requests:

Allied Health   1

Dental Sch   2

Fin Ser	6
HR	30
HSL	4
IS	3
OIA	4
Sch of Med	3
Sch of Nurs	40
UMMS	4
Vet Res	3
HCOP	1
Informatics	1

Types of Attendees:

Student	566
UMAB Staff	1223
UMMS Staff	389
Faculty	129
Other	12

Affiliation of Attendees:

Admin	631
Dental	86
Grad	17
Law	8
Med	457
MIEMMS	56

Nurs	455	
Pharm	52	
Soc. Wk	38	
UMMS	403	
Othr Campuses	2	
Other Affil.	16	

Totals compared with FY 93-94:

		FY 93-94	FY 94-95
CIDS	Total classes	236	283
User Area	Totals	7561	9273
User Area	DOS	1960	2736
User Area	Mac	3064	3494
User Area	Mainframe	1947	1825
User Area	Graphics Area	259	329
User Area	Slides Patrons	575	593
	Slides Hours	1500	1768
Help Desk		3546	5200

User Area Users by month:

	93-94	94-95
July	294	467
August	440	790
September	880	877
October	533	924
November	760	940

December	532	770
January	446	697
February	758	749
March	999	1001
April	1181	1001
May	608	647
June	399	410
Average	652.5	772.75

Monthly breakdown:

	Help Desk	Brief Cons	Ext. Cons	Total Users	Slide Hours	Slide UMAB	Slide UMMS	Slide Mac	Slide IBM
July	365	32	22	467	149	23	22	13	38
August	440	31	10	790	161	24	24	10	40
September	503	37	17	877	161	29	32	18	43
October	426	40	21	924	233	39	31	16	54
November	428	28	17	940	105	19	22	10	31
December	287	33	11	770	60	9	15	5	19
January	514	30	23	697	158	26	29	12	42
February	514	55	25	749	142	24	25	20	29
March	482	33	17	1001	123	15	24	11	28
April	386	42	24	1001	182	38	25	18	45
May	422	20	14	647	176	29	33	15	48
June	433	38	6	410	118	18	18	9	28
Totals	5200	419	207	9273	1768	293	300	157	445
Average	433	35	17	773	147	24	25	13	37

REFERENCE AND INFORMATION MANAGEMENT SERVICES

REFERENCE AND INFORMATION MANAGEMENT SERVICES REPORT
FISCAL YEAR 1995

STAFF CHANGES:

Faith Phillips, Social Work Liaison, resigned in September. Pam Rand stepped in to teach many of the social work classes and in the spring, moved from part-time to full time to become the new Social Work Liaison. Janice Mason, the Undergraduate Nursing Liaison, elected to work part-time and Cindy Phyillaier became our new Undergraduate Nursing liaison in May. Sue Hirschman, our Reference Assistant, resigned in June.

DATABASES:

We brought up four new databases this year. Each implementation involved testing the new database thoroughly to see if it could be made available in-house, through networked communications on campus, and through modem access offsite. Documentation was prepared and made available in print format for both library and offsite versions and provided electronically for the gopher and fax back server. If applicable, we worked with CIDS to modify kermit access instructions. Extensive publicity (both electronic and print) was distributed. In addition, library staff were trained to use the database and classes were offered to campus members.

Aidsline came up in August. The OVID versions of MaryMED Plus and HSL Current Contents were made available in December and the new online catalog was introduced in June. In addition, Entrez was evaluated and documentation prepared. It will be made available to the public on a trial basis when Systems can install it on the network. Access to Entrez is currently being provided by an information specialist as a consultation.

COLLABORATION. RIMS worked closely with a number of departments this year.

- **Uniform IS standards with CIDS and other IS units**
    - Class statistics spreadsheet (worked with CIDS to adapt their format for keeping statistics for joint use)
    - Uniform class evaluation form (completed project with CIDS to be instituted next year)
    - Uniform documentation format (completed model to be approved by Education Oversight Committee – with CIDS and ACHI)
    - A uniform Internet curriculum was established in cooperation with ACHI

- **Home Page**
    - Worked with staff from across campus to help establish a campus home page on the World Wide Web

- **Publications**
    - Provided articles for IS NEWS as well as coordinated HSL contributions
    - Provided information for uniform IS class schedule
    - Provided documentation for gopher (Systems) and fax back server (ACHI)

- **Collection Development (with Resources Management):**
    - RIMS began a concentrated program of book selection through the approval

program. Liaisons examined usage of similar titles already in the collection to assist in making their selections.

- RIMS staff served on the Journal Review Committee.

- In addition, liaisons began reviewing journal holdings in their disciplines. For example, a survey of pharmacy faculty was combined with several published sources to identify important journals in the field. Titles not owned were evaluated by a number of criteria and recommendations made for possible purchase. Conversely, holdings which did not appear on any instrument could be identified as possible considerations for future cancellations. This project is continuing.

- A usage study of international drug handbooks in reference resulted in a number of titles being canceled at a savings of approximately $700 annually.

- A three month study of usage of selected reference abstracts and indexes resulted in nine titles being targeted for cancellation. The savings would be more than $6000, some of which will be used to order a networked electronic version of Health Planning and Administration

OTHER STUDIES:

Caller ID follow-up study – An abbreviated version of this study was repeated from last year to test for validity. The caller id sample resulted in 29.4% campus calls, 10.6% hospital calls and 60% other (a sample in which those in the "other" category were asked to identify themselves resulted in the proportions changing to 42.5%, 12.2% and 45.3% respectively). These figures were comparable to the study conducted last year.

Study of phone calls to see if support staff could assist professional staff at the desk. Incoming phone calls were tallied by type of request. A study in March revealed that the majority of requests came in person. In most hours there were fewer than six calls and of these, less than three could potentially be answered by support staff (hours, directions, transfer, some ownership questions).

EDUCATION

- Total attendance was up slightly (a 3.1% gain). RIMS played an active role in planning and implementing the first medical faculty research retreat and the first medical informatics week (involving all first year medical students). Planning continued towards the Aug 1995 medical informatics week and the first nursing informatics week also in August. The department also participated in HCOP grants for both medical technology and medicine in July 1994 and June 1995. These grants provided educational opportunities for disadvantaged students in medical technology and in medicine.

- <u>Class Related Instruction</u> increased 4.3%. The extra sessions resulting from Medical Informatics Week raised statistics. However, gains were counterbalanced by the lower number of Social Work classes due to the lack of a full-time liaison for much of the year and drops in Pharmacy resulting from curriculum changes for the all PharmD. program.

- <u>School orientation</u> attendance fell largely because of changes in the School of Pharmacy curriculum. Since first year students now meet with the Pharmacy Liaison for

extensive orientation sessions during the first weeks of school, Pharmacy decided that library participation in their orientation could be skipped. In addition, the graduate school orientation no longer includes lunch, which has cut attendance.

- Information Management Education Seminars. Larger gains were realized for IME seminars (51.6%). The growth in seminars has been fueled by the great success of Network Knowhow, our basic Internet class. Extra sessions were added as waiting lists grew and, ultimately, 14 sessions were attended by 176 people. Next year in addition to revised basic sessions, classes on listservs/Usenet and the World Wide Web through Netscape will be taught jointly with ACHI.

- Consultations rose (14.7%) following a steady trend of growth for the past three years. The convenience of individual consultations continue to make this service a popular choice.

- Non-Class Related Instruction
This instructional category is quite different each year in that this is how the department responds to special needs. The notable change in the faculty cluster was the Department of Medicine Research Retreat. Two sessions involved the library liaisons: an evening session for Principal Investigators in a faculty home and hands-on demonstrations during the poster session at a nearby hotel the next day. Access to and awareness of HSL/campus/Internet resources were the focus.

Resident orientations take a lot of time and energy during the summer. Because July 1, 1995 fell on a weekend, this year we found some departments had two orientation sessions - one in July 1994 and another in June 1995.

Staff training is ongoing. New staff orientations resulted in the highest attendance in this category. Our own staff provided training for each other in Network Knowhow, OVID, STN, AIDS databases, and drug information sources.

The Health Careers Opportunity Program brought a lot of potential students to us. The Department of Medical Research and Technology has two HCOP groups now. The new students were scheduled for instruction; the returning ones used the library resources for their projects. The School of Medicine students had classes scheduled for July 1994 and June 1995, so the attendance for those sessions looks especially large.

We expected a drop in statistics because the CLIS class was not taught this year; however, attendance figures almost equaled last year's totals. On the other hand, the fact that HCOP and some resident classes for both 1994 and 1995 were scheduled within this fiscal year makes reduced figures next year very likely.

MEDIATED SEARCHING

- Last year we felt that mediated searching had reached a plateau. Obviously we were wrong as there was a 24% drop in the number of searches performed in 1994-95. Reasons are unclear. People may simply be becoming more comfortable in searching MaryMED Plus and the SilverPlatter databases (ex. NAHL and PsycLIT) and therefore choose to perform their own searches. We may wish to examine the causes for reduced

statistics from particular schools such as dentistry and pharmacy which have fallen disproportionately. However, as less time spent searching allows us to allocate more time to new responsibilities, it is not at all clear that we want to promote this service aggressively.

- In-person searches scheduled by appointment continue to fall in greater numbers than phone-in searches. Almost 90% of requests are now received electronically, by telephone or left at the desk (up from 80% last year). This may be due to the difficulty in signing up for in-person searches. We did not realize our hopes to provide more open slots for sign-ups this year. Due to staffing shortages and other commitments, we blocked out 72% of the potential scheduled open times during the last 3 months of the year. This was a 12% increase from the previous year and probably contributes to the falling statistics.

- Hospital searches (identified as UMMS or MIEMSS) fell from 35% of searches to 22.8% However, searches with a 8 prefix continue to rise (101 this year as compared with 84 last year). Counting these as hospital–related, approximately 38.4% of searches performed this year were done for the hospital, still down significantly from the 44.8% performed for the hospital last year. Requests from the radiology department make up the majority of these requests but pediatrics, emergency medicine, surgery, ob/gyn and family medicine are also represented.

- Twenty-three Current Literature Awareness Service (CLAWS) were run this year compared to twenty eight last year..

- Although there has been an overall drop in databases searched, there was an increase in the number of Chemical Abstracts searches. When the library canceled its print subscription to Chemical Abstracts in 1988, it instead offered free computerized searches. As it is now eight years since the print cancellation, University researchers who need the recent chemistry literature necessarily request more searches, which now cover more years and retrieve more citations. The cost implications to HSL have been examined and, next year, we will try to use creative scheduling to allow us to take advantage of lower, after 5 p.m. searching rates.

REFERENCE

- This year saw a 7.3% increase in questions from our previous all-time high last year. This increase was in spite of curtailing summer evening hours. Although it is always agreeable to see statistics rise, we may be reaching the limit of questions we can answer with our current staff.

- Belying our vision of a virtual library, the percentage of in–person questions this year increased proportionately more than telephone questions (9.2% vs. 1.6%). It may be that the increase in research (100% increase from last year) and instructional (124.6%) telephone questions keep our phone lines tied up longer and fewer calls get through. Anecdotally, we also seem to have increasing numbers of untrained, non-UMAB users in the library, requiring a great deal of assistance, and this fact may also influence the growth of in-person questions.

- Although the department has offered electronic reference service through EARS for a number of years, it wasn't until an Internet address for reference queries was established in February and mounted on UMABNET that a significant number of questions began to be received through email. During the peak months of the spring semester approximately 30 questions per month were received at the Internet address. Although the majority of queries dealt with offsite access, more traditional reference questions were also received.

- There are some changes in the character of the year. For the first time, we received more questions in a spring semester month (March) than in the fall which has traditionally been our busiest time of year. Every month (except May) exceeded last year's figures.
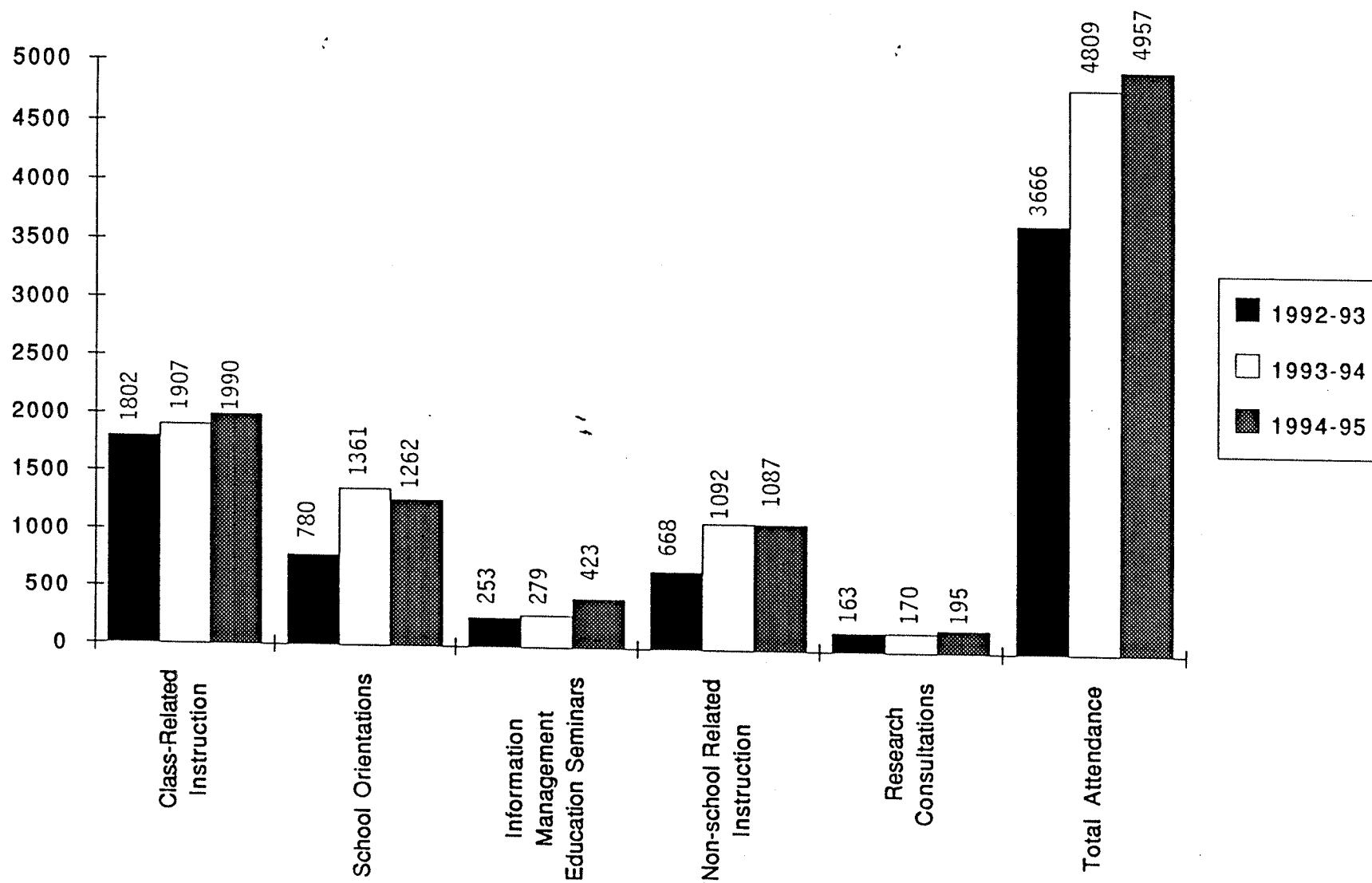
CONCLUSION

Fast changing technology has been both our curse and our delight this year. Increasing amounts of time need to be spent keeping up (reading listservs and journal literature, evaluating resources both on the Internet and as databases). A book can be examined and shelved for future use; electronic resources must constantly be monitored as they mutate. Difficulties with outmoded equipment frequently crashing has been especially exasperating as our lives become more harried.
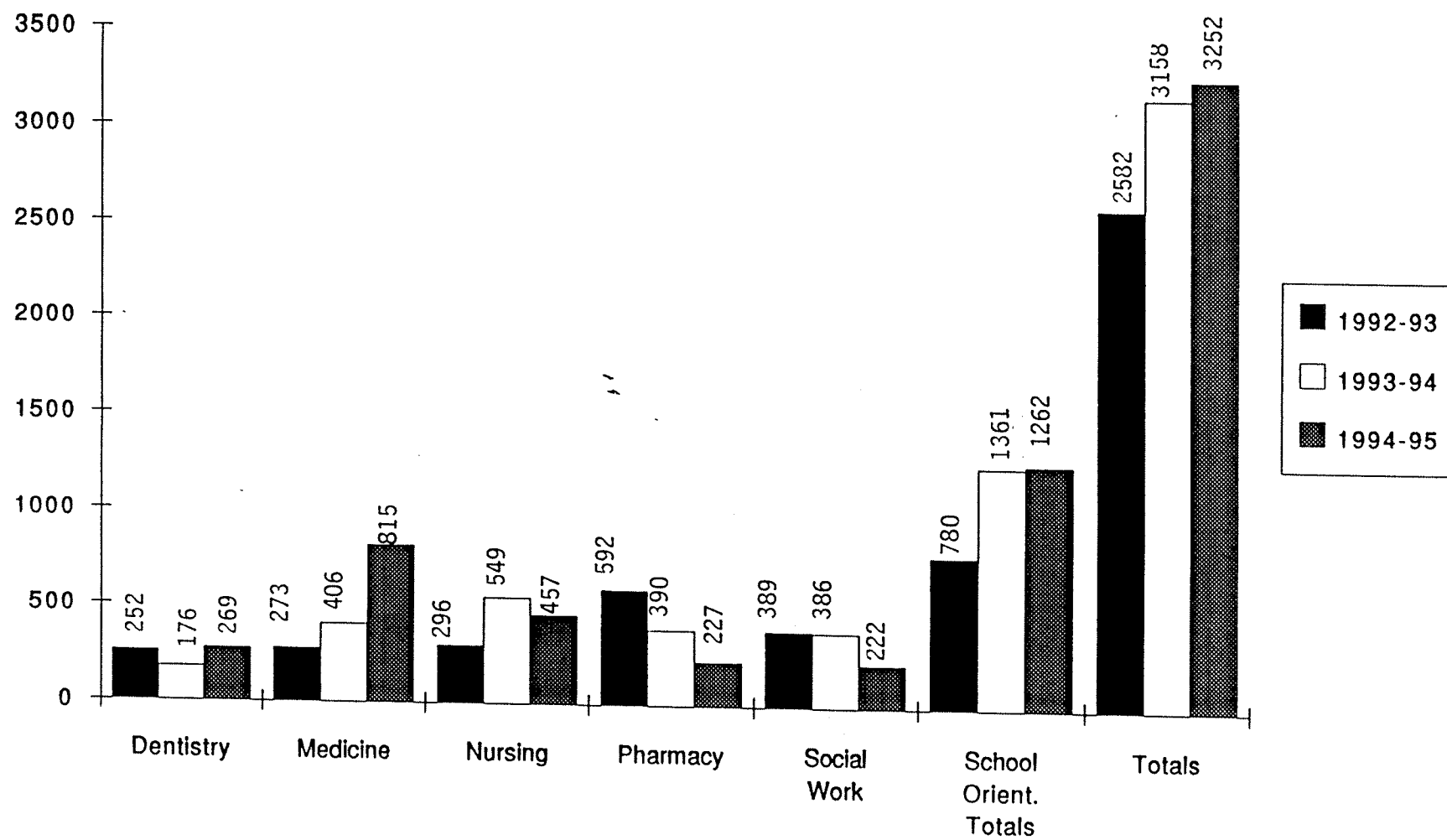
On the other hand, we can now give our patrons answers that were never before possible. A user recently wanted to know the research interests of faculty in a specific department of a particular university. Last year, the question could not easily have been answered. This year, a search of the Internet resulted in a home page supplying the information desired. Whatever the time demands, it is crucial that RIMS continues to explore the resources that new technologies provide.

Educational Services Attendance Summary Statistics, 1992-95

Legend:
- ■ 1992-93
- □ 1993-94
- ▨ 1994-95

Category	1992-93	1993-94	1994-95
Class-Related Instruction	1802	1907	1990
School Orientations	780	1361	1262
Information Management Education Seminars	253	279	423
Non-school Related Instruction	668	1092	1087
Research Consultations	163	170	195
Total Attendance	3666	4809	4957

Class Related Instruction Attendance, 1992-1995

Legend:
- 1992-93
- 1993-94
- 1994-95

	Dentistry	Medicine	Nursing	Pharmacy	Social Work	School Orient. Totals	Totals
1992-93	252	273	296	592	389	780	2582
1993-94	176	406	549	390	386	1361	3158
1994-95	269	815	457	227	222	1262	3252

HSL Non-Class Related Instruction, 1994-1995

	# Hours	# Classes	Attendance
Faculty			
Dental	2	1	22
Medicine			
Ophthal grand rounds	1	1	15
Principal Investigators	1.25	1	20
Medicine Research			
Retreat	2	1	100
Nursing	1	1	9
Total Faculty	7.25	5	166
Residents			
Adolescent Medicine	.5	1	2
Anesthesiology	.5	1	10
Dermatology	1	1	5
Epidemiology	1	1	3
Infectious Diseases	1	2	7
Medicine	.25	1	40
Obstetrics/Gynecology	.25	1	7
Oncology	.5	1	4
Ophthalmology	1	1	3
Pathology	1	2	8
Pediatrics	1.25	1	12
Psychiatry	1.25	2	39
Radiology	.5	1	17
Nursing	1	1	7
Total Residents	11	17	164
Staff Training			
HSL Staff Training			
Network Knowhow	2.25	2	10
OVID	5	3	14
STN	2	2	8
AIDSLINE	3	3	9
Drug Information Sources	1	2	7
CIDS	1.5	1	3
New Staff Orientations	3.75	9	131
OIA Staff	2	1	7
EMS from UMBC	1	1	10
Other	3	3	3
Total staff training	24.5	27	202

Non-class related instruction, cont.

Other

HCOP, DMRT	11	4	80
HCOP, Medicine	21	9	159*
High school students	.5	1	13
International nursing students	3	1	9
Pharmacy continuing educ.	2.5	1	9
International visitors	3.75	5	10
Dietetic interns (UMS, Mercy)	2	2	7
Morgan State students	.5	1	8
TLC/NUG	1	1	35
Other Total	47.25	26	390
NON-CLASS TOTAL	**90**	**75**	**922**

*This total includes both 1994 and 1995 HCOP students since one group came in July, 1994 and the other in June, 1995.

HSL STAFF TEACHING LOADS, 1992-1995

Information Specialist	Number of Sessions			Number of Hours		
	92-93	93-94	94-95	92-93	93-94	94-95
Barbara Coon	26	5	–	42.75	5.25	–
Diane Fishman	38	29	29	77.75	61.75	38.25
Don Frese	16	5	8	18.75	3.5	7
Patty Hinegardner	24	41	55	49.25	69.5	90
Janet Lamki	13	–	–	19.75	–	–
Phyl Lansing	46	66	66	70	103.5	102.75
Sandy Levy	38	32	–	34	39.75	–
Janice Mason	–	–	32	–	–	25.5
Alexa Mayo	–	4	49	–	1.5	63.25
Faith Philip	16	33	–	26.25	45	–
Pam Rand	9	9	18	13.5	13.75	23
Ginny Stone	–	30	39	–	68.75	77.5
MJ Tooey	12	24	7	12.5	59.5	14
Mary Ann Williams	9	17	23	12	29.25	38.75
TOTALS*	247	291	307	376.5	501.25	480

* 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.

RESEARCH CONSULTATION REPORT
1992-1995

Stated Need for Research Consultation	1992-93	1993-94	1994-95
Term Paper	14	34	42
Masters project or paper	6	3	10
Dissertation	1	5	9
Ongoing research	14	20	32
Other	3	20	7
General intro to HSL	–	–	13
Class planning with faculty	—	——	6
Total by stated need	38	82	119

Type of Inquiry			
Walk-in	21	12	14
Appointment			
HSL	112	137	142
Out of HSL	8	5	12
Telephone	3	5	5
Total by type of inquiry	144	158	173
	for 163 users	for 170 users	for 195 users

Types of Information Provided			
Hardware	7	3	–
Software	39+	25	7
Strategy	44	32	27
HSL resources	37	24	21
AIDS databases	–	–	5
Classes	9	8	2
Micromedex (IPA)	12	8 (4)	3(6)
CoSy (UMABNET/Internet)	2	(6)	(14)
Databases/vendors	6	3	–
PsycLit	27	44	33
NAHL	33	52	52
MaryMed Plus	74	67	88
SWAB	11	29	21
Other databases	8	7	16
Indexes	9	4	–
Online catalog	16	17	13
Downloading	–	5	7
Networking, offsite access	–	9	4
Other	——	——	7
Total types of information	363	369*	326

+Software packages - Pro-Cite (10), Reference Manager (9), Grateful Med (4), telecommunication pkgs.

*Includes Reference Manager (15), Pro-Cite (6), Grateful Med (2), Kermit (2), SDI (2), course planning (2), ILL (1),writing for publication (1)

94-95 - Other databases includes HAPI (4), Bioethics (3), Entrez (2), HSL CC (2), Microcat (2), Census (1) Uncover (1), SSCI (1). Software includes Kermit (3), Reference Manager (1), Procomm (1), Telnet (1), Grateful Med (1). Other includes print (2), grants (2), statistics (2), computing (1)

Consultations by school	1992-93	1993-94	1994-95
Dentistry	15	5	5
Graduate	–	–	1
Medicine	60	51	46
Nursing	38	58	65
Pharmacy	14	8	8
Social Work	24	38	33
UMMS	6	5	9
Other	6	5	6
Totals by school	163	170	173

Status			
Faculty	34	26	34
Staff	43	37	31
Student	84	101	107
Other	2	4	3
Not indicated	=	2	=
Totals by status	163	170	173

Staff Doing Consultatations			
Alexa	—	–	6
Barbara	6	1	–
Diane	–	3	11
Don	–	27	49
Faith	–	26	–
Ginny	–	4	13
Janet	4	–	–
Janice	–	–	15
Patty	30	26	42
Phyl	29	35	32
Sandy	44	18	–
Pam	5	4	4
MJ	1	–	–
Mary Ann	9	9	1
	144	158	173

Information Management Education Seminars

Courses	1992-1993			1993-1994			1994-1995		
	Inst. Hours	#Sessions	Total Attend	Inst. Hours	#Sessions	Total Attend	Inst. Hours	#Sessions	Total Attend
Census	2	1	22	2	1	24	3.5	2	29
HSL Current Contents	1	1	9	1	1	2			
PLUS Navigating the HSL	2	1	6						
AIDS Databases							8	4	15
Grateful MED	6	2	12	6	2	7			
Intro to ProCite	3	1	4	3	1	8	3	1	5
Write it Right				2	1	6			
Journal Art Pub	2	1	18	2	1	5	2	1	16
MaryMED Plus	28	14	116	20	10	56	4	2	23
MaryMED Plus Changes							1	1	8
MaryMED Plus/HSL CC							2	1	8
Network Knowhow	2	1	6	4	2	47	28	14	176
Critical Analysis	2	1	8	2	1	3			
PsycLit	4	2	19						
PsycLit SWAB				3	2	18	3.5	2	23
PsycLit NAHL				2	1	11	2	1	14
Term Paper Clinic	2	2	22	2	2	12			
HSL/A				6.75	9	41	9.75	13	48
HSL/B				6.75	9	32	6.75	9	35
Online Catalog	2	1	7						
Reference Manager	3	1	4	3	1	7	2.75	1	16
Advanced Reference Manager							2	1	7
IME Totals	59	29	253	65.5	44	279	78.25	53	423
Percentage Increase				11.02%	51.72%	10.28%	19.47%	20.45%	51.61%
Research Consultations			163			170			195
Total HSL Instruction *	282.25	177	3666	355.25	227	4809	333.25	240	4957
Percentage Increase				25.86%	28.25%	31.18%	-6.19%	5.73%	3.08%
School Orientation Totals	2.5	7	780	2.5	9	1361	2.75	10	1262
Class-Related Totals	156.25	81	1802	184.75	104	1907	159.5	91	1990
Non-Class Orien. Totals	64.5	60	668	102.5	70	1092	92.75	86	1087

*These totals include attendance for research consultations, but not instructional hours or numbers of sessions.

Educational Services Attendance Summary Statistics, 1992-1995

	1992-93	1993-94	1994-95	% Change,93-95
Class-Related Instruction	1802	1907	1990	+4.3%
School Orientations	780	1361	1262	-7.3%
Information Management Education Seminars	253	279	423	+51.6%
Non-class Related Instruction	668	1092	1087	-.005%
Research consultations (Consultation appointments)	163 users (144)	170 users (158)	195 users (173)	+14.7%
Total Attendance	3666	4809	4957	+3.1%

Mediated   Search   Services

Statistics

Intellectual   Searches

Years	# of Searches
1992/93	843
1993/94	852
1994/95	647

IN-PERSON AND PHONE-IN SEARCHES

1994-95

	IN-PERSON	PERCENTAGE	PHONE-IN	PERCENTAGE	TOTAL
JULY	2	3.85%	50	96.15%	52
AUG	7	14.29%	42	85.71%	49
SEPT	8	13.79%	50	86.21%	58
OCT	8	10.53%	68	89.47%	76
NOV	2	4.00%	48	96.00%	50
DEC	5	15.15%	28	84.85%	33
JAN	9	12.86%	61	87.14%	70
FEB	8	13.56%	51	86.44%	59
MARCH	7	10.14%	62	89.86%	69
APRIL	1	2.38%	41	97.62%	42
MAY	6	10.71%	50	89.29%	56
JUNE	2	6.06%	31	93.94%	33
YEAR-TO-DATE	65	10.05%	582	89.95%	647

MEDIATED SEARCH SERVICE: USAGE BY SCHOOL 1994-95

300	
250	263
200	
150	127
100	
50	39 29 0 21 61 17 35 55
0	

Central Admin Dental School Law School Medical School MIEMSS Nursing School Pharmacy School School of Social Work UMMS Non-UMAB
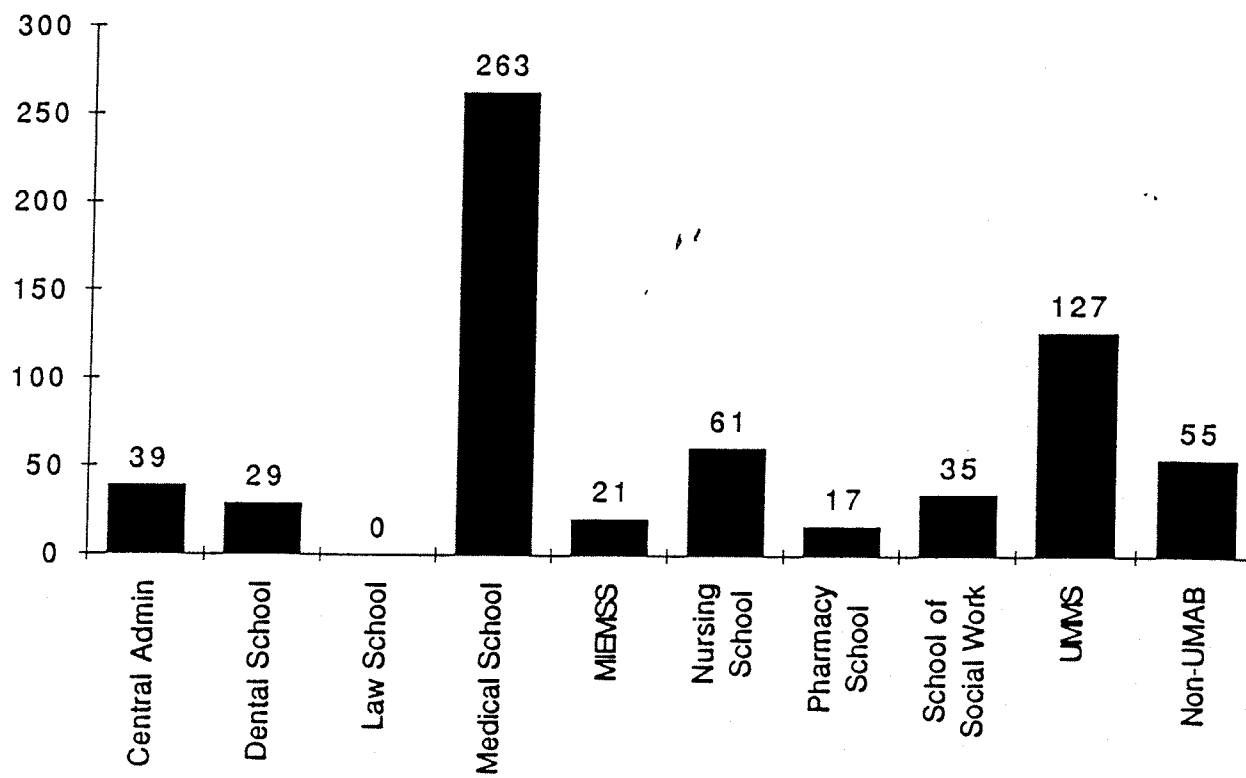
MEDIATED SEARCH SERVICE

USAGE BY SCHOOL

Comparison with figures from 1994/95

School	1993/94	1994/95	Precentage of change
Central Administration	51	39	-23.53%
Dental	44	29	-34.09%
Law	1	0	-100%
Medicine	285	263	-7.72%
MIEMSS	48	21	-56.25%
Nursing	65	61	-6.15%
Pharmacy	28	17	-39.29%
Social Work	29	35	+20.69%
UMMS	250	127	-49.20%
non-UMAB	56	55	-1.79%

MEDIATED SEARCH SERVICE 1994-95

40.49%

43.54%

15.97%

FACULTY

STUDENTS

STAFF
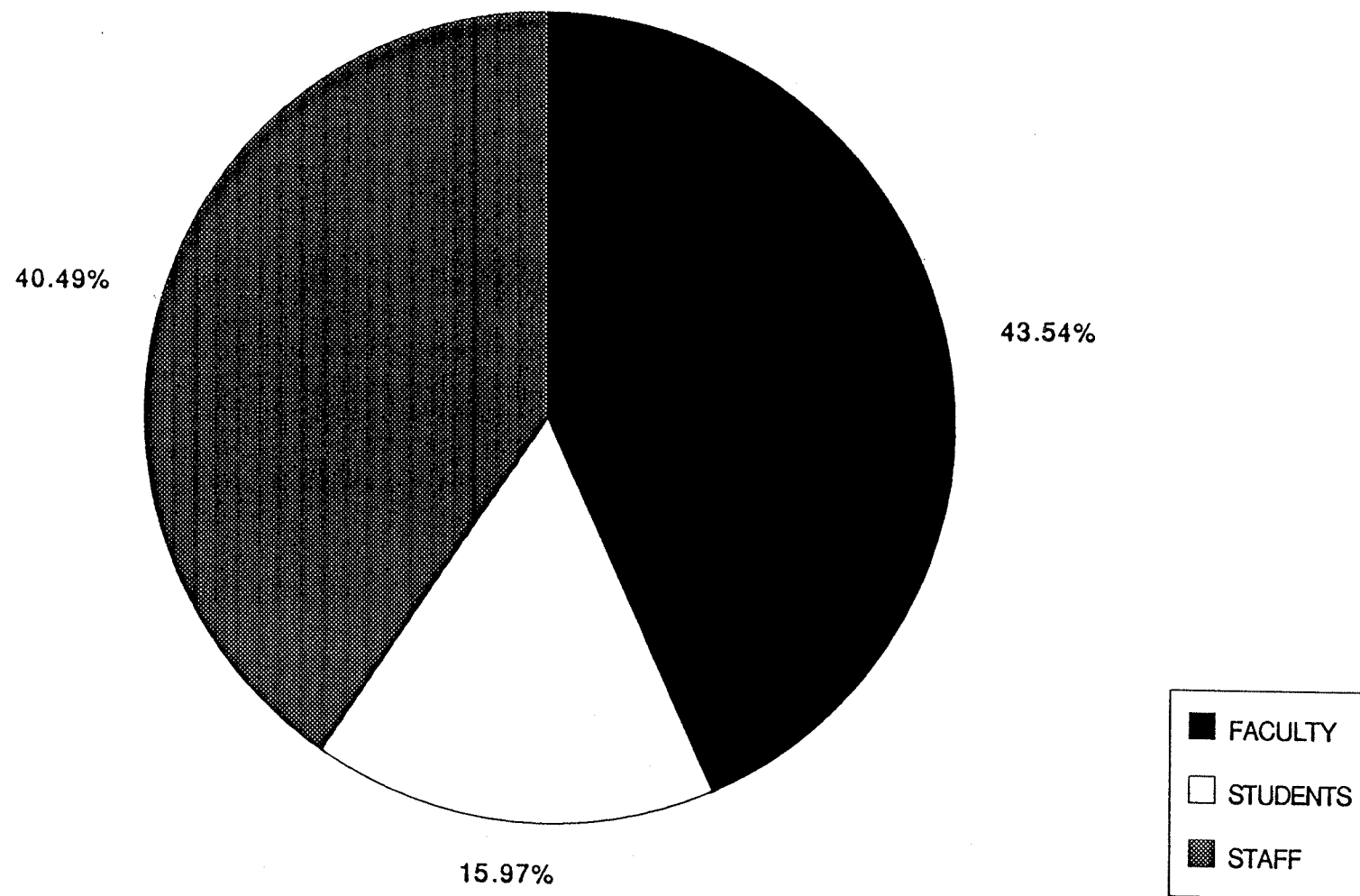
MEDIATED SEARCH SERVICE

Comparative Table

Database	1994-95	1993-94	1992-93
MEDLARS	678	928	1236
Biological	158	201	161
Chemical	63	1	59
Psyc/Soc/ED	116	164	152
Business	12	5	20
LibSci/Comp	18	41	19
Other	146	139	122

Percentage Table

Database	93-94/94-95	92-93/93-94	91-92/92-93
MEDLARS	-26.94%	-24.92%	-38.72%
Biological	-21.39%	24.84%	14.18%
Chemical	6200.00%	15.25%	34.09%
Psyc/Soc/ED	-29.27%	7.89%	17.83%
Business	140.00%	-50.00%	-13.04%
LibSci/Comp	-56.10%	36.84%	-32.14%
Other	5.04%	13.93%	-36.46%

	1992/93		1993/94		1994/95
General Phone	541	4.99%	568	22.01%	693
Reference Phone	10459	8.90%	11390	0.55%	11453
Total Phone	1100	8.71%	11958	1.57%	12146
General in Person	912	210.31%	2830	9.61%	3102
Reference in Person	26083	2.52%	26740	9.21%	29203
Total in Person	26995	9.54%	29570	9.25%	32305
Total E-Mail					131
Grand Total	37995	9.30%	41528	7.35%	44582

REFERENCE STATISTICS

Reference Question Statistics

	General Phone	Reference Phone	Total Phone	General in Person	Reference in Person	Total in Person	Total E-Mail	Grand Total
92/93	541	10459	11000	912	26083	26995		37995
93/94	568 (+5.0%)	11390 (+8.9%)	11958 (+8.7%)	2830 (+210.3%)	26740 (+2.6%)	29570 (+9.2%)		41528 (+9.3%)
94/95	693 (+22%)	11453 (+0.6%)	12146 (+1.6%)	3102 (+9.7%)	29203 (+9.2%)	32305 (+9.2%)	131	44582 (+7.3%)

■ 92/93 □ 93/94 ▨ 94/95
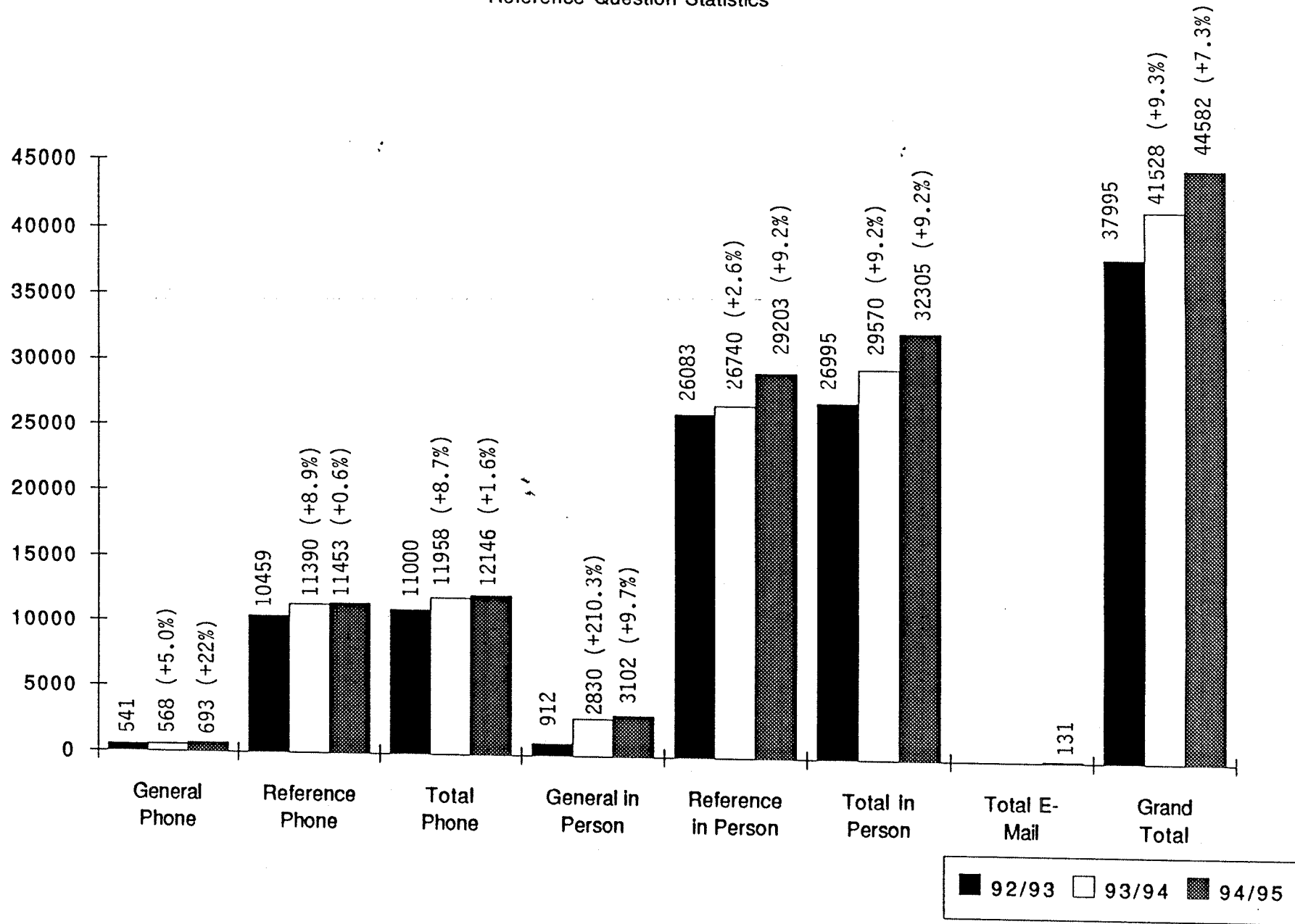
		IN PERSON						TELEPHONE				
	DIRECTIONAL		REFERENCE				DIRECTIONAL		REFERENCE		E-MAIL	TOTAL
		INFORMATIONAL	INSTRUCTIONAL	RESEARCH				INFORMATIONAL	INSTRUCTIONAL	RESEARCH		
Jul-94	205	1188	406	13		58	718	10	8			2606
Aug-94	205	1266	402	20		52	824	6	17			2792
Sep-94	494	2269	843	33		42	956	20	17			4674
Oct-94	512	2140	986	41		82	1035	38	28			4862
Nov-94	497	1767	920	80		71	968	22	20			4345
Dec-94	128	1149	551	26		69	871	34	31			2859
Jan-95	185	1666	776	16		49	1011	32	14			3749
Feb-95	187	2057	994	28		51	1112	15	10		32	4486
Mar-95	297	2361	974	61		57	1153	50	24		33	5010
Apr-95	184	1961	845	42		72	1040	13	23		30	4210
May-95	91	1085	360	27		61	709	13	11		20	2377
Jun-95	117	1269	551	30		29	754	21	25		16	2812
FY 1994-95	3102	20178	8608	417		693	10951	274	228		131	44582

	1992/93	% CHANGE	1993/94	% CHANGE	1994/1995
PHONE					
DIRECT.	541	4.99%	568	22.01%	693
REFERENCE	10459	8.90%	11390	0.55%	11453
INFORM.	10207	9.28%	11154	-1.82%	10951
INSTRUCT.	106	15.09%	122	124.59%	274
RESEARCH	146	-21.92%	114	100.00%	228
TOTAL	11000	8.71%	11958	1.57%	12146
IN PERSON					
DIRECT.	912	210.31%	2830	9.61%	3102
REFERENCE	26083	2.52%	26740	9.21%	29203
INFORM.	16233	12.45%	18254	10.54%	20178
INSTRUCT.	9577	-14.31%	8207	4.89%	8608
RESEARCH	273	2.20%	279	49.46%	417
TOTAL	26995	9.54%	29570	9.25%	32305
TOTAL E-MAIL					131
GRAND TOTAL	37995	9.30%	41528	7.35%	44582

TYPES OF REFERENCE QUESTIONS

REFERENCE STATISTICS BY MONTH
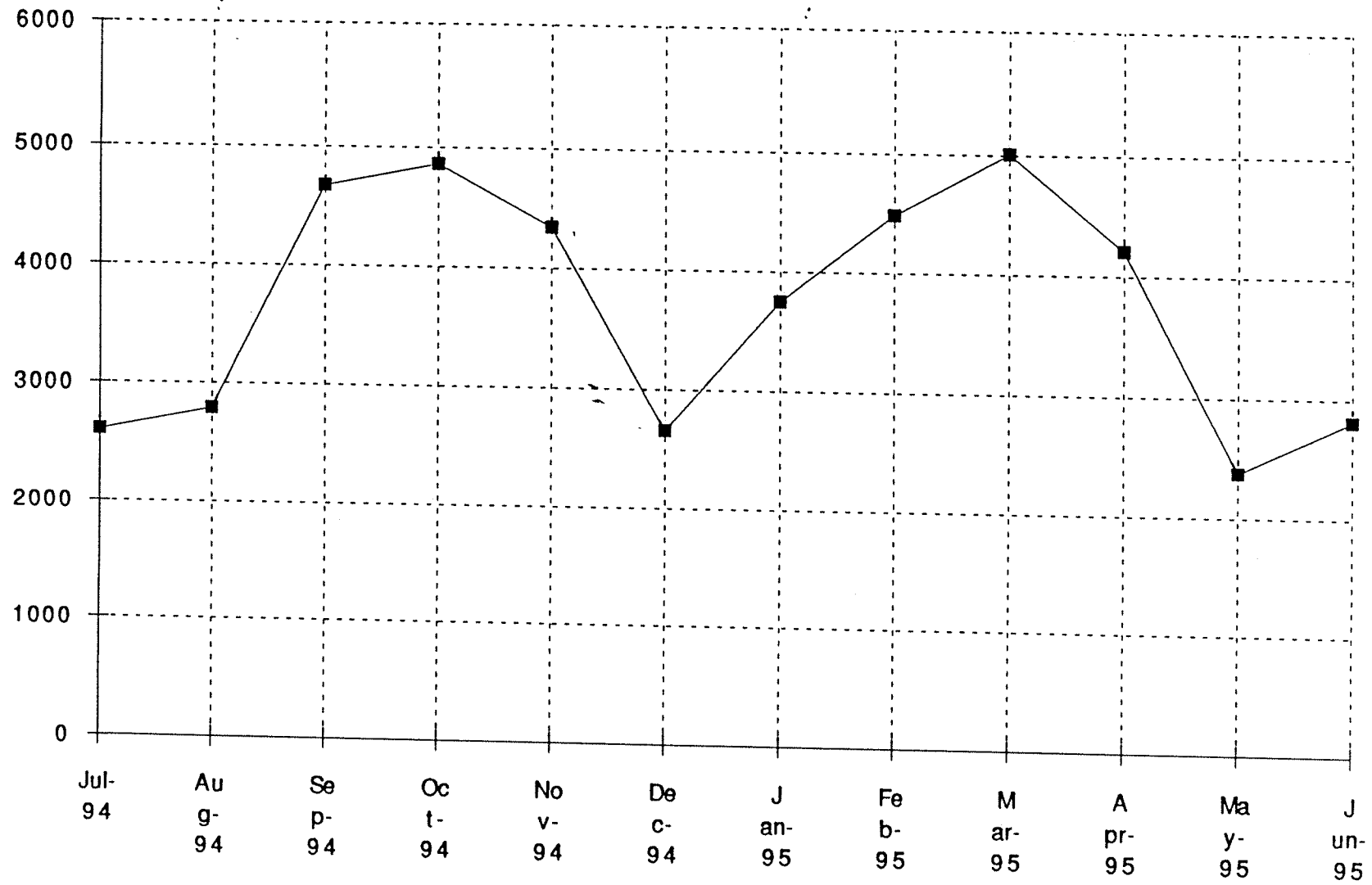
TOTAL _ FY 1994 - 1995 44,582

IIS STAFF

M.J. Tooey
Assistant Director for Information and Instructional Services

Duties and Responsibilities

Manages and coordinates activities of Information and Instructional Services
   Represents the division at HSL management meetings
   Coordinates information and instructional special projects on campus, I.e. Informatics weeks, HCOP involvement
   Works with other division heads to insure smooth operations and coordination of efforts
   Writes reports, as needed, in support of library and IIS activities.
   Develops strategic plan and goals and objectives with HSL administration and within the IIS Division

Project Manager, HSL/IS Building
   Oversees the building process
      Works with architects on design issues
      Oversees capital equipment
      Coordinates, with other units on campus, planning for construction and occupation of the facility
   Serves on Fundraising committee
      Delivers presentations, when needed, in support of fundraising efforts
   Writes monthly reports detailing progress of project
   Prepares documentation in support of the project
      In 94/95, worked with other staff in IS, and OIA to coordinate the production of campaign materials

Within Information Services
   Serves on the Information Services Strategic Planning Group
   Convener, IS Education Oversight Committee
   Co-convener with J. Leoni of the TLC/NUG
   Convener and co-developer of the Internet Curriculum project
   In 94/95, coordinated the first IS Annual Report

Professional Associations

   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
   Health Sciences Library Staff Association

Meetings and Workshops

   MAC Executive Board Meetings in September 1994 and January 1995

MLA Annual Meeting, Washington, DC, May 1995
Computers in Healthcare Education Symposium - Philadelphia, PA, April 1995

Committees/Offices/Honors

Medical Library Association
Chapter Council
Mid-Atlantic Chapter, Medical Library Association
Chapter Council Representative
Local Arrangements Chair, MAC 1996
Public Services Section, Medical Library Association
Chair-Elect
UMAB
Distance Education Task Force
School of Medicine
Medical Informatics Week Planning Committee
Faculty Informatics Handbook Committee
School of Nursing
Nursing Information Resources Orientation Planning Committee
Information Services
Strategic Planning/Integration Team
Co-Chair, Technical Liaison Committee/Network Users Group (TLC/NUG)
Coordinator, IS Annual Report
Ad Hoc Home Page Committee
Health Science Library
Project Manager, Health Sciences Library/Information Services Building
Fundraising Committee - HSL/IS Building
Coordinator, Campaign Materials
HSL/IS Building Oversight Committee
Construction Firm Review Team
HSL Journal Review Committee
UMAB Authors Reception Committee

Publications/Presentations

Editor, Education and Training Column, Medical Reference Services Quarterly

"Changing Library Technology - What's on the Horizon?" MAHSL Annual Dinner
Meeting. Baltimore MD, June 15, 1995.
"Informatics Immersion Launches New Curriculum." (co-authored with Phyllis Lansing).
Medical Library Association Annual Meeting, Medical Informatics Section Contributed
Paper Session, Washington, DC, May 10, 1995.
"An Internet Curriculum: A Continuum of Instruction to Meet Multiple Needs." (co-
authored with Patricia Hinegardner). Medical Library Association Annual Meeting,
Medical Library Education Section Contributed Paper Session, Washington, DC, May 8,
1995.
"The Librarian's Role in Health Informatics." Tapping into the World of Health Informatics
Panel. 7th International Congress on Medical Librarianship. Washington, DC, May 12,
1995.

"Planning for Changing Technology in These Interesting Times." Special Library Association, Baltimore Chapter. January 25, 1995

Tooey, Mary Joan (M.J.) "Fulfilling Programmatic Needs at the University of Maryland at Baltimore: the Reality." Computer Methods and Programs in Biomedicine. 44 (3,4): 249-251.

Tooey, Mary Joan (M.J.). "New Names and New Places." Education and Training Column. Medical Reference Services Quarterly. 14(1):85-89.

Weise, F.O. and Mary Joan (M.J.) Tooey. Building Chapter in Current Practice in Health Sciences Librarianship. (In process)

Weise, F.O. and Tooey, M.J. "Designing a New Facility for Information Services." Journal of the American Society for Information Science. 44 (5):342-344.

Wilson ML, Tooey MJ. Education Programs and Materials. In: Allegri, F, ed. Educational Services in Health Sciences Library, Vol 2 of Current Practice in Health Sciences Librarianship. Metuchan, NJ: Medical Library Association and Scarecrow Press, Inc, 1995.

CIDS Staff Responsibilities

All DP Inservice Educators and Instructional Design personnel are involved in supporting the User Area, educational development, instruction, and Help Desk operations. What follows are their other responsibilities.

Marilyn Burnett - DP Inservice Educator I
Design and layout brochures, newsletters and promotional materials
Provide desktop publishing and graphics support for faculty, staff and students.
Provide Macintosh support for the campus community.
Revise the Help Desk Policies and Procedures manual.

Dick Grauel - Instructional Design Specialist
Using the ISD process, design and develop instructional curricula, including computer-based multimedia instruction for use in the graduate schools.
Evaluate Computer Based Training software

Debbi Hutson - DP Inservice Educator I
Assist faculty in curriculum development, usage of C.A.I. and distance education
Software evaluation
Collect and report on user statistics for lab.

Robyn Kirby - Manager
Manage day-to-day activities of CIDS
Advises Director, IIS
Software and Hardware evaluation
Database development
Help Desk schedule
Statistical modeling

Linda Waring - DP Inservice Educator I
LAN Management
ATAL support
Evaluation and recommendation of software
Coordinate Computerland classes
Maintain course schedule and class reports
Help Desk schedule

All I.S. Internal Support personnel are involved in supporting the User Area, ATAL, and Help Desk operations. What follows are their other responsibilities.

Chris Twigg - IT Support Associate
Software and hardware evaluation
PC and Mac support for I.S. - (Hardware and software)

Alex Volpe - IT Support Specialist
Software and hardware evaluation
PC and Mac support for I.S. - (Hardware and software)
Database development

RIMS Staff Responsibilities

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

Diane Fishman - Manager
- Manages the day-to-day activities of RIMS
- Advises Assistant Director, IIS
- Journal Review Committee
- RIMS Collection Development Committee
- UMLS Committee
- IS Planning Committee
- Database Registration Committee
- IS News coordinator for HSL
- Member, DRA Implementation Committee
- Chair, OPAC Subcommittee for DRA
- Advise Project director of RIMS needs in new building

Donald Frese - Information Specialist and Coordinator of Reference Services
- Coordinator of Reference Resources
    - Schedules and performs consultations
    - Oversees reference collection
    - Keeps statistics for the service
    - Investigates and recommends potential additions to collection and end-user services.
- Mediated Searching administrator
    - Maintains thesauri, updates and support materials for searching
    - Maintain statistics and billing files
- RIMS Collection Development Committee
- Brochure coordinator
- New System Task Force
- Journal Review Committee

Patricia Hinegardner - Information Specialist and Coordinator of Mediated Searching Service - education/policy
- Coordinator of Mediated Searching Service - Education/Policy
    - Sets pricing and procedure mechanisms for searching
    - Trains online searchers and oversees continuing professional development
    - Supports the CLAWS (Current Literature Awareness Service
    - Investigates potential new services and techniques for searching
    - Advises Director, RIMS
- Liaison to Graduate Nursing
    - Learning Resources and Library Liaison Committee
- CD-LAN Coordinator
- Internet Coordination Committee
- Campus Home Page Design Committee
- Representative to the UMAB Gopher Editorial Board

Susan Hirschman- LTA III   (resigned June 1995)
> Compiles reference desk, education, and mediated searching statistics
> Updates reference looseleaf services
> Schedules information specialists
> Coordinates seminar publicity
> Helps with room set-up for classes
> Organizes new reference materials
> Works on special projects: ie. caller ID,reference use study
> Maintains supplies of brochures, flyers for public pick-up
> Photocopies and adds updated LAN documentation to database help sheets notebook and
> > microlab
> Receives leave slips and maintains office calendar
> Reshelves reference materials
> Backs-up Don and Charlene as needed

Phyllis Lansing - Information Specialist and Coordinator of Education Services
> Coordinates Education Services
> > Plans and implements the education calendar
> > Trains and supports instructors
> > Coordinates liaison program
> > Keeps statistics for the service
> Liaison to the School of Medicine
> New System (DRA) Task Force
> > Education Subcommittee
> MaryMED Plus Task Force
> > Chair, Education Subcommittee

Janice Leah Mason - Information Specialist
> Liaison to Graduate School and Law School
> DRA Implementation, OPAC committee
> Publicity committee

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

Alexa Mayo - Information Specialist
> Co-liaison, School of Medicine

Writes LAN documentation
Internet Coordination Committee
Campus Home Page Design Committee
DRA OPAC Committee

M. Faith Philip - Information Specialist, resigned September 1994
School of Social Work liaison
MaryMED Plus Implementation, Reference and In-house Service Subcommittee
Journal Review Committee
RIMS Collection Development Committee
Brochure coordinator
Internet coordination committee

Cynthia Phyllaier - Information Specialist 5-95-
Liaison to Undergraduate Nursing

Pamela Rand - Information Specialist
Special Projects/Expertise
Fallfest
Gerontology
ASPEN
Vertical File
Liaison to the School of Social Work
RIMS Collection Development Committee
HSL Disabled Services Committee
Bibliographic management review committee

Ginny Stone - Information Specialist
Liaison to the School of Pharmacy
Curriculum committee
MaryMED Plus Implementation, Publicity Subcommittee
DRA Implementation, OPAC committee
Resume review committee
Publicity committee

Mary Ann Williams - Information Specialist
Liaison to the Dental School

Staff Activities

Marilyn Burnett
Advanced Troubleshooting for the Macintosh
Multimedia Production on the Macintosh
MacAcademy Training

Dick Grauel
Interdisciplinary Cancer Committee
Problem Based Learning Workshop

Debbi Hutson
Towson State University Master's Program Instructional Technology
Distance Learning Conference - Univ. of Md. University College
IS Documentation Committee
HSL Liaisons Committee

Robyn Kirby
Electronic Communications Committee
Co-Chair Workstation Advisory Committee
Liaison to Human Resources
Liaison to Financial Services
Liaison to Governmental Affairs - Annapolis
Member of the Retreat Process
Seminars: Managing Multiple Projects, Objectives, and Deadlines
How to Work with Just About Anybody
Technical Windows Support

Chris Twigg
Windows Seminar

Alex Volpe
Windows Seminar

Linda Waring
WordPerfect for Windows Conference

Diane Fishman

Professional   Organizations
Medical Library Association
 Public Services Division
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians
American Library Association
 American College and Research Libraries Division
Maryland Library Association
 Academic and Research Libraries Division
Health Sciences Library Staff Association
MLA Journal Club

Meetings and Workshops
Medical Library Association Annual Meeting, May 6-10, 1995.
 Mid-Atlantic Chapter, Medical Library Association. Annual Conference, Asheville, N.C.,
 Oct. 1994. (including Conducting Social Research; Understanding Your Users.
 Continuing Education Program)   , '
Awarded Professional Development Certificate in General Management, University of
 Maryland, University College, November 1994

Committees   (Including   UMAB)/Offices/Honors
Academic & Research Libraries Division, Maryland Library Association -
 Nominating Committee Chair
Coordinator and Owner, MARYLIB, an electronic discussion group for all Maryland
 librarians.
HSL Staff Association
RIMS Collection Development Committee
UMLS Committee
Editorial Board, Bulletin of the Medical Library Association

Publications/Presentations

Drug information sources. In: Roper, FW and Boorkman, J. Introduction to reference
sources in the health sciences. 3d ed. Chicago: Medical Library Association. 1994.

Marylib: MLA Listserv. The Crab. 25 (1), Fall 1994: 15.

Where should the Pharmaceutical Researcher Look First? Comparing *International
Pharmaceutical Abstracts* and *Medline*. (with VL Stone and BA Fishman). Presentation at
the Annual Meeting, Medical Library Association, Pharmacy and Drug Information
Section, May 8, 1995.

Own Your Own Listserv! Why and How. Presentation at Mid-Atlantic Chapter, Medical
Library Association. Annual Conference, Asheville, N.C., Oct. 1994.

Internet Roundtable Coordinator. Mid-Atlantic Chapter, Medical Library Association. Annual Conference, Asheville, N.C., Oct. 1994.

Is Reference Roving Worth It? Presentation at Maryland Library Association, Academic and Research Libraries Division fall program. Catonsville, Md., Sept. 20, 1994.

Don Frese

Professional Organizations
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians

Meetings and Workshops
3/17/95 - STN/Chemical Abstracts workshop, Washington DC
5/8/95 - Medical Library Association Annual Meeting, Washington DC

Committees (Including UMAB)/Offices/Honors
RIMS Collection Development Committee
Journal Review Committee
New System Task Force and New System Task Force OPAC committee
Member, Nominating Committee, Maryland Association of Health Sciences Librarians

Patricia Hinegardner

Professional Organizations
Medical Library Association
    Public Services Section
    Nursing and Allied Section
    Research Section
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Science Librarians

Meetings and Workshops
Health Care Informatics Conference, October 3,4, 1994
Introduction to Personal Computers, November 10,11, 1994
Basic Networking Concepts, November 29, 1994
Operating Systems Basics, March 23, 1995
Introduction to Local Area Networks, May 1-3, 1995
MLA Annual Meeting, May 8, 1995
MLA Journal Club
MAHSL Executive Board Mtg, November 9, 1994; March 17 and May 19,1995
SLA Meeting March 22,1995

Committees (Including UMAB)/Offices/Honors
School of Nursing - Learning Resources and Library Liaison Committee
LAN Survey Committee

Internet Coordination Committee
Campus Home Page Design Committee
co-editor of MAHSL Newsletter

Publications/Presentations

An Internet Curriculum: a continuum of instructions to meet multiple needs (MJ Tooey and PG Hinegardner) Presentation at the Annual Meeting of the Medical Library Association, Medical Library Education Section, May 8, 1995.

Lansing, P.S. and Hinegardner, P.G. Beyond the Internet Curriculum (manuscript prepared to be published in the Education and Training column of Medical Reference Services Quarterly, Fall 1995)

Preparation of 4 chapters (Health Statistics - Compilations, Vital Statistics, Health Services Utilization, Population Characteristics) for the health statistics manuscript to be published in late 1995 or early 1996.

Phyl Lansing

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Science Librarians
Maryland Library Association
    Bibliographic Instruction Interest Group

Meetings and Workshops

MLA CE 301, Information Needs of the Health Professional, March 10, 1995
MLA CE NP 521, World Wide Web Navigation Using Netscape, May 6, 1995
MLA Annual Meeting, May 6-10, 1995
MLA Journal Club, "Education in the Academic Health Sciences Library"

Committees (Including UMAB)/Offices/Honor

Mid-Atlantic Chapter/Medical Library Association
    Governmental Relations Committee member
IS Evaluation Form Committee member
Health Sciences Library Staff Association Social Committee

Publications/Presentations

Co-presented with MJ Tooey, "Informatics Immersion Launches New Curriculum," Medical Library Association Annual Meeting, Washington, DC, May 10, 1995.

Presentation of lecture, "Structure of Information," during Medical Informatics block, August 19, 1994.

Lansing, P.S. and Hinegardner, P.G. Beyond the Internet Curriculum (manuscript prepared to be published in the Education and Training column of Medical Reference Services Quarterly, Fall 1995)

Preparation of Morbidity and Health Resources chapters for the health statistics manuscript to be published in late 1995 or early 1996.

Janice Leah Mason

Professional Organizations
Special Libraries Association - Baltimore Chapter
Maryland Association of Health Science Librarians
Maryland Library Association
American Library Association

Meetings and Workshops
Train-The-Trainer - April 5-8, 1995
Fundamentals of MEDline Searching - April 24-26, 1995
MLA Journal Club

Committees (Including UMAB)/Offices/Honor
IIS Holiday Party Committee
Health Sciences Library Staff Association Treasurer

Alexa Mayo

Professional Organizations
American Library Association
Association of College and Research Libraries

Meetings/Workshops/Lists
BIOSIS Training
EMBASE Training
ASHP (Pharmacy) Database Training
PsycLIT Training
DRA Listserv
MEDLIB-L Listserv
MLA Journal Club

Cynthia Phyillaier

Professional Organizations
Medical Library Association
American Library Association
American Association for Respiratory Care

Pamela S. Rand

Professional Organizations
Medical Library Association
    Public Services Section
    Consumer and Patient Health Information Section

Medical School Libraries Section
Maryland Library Association
Academic and Research Libraries
Specialized Services Division
Health Sciences Library Staff Association

Meetings and Workshops
Pre-White House Conference on Aging, Philadelphia, February 3, 1995
Knight-RidderBio-Medical Seminar, Arlington, March 15, 1995

Committees (Including UMAB)/Offices/Honors
RIMS Collection Development Committee
HSL Disabled Services Committee

Publications/Presentations
M.K. Blair, M.A. Williams, P.S.Rand, M.T. Schanno. Building the library/information center of the future: a resource guide. Computer Methods & Programs in Biomedicine 44(No.3,4):263-268, 1994.

Ginny Stone

Professional Memberships
American Association of Colleges of Pharmacy
Maryland Association of Health Sciences Libraries (MAHSL)
Maryland Library Association
Medical Library Association/Mid-Atlantic Chapter
Health Sciences Library Staff Association

Meetings and Workshops
MAC meeting, October 5-8, 1994
    CE 701 Development and assessment of health sciences library collections
Knight-Ridder drug information, March 13, 1995
MLA Annual Meeting, May 5, 8, 1995
    CE 501 Research methods for HSL

Committees (Including UMAB)/Offices/Honors)
School of Pharmacy curriculum committee
HSL Staff Association - vice-president

Publications and Presentations
Co-presented with Diane Fishman and Bethany Fishman, Where should the Pharmaceutical Researcher Look First? Comparing *International Pharmaceutical Abstracts* and *Medline*. Presentation at the Annual Meeting, Medical Library Association, Pharmacy and Drug Information Section, May 8, 1995.

Mary Ann Williams

Professional Memberships
Mid-Atlantic Chapter (MAC)
Maryland Association of Health Sciences Libraries (MAHSL)
Health Science Library Staff Association

Meetings and Workshops
Creative Teaching Techniques II, Sept. 30, 1994
Annual MAC Meeting, Asheville,N.C., Oct. 5-7,1994
MAHSL Meeting & Executive Board Mtg, Jan. 26,1995
MAHSL Executive Board Mtg, May 19,1995
MLA Journal Club

Offices/Honors
Co-editor of MAHSL Newsletter

Publications/Presentations
M.K. Blair, M.A. Williams, P.S.Rand, M.T. Schanno. Building the library/information center of the future: a resource guide. Computer Methods & Programs in Biomedicine 44(No.3,4):263-268, 1994.

RESOURCES MANAGEMENT

Annual Report

1994/95

RESOURCES MANAGEMENT DIVISION
ANNUAL REPORT
1994/95

Mission

The Health Sciences Library's mission is to provide information when, where and how it is needed. The Resources Management Division contributes to this mission in several ways. The Acquisitions/Serials Department selects and acquires monographs, serials, and other media and then preserves these materials through binding and repair functions. The Cataloging Department organizes the materials acquired for the Library, establishing the bibliographic control necessary for students, faculty, and staff to retrieve both information about these resources and the materials themselves. The Historical and Special Collections Department participates in the activities of the other two departments as well as acquires and organizes materials for the historical and special collections in the Library; in addition, this department provides guidance to patrons seeking information from and about these collections. All these activities are undertaken to support the increase of knowledge in the health sciences.

Events and Accomplishments

A brief summary of this year's events and accomplishments in Resources Management:

- All staff members spent many, many hours planning for and converting to the DRA integrated library system. Numerous projects were carried out by all members of the Division in preparation for the conversion. The assistant director and all three department heads attended regular meetings of DRA implementation teams. All staff members of the Division attended training sessions conducted by DRA and contributed to the development of new workflows and procedures. When DRA went live on June 16, 1995, procedures were in place for all regular operations as well as for serials conversion and several cleanup projects; work began immediately. Decisions required to implement the DRA acquisitions module were also made; draft workflows and procedures were ready for automating acquisitions for the first time with the new fiscal year.

- The Acquisitions/Serials Department acquired 2409 books, 2638 bound volumes of serials, and 25 new journal subscriptions with $853,033.22.

- The Cataloging Department maintained the quality of the online catalog by the addition, deletion, and/or revision of bibliographic and authority records; a total of 2700 titles were cataloged, 410 titles were recataloged, and 274 titles were withdrawn. All these activities were conducted while assisting with ILL operations 45 hours per week.

- The Historical and Special Collections Department answered 214 historical reference questions, selected 2 new monographs, and negotiated donations of more materials and funds for the collections. Rich Behles also maintained bibliographic and associated holdings records in four separate systems for all HSL journal titles and continued cataloging historical collection books.

- The Health Sciences Library now owns 160,469 monographs; 164,390 bound volumes of serials; and 2,326 journal subscriptions.

- RIMS liaisons began a more active role in the selection of new books beginning in August 1994 in cooperation with the Acquisitions/Serials Department. RIMS staff members review all new approval books and make difficult recommendations as to which titles to keep; over 50% of books sent on approval were returned this year due to fiscal restraints.

- Rich Behles completed discussions with Dr. Woodward which successfully resulted in a donation of bankshare securities into a newly-established Foundation fund for the HSL.

- Jane Murray and Anne Sleeman developed specifications for authorities processing on the HSL database and ensured that the work was accurately completed. 679,792 headings were verified and corrected as necessary by LSSI during this processing.

- Anne Sleeman chaired the UMAB Home Page Design Team which developed a prototype for UMAB's World Wide Web presence that was adopted by the University.

- The bindery position was filled by 3 different people over the course of the year. The number of unbound issues in the stacks increased dramatically over this period. Raquel Arbaiza was hired in March 1995 to fill the vacancy and started working towards eliminating this backlog.

- Wert Bookbinding provided us with BIS, an automated bindery system in April (DRA does not include a bindery module). Raquel Arbaiza is now building the database from SC350 bindery worksheets, working alphabetically through the HSL journal collections.

- Individual workstations were installed for each staff member in February, allowing access to reference databases (e.g. Books In Print)and the internet from their desks.

- The Cataloging Department provided consultative and technical support and training in organizing local collections and resource databases on campus by continuing to maintain bibliographic records and provide staff support and training for the Baltimore Veterans Administration Medical Center Library, the School of Medicine's Office of Medical Education Learning Resource Center (LRC) and its Clinical Media Library, the School of Social Work LRC, and the School of Nursing's LRC.

- Rich Behles collaborated with Systems staff to establish an electronic mailbox (CATPROBS) for communication of online catalog questions/answers between the Cataloging Department and other staff members.

- The catalogers participated in the ongoing development of the OCLC international bibliographic database by contributing original, upgraded, and "enhanced" records.

- The Cataloging Department and Rich Behles maintained the quality of the online catalog by the addition, deletion, and/or revision of bibliographic, authority, and holdings and/or item records; "froze" the paper shelflist file; and contributed to the maintenance of the union list for serial holdings (SERHOLD).

- The Cataloging Department and Rich Behles adjusted procedures to accommodate "Phase

1" of MARC format integration, which validated the variable fields across all formats.

- Rich Behles worked with Lynette Ralph to submit HSL's fire evacuation plan to campus authorities for incorporation into a campus-wide collection of emergency documents

- The preservation officer supplied journal issues for NLM's national preservation of biomedical literature microfilming project as requested.

- Jane Murray continued to assist in the development and application of the Unified Medical Language System (UMLS). She contributed narrative text to the "help" function of the Workstation Project.

- Jane Murray conducted a subject analysis of multiple thesauri (in part, using the UMLS Workstation Project) for use with the USMARC Community Information Format.

- The Cataloging Department ensured the "retracted articles" project was kept up to date to promptly notify patrons of retracted articles in the literature.

Projections for 1995/96

Implementation of the DRA library system will remain a focus during the new fiscal year. Establishing and refining procedures to improve the workflow and general cleanup of LS/2000-migrated records will consume much of our collective time. New procedures, not only within each department, but between Cataloging and Acquisitions/Serials, will continue to be devised as we monitor the system's capabilities. Each department will also be exploring ways to integrate the use of internet resources into their workflows.

Serials holdings data will be an additional focus of attention this fiscal year. At the close of 1994/95, a student assistant was hired to upgrade SERHOLD records. We plan to enhance the data available in the online catalog as well, eliminating the need for paper records and improving patron access to journal holdings information.

USMARC Format Integration's "Phase 2", scheduled for January 1996, will require more adjustments in cataloging procedures. The Cataloging Department will also begin the conversion of the paper series authority file to machine-readable format in DRA. The "new headings" report available in DRA will produce an additional mechanism by which to monitor and control name, series, and subject headings and their associated authority records. This work is essentially invisible but provides significant benefits to users of the online catalog.

OCLC, the bibliographic utility we use for acquisitions, cataloging and interlibrary loan activities, has developed an experimental cataloging project, InterCat, to describe remote Internet resources. The HSL is among the 181 libraries that volunteered to contribute to this project. Project participants identify, select, and catalog Internet resources using applicable cataloging rules and standards, and code the information in MARC format. We will begin our participation this autumn and continue until the project's conclusion in March 1996.

Members of the Resources Management Division will continue to find a balance between "business as usual" and special projects, supporting the growth of knowledge at UMAB and in the health sciences.

Statistical Reports

Acquisitions/Serials

TOTAL FUNDS EXPENDED	92/93	93/94	94/95
Books	$215,538.02	$212,074.28	$130,570.61
Journals*	628,487.80	659,861.63	697,834.58
Bindery	38,619.75	27,889.67	24,628.03
	$882,645.57	$899,825.58	$853,033.22

Of major concern this year was the materials budget. The book budget was reduced to $79,878 and even with the addition of the DRIF money ($41,599) was barely half of the previous year's expenditures. This will have a lasting effect on the Library's collection since much of the material not purchased will soon be unavailable at any price. The increase in cost of journal subscriptions was not offset by a corresponding increase in the budget, so a journal cancellation project was begun in July of 1994. Margaret Blair worked with Anne Sleeman to analyze cost and use data. By the end of August, 247 titles and 18 copies of titles were canceled for an annual savings of approximately $43,000. These cancellations also enabled the addition of 25 new titles over the course of this fiscal year.

*This figure includes payments for all the electronic databases. The subscription for the Medline tapes was canceled and replaced by CD Plus, which was paid for out of the journal budget in FY 93/94 and FY 94/95. Micromedex was paid for out of another budget in FY 92/93, 93/94, and 94/95. See the chart "Databases in Electronic Format" later in this report for more details.

BOOKS	92/93	93/94	94/95
Purchases	4202	3029	1818
Gifts	459	369	441
Theses	140	90	150
AV	4	66	0
Total books acquired:	4805	3489	2409

Monographs processed in the fields of:

Dentistry	109	69	82
Medicine	2595	1986	1072
Nursing	713	336	322
Pharmacy	225	194	344
Social Work	526	350	344
Allied Health	35	20	19
Psychiatry	142	64	58
Other	233	212	195
Sent to REF.	330	267	275

SERIALS STATISTICS

Bound volumes added	3953	2373	2638
New subscriptions	23	7	25
Titles canceled	19	1	230

The next page shows databases purchased over the years and their costs.

DATABASES IN ELECTRONIC FORMAT
Fiscal Year Expenditures

Database:	FY 1989	FY 1990	FY 1991	FY 1992	FY 1993	FY 1994	FY 1995
PsycLIT (1986)**	$3,595	$3,595	$5,095	$5,095	$5,625	$5,625	$5,618
MEDLINE**	$12,500	$12,500	$12,500	$10,050	$0.00		
CDPLUS						$8,000	$8,000
Current Contents	+$25,880	+$30,880	+$33,392	+$38,392	+$48,642	+$39,540	+$41,075
Micromedex		*$20,795	$24,095	$24,700	+$27,075	+$29,925	+$35,000
CINAHL**			$950	$712	$1,425	$1,643	$1,643
MICROCAT			$200	$250	$250	$250	$250
Computer Selects				$1,990	$2,395	$2,395	$2,395
Books in Print				$1,920	$1,938	$2,128	$2,128
Online Jo. Clin. Trials				$95	$95		$120
Social Work Abstracts Plus**					$1,693	$1,643	$1,643
Int'l Pharmaceutical Abstracts						$1,492	$1,492
Bioethicsline						$1,193	$1,590
HAPI						$265	$530
Online J. of Knowledge Synthesis in Nursing						$250	
Total	$41,975	$67,570	$76,232	$85,669	$89,138	$94,349	$101,484

*from President's Funds(1990)

**Also maintain paper copy (price not included)

+Paid for from a separate fund & budget

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.

•Payment for CD Plus replaced the Medline tapes

Cataloging

NEW ITEMS ADDED (HSL. SM LRC/CML, SSW)

Print Material	90/91	91/92	92/93	93/94	94/95	change
DLC/CIP Cataloging	3615	2263	2876	2041	1374	-33 %
	3759	2337	2945	2217	1439	
Edited (non-DLC) Cataloging	370	618	761	414	539	+30 %
	401	642	833	514	584	
Original Cataloging	278	133	177	59	145	+146 %
	329	169	221	72	234	
Enhanced Cataloging	191	90	57	36	24	-33 %
	201	93	61	36	24	
Minimal-Level Upgrades	11	9	33	16	10	-38 %
	11	9	33	16	10	
Added Copies/Volumes	909	568	892	551	359	-35 %

Total   Print   Material

	90/91	91/92	92/93	93/94	94/95	change
Titles	4465	3113	3904	2566	2451	-4 %
Volumes	5610	3818	4985	3406	2650	

Non-Print   Material

	90/91	91/92	92/93	93/94	94/95	change
Titles	34	105	81	181	249	+38 %
Volumes	48	106	84	240	256	

Total   New   Items   Added

	90/91	91/92	92/93	93/94	94/95	change
Titles	4499	3113	3985	2747	2700	-2 %
Volumes	5658	3818	5069	3646	2906	

Total   Withdrawn

	90/91	91/92	92/93	93/94	94/95	change
Titles	518	400	401	145	274	+89 %
Volumes	664	600	636	312	408	

NET ADDED TO CATALOG

	90/91	91/92	92/93	93/94	94/95	change
Titles	3991	2713	3584	2602	2426	-7 %
Volumes	4984	3218	4433	3334	2498	

	90/91	91/92	92/93	93/94	94/95	change

REVISION ACTIVITIES

Recataloging

Titles	NA	NA	198	639	410	-36 %
Volumes			343	732	525	

Transfers (relocated to another collection)

Titles	NA	NA	2752	1263	153	-88 %
Volumes			4209	1505	209	

C.   SCHOOL OF SOCIAL WORK PROJECT

Cataloging

Titles	- - -	330	1090	2377	256	-89 %
Volumes		376	1258	2861	321	

D.   ILL DEPARTMENT ACTIVITIES

III Requests verified	NA	NA	5628	6682	5789	-13 %
ILL requests processed	NA	NA	3184	3427	3102	-9 %
ILL requests sent	NA	NA	NA	1353	4778	+253 %

The statistics for new titles added to the HSL's collection reflect chiefly the amount of time devoted to the implementation of the new system, and, to a lesser extent, fluctuations in the expenditures on new monographs. The net total of titles cataloged and added to the collection is almost the same (-2%) as the previous year's. After factoring in the number of titles withdrawn from the collection, the net decrease is seven per cent.

During June, few new titles were cataloged as staff feverishly replicated in DRA the work they had performed in the LS/2000 in an effort to be current by the time the system went live on June 26th. All titles cataloged since March were entered into DRA, and adds, withdrawals, and transfer activities had to be reproduced. The introduction of MARC Format for Holdings Data (MFHD) requires an extra step in record creation, and a learning curve was apparent during the early weeks of the new system. The greatest advantage conferred by MFHD records is that our holdings data will now be coded according to a national standard that will be exportable and intelligible to future bibliographic systems.

Despite an increase in the numbers of edit and original titles cataloged by the catalog librarian during the first half of the fiscal year, a small backlog in edit and original cataloging developed as she focused on the DRA implementation from January on. The two paraprofessional catalogers improved their subject analysis skills, the result of which is immediately evident in their production of theses records cataloged: 91 titles, versus 17 for the previous year.

Activities undertaken on behalf of the learning resource centers varied: the number of titles cataloged for the School of Social Work project decreased by 89% as the conversion project slowed, while the number of non-print titles cataloged for the other UMAB media center sites increased by 27%. Much of this latter increase was due to a small project to catalog the NCME videotapes held by the School of Medicine's Clinical Media Library.

Recataloging activities decreased by -36% over the previous year--which partially is a reflection of the postponement of recataloging during the gap tape period to minimize the amount of work that would need to be done twice otherwise: once in the LS/2000 and again in DRA.

The apparent decrease in numbers of titles transferred is misleading; a large part of this data, usually furnished by the Circulation Department and based on numbers derived from the LS/2000, was unavailable.

Historical and Special Collections

Historical reference questions by type:

In person	79
By telephone	67
Letter/fax	68
Total	214

These reference statistics indicate a substantial increase over last year's total of 165. In addition, Rich also handled 29 general reference questions from patrons entering his office to ask for assistance with journal locations, copy machines, MACLAB, etc.

All Historical Collections cataloging statistics for historical and journal materials are cumulated with Cataloging Department statistics.

Staff Activities

Anne Sleeman

Professional Organizations
American Library Association
Medical Library Association
Mid-Atlantic Chapter, Medical Library Association
Maryland Association of Health Sciences Librarians

Meetings and Workshops
Sept. 14	SLA program on SAILOR
Oct. 4	Observed OCLC's "International Videoconference on the Electronic Library"
Oct. 5-7	MAC/MLA annual meeting (Ashville, NC)
Jan.-June	UMAB Executive Development Program (ongoing)
Jan.-June	DRA training sessions
Jan. 23	Palinet in MD meeting
Feb. 6	ALA Midwinter Meeting exhibits (Philadelphia, PA)
March 23-24	Attended the NN/LM RML RAC meeting as a recorder/facilitator
May 6-10,12	MLA and 7ICML meetings (Washington, DC)
June 6	Ebsco seminar on electronic publishing (Ellicott City, MD)
June 23-28	ALA annual conference (Chicago, IL)

Committees/Offices/Honors
ALA LAMA SASS Acquisitions Systems Committee
MLA Books Panel
MLA TSS Continuing Education Committee
MLA TSS Standards Committee
MAC/MLA 1996 Conference Local Arrangements Committee, Co-Chair of Registration
Subcommittee
UMAB Home Page Design Team, Chair
DRA Implementation Coordinating Committee
DRA Conversion Team
DRA Cataloging Implementation Team, Chair
DRA Serials Implementation Team, Chair
DRA Acquisitions Implementation Team, Chair

Margaret K. Blair

Professional Organizations
Medical Library Association
Mid-Atlantic Chapter, Medical Library Association

Meetings and Workshops
July 22	"Teambuilding" workshop (Baltimore, MD)
Nov. 1-4	Attended Charleston Conference on Acquisitions and Serials (Charleston, SC)
Feb.-April	DRA training sessions
Feb. 6	ALA Midwinter Meeting exhibits (Philadelphia, PA)

March 23-24 Attended the NN/LM RML RAC meeting as a recorder/facilitator
April 26   BIS training
June 6   Ebsco seminar on electronic publishing (Ellicott City, MD)

Committees/Offices/Honors
MAC/MLA 1996 Conference Local Arrangements Committee, Co-Chair of Registration
Subcommittee
Journal Review Committee, Chair
DRA Implementation Coordinating Committee
DRA Serials Team
DRA Acquisitions Team

Raquel Arbaiza

Meetings and Workshops
April 26   BIS training
June 6   WordPerfect training

Steve Ciuchta

Meetings and Workshops
June-Dec.   Completed Secretarial & Support Staff Development Program
Feb. 2-3   DRA serials training sessions
March 9   WordPerfect & Pegasus training
June 6   WordPerfect training

Theresa McLaurin

Meetings and Workshops
Sept. 22   Workshop on Self-esteem and Peak Performance
Feb.-April   DRA serials and acquisitions training sessions
March 9   WordPerfect & Pegasus training
June 6   WordPerfect training

Sandy Williams

Meetings and Workshops
Sept. 22   Workshop on Self-esteem and Peak Performance
April 27-28   DRA acquisitions training sessions
March 9   WordPerfect & Pegasus training
June 6   WordPerfect training

Jane Murray

Professional Organizations
American Library Association
Health Sciences OCLC Users' Group
Online Audiovisual Catalogers
Maryland Association of Health Sciences Librarians

Meetings and Workshops

July 22	"Teambuilding" workshop (Baltimore, MD)
Oct. 4	Observed OCLC's "International Videoconference on the Electronic Library"
Dec. 1	Pegasus e-mail training
Jan.31-Feb.1	DRA Netcat module training
Feb. 6	ALA Midwinter meeting (Philadelphia, PA)
April 24-27	Observer at parts of the DRA Acquisitions and Circulation modules training
June 23-27	ALA annual conference (Chicago, IL)

Committees/Offices/Honors

DRA Implementation Coordinating Committee
DRA Cataloging Implementation Team
DRA Ad-Hoc MFHD (Holdings) Implementation Subcommittee
DRA Conversion Team

Priscilla Anderson

Meetings and Workshops

Aug. 3	"Powerful Communication Skills" workshop (Baltimore, MD)
Oct. 4	Observed OCLC's "International Videoconference on the Electronic Library"
Dec. 15	MaryMed Plus/Current Contents session
Jan.31-Feb.1	DRA Netcat module training
March 9	WordPerfect and Pegasus training
April 25	CAPCON Subject Headings workshop (Washington, DC)

Phyllis Colleton

Meetings and Workshops

July 11	Microcomputer Boot Camp workshop
Jan.31-Feb.1	DRA Netcat module training
Jan. 25	MAILL meeting
March 9	WordPerfect and Pegasus training
June 6	WordPerfect training

Committees/Offices/Honors

HSL Staff Association, Member-at-large, Chair, Social Committee and Membership

Emily Denning

Meetings and Workshops

Oct. 4	Observed OCLC's "International Videoconference on the Electronic Library"
Oct. 12	Participated in UMAB Employee Service Awards Day ceremony
Dec. 15	MaryMed Plus/Current Contents session
Jan.31-Feb.1	DRA Netcat module training
Jan. 25	MAILL meeting
March 9	WordPerfect and Pegasus training
June 6	WordPerfect training

Rich Behles

Professional Organizations
Archivists and Librarians in the History of the Health Sciences

Meetings and Workshops
July 11-15   Rare Book School"Publishers Bookbindings, 1830-1910" (Charlottesville, VA)
May 10-14   Annual meeting, ALHHS/American Association of the History of Medicine
(Pittsburgh, PA)

Publications/Presentations
Delivered (by invitation) class presentation on history of books and printing at Norrisville
Elementary School on March 31.
Contributed article to Spring issue of IS NEWS about William Salmon and PHARMACOPOEIA
LONDINENSIS

Committees/Offices/Honors
ALHHS Membership Committee
UMAB Safety Awareness Committee; represented UMAB Safety Awareness Committee at
Governor's Crime Prevention Awards ceremony, November 22, 1994

University of Maryland at Baltimore Health Sciences Library
Resources Management

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                    ┌─────────────────────────────────┐
                    │  Director, Resources Management  │
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Head, Acquisitions/Serials Margaret Blair	Historical Librarian/ Preservation Officer Richard Behles	Head, Cataloging Jane Murray

| Acquisitions/
Serials Unit
2.5 FTE | Account
Clerk II | | | Cataloging
Unit
3 FTE |
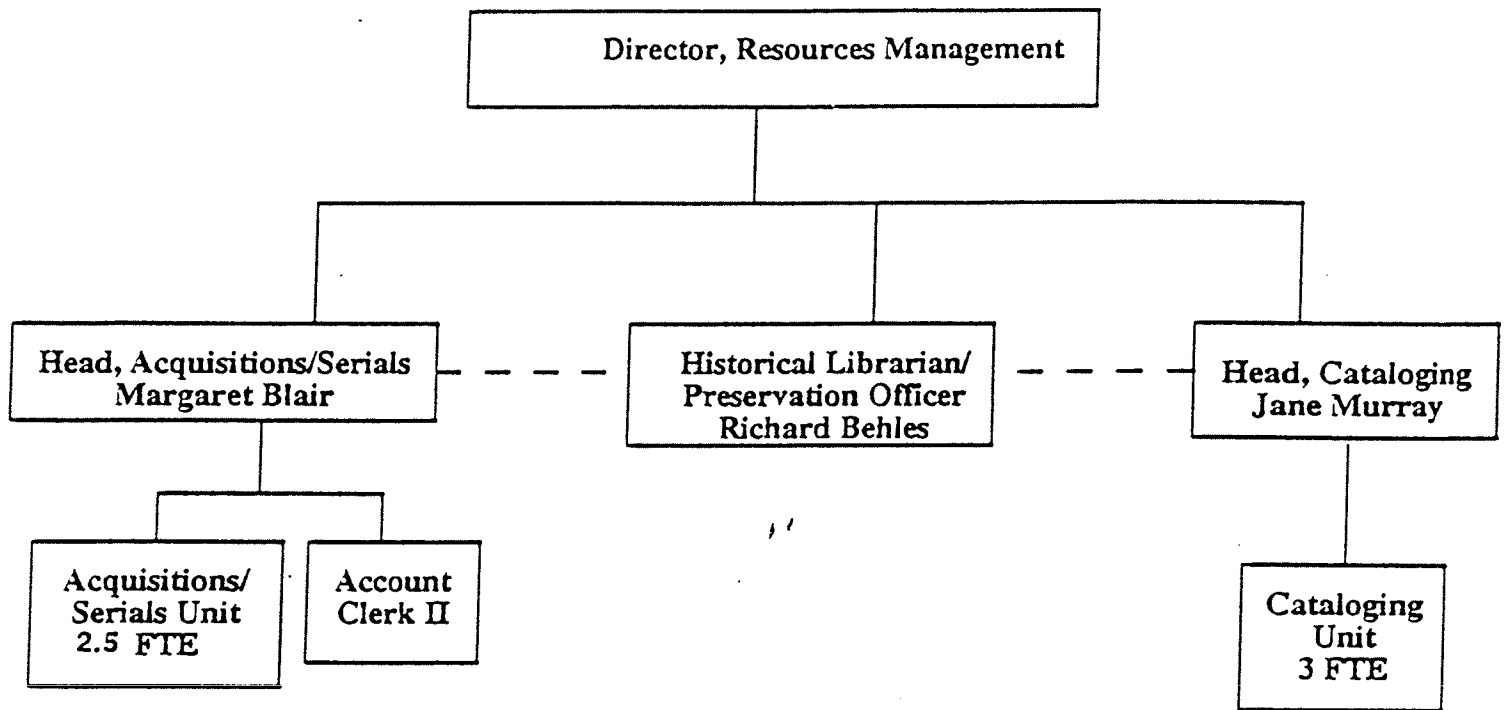
SYSTEMS RESEARCH, DEVELOPMENT AND SERVICES

Annual Report

1994/95

Systems Research, Development, and Services
Annual Report 1994/95

The mission of the Systems Research, Development, and Services Department of the Health Sciences Library is to support the other library departments in their efforts to provide information when, where and how it is needed.

Staff changes this year were actually augmentations with one exception: the Microlab Assistant's position. The turnover there saw Jianhuai Luo replaced by Alex Volpe in September, who was in turn replaced by Derrick Dixon in June. The augmentation took the form of additional services provided. Steve Rafferty, hired late in the 1993/94 year assumed the new role as gopher content co-ordinator, i.e., taking charge of all the information stored on the UMABnet gopher. The Microlab Assistant's roles were expanded to include troubleshooting micros throughout the library. This new role was implemented when Alex Volpe started. Fortunately, Alex brought the right amount of experience and enthusiasm to make this work very well. In April, we were also able to hire Leon Francis to work as Microlab Assistant for evening times, Monday through Thursday; and during the summer, Leon worked Saturday afternoon's as well. We were also able to hire, in April, Matthew Miller for 20 hours per week to help Steve Rafferty manage the information flowing into the gopher, e..g, re-formatting WordPerfect files into ASCII text format.

The most engrossing project this year was the implementation of the new DRA library automation system. This project required the participation of all SRDS staff: from co-ordinating the project to supplying technical support for modules to setting up microcomputers as terminals. Implementation began in October with the first meeting with DRA to set up system parameters. Both the start date and the database conversion were slowed by the ponderous procurement process, so while we met the deadline of getting off the LS2000 system by the end of June, it forced us to hurry some of the activities.

Database conversion went relatively smoothly, though DRA had to spend extra time doing this as we were the first site to convert both our bibliographic information and our holdings information simultaneously as

a user of the new MARC Holdings Format sub-system. One of the most troublesome component of the implementation was getting a satisfactory terminal emulator. DRA has written several key elements of its online programs to conform to a VT220 or VT320 terminal, both of which we do not, and will never, own. We resolved this finally by using NCSA Telnet for Macs and Lan Workplace for DOS for Windows computers, though the latter required major re-configuration of our PC's to get it to run.

The move from the LS2000 system to that of DRA required us to replace a number of auxilliary systems, e.g., the accounting system.

The new Dynamics accounting system was installed in the Fall, but the software was a greater challenge to configure than we anticipated. It will need yet more configuring to get it fully working in the next fiscal year.

The public menu on the LS2000 system used to provide access to our Medline and Current Contents database. As of January, access was changed so users could reach these databases over the campus network or the Internet as a result of placing these databases on a Sun Unix computer running the Ovid (formerly CD Plus) search software. The Sun took a long time to procure, and arrived without all of the memory needed to run with 30 users; however, once the full complement of memory arrived and it was brought up, it has performed extremely well and the troublesome connections to the Novell-based system, which ran through the LS2000 menu, were happily removed.

The public menu also provided Library services such as photocopy requests and reference query requests. These were replaced by programs written for the UMABnet Unix computer. Most of these programs were written in PERL by Steve Rafferty; the reference query was written in shell script by Roderick Reckley of Operations and Technical Services.

And finally, the LS2000 e-mail was replaced by Pegasus Mail, a program that runs on our Novell local area network and which has Internet capabilities.

A major undertaking this year was installing 27 new PC's and 6 PowerMac computers. All of the computers in the Microlab and on the Low Salad Bar (the counter next to the Reference Desk) were replaced with

486/33MHz computers running the Windows-based Saber menu. The computers replaced, along with the Remote Access Units (RAU) used when access to Medline and Current Contents were run on Novell, were distributed to the High Salad Bar and to staff desks where no computer had been previously. With this, all staff have a GUI-based interface, either Mac or Windows, plus access to their e-mail at their desks. Some of the re-allocated computers proved problematic to re-locate and much more time was required to move them than anticipated. Some have never worked properly with Windows, and some of the computers we used, i.e., the Zenith 286 computers from the Microlab, we knew would not last much longer, so Systems specified and ordered 16 replacement computers which will arrive in the 1995/96 fiscal year. As well, the Novell servers were re-configured so all office automation software runs on one (with redundant disk drives for better data security) and all CD-ROM databases on another.

Some development was done on the Uniform Medical Language System. Peter LePoer went to Ovid Technologies' office in New York to discuss specifications for an interface between their database and the UMLS interface. As part of developing this, Peter also installed the Windows-based interface that would connect a Novell user to the Unix-based database supported by the Ovid software.

In August, the Department, working with the newly established Gopher Editorial Board and Academic Computing, brought up a much revised campus gopher. Since then quite a number of files of information from both schools and administrative departments have been added, e.g., Off Campus Housing supplies up-to-date information on what student housing is available.

As well, the SRDS was heavily involved with the work on planning and drafting a campus World Wide Web Home Page, an effort that involved staff from various departments in Information Services as well as the Office for Institutional Advancement.

The 1995/96 Year:

SRDS was fortunate to have the solid VAX expertise of Joe Mancuso of Operations and Technical Services in setting up the DRA files and especially a menu system for every user. We anticipate continued good collaborative rapport while fine tuning this joint management of the DRA system.

Expected too in the coming year will be the hiring of a part-time Network Assistant to help Peter LePoer manage the Library's much expanded local area network.

There are many major projects set for 1995/96: among these are installing the electronic reserve room equipment acquired at the end of this fiscal year and adding more databases to the Sun - at least the Health Planning and Administration database.

Staff Activities:

October: Peter Burslem and Steve Rafferty attended the 2nd Annual World Wide Web conference in Chicago.

November: Peter LePoer represented the UMLS project in a series of meetings with development staff of OVID Technologies Inc. in New York

February: Peter Burslem attended the Midwinter American Library Association conference in Philadelphia

May: Peter Burslem gave a presentation on managing the UMAB campus gopher at the Medical Library Association conference in Washington, DC

June: Peter Burslem attended the Annual American Library Association Conference in Chicago

Uptime Statistics

This year saw a number of occasions where planned power outages caused unexpected disruptions in the running of the Data General computers. As well, the Data General supporting Current Contents (Moe) suffered from two disk failures.

With the switchover of accessing Current Contents on Moe to our new Sun computer, Moe was used only until the end of December. The other Data General supported the library automation system until June 26 when the switchover was made to the Data Research Associates system.

LS2000 Data General

Hours of Operation	8,760
Hours of Downtime	155
% Uptime	98.2%

Current Contents Data General

Hours of Operation	4,380 *
Hours of Downtime	183
% Uptime	95.8%

* This computer was effectively taken out of service when the Current Contents database was moved to the Sun platform.

Database Connect Time

Database connect time this year showed some interesting trends: MaryMed (Medline) usage was up considerably from last year (from 12,237 hours to 17,332 hours), while usage of Current Contents dropped dramatically (from 8,941 to 997). For half of the year, i.e., the year the Sun-based system was in operation, the data collection program was flawed. The OVID software collects database connect time for a session, not by the database, so when a user would enter both Medline and Current Contents, this was counted in total number of minutes connected. This problem is to be fixed by the 4th quarter of 1995.

There was no evident reason for either of the MaryMed or Current Contents trends, though the introduction of the Problem Based Learning curriculum at the School of Medicine may have caused the increased use of MaryMed.

Micromedex usage was slightly higher than last year.

Connect Time

Legend: MaryMed, HSL/Current Contents, Micromedex
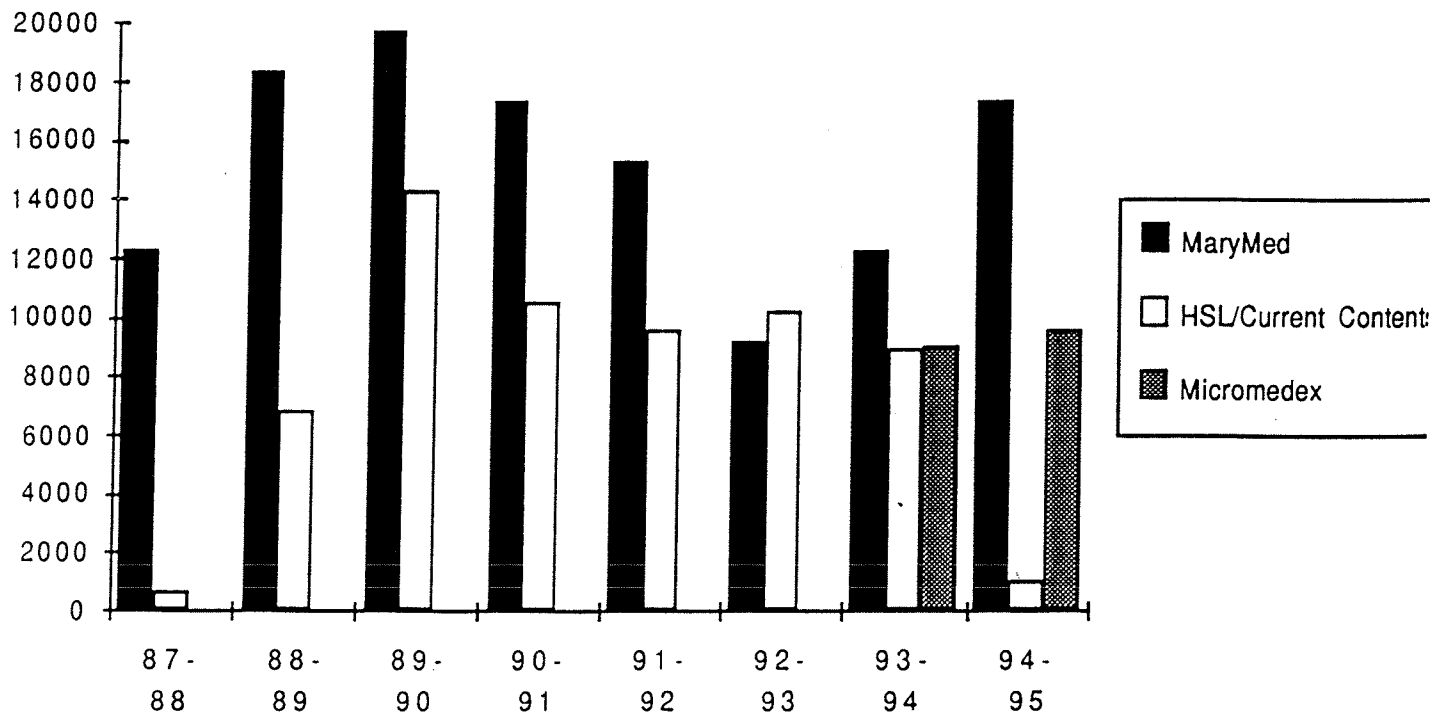
Systems Research, Development, and Services

Organization Chart

1994-95
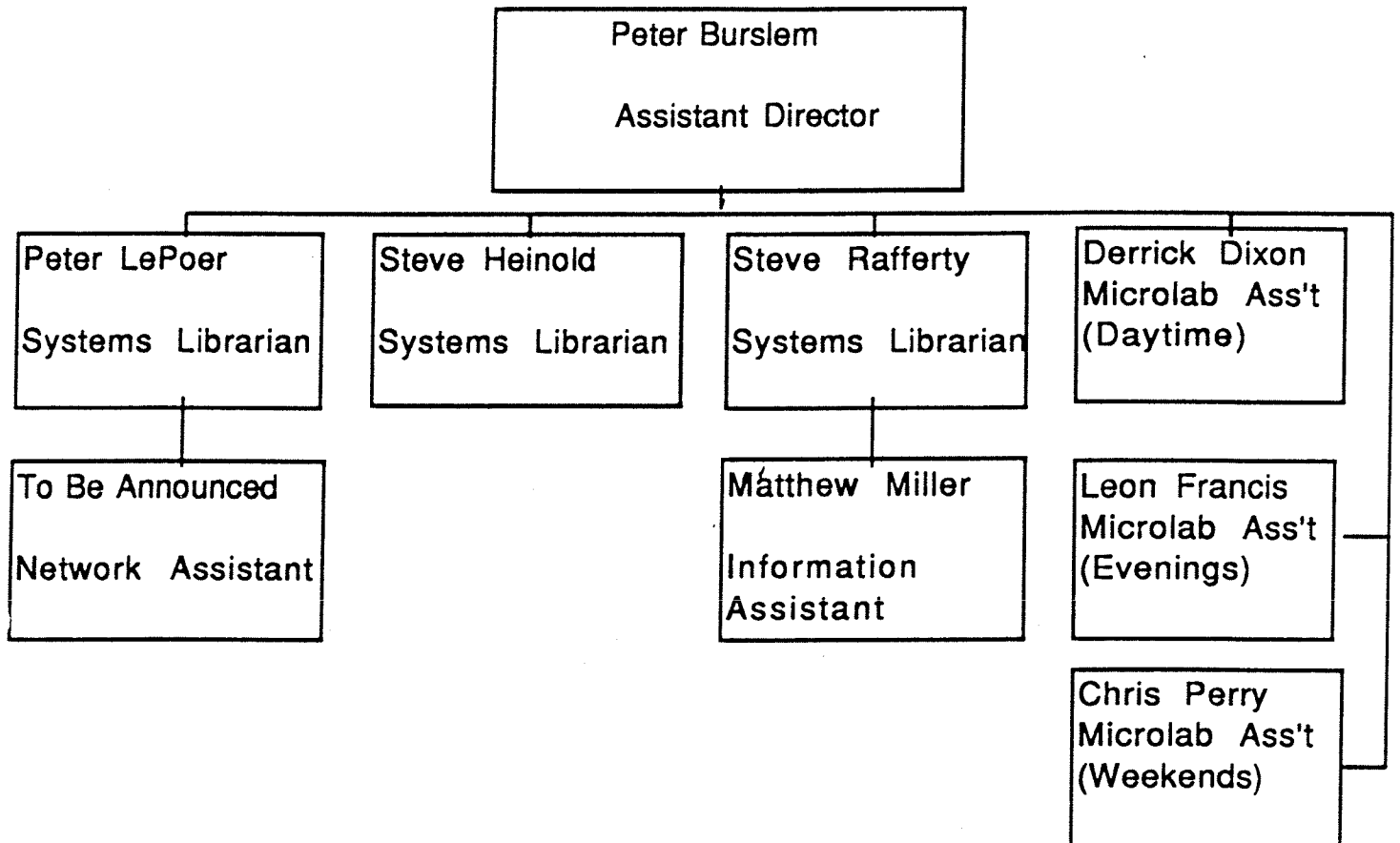
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                    ┌────────────────────────┐
                    │     Peter Burslem       │
                    │                         │
                    │   Assistant Director    │
                    └────────────────────────┘
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Peter LePoer	Steve Heinold	Steve Rafferty	Derrick Dixon
Systems Librarian	Systems Librarian	Systems Librarian	Microlab Ass't (Daytime)

To Be Announced		Matthew Miller	Leon Francis
Network Assistant		Information Assistant	Microlab Ass't (Evenings)

Chris Perry
Microlab Ass't
(Weekends)

STRATEGIC PLAN FOR HSL (95/96)

Mission

The Mission of the Health Sciences Library as a component of Information Services is to make information accessible when, where, and how it is needed to support the programs and services of UMAB.

Goals and Subgoals for <u>Resources Management</u>

Goal 1   **Provide high quality products and services to meet the needs of a wide variety of clientele.**

Subgoals:

- o   Provides library outreach services on campus.

- o   Improve and evaluate current services in an effort to increase productivity and customer satisfaction.

- o   Investigate new and innovative services.

- o   Address needs of special populations.

- o   Promote Health Sciences Library products and services.

Ongoing Tasks:

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

2. Represent the HSL on UMAB Safety Committee.

3. Provide reference service for Historical/Special Collections.

4. Manage Clemmens fund purchases.

5. Consult with RIMS staff and faculty liaisons to increase Library involvement in the curricula and increase the flow of information about new programs, areas of study and areas of research.

6. Participate in Library Advisory Committee meetings and activities.

Tasks for FY95/96:

1. Participate in the planning for a UMAB authors' reception.

2. Contribute staff expertise by performing citation verification, sending and processing borrowing requests for ILL, and assisting in training new/existing ILL staff while preparing to withdraw from ILL

operations; use time gained to enhance the quality of online catalog information.

Accomplished FY94/95:

1. Assisted in the development and application of the Unified Medical Language System (UMLS).

2. Maintained currency in the "retracted articles" project.

3. Negotiated additional Woodward donation and created a corresponding fund.

4. Performed citation verification, sent and processed borrowing requests for ILL, and assisted in training new/existing ILL staff in ILL operations.

5. Performed reference service for Historical/Special Collections.

6. Represented HSL at meetings of the UMAB Safety Committee.

7. Worked with RIMS to integrate collection development responsibilities into the School liaison program.

Goal 2   **Pursue outreach activities beyond the campus.**

Subgoals: o   Serve as RML.

              o   Foster relationships with other libraries and organizations.

              o   Promote the Health Sciences Library.

Ongoing Tasks:

1. Create and maintain union list databases in support of resource sharing (e.g. SERHOLD).

2. Provide research assistance for Historical/Special Collections international clientele.

3. Work with UMS and area libraries to develop cooperative collection development agreements.

Tasks for FY95/96:

1. Host WHO Collaborating Center fellow.

Accomplished FY94/95:

1. Learned how to access and contribute to SERHOLD database via the Internet.

2. Created and maintained union list databases in support of resource sharing (e.g. SERHOLD); upgraded some SERHOLD level x entries.

3. Provided research assistance for Historical/Special Collections international clientele.

4. Strengthened library cooperation by honoring collection development agreements with Welch and UMBC.

Goal 3   **Provide high quality information infrastructures**

Subgoals: o   Provide and manage appropriate library resources.

                   o   Assess and implement state-of-the-art information technology to
                        support library operations and public services.

Ongoing Tasks:

1. Ensure access to and facilitate retrieval of the Health Sciences Library's
   regular and special collections by:
   a. Creating and maintaining the quality and integrity of the online
      catalog bibliographic database;
   b. Developing and maintaining authority control;
   c. Continuing to execute the annual "Lost & Missing Items" project.

2. Catalog newly-received media titles for LRCs on campus.

3. Participate in ongoing education of HSL staff in the use of OCLC and the
   Library's new integrated system.

4. Maintain documents and procedures supporting international practices
   and standards in bibliographic description and access.

5. Acquire selections for Historical Collections.

6. Select monographs for purchase by the Library in accordance with the
   HSL Collection Development Policy.

7. Revise approval plan profile with Rittenhouse (UMAB book vendor),
   adjusting to accomodate budget realities as necessary.

8. Spend funds allocated for books, journals, bindery and other materials
   appropriately.

9. Coordinate a minimum of 2 semi-annual meetings of the Library's
   Journal Review Committee, analyzing the journal collection and adding
   and/or deleting titles as the budget permits.

10. Participate in revision of Collection Development Policy as needed.

11. Provide consultative and technical support in organizing local
    collections and resource databases on campus, assisting the VA MC
    Library, the School of Medicine's LRC and CML units, and the School of
    Social Work's LRC to create and/or add bibliographic and item records
    in DRA.

Tasks for FY95/96:

1. Continue implementation of the Library's new integrated library system with the automation of acquisitions.

2 Plan for the forthcoming (1995-96) Phase II of the integration of all MARC bibliographic formats.

3. Collect serials holdings data, upgrade remaining SERHOLD level X holdings records, and upgrade DRA summary holdings statements, eliminating all paper records.

4. Complete retrospective conversion of the School of Social Work's collection.

5. Examine workflows in Resources Management, restructuring as needed to maximize efficiency and to take advantage of capabilities of the new library system.

6. Recommend journal cancellations for 1997 subscriptions after participating in cooperative collection development meetings, comparing use and price information, and consulting with RIMS and faculty.

7. Review and rebid approval plan as scheduled.

8. Monitor electronic publishing pilot projects and recommend UMAB involvement when appropriate.

9. Revise Collection Development Policy to include electronic resources, both those owned and those accessed by the HSL.

10. Integrate authorities procedures into cataloging and reserve workflows to enhance the quality of online catalog data.

Accomplished FY94/95:

1. Ensured access to and facilitated retrieval of the Health Sciences Library's regular and special collections by:
   a. Creating and maintaining the quality and integrity of the online catalog;
   b. Developing and maintaining authority control;
   c. Maintaining currency in filing and revising shelflist cards;
   d. Continuing to execute the annual "Lost & Missing Items" project.

2. Continued retrospective conversion of the School of Social Work's collection and maintained cataloging of currently-received media.

3. Cataloged newly-received media titles for other LRCs on campus.

4. Participated in ongoing instruction efforts in the use of OCLC and the

LS/2000 (e.g., training for new staff).

5. Maintained documents and procedures supporting international practices and standards in bibliographic description and access.

6. Acquired selections for Historical Collections.

7. Improved level of historical cataloging as a result of attending Rare Book School.

9. Selected monographs for purchase by the Library in accordance with the HSL Collection Development Policy.

10. Spent funds allocated for books, journals, bindery and other materials appropriately.

11. Coordinated 2 meetings of the Library's Journal Review Committee.

12. Recommended 14 journal titles be added to the collection and 247 subscriptions be cancelled.

13. Devoted extensive time to planning for and implementing DRA.

14. Compared services and prices of CapCon and Palinet and recommended that UMAB retain Palinet services.

15. Implemented Phase I of the integration of all MARC bibliographic formats.

Goal 4   Plan the move into the new building.

Subgoals: o   Plan a new IS building while maintaining and optimizing existing space.

                   o   Develop a plan to move people, products, and services.

Ongoing Tasks:

1. Participate as needed in planning for the Information Services building.

2. Assist in relocation of HSL material to apropriate collections.

Tasks for FY95/96:

1. Develop a plan for analyzing HSL collections, including a schedule for weeding prior to moving to the new building.

2. Participate in Information Services Integration Team.

Accomplished FY94/95:

1. Participated in pertinent planning sessions on needs of Resources Management division operations with suggestions for furniture layout, preservation concerns, etc.

2. Assisted in relocation of HSL material to appropriate collections.

Goal 5   Maintain a management approach which is responsive to change.

Subgoals: o   Support and provide opportunities for staff development and training.

                 o   Support staff needs to facilitate their work.

                 o   Hire appropriate staff.

Ongoing Tasks:

        1.   Participate in the interview process as requested.

        2.   Participate in local and national meetings, conferences, workshops, etc. in areas germane to the Library's needs.

Tasks for FY95/96:

        1.   Support training for new equipment (printers at each workstation, Mac upgrades, etc.) and software (e.g. Netscape) at individual workstations.

        2.   Integrate use of WWW resources into Division workflows as appropriate.

        3.   Investigate impact of networking OCLC services in Resources Management.

Accomplished 94/95:

        1.   Participated in interviews for positions in ILL and Resources Management.

        2.   Participated in local and national meetings, conferences, workshops, etc. in areas germane to the Library's needs.

        3.   Participated in the PMP process.

        4.   Individual workstations (without printers) were installed on each Resources Management Division staff member desk; training sessions on Pegasus mail and WordPerfect were conducted (in addition to much DRA training).

Goal 6   Develop inter-relationships among IS units to provide mutual support in providing products & services.

Subgoals: o   Collaborate and cooperate on joint ventures.

                   o   Continue to develop team building.

                   o   Foster improved communication among IS units.

Ongoing Tasks:

                   1.   Consult as needed with other IS/HSL staff members on questions regarding resources management.

                   2.   Contribute articles to the IS newsletter as appropriate.

                   3.   Participate in IS meetings as requested.

Tasks for FY95/96:

                   1.   Participate in development of IS and/or HSL home pages for the WWW.

Accomplished 94/95:

                   1.   Presented orientation sessions about Resources Management operations to new IS staff members on request.

                   2.   Participated in IS meetings as requested.

                   3.   Assisted with Fast Fax project indexing.

                   4.   Contributed an article to IS newsletter.

                   5.   Coordinated UMAB Home Page Design Team creation of a UMAB home page for the WWW.

                   6.   Established CATPROBS mailbox for communication of online catalog questions and answers between Cataloging Department and other staff members.

Goal 7   **Contribute to the knowledge base in health information science.**

Subgoals: o   Conduct research.

                   o   Publish and/or present research results.

                   o   Share expertise through formal and informal venues.

Ongoing Tasks:

1. Participate in the ongoing development of the OCLC international database by contributing original and "enhanced" bibliographic records.

2. Interact with colleagues internationally via electronic mail, answering reference queries and exchanging experiences and ideas.

Tasks for FY95/96:

1. Participate in the OCLC Intercat research project by cataloging internet resources and exhanging information with other participants.

Accomplished 94/95:

1. Participated in the ongoing development of the OCLC international database by contributing original and "enhanced" bibliographic records.

2. Interacted with colleagues internationally via electronic mail, answering reference queries and exchanging experiences and ideas.

3. Conducted a subject analysis of multiple thesauri for use with the USMARC Community Information Format.

STRATEGIC PLAN FOR HSL (95/96)

Mission

The Mission of the Health Sciences Library as a component of Information Services is to make information accessible when, where, and how it is needed to support the programs and services of UMAB.

Information and Instructional Services
Goals and Subgoals

Goal 1   **Provide high quality products and services to meet the needs of a wide variety of clientele.**

Subgoals: o   Provide library outreach services on campus.

o   Evaluate and improve current services in an effort to increase productivity' and customer satisfaction.

o   Investigate new and innovative services.

o   Address needs of special populations.

o   Promote Health Sciences Library products and services.

IIS Ongoing Tasks:

1. Participate in expanding, enhancing, and supporting UMABnet and other campus-wide information sources such as home pages for IS or the library.
2. Work as a division to evaluate services and recommend services to be added and discontinued.
3. Continue to
   - update and develop documentation for client access to services.
   - evaluate and redesign IIS instructional offerings
   - support RIMS liaison program, incorporating collection development support.
   - support and develop the HELP Desk as the main focal and referral point for computing information and other Information Services inquiries.

- keep abreast of new and enhanced hardware and software applications in support of IS initiatives.
- offer SDI service.
- identify subject specific resources on the Internet.
- offer consultations as an alternative to class attendence.
- support the Cancer Center Palliative Care Project.
- coordinate Fall Fest for Information Services.

4. Conduct a yearly review and update of RIMS and CIDS policy and procedure manuals.

IIS Tasks FY95/96
1. Implement the Help desk software.
2. Add or revise classes in the following:
- DRA
- Library Orientation
- Health Planning and ,Administration
- Designing effective searching strategies
- World Wide Web
- Intro to the Internet
- Listservs and newsgroups
- Endnote
- Microsoft Word
- Excel
- PowerPoint
- Harvard Graphics for Windows
- WP 6.1

3. Participate in the design of a home page for IS and the HSL
4. Investigate the use of the Web for offering education and training and, if feasible, design one CIDS and one RIMS course using this tool.
5. Study the implications of expanding and promoting the instructional design service.
6. Participate in Medical and Nursing Informatics Weeks.
7. Participate in the Health Careers Opportunities Project (HCOP) in the School of Medicine and Division of Medical and Research Technology and in the Short Term Research Project.
8. Evaluate promotional methodologies for courses and events and identify other avenues for advertising.
9. Mount a pilot project to deliver search results to the desktop.
10. Review customer service videos in CIDS and evaluate their

applicability across IIS and IS.

11. Implement course tracking software across IIS in order to further unify reporting of statistics.

12. Develop a faculty handbook/resource guide for designing training utilizing distance education.

13. Investigate the possibility of CIDS coordinating and supporting a distance learning workshop for the campus.

14. Assist with HSL's Author's Reception as needed.

IIS Accomplishments FY94/95

1. Implemented or revised courses in:
    - bioethics resources
    - the Internet
    - Census
    - DRA
    - Aidsline
    - 5 classes in the Windows environment
    - WordPerfect
    - Pegasus for Mac and Windows

2. Investigated the support of Microsoft Word, etc. - courses to be added in Fall 1995.

3. Completed policy and procedure manuals for both CIDS and RIMS

4. Promoted the use of consultations in lieu of formal instruction, including use for support of clients with special needs.

5. Worked on CIDS/RIMS joint projects such as the Unified Documentation Project and the Evaluation Form.

6. Selected HELP Desk logging and referral tracking software.

7. Implemented course tracking software in CIDS. Evaluated potential use in RIMS. Spreadsheet will be adapted and used across IIS in 95/96.

8. Oversaw and maintained IS/Campus hardware and software standards.

9. Participated in and supported Informatics Week for the School of Medicine

10. Participated in planning process for the 1995 Medical Informatics Week and Nursing Informatics Week.

11. Participated in the HCOP grants in the School of Medicine

12. Promoted and provided free access to Aidsline.

13. Added ADA statement to all appropriate brochures and documents

14. Decided not to incorporate CIDS formally into the liaison program.

15. Decided to continue the SDI service.

16. Added email accounts for reference and help desk assistance on

UMABnet.

17. Expanded publicity and communications opportunities by having liaisons join school mailing lists and by posting messages to mailing distribution lists in the schools, to the TLC/NUG, and other mailing lists.

18. Participated in the Department of Medicine's research retreat.

Goal 2   Pursue outreach activities beyond the campus.

Subgoals: o   Serve as RML.

                 o   Foster relationships with other libraries and organizations.

                 o   Promote the Health Sciences Library.

                 o   Support the WHO Collaborating Center

IIS Ongoing Tasks:
1.   Serve as the reference department of last resort for the RML
2.   Utilize the Internet for information exchanges
3.   Support UMAB students at remote locations
4.   Promote the Corporate Membership Program

IIS Tasks for FY95/96
1.   Participate in the Nursing Informatics Summer Institute
2.   During the summer of 1995, host a CLIS student in a field study.
3.   Train School of Pharmacy preceptors
4.   Provide instructional support for the School of Nursing's foreign students.
5.   Participate in and support the IS AIDS information grant.
6.   Serve on the UMAB Distance Education Task Force and support its initiatives however appropriate.
7.   Arrange meetings with other UM reference departments.

IIS Accomplishments FY94/95
1.   Participated in the 1994 Nursing Informatics Summer Institute - 1 class
2.   Established relationships with other distance education sites across the University of Maryland
3.   Arranged meetings with other reference departments from at least two schools who are heavy users of RIMS/HSL Services (Welch, UB, UMAB Law Library)
4.   Assisted with pre-planning for PAHO Fellows program.
5.   Provided reference support for the UMMS Physician Associates program.
6.   Provided technical and editorial support for the SEA/RML NNLM grant proposal

7. Provided staffing and facilitation support for the SEA/RML RAC meeting.

8. Provided orientation for dieticians from Mercy Hospital and UMMS.

9. Provided courses for School of Nursing's Jordanian and Egyptian students.

10. Supported a number of tours for visitors to the HSL and 100 N. Greene.

11. Supported visit of Cunningham Fellow.

12. Consulted with the CAHEC on renovations to their LRC.

Goal 3   Provide high quality information infrastructures

Subgoals: o Provide and manage appropriate library and computing resources.

o Assess and implement state-of-the-art information technology to support library and microcomputing operations and public services.

IIS Ongoing Tasks:
1. Evaluate and upgrade equipment in User Area, TAL Center, and Reference Database Area.
2. Evaluate self-service electronic resources in terms of resource allocation, print resources, and importance to users.
3. Serve on Journal Review and Collection Development Committees as needed
4. Support Resource Management in collection development activities utilizing liaison program
5. Continue to work toward unification of statistics and reports between CIDS and RIMS.

IIS Tasks for FY95/96
1. Install Windows for Workgroups at 100 N. Greene
2. Implement Win 95 when it becomes available.
3. Investigate working with Purchasing in terms of clarification of contracts for installation of equipment by vendors
4. Conduct meetings with units at 100 N. Greene St. and work out contracts for internal support for computing.
5. Devise system for inventorying and tracking software owned and licensed by CIDS.
6. Conduct reference material use study.
7. Implement a tracking and referral system for CIDS and RIMS.
8. Assist in the implementation of the Health Planning and Administration database.
9. Assist in implementation of menu version of DRA.
10. Provide public access to Entrez on a trial basis.

IIS Accomplishments FY94/95
1. Assisted in implementation of new online system (DRA).
2. Assisted in the migration of MM+ and HSL/CC from one platform to

another by planning appropriate educational strategies and support materials.

3. Investigated and implemented strategies for production of an integrated annual report for IIS for FY '95.

4. Began to investigate the tracking of software owned and licensed by CIDS. Study feasibility of incorporating resources in RIMS and other IS units.

5. Designed new documentation for HSL databases

6. Assisted Resources Management in evaluating the serials collection

7. Conducted two mini usage studies of drug handbooks, and indexes and abstracts in the reference room.

8. Implemented a tracking and referral system in support of the HELP desk infrastructure

9. Restructured CIDS monthly reports

10. Revised public terminal menus in HSL for easier location of databases.

11. Studied incoming RIMS phone calls by type of request to determine optimal staffing patterns.

12. Employed new avenues for distribution of documentation (gopher and the fax back server).

Goal 4   Plan the move into the new building

Subgoals: o   Plan a new IS building while maintaining and optimizing existing space.

             o   Develop a plan to move people, products and services.

IIS Ongoing Tasks:
1. Participate in new building process as needed.
2. Continue to evaluate current space in CIDS and RIMS to make best use of space available while providing the best service possible.
3. Work on fund raising efforts as needed.

IIS Tasks for FY95/96
1. Provide input for the completion of interior design.
2. Assist with groundbreaking ceremony.
3. Investigate the use of the HSL or IS Home Page as a vehicle for donor recognition concerning the new building.

IIS Accomplishments FY94/95
1. Signage in the reference room improved
2. ADA compliance in the User Area and ATAL ensured.
3. Reviewed and commented on interior layouts for the new building.

Goal 5   **Maintain a management approach which is responsive to change.**

Subgoals: o   Support and provide opportunities for staff development and training.

          o   Support staff needs to facilitate their work.

          o   Hire appropriate staff.

IIS Ongoing Tasks:
1.   Identify appropriate staff development activities and meetings and encourage staff participation where appropriate and possible (seminars, CE courses, MLA self-study program, meetings, etc.)
2.   Continue to route articles of interest among IIS staff to increase knowledge base.
3.   Identify a strategy and plan for staff training and development in support of new products and services by sending select staff to become "experts" and resource people who will then be responsible for training the rest of the staff.
4.   Exchange information of mutual interest.

IIS Tasks for FY95/96
1.   Hold IIS Meetings on a monthly basis
2.   Hold departmental meetings at the direction of the department heads
3.   Review all PMP's at mid-year.
4.   Review IIS Goals and Objectives at mid-year.

IIS Accomplishments 94/95
1.   After January 1995, IIS held meetings on a monthly basis.
2.   Monthly departmental meetings were held
3.   Each IIS staff member was sent to at least one training and development session.
4.   All PMPs were reviewed in January 1996
5.   IIS Goals and Objectives were reviewed in January.
6.   CIDS joined the Help Desk Institute
7.   CIDS staff offered training on word processing, etc. for RIMS staff and RIMS offered training on HSL databases for CIDS
8.   Hired one information specialist in RIMS and adjusted the schedules and responsibilities of two other information specialists.

9. Hired two staff people to provide internal support for microcomputing at 100 N. Greene St.

Goal 6   **Develop relationships among IS units to mutually deliver products & services.**

Subgoals: o   Collaborate and cooperate on joint ventures.

o   Continue to develop team building.

o   Foster improved communication among IS units.

IIS Ongoing Tasks:
1.   Participate in IS strategic planning process and disseminate information accordingly.
2.   Serve on committees as necessary in support of IS activities
3.   Continue to work on refining and supporting UMABNet
4.   With Systems Programming, support and train staff in the UMAB Legislative Office in Annapolis.
5.   Hold meetings three times a year with ACHI to discuss items of mutual interest.
6.   With ACHI, support Informatics initiatives in academic units.
7.   With ACHI, continue to refine the Internet curriculum.

IIS Tasks for FY95/96
1.   With ACHI, offer two new classes: World Wide Web, and Listservs and Newsgroups.
2.   Investigate the economies of joint purchasing of softwares beween 100 N. Greene and the HSL.
3.   Participate in the planning process for integration of computing and library staff and functions in the new building.
4.   After evaluating in IIS, encourage the adoption and use of referral tracking, the evaluation form, and unified documentation "look" across IS.
5.   After evaluation from CIDS, make customer service videos available across IS.
6.   Offer a "train the trainers" session.
7.   Offer the newly redesigned Intro to the Network class in 95/96.

IIS Accomplishments 94/95
1.   A referral matrix was developed, approved and implemented in support of the HELP Desk.
2.   An Internet curriculum was developed. (IIS and ACHI)
3.   Participated in the School of Medicine's Informatics Week and began

planning for 1995. (IIS and ACHI)

4. Began planning for a Nursing Informatics Week to be held in late summer 1995. (IIS and ACHI)

5. Participated in the planning and development of a Faculty Informatics Handbook for Nursing and Medicine. (IIS and ACHI)

6. Network Know-How 1 and 2 were merged into an Intro to the Network class. (IIS and ACHI)

7. Two information sharing meetings were held with ACHI.

8. The Unified Documentation Committee (chaired by Manager, RIMS) designed a format for use across IS.

9. IIS brochures and class information were added to the UMAB gopher.

10. IIS brochures and class information was added to IS' Fast Fax Server.

11. A list of the supported hardware and software lists was developed and distributed across the campus (chaired by Manager, CIDS).

12. Two user assistance accounts (HELP and RIMS) were added to UMABnet. Support for the accounts is provided by IIS, ACHI, and Systems Programming.

13. IIS staff participated in the development of the campus Home Page prototype with other units from IS.

14. Provided leadership and programmatic support for the TLC/NUG

15. Coordinated Fall Fest for all of IS

Goal 7   **Contribute to the knowledge base in health information science.**

Subgoals: o   Conduct research.

                  o   Publish and/or present research results.

                  o   Share expertise through formal and informal venues.

IIS Ongoing Tasks:
1.   Investigate possibilities for publication and presentation
2.   Serve in offices or on committees of professional associations

IIS Tasks for FY95/96
1.   Seize opportunities whenever possible for advancing our profession through organizations, publications, or presentations.

IIS Accomplishments 93/94
1.   Caller ID Project was repeated.
2.   Concluded work on the UMLS project
3.   IIS staff were responsible,   either individually or collectively, for the following number of publications/presentations:

                       1 book
                       3 book chapters
                       4 articles
                       1 ongoing quarterly column
                       8 presentations at professional meetings

STRATEGIC PLAN FOR HSL (95/96)

Mission

The Mission of the Health Sciences Library as a component of Information Services is to make information accessible when, where, and how it is needed to support the programs and services of UMAB.

Goals and Subgoals for Access Services

Goal 1 **Provide high quality products and services to meet the needs of a wide variety of clientele.**

Subgoals:

o Provides library outreach services on campus.

o Improve and evaluate current services in an effort to increase productivity and customer satisfaction.

o Investigate new and innovative services.

o Address needs of special populations.

o Promote Health Sciences Library products and services.

Ongoing Tasks:

1. To improve the speed and efficiency of services provided by the Access Services Division.

2. To improve fill rate of ILL Department.

3. To maintain a current and effective shelf-reading program.

4. Continue to provide and improve services for the disabled.

5. Provide consultative and technical support in Circulation and reserve functions, policies and procedures in the School of Social Work, the School of Medicine LRC and the Veterans Administration Hospital.

Tasks for FY94/95

1. Complete training, and begin use of new accounting system.

2. Install and utilize saveit for Docline.

3. Explore alternate ways of providing access to materials.

Accomplished FY94/95

1. Used saveit to maintain copyright compliance.

2. Provided AIDS sensitivity awareness training.

3. Installed and utilize Saveit for OCLC requests.

4. Reviewed and revised HSL fees.

5. Extended midnight hours and directly linked them to accommodate exam periods of all schools, rather than to restricted hours of the law library.

Goal 2   **Pursue outreach activities beyond the campus.**

Subgoals: o   Serve as RML.

                   o   Foster relationships with other libraries and organizations.

                   o   Promote the Health Sciences Library.

Ongoing Tasks:

                   1.   Strengthen library cooperation with other UM campuses, especially
                        UMBC, Frostburg, and Welch

                   2.   Support UMAB students involved in distance learning e.g. Cumberland,
                        Eastern Shore and Shady Grove

                   3.   Continue active participation in UMSILL group

                   4.   Continue active participation in MAILL (Maryland Interlibrary Loan
                        Librarians)

                   5.   Continue active participation, in CLCM (Circulation Librarians of
                        Central Maryland) group.

                   6.   Serve as a resource library for the region, providing services when
                        necessary

                   7.   Continue to participate in Community Service

Tasks for FY94/95

                   1.   Investigate possibility of providing electronic reserves service offsite.

                   2.   Investigate possibility of having faculty submit their reserves list over
                        the internet.

                   3.   Investigate possibility of having patrons receive overdue notices and
                        bills by e-mail.

                   4.   Support implementation of the home page, by submitting relevant
                        information.

1. Provided support and training in policies, procedures and services in the School of Social Work and the School of Medicine media centers.

2. Supported UMAB students in distance learning by increasing the number of sites and providing prompt document delivery.

3. Strengthen library cooperation with other UM campuses, especially UMBC, Frostburg, Towson - constantly communicated and shared common concerns.

4. Forged further cooperation with Welch - extended the collection development agreement; met and discussed common concerns such as increase in fees and Ariel software.

5. Strengthened wider library cooperation, through use of Ariel in Health Sciences Library Consortium Group.

6   Strengthen participation in UMSILL group - participate in ongoing meetings to strengthen ties; developed a common ILL RUSH form..

7. Participated in community services such as Booker T volunteer program - completed program in January, Booker T has now been brought to the level where they can function independently.

Goal 3   **Provide high quality information infrastructures**

Subgoals: o   Provide and manage appropriate library resources.

                 o   Assess and implement state-of-the-art information technology to
                     support library operations and public services.

Ongoing Tasks:

1. To co-ordinate and evaluate journal use for purposes of effective
   acquisition.

2. To ensure a current and up to date reserve collection

3. Participate in meetings of the Library's Journal Review Committee

4. Explore the use of new and advanced document delivery methods

Tasks for FY94/95

1. Implement a pilot project of the Electronic Reserves using the Nursing
   School as a sample.

2. Explore use of new and advanced document delivery systems.

Accomplished FY94/95

1. Co-ordinated and evaluated journal use for purposes of effective
   acquisition.

2. Assisted in the implementation of a new library system.

3. Participated in training for use of the new library system.

4. Participated in implementation of a new accounting system.

5. Participated in training for use of the new accounting system.

6. Participated in creating RFP for one card system.

7. Identified Electronic Reserve systems, and participated in preparing
   RFP for software. This is currently pending approval in Annapolis.

8. Explore the use of new and advanced document delivery methods.

9. Provided opportunity for cross-training within the Access Services
   Division.

Goal 4 _from the Move to the New Building_

Plan the integration of people, products and services in preparation for the move to the new building. _into the New Building_

Subgoals:
  o Plan a new building, while maintaining and optimizing existing space.

  o Develop a plan to move people, products, and services. _into the New Building_

Ongoing Tasks:

1. Participate in planning for the Information services building

2. Contribute as needed, information regarding spatial, locational, and equipment needs

3. Shift and redistribution of HSL material to appropriate collections

Tasks for FY94/95

1. Analyze the functions of IS units.

2. Participate in preparation of RFP for shift.

3. Shift material on second floor to accommodate material withdrawn from the Reference Collection.

4. Shift material on second floor to facilitate shelving.

Accomplished FY94/95

1. Shift and redistribute material on second floor.

2. Shift overflow of material in basement.

Goal 5   **Maintain a management approach which is responsive to change.**

Subgoals: o   Support and provide opportunities for staff development and training.

o   Support staff needs to facilitate their work.

o   Hire appropriate staff.

Ongoing Tasks:

1.   Continue to address staffing needs in the changing environment

2.   Develop and arrange staff development plans for all staff to include in-house training, staff exchange, workshops and orientations

3.   Continue to employ PMP not only as an evaluative instrument, but as a means by which progress and delays can be monitored and improved

4.   Strengthen team management approach.

Tasks for FY94/95

1.   Fill all vacancies appropriately.

2.   Provide cross-training opportunities for staff members.

Accomplished 94/95

1.   Provided off-site professional development for all full-time staff.

2.   Filled all vacancies appropriately.

3.   Completed EDP Program.

4.   Ensured merging of functions between ILL borrowing and ILL Lending through comprehensive training.

5.   Relieved cataloging of ILL tasks by 15 hours each week.

6.   Implemented use of team leaders in Collection Control unit.

Goal 6   **Develop inter-relationships among IS units to provide mutual support in providing products & services.**

Subgoals: o   Collaborate and cooperate on joint ventures.

                o   Continue to develop team building.

                o   Foster improved communication among IS units.

Ongoing Tasks:

1. Place on reserve, material needed for limited circulation e.g. Pegasus Mail manual.

2. Responsible for housing and circulating specialized material e.g. videos from the building symposium, media accompanying printed material.

4. Collaborate with other units within the library on review of journals.

Tasks for FY94/95

1. Collaborate with Systems Department on providing Electronic Reserves system.

2. Provide electronic information to patrons about holds, renewals, ills, etc.

3. Monitor progress and availability of electronic journal article delivery.

Accomplished 93/94

1. Collaborated with Resources Management and RIMS on Cooperative Collection Development issues.

2. Participate in joint ventures with Resources Management and RIMS.

3. Collaborated with systems in providing information for electronic access for photocopy and ILL requests.

Goal 7   **Contribute to the knowledge base in health information science.**

Subgoals: o   Conduct research.

                o   Publish and/or present research results.

                o   Share expertise through formal and informal venues.

Ongoing Tasks:

    1. Continue to research methods of providing improved access services.

    2. Provide orientation for new staff members from other divisions.

    3. Provide assistance in libraries of neighborhood schools.

Tasks for FY94/95

    1. Evaluate and redesign Interlibrary Loan and Document Delivery
        Services.

    2. To obtain e-mail accounts for Circulation and ILL to facilitate Reserve
        Lists, and ILL requests.

    3. Present paper or poster session at MLA, 1996.

    4. Continue to serve as moderator for the UMSILL listserv.

    5. Continue to serve as Corresponding Secretary for MAILL.

Accomplished 94/95

    1. Participated in RML

    2. Provided assistance in Library of Booker T Middle School.

    4. Provided information via internet discussion groups such as UMSILL,
        Circplus, ILL.

STRATEGIC PLAN FOR HSL (95/96)

The Mission of the <u>Health Sciences Library</u> as a component of Information Services is to make information accessible when, where, and how it is needed to support the programs and services of UMAB.

Library Systems

Goals and Subgoals

Goal 1   **Provide high quality products and services to meet the needs of a wide variety of clientele.**

Subgoals:

    o   Provides library outreach services on campus.

    o   Improve and evaluate current services in an effort to increase productivity and customer satisfaction.

    o   Investigate new and innovative services.

    o   Address needs of special populations.

    o   Promote Health Sciences Library products and services.

Ongoing Tasks:

    o   Update and maintain information on the campus Gopher / World Wide Web Server and chair the Gopher Editorial Board

    o   Work with the Help Desk to ensure the speedy resolution of problems with access to online Library resources

    o   Investigate new methods of document/image delivery, e.g., e-reserve, electronic journals, etc.

    o   Update services and facilities of the Microlab and Mac Lab

Tasks for FY95/96

    o   Implement and evaluate the use of a beeper to provide a single phone number for problem calls

    o   Implement electronic reserve system

    o   Assess adding databases to Sun, specifically Health Planning and Administration, but also the other SilverPlatter databases

    o   Investigate, and introduce if feasible, assistive technologies, e.g., speech synthesizers, voice-activated software, etc.

Accomplishments FY94/95

o   Assessed and ordered software and hardware requirements for electronic reserve system

o   Introduced Saber menu and Windows environment to public workstations

o   Extended access to databases by adding microcomputers at various public stations in the Library

o   Installed WWW browser Netscape on public computers

o   Implemented improved version of gopher and provided consultative services (supported by the hire of Matthew Miller as new 1/2 time assistant position) for campus information providers

o   Served on the IS committee which recommended the establishment of a World Wide Web home page for the campus and coded the first drafts of the campus home page

o   Implemented UNIX-based version of Medline and Current Contents databases on Sun computer

o   Implemented new online catalog

Goal 2   Pursue outreach activities beyond the campus.

Subgoals:

- o   Serve as RML.

- o   Foster relationships with other libraries and organizations.

- o   Promote the Health Sciences Library.

Ongoing Tasks:

- o   Support field testing of NLM projects

- o   Create interfaces between UMLS meta-thesaurus and other databases

Tasks for FY95/96

- o   Complete interface between OVID databases and UMLS metathesaurus

- o   Attend DRA User Group meetings

- o   Investigate possibility of adding Registry to lan for wider access for RML staff

- o   Upgrade Microlab facility to serve new Internet curriculum of RML

Accomplished FY94/95

- o   Assisted in the writing of the RML bid for contract renewal

- o   Refined UMLS interface and re-built database to new specifications

- o   Supported the beta testing of the NLM PIK-WIK imaging system

- o   Revised and enhanced the Sailor gopher for release to the public

Goal 3   **Provide high quality information infrastructures**

Subgoals:

     o   Provide and manage appropriate library resources.

     o   Assess and implement state-of-the-art information technology to support library operations and public services.

Ongoing Tasks:

     o   Review local area network for upgrade and re-configuration needs

     o   Review services to Microlab and implement enhancements where appropriate

     o   Monitor new releases of software and hardware and assess for feasibility of implementation

     o   Continually monitor how staff work with computer systems and assess how new technologies might allow them simpler, more effective ways to work

     o   Maintain and upgrade DRA library automation system

     o   Maintain and update CD-ROM databases and UNIX-based databases

Tasks for FY94/95

     o   Complete the implementation and stabilization of the DRA system

     o   Investigate, and implement if feasible, the network version of OCLC's PRISM software

     o   Complete development of new accounting system and shut down the Data General version

     o   Install 14 Mac Performas and re-allocate 27 Macs

     o   Install 19 Pentium computers, re-allocate PC's and de-inventory oldest PC's

     o   Determine way to add program to OVID software which will allow the requesting of photocopies of the articles found in a database search

Accomplishments of FY94/95

o Co-ordinated and provided technical support for the implementation of the DRA library automation system

o Introduced Saber menu and Windows environment to staff PC's

o Installed WWW browser Netscape on RIMS computers

o Programmed EARS menu replacement for UNIX host

o Implemented Pegasus for all staff as replacement for LS2000 e-mail

o Installed 34 new microcomputers and re-located 27 existing micros

o Ordered 14 Mac Performas to replace Mac Classics and ordered 19 Pentiums to replace older PC's and provide workstations for e-reserve

o Extended LAN to all staff desktops and to additional public access sites

o Upgraded Novell servers to improve reliabilty

o Installed new accounting system

o Continued to improve the service orientation of the department, e.g., broadened role of Microlab Assistant to provide software/hardware troubleshooting and installation

o Selected, and ordered, new microcomputer configurations and computer peripherals

Goal 4   **Plan the move to a new building**

Subgoals:
- o   Plan the new building, while maintaining and optimizing existing space

- o   Develop a plan to move people, products, and services into the new buildling

Ongoing Tasks:

- o   Participate in building planning process

Tasks for FY95/96

- o   De-inventory old computer equipment to make room in supply area and computer room (Data General computers)

- o   Collude with Resources Management to remove the paper shelf list

- o   Remove LS2000 and SC350 equipment to increase space availability

- o   Re-organize computer room once Data General equipment (Moe and Larry) is removed

Accomplished FY94/95

- o   De-inventoried old computer equipment in supply room and compact storage area

- o   Reviewed office layouts for new building

Goal 5   **Maintain a management approach which is responsive to change**

Subgoals: o   Support and provide opportunities for staff development and training.

                  o   Support staff needs to facilitate their work.

                  o   Hire appropriate staff.

Ongoing Tasks:

                  o   Continually monitor how Library staff work with computer systems and
                       assess where different methods might allow them greater productivity

                  o   Maintain an awareness of and attend conferences and seminars which can
                       enhance the expertise of Systems staff

                  o   Provide training to all Systems staff so they may assume sufficient
                       expertise in all computer support tasks

Tasks for FY95/96
                  o   Find LAN courses appropriate for extending/upgrading LAN expertise to
                       all Systems staff   , '

                  o   Find appropriate UNIX courses so all Systems staff can manage new UNIX
                       environments

                  o   Assess the viability of using the newest Mac/DOS computers to replace
                       the dual computer (Mac and PC) configuration on each Systems staff's
                       desk

                  o   Develop training programs for learning DRA modules, the new
                       accounting software, and software and hardware upgrades

                  o   Hire weekend (or night) Microlab Assistant for Fall Semester

                  o   Hire half-time person for the new position of Network Assistant

Accomplished 94/95

                  o   Hired Alex Volpe, then Derrick Dixon as daytime Microlab Assistant

                  o   Hired Leon Francis as part-time Microlab Assistant to work nights and
                       Saturdays

                  o   Took course from OVID on Unix for Sun and course from DRA on VMS and
                       the DRA software

Goal 6 Develop relationships among IS units to mutually deliver products & services.

Subgoals:
- o Collaborate and cooperate on joint ventures.

- o Continue to develop team building.

- o Foster improved communication among IS units.

Ongoing Tasks:

- o Participate in the development and maintenance of hardware and software standards for IS staff

- o Contribute to IS Retreat sessions in their determination of a better way to provide services to the campus

- o Maintain a working relationship with Academic Computing and Operations and Technical Services to support the operation and enhancement of the campus gopher/WWW server

Tasks for FY95/96

- o Continue to develop a working relationship with Systems and Operations for the co-operative operation of the DRA library automation system

- o Evaluate the system management and maintenance of the Library's Sun by Operations and Technical Services

- o Alter database registration for students to an individual account system and contribute to the establishment of same user account names across IS computers which provide database access

- o Contribute to work on campus home page and the use of SGML/HTML for information providers

Accomplished 94/95

- o Collaborated on the adoption of Netscape as the campus standard World Wide Web browser software

- o Ordered WordPerfect 6.1 upgrade and Microsoft Office suite in concert with CIDS

- o Assessed the possibilities for using campus standard codes for patron codes in the circulation system

- o Contributed to IS re-organization through Retreat committees (e.g. IS internal computer support, Home Page Ad Hoc Committee)

Goal 7   **Contribute to the knowledge base in health information science.**

Subgoals: o   Conduct research.

                   o   Publish and/or present research results.

                   o   Share expertise through formal and informal venues.

Ongoing Tasks:

                   o   Maintain an awareness of emerging technologies

                   o   Identify projects which are new or relatively unique to the health
                        information sciences and prepare training sessions or
                        seminar/conference presentations at appropriate conferences

Tasks for FY95/96

                   o   Attend 4th International World Wide Web Conference and ALA

                   o   Develop electronic publishing experience through work with the LITA
                        Telecommunications Electronic Review and the LITA Newsletter

                   o   Consider the delivery of a presentation on merging Library and
                        Computing Services organizations into one cohesive information
                        services unit

Accomplished 93/94

                   o   Peter Burslem attended ALA Annual and Midwinter

                   o   Peter Burslem and Steve Rafferty attended 2nd World Web Conference

                   o   Peter Burslem presented overview of the gopher implementation at
                        UMAB for International Medical Library Association Conference