

Health Sciences Library
Annual Report
FY95/96

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Highlights of the Year

Outreach/Services

- The HSL Web team developed the HSL Home Page which went live April 23, 1996.
- HSL chaired a committee to develop the UMAB campus Home Page which went live August '95.
- The Author's Reception was held December 1, 1995 at the HSL. Scott Bennett, Librarian of Yale was the featured speaker.
- A new Electronic Course Reserve System was installed in February.
- Over 11,000 people attended seminars, classes, and workshops throughout the year. This once again will place us first in education in the country.
- More than 46,000 reference questions were answered.
- More than 11,000 clients were served in the User Area at 100 N. Greene Street.
- Supported major initiatives in the Schools: Medical Informatics Week; Nursing Informatics Week; Health Careers Opportunities Program; Nursing Foreign Residents Program.
- Staff in CIDS reduced by 2 as a result of the CSR Report. In spite of this, user support statistics were up.
- AIDS training grant funded by NLM and carried out at two clinics in Baltimore.
- Awarded Regional Medical Library contract for 5 years period, 1996-2001, for \$4.4 million.

New HSL Building

- Ground breaking ceremony for the new building was held May 14, 1996. Many people attended including Mayor Schmoke, Louis Goldstein, and others from Maryland government and from the UMS.
- Construction was begun in March, 1996. The HSL Home page is documenting progress thru digital pictures.
- Interior Design was initiated in Winter - selection of furniture, fabrics, colors was begun.

Resources Management

- The end of the year invoice from SWETS was \$40,000 over that estimated due to inflation. The shortfall was made up by the V.P. for Academic Affairs.
- Journal cancellation project identified 234 potential titles to cancel. All but 34 titles were saved with the addition of one-time funding. In general we are still short \$340,000 for collection development in the State budget.
- Acquisitions was automated with the DRA module for the first time.
- Serials records were prepared for check-in in DRA.
- Rittenhouse was awarded the approval plan contract for 5 years.
- Wert Bookbinding was awarded a 5 year contract.

Systems

- A full-time network assistant position was created to assist in troubleshooting both staff and public computers. A protocol for trouble calls was initiated.
- A system of long and short-term priorities was established.

- The Great Plains Dynamics accounting software was extremely troublesome and time-consuming, directing attention from other projects.
- The former EARS was programmed into the Web Page.
- 13 new Macintosh Performas were installed and others reallocated.
- Pentium 90's were installed in the microlab and a microsoft office was added.

Administrative

- The Director began reporting to the Vice President for Academic Affairs after the recommendations of the CSR Report were made in Fall of 95.

Health Sciences Library

FY1997 Primary Objectives

Note: These objectives cross over into several divisions or departments. All are reflected in the goals and objectives of the divisions along with their other objectives for the year and on-going goals.

1. Evaluate, select, and implement WEB interface for DRA, OVID, Silver Platter.
2. Plan migration of DRA to either Unix or NT platform.
3. Extend Electronic Reserve system to Nursing, Social Work, and others as appropriate.
4. Evaluate flat fee contract for Internet Grateful MED to serve UMMS and its affiliates.
5. Add Health Star to suite of databases.
6. Add full text databases in cooperation with UMMS - Health Reference File, Scientific American Medicine, OVID Biomedical Collection. (Dependent upon funding from UMMS).
7. Implement Windows 95 and Windows NT in microlab.
9. Plan reorganization of computing and computing support for new building.
10. Plan systems infrastructure for the new building in cooperation with computing (Infra-structure committee).
11. Implement Uncover Reveal Service (Fall semester).
12. Promote use of commercial document delivery systems.
13. Implement cost recovery instructional program for desktop applications.

14. Expand outreach services to students and faculty at Eastern Shore AHEC and Shady Grove.
15. In partnership with SON, develop instructional videotape on searching MEDLINE.
16. Develop policies and methods for handling WEB and other electronic resources, both owned and accessed.
17. Conduct analysis of basement collection in preparation for the move, weeding and preserving as appropriate.
18. Develop plan for cancellation of journal titles and/or addition of new titles as funding permits for FY98.
19. Prepare RFP's as required for new building including:
 - o Shelving
 - o Furniture
 - o Security system
 - o Moving collections
 - o Moving offices and computing
20. Publish HSL Newsletter.
21. Establish Friends of the Library Group.
22. Develop fund-raising plan in concert with External Affairs.
23. Prepare documentation for VP of Academic Affairs to support increase in HSL budget.

**Health Sciences Library
1995/96 Statistical Summary**

	<u>1994/95</u>	<u>1995/96</u>	<u>% of Change</u>
Collection Access			
Attendance	280,258	220,538	- 21 %
Book circulation	107,487	NA	DRA did not collect properly for several months
Course reserve circulation	14,906	NA	
Public machine copies	2,134,259	2,080,917	- 2 %
<u>Interlibrary loan</u>			
Items borrowed	6,943	6,102	- 12 %
Lending requests	25,682	20,278	- 21 %
Items lent	19,715	11,634	- 40 %
Information and Instructional Services			
Reference queries	53,346	48,438	Missing Circ. desk stats
Mediated searches	647	409	- 36 %
Consultation	195	166	- 14 %
Help Desk	5,200	5,049	- 2 %
User area users	9,300	11,769	+27 %
<u>User Education (RIMS)</u>			
Attendees	4,957	6,526	+32 %
Contact hours	480	632.75	+32 %
Sessions	307	475	+55 %

	<u>1994/95</u>	<u>1995/96</u>	<u>% of Change</u>
<u>User Education (CIDS)</u>			
Sessions	283	641	+127%
Attendees	2,324	5,023	+117%
Resources Management			
Books - volumes added	2,409	3,013	+26%
Journal subscriptions initiated	25	11	-56%
Journal titles cancelled	230	30	-86%
Bound serial volumes added	2,638	4,105	+56%
Library Holdings (From Valuation Statistics)			
Books			
Historical	7,032	7,032	
Reg. Collection	<u>153,437</u>	<u>156,200</u>	+2%
Subtotal	160,469	163,232	+2%
Periodicals			
Bound	164,390	168,495	+3%
Unbound	<u>4,000</u>	<u>4,000</u>	
Subtotal	168,390	172,495	+3%
TOTAL	328,859	335,727	+3%
Current Active Journal Titles	2,328	2,307	<1%

Databases:

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

	<u>1994/95</u>	<u>1995/96</u>	<u>% of Change</u>
Total Passwords: (Medline & Current Contents)		593	paid; students free
Total Connect Hours: (Medline & Current contents)	17,322		

Statistical Notes

Circulation statistics were not presented as they were unreliable for the year. DRA did not collect properly for the first few months of '96.

Interlibrary loan statistics show dramatic decreases. It appears there were also problems in accurate collection of statistics because different systems are being used.

Reference queries at the reference desk were up, but circulation reference statistics were not kept consistently because of staff turnover.

Circulation and ILL will definitely have to analyze what and how data is collected to present accurate figures for the next fiscal year.

PERSONNEL ACTIVITY REPORT- FISCAL YEAR 1995/1996

APPOINTMENTS

	NAME	TITLE	DATE
ASSOCIATE STAFF	Marilyn Grush	Assoc Librarian 2	Feb-96
	Beverly Gresehover	Training Coordinator	Aug-95

CLASSIFIED STAFF

Robin Harris	Library Tech Asst IV	Jul-95
Kristine Sibetta	Acct Clerk II	Sep-95
Teresa Pucciarella	IT Support Asst	Sep-95
Rochelle Mason	Library Aide III	Oct-95
LaKisher Bustion	Library Asst	Jan-96
Megan Del Baglivo	Library Tech II	Jan-96
Sean Braden	IT Support Asst	Jan-96
Karen Dreitland	Library Tech II	Jun-96

SEPARATIONS

ASSOCIATE STAFF

Lora Lynn Stevens	Internet Coordinator	Apr-96
Richard Gravel	Specialist	Oct-95
Lynette Ralph	Librarian I	Jun-96

CLASSIFIED STAFF

Teresa Pucciarella	IT Support Asst	Nov-95
Thornett Coachman	Library Aide III	Oct-95
Leslie Ingham	Library Tech Asst III	Aug-95
Susan Brown	Library Tech Asst IV	Jan-96
Sara Atkins	Program Analyst II	Jun-96

**PROMOTIONS/
RECLASSIFICATIONS**

ASSOCIATE STAFF

PROMOTION

Beverly Gresehover	Librarian I	Jun-96
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CLASSIFIED STAFF

PROMOTION

Priscilla Anderson	Library Tech Asst IV	May-96
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RECLASSIFICATION

Rosie Burkett	Library Tech Asst III	Sep-95
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RECLASSIFICATION

Lolita Heimbach	Library Tech Asst IV	Jul-95
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RECLASSIFICATION

Michele Turner	Library Tech Asst II	Jul-95
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SALARY/WAGE REPORT - FISCAL YEAR 1995-1996

SALARIES & WAGES		
APPROPRIATED		ACTUAL
ASSOC STAFF	\$939,056	\$886,199
CLASSIFIED STAFF	\$746,130	\$657,352
LABOR & ASSISTANTS	\$8,140	\$11,792
OVERTIME	\$4,500	\$2,438
PREMIUM OVERTIME	\$500	\$344
SHIFT DIFFERENTIAL	\$2,100	\$2,073
DELAYED SALARY SAVING	(\$6,588)	
TOTAL STATE FUNDS	\$1,693,838	\$1,560,198
WORKSTATION FUNDS	\$25,916	\$25,945
GRANTS & CONTRACTS		
RML CONTRACT		\$283,973
TOTAL ALL SOURCES		\$1,870,116
STATE APPROPRIATIONS		
HEALTH SCIENCES LIBRARY:		
FISCAL YEAR		
	% INCREASE*	
1988/1989	8%	
1989/1990	7%	
1990/1991	4%	
1991/1992	0%	
1992/1993	0%	
1993/1994	0%	
1994/1995	0%	
1995/1996	2%	
*Percent Increase Over Previous Years		

OPERATING BUDGET , 95/96 (NON-SALARY)

COLLECTION DEVELOPMENT					
	STATE BUDGET	GENERATED REVENUE	DRIF	OTHER FUND BALANCE	TOTAL FUNDS ALL SOURCES
BOOKS/MONOGRAPHS					
CD-ROM DB	\$102,488		\$58,466	\$130,000	
SUBSCRIPTIONS/SERIALS					
	\$620,500			\$70,000	
ELECTRONIC DB					
MEDLINE(CD PLUS)	\$10,020				
CURRENT CONTENTS		\$20,538			
MCROMEDEX		\$35,625			
BINDING	\$24,980				
TOTAL	\$757,988	\$56,163	\$58,466	\$200,000	\$1,072,617

OPERATING BUDGET . 95/96 (NON-SALARY)

GENERAL OPERATING EXPENSE REPORT	STATE BUDGET	GENERATED REVENUE	DRIFF	OTHER FUND BALANCE	TOTAL FUNDS ALL SOURCES
BIBLIOGRAPHIC UTILITIES					
OCCLC	\$22,139				\$22,139
ACCESS TO EXTERNAL DATABASES					
NML, BRS, STN, ETC	\$15,805				\$15,805
ALL OTHER OPERATING EXPENSES	\$154,137	\$50,290		\$80,285	\$284,712
HARDWARE & SOFTWARE MAINTENANCE, TELEPHONE PRINTING, POSTAGE, SUPPLIES, COMPUTING					
STAFF DEVELOPMENT (INCLUDES TRAVEL EXPENSES, REGISTRATION FEES, AND OTHER EDUCATIONAL DEVELOPMENT	\$3,605	\$26,799			\$30,404
	\$195,686	\$77,089	\$0	\$80,285	\$353,060

To: jmurray
From: FWEISE@hsl1.ab.umd.edu
Organization: UMAB Health Sciences Library
Date: Mon, 1 Dec 1997 15:02:52
Subject: Forwarded: AAHSLD statistics question
Priority: normal

Jane - any ideas - this is for the AAHSLD stats. FW

Date: Fri, 28 Nov 1997 12:59:54 CST
From: Trudy Gardner <tgardner@lib.rush.edu>
Subject: AAHSLD statistics question
To: fweise@hsl1.ab.umd.edu
Priority: Normal

11/28/97

Frieda,

Greetings.

This year your monographics budget seems to be about 1/3 less than last year and yet you only bought 400 fewer books. Would you confirm this is correct?
Thanks

Trudy

Trudy A. Gardner Ph.D., (tgardner@lib.rush.edu)
Assistant Dean for Educational Resources
Rush University
Rush-Presbyterian-St. Luke's Medical Center
600 South Paulina
Chicago, IL 60612

Ph.: 312-942-2271
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FY 1996 actually \$181,836.04

*Remainder
was in deposit
at Pittsburgh*

ACCESS SERVICES DIVISION

ANNUAL REPORT

1995/96

ACCESS SERVICES DIVISION
ANNUAL REPORT
1995/96

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 95/96 was a very challenging year. Vacancies in key positions existed, while the work load remained constant. A brief summary of the year's events and accomplishments is presented below.

Events and Accomplishments

Organizational

- Reviewed organizational chart and developed responsibilities for new position of Assistant Manager for Access Services.
- Shifted material on second floor to accommodate material withdrawn from the Reference collection.
- 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 approximately 40 hours per week.

Services

- Conducted two pilot studies to determine the feasibility of permanently extending library hours.
- Assisted in producing the HSL web page.
- Analyzed ILL unfilled requests to determine reasons.
- Assisted Auxiliary Services in coordinating transition from copycard to debitcards.
- Participated in Library Advisory Committee meetings and activities.

Outreach

- Provided support and training in organizing local collections to the School of Social Work LRC, School of Medicine, and VA Hospital.
- Forged further cooperation with Welch - held meetings, and discussed common concerns.
- Continued to collaborate with other ILL librarians within the State.
- Provided information via internet discussion groups such as UMSILL, Circplus, ILL.

Improved State of the Art Technology

- Implemented pilot project of the C3 Electronic Reserves System.
- Utilized CCC(Copyright Clearance Center) online to facilitate the accurate maintenance of copyright compliance.
- Completed training and began use of new accounting system.
- Participated in HTML web class training.
- Continued to serve as moderator for Listserv.
- Explored the use of commercial document delivery systems.
- Explored the use of IFM billing for OCLC requests.
- Obtained generic e-mail account for ILL.
- Obtained generic e-mail account for reserves.
- Participated in meetings of the Electronic Materials Committee.

Personnel

Separations

The following staff members resigned during this fiscal year.

- Susan Brown, Evening Supervisor, 1/8/95
- Thornett Coachman, Library Aide 3, Evening, 10/4/95
- Leslie Ingham, Library Aide 3, Evening, Part-time, 8/9/95
- Lynette Ralph, Assistant Director for Access Services, 6/21/96.
- Priscilla Anderson, 5/15/96, ILL Lending Coordinator

Positions Filled

The following staff members assumed duties during this fiscal year.

- Robin Harris, Circulation/Weekend Supervisor, 7/10/95.
- Kristine Sibetta, Account Clerk, 9/5/95.
- Rochelle Mason, Library Aide 3, Part-time, 10/18/95.
- La Kisher Bustion, Library Aide 3 Evening, 1/2/96
- Priscilla Anderson, ILL Lending Coordinator, 1/8/96.
- Marilyn Grush, Asst. Manager, Access Services, 2/15/96.
- Beverly Gresehover, Assistant Director for Access Services, 6/24/96.
- Priscilla Anderson, Evening Supervisor, 5/20/96.

Existing Vacancy

- ILL Lending Coordinator.

Problems/Challenges

Staff shortages plagued the division throughout the year. The resignation of the Evening Supervisor placed considerable strain on the Reserve supervisor, the Circulation/Weekend supervisor, and the Division Head, all of whom have shared working in the evenings and on the weekends.

The existing vacancy of a Head of ILL was filled in mid-February, and the ILL Lending Coordinator position was filled in January and vacated in May. These vacancies for much of the fiscal year slowed the process of revising interlibrary loan procedures to streamline work flow. ILL was assisted by staff from Cataloging and Reserve.

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.

The copicard system was replaced by the debit card system this year. Early in the transition period, coping with mechanical problems consumed a great deal of circulation staff time. Most problems were eventually resolved.

The circulation staff coped well with the constant changes in database registration of students during the Fall semester.

Efficient use of Dynamics, the new accounting system, was hampered throughout the year by problems experienced due to system design, slowness in accessing accounts, and problems encountered with the quarterly production of invoices. Through the diligent efforts of our Systems staff and Interlibrary Loan staff the errors and inconsistencies produced during the quarterly invoicing process were corrected, but use of this accounting system continues to be problematic and frustrating.

Projections for 1996/97

The expansion of the Electronic Reserves will be a main focus during the new fiscal year. It is expected that the entire Nursing and Social Work collections will be added. Assistance to the School of Nursing LRC in providing access to the Electronic Course Reserve collection via a workstation at its site will increase access to these materials and potentially reduce the high demand for service at the HSL Reserve desk.

Continued fine-tuning of the Circulation functions of DRA such as efficient printing of fine receipts, and simplified keying to achieve basic circulation functions through programming of function keys will complete the transition to efficient use of DRA.

Implementation of a continuous shelf reading program for Collection Control staff throughout the year will result in ongoing, improved access to the collection

Implementation and promotion of an improved photocopy service to patrons will increase user delivery options and user satisfaction.

Implementation of Quickdoc for Docline will improve efficiency of Docline processing and provide improved access to Docline statistics.

Analysis of all statistics maintained in the division will be undertaken in order to maintain only useful statistics using the most efficient and accurate method available.

The PDP process will be utilized as a staff development as well as an evaluation tool.

Access Services will continue to contribute to achievement of organizational goals through work on HSL committees and projects related to the new building.

ACCESS SERVICES STATISTICS

ACCESS SERVICES DIVISION STATISTICS				
	1995 - 1996	1994 - 1995	1995 - 1996	
	YEAR-T-DATE	YEAR-T-DATE	# DIFFERENCE	% DIFFERENCE
CIRCULATION				
Books-(DRA TOTAL)	46,321	68,184	21,863	-32%
Reserve(DRA TOTAL)	17,432	13,686	3,746	27%
TOTAL	63,753	97,123	33,370	-34%
ADJUSTED TOTAL	122,468	0	0	0
MONEY				
Fines	\$21,596.64	\$22,016.04	\$419.40	-2%
Adjusted Fines	\$6,435.79	\$8,025.99	\$1,590.20	-20%
Copy machines	\$11,096.12	\$10,961.65	\$134.47	1%
Fund & Budget	\$22,497.00	\$20,486.00	\$2,011	10%
COLLECTION CONTROL				
SHELVING				
Books	70,096	59,432	10,664	18%
Shifting	0	0	0	0
IN HOUSE USE				
Unbound Jnls	54,490	58,358	3,868	-7%
Bound Jnls	223,342	193,348	29,994	16%
Basement Rets	2,844	4,625	1,781	-39%
Total In House Use				
PATRON COUNT				
	220,538	280,258	59,720	-22%
RESERVE MATERIALS				
SUBMITTED	214	398	184	-47%
PROCESSED				
Books	2,070	3,271	1,201	-37%
Reprints	2,765	4,020	1,255	-32%
Total	4,835	7,291	2,456	-34%
PHOTOCOPY SERVICE				
Ears Requests Rec	613	3,468	2,855	-82%
Paper Requests Rec	3,460	7,182	3,722	-52%
TOTAL	4,073	10,650	6,577	-62%
COPY MACHINES				
Public Copiers	2,080,917	2,134,259	53,342	-3%
Staff Copiers	141,649	426,852	285,203	-67%
QUESTIONS ANSWERED				
CIRCULATIONS	10,944	4,637	6,307	136%

INTERLIBRARY LOAN STATISTICS

	1994/95	1995/96
<u>Borrowing</u>		
Requests received	7,714	6,102
Requests filled	6,943	5,223

<u>Lending</u>		
Requests received	25,682	20,278
Requests filled	19,715	11,634

Lending Fill Rates

DOCLINE	
Less cost	67%
Less not owned by HSL	83%
Less non-circulating	83.7%
Less not yet received	85.8%
LOANSOME DOC	
Fill rate from HSL collection	70%

Interlibrary Loan Lending Loansome Doc Activity

	1994/95	1995/96
Total Requests Rec'd:	2,399	1,535
Total Requests Filled:	1,903	1,022*
Fill Rate:	77%	70%

*Fill rate refers to requests filled from HSL collection. All unfilled requests become referrals (unless requested not to refer) which are then filled by other libraries and sent directly to the requestor. 421 referrals were made for requests not in the HSL collection.

Incoming Lending Requests by Source

Source:	1994/95	1995/96
OCLC:	7,274	7,239
DOCLINE:	11,953	11,222
LOANSOME DOC:	2,399	1,535
MILO:	1,910	1,016
RUSH FAX:	328	424
ALA FORM:	1,700	1,141
OTHER (in house, etc.):	218	4*

*Collection development agreement with UMBC and Welch no longer in use as of April, 1996.

STATISTICS DISCUSSION

Statistics collection, across Access Services, suffers from the current need to collect some statistics manually, and the problems encountered in collecting other statistics electronically. DRA, upon implementation, did not capture circulation statistics at all for the first two months of the year and not completely for the next two months of the year which is reflected in the lower than expected total for books circulated. An increase in photocopying probably contributed to fewer books checked out as well. The transition from LS2K to DRA is also considered the reason for lower Ears requests received in this fiscal year; accurate numbers of Ears requests received were not captured during this time. Problems with SAVEIT statistics, the inaccuracies of OCLC and even some DOCLINE statistics, and the necessity to maintain manual statistics for DOCLINE since only quarterly compilations are currently provided result in statistics that are hard to maintain and may not give an accurate picture of activity from year to year.

The patron count total is lower than last year, although it was significantly higher on a monthly basis for several months. The lower total count is believed due to several factors including the patron counter malfunctioning, bad weather which closed the library for several days, and an increase in book renewals over the phone.

In house use of bound journals increased while the use of unbound journals decreased, most probably because of the increased number of bound journals in the collection. Basement retrievals decreased significantly, most probably due to patrons' use of more current literature.

For interlibrary loan lending, requests received is generally lower in every category except Rush FAX requests. Loansome DOC increased substantially during the previous two years, although this fiscal year is lower than last. MILO requests have decreased as have requests on ALA forms. ILL borrowing requests have also decreased this year over last. There are no conclusions at this time about the reasons for overall decline in interlibrary loan requests.

STAFF ACTIVITIES

Lynette Ralph

Professional Organizations

American Library Association
Maryland Association of Interlibrary Loan Librarians
Medical Library Association

Meetings and Workshops

MLA Annual Conference, Kansas City, MO., June 1 - 5, 1996.

Committees/Offices/Honors

Academic Libraries Circulation Services Committee
Maryland Association Interlibrary Loan Librarians (MAILL), Co-Chair
UMAB, ADA Advisory Council
UMAB, Volunteer Committee
UMS, Ad Hoc Committee member
UMS, Interlibrary Loan Librarians

Beverly Gresehover

Professional Organizations

Medical Library Association
MAC, MLA
Maryland Association of Health Sciences Librarians
Maryland Association of Interlibrary Loan Librarians

Meetings and Workshops

MLA Annual Conference, Kansas City, MO., June 1-5, 1996

Committees/Offices/Honors

MAHSL, Executive Board
MAHSL, Program Development Committee Chair
MAC, MLA Hospitality Committee
Sailor Editorial Board

Marilyn Grush

Professional Organizations

American Library Association
Maryland Association of Interlibrary Loan Librarians
Medical Library Association
University of Maryland System Interlibrary Loan Librarians

Meetings and Workshops

MAILL
MLA Annual Conference, Kansas City, MO., June 1-5, 1996
UMSILL

All Circulation Staff

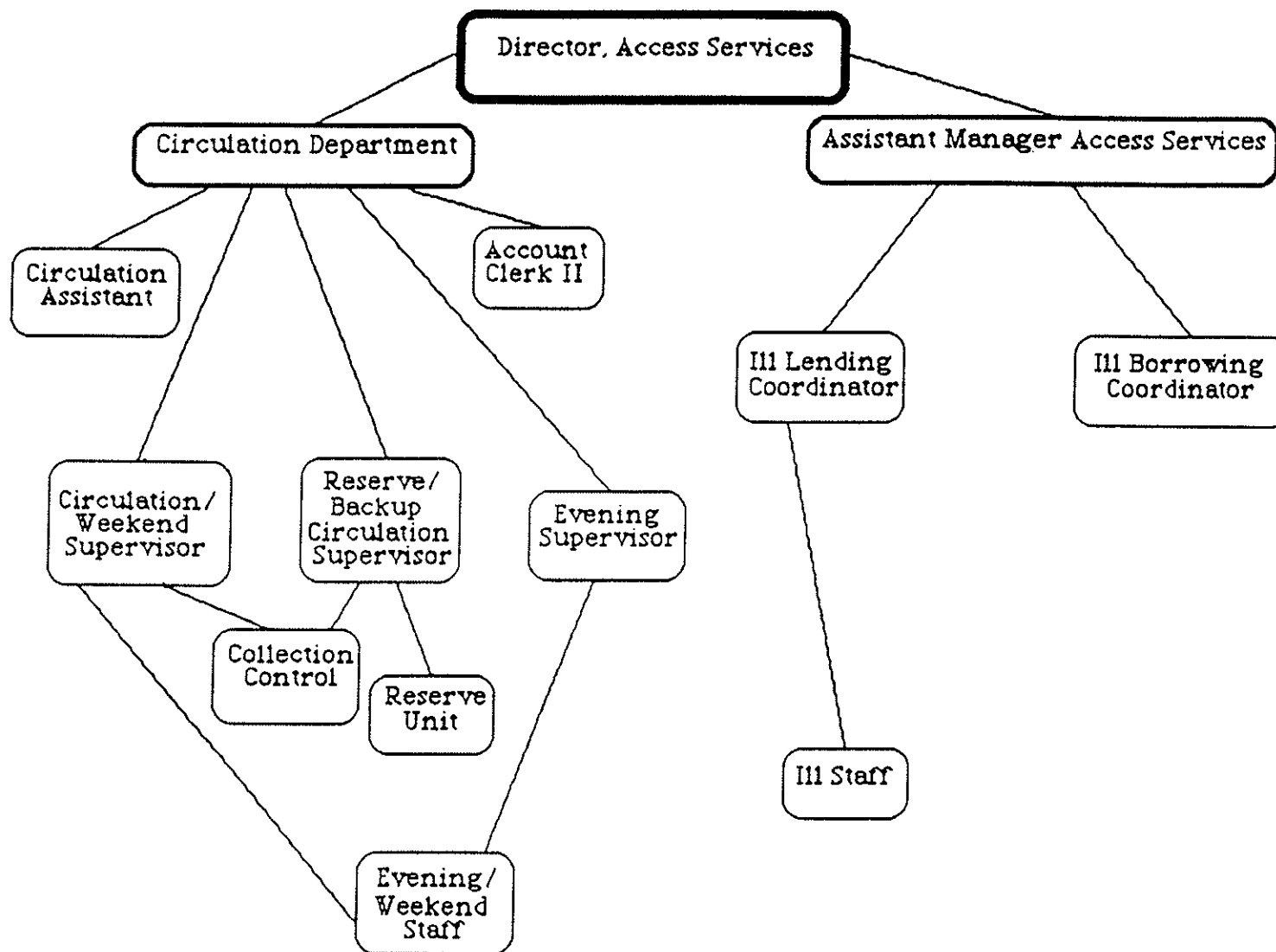
DRA OPAC Training.

All ILL Staff

SAVEIT Workshop

University of Maryland at Baltimore Health Sciences Library

Access Services



Information and Instructional Services Annual Report Fiscal Year 1996

Overview

Fiscal year 1996 has been a mixed bag for Information and Instructional Services. In a year where we lost two CIDS staff members, and where RIMS was not fully staffed until January, we continued to provide increased amounts of service to our user community. With the exception of mediated searching, there has been an statistical increase in all our services. The Division was proud to be recognized as being number one in the country in educational services among AAHSLD libraries for 1994-1995. Our numbers are even greater this year. This is remarkable because there have been cutbacks in service, canceled classes, and a number of changes mandated by the Central Services Review Report that had a serious impact on the Division.

As the main public service component of the Health Sciences Library, Information and Instructional Services continued to introduce new products and offer innovative services to our clientele. The two departments have continued to work together to function as a division. One of our early hopes was that we would eventually merge all the statistical information together to create one, cohesive report. We've discovered that this is not feasible. However, statistics are collected the same way, the division uses the same evaluation form, and the merged course listing has been a boon for our constituents. We continue to find ways to streamline the business of being two distinct departments within the division. Detailed departmental reports follow this summary.

Divisional Highlights

- * Over 11,000 people attended over 1000 seminars, classes and workshops.
- * 46, 335 reference questions were answered (3.9% increase).
- * In CIDS, three types of calls were tracked - HELP Desk, Informational, and User Area resulting in a total of 9405 inquiries. This would be a 182% increase over the previous year's number of 5200. However, this is the first year these statistics have been recorded this way.
- * This means there were a total, in IIS, of 55,740 reference-type inquiries.
- * Approximately 650 one-on-one personalized consultations were provided by the two departments.
- * More than 11,000 clients were helped in the User Area.
- * IIS continued to support school-related special project initiatives such as Medical Informatics Week, the Nursing Informatics Week, the Health Careers Opportunities Program, the Nursing Foreign Residents program, in addition to designing special training for all areas of the campus and UMMS.
- * IIS assumed responsibility for the merged course list, the unified documentation

project, investigating referral tracking software, maintenance of the campus hardware recommendations and supported software lists, and the Internet curriculum.

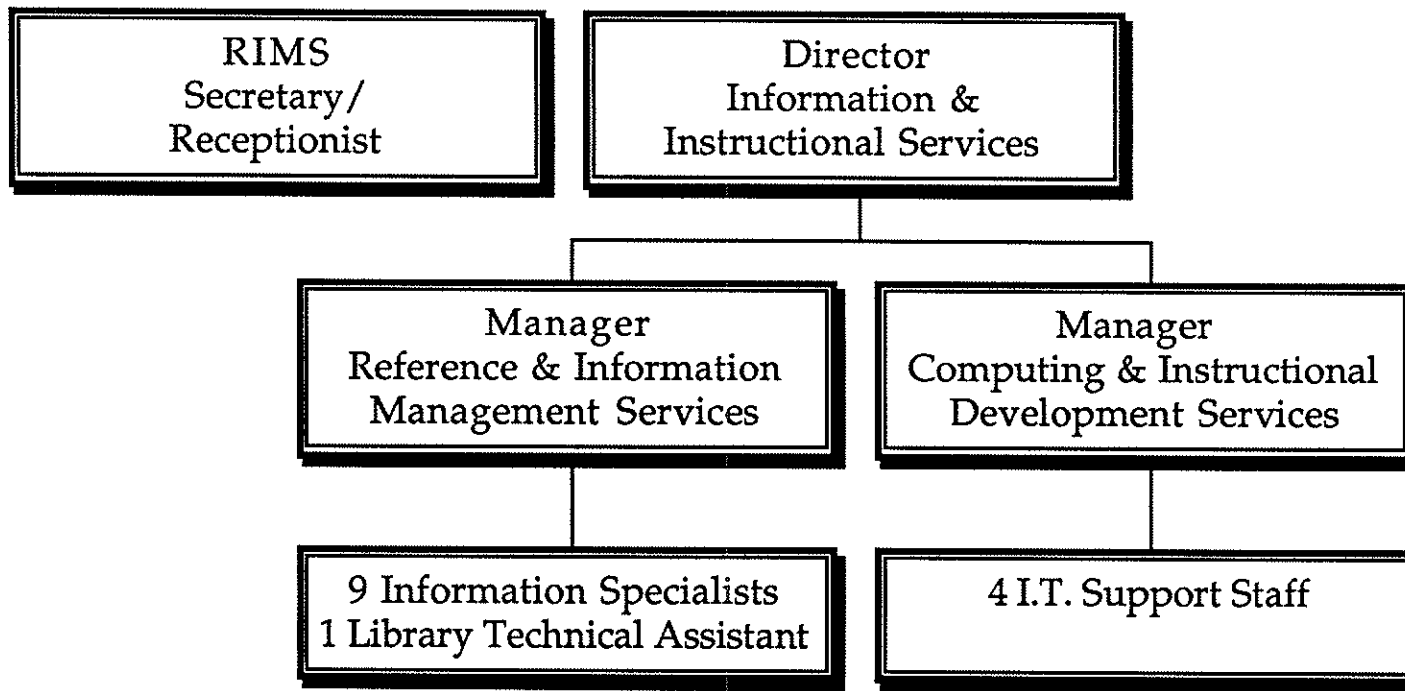
- * IIS staff represented the HSL at the annual UMAB Fall Fest celebration.
- * The information technology support program was developed and implemented at 100 N. Greene.

Summary

The highlights again provide just a small glance into Information and Instructional Services. Even during a less than optimal year, the staff continued to provide innovative, and creative services to our users. And as has been said every year in this section of the report, this is a Division that is as good as it is because of a dedicated and concerned staff who are constantly striving for new and better ways to do the work of the Division.

During FY '97, several new initiatives will be undertaken. All class registration will take place at one location. Cost-recovery courses for desktop applications will be implemented. A \$10.00 registration fee will be charged for all other classes. Several new databases will become available and special projects using the WWW will be undertaken to optimize our educational expertise. And of course, new projects that we haven't even imagined yet are sure to be right around the corner! Information and Instructional Services looks forward to the challenges!

Information and Instructional Services Organization Chart



CIDS FAST FACTS 95-96

	Number	Change from 94-95
Education		
Total Attendance	5023	+ 116%
Total Classes	641	+ 126%
Total Contact Hours	1696	+ 103%
I.T. Support Jobs	603	N/A
User Area Usage	11,769	+ 27%
User Area Calls	2363	N/A
Information Requests	1993	N/A
Slide Equipment Usage	2316 hours	+ 31%
Slide Equipment Patrons	800	+ 35%
Help Desk Calls	5049	- 3%

*Help Desk hours were reduced as much as 44% due to staff reductions, yet our actual calls were only down 3%. Help Desk calls are definitely up....

Analysis of Computing and Instructional Development Services (CIDS) Statistics

Overview

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. CIDS is responsible for the campus wide HELP Desk, technical support for all staff at 100 N. Greene Street, campus wide training for non-desktop applications, and two computer labs: the User Area and the ATAL.

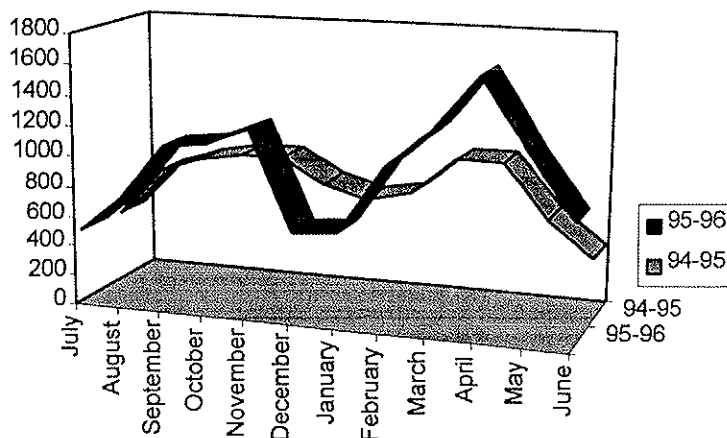
Highlights

The CSR report was by far, the most significant occurrence of FY 95-96. We lost two full time teaching positions that affected our class schedule and Help Desk support severely. Through all of this, we were still able to bring all of the 100 N. Greene Street staff and labs into the Windows environment. We also established a method and means to technically support and purchase replacement equipment for all staff. This was an entirely new mechanism for Information Services. Other staff changes include Rick Diblasi as IT Support (replacing Chris Twigg) and Leon Francis as our day time lab assistant (replacing Rick Diblasi).

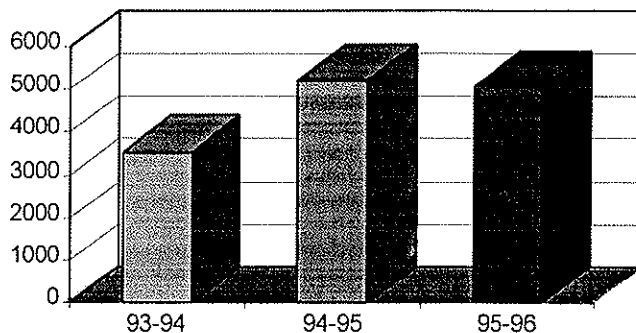
User support statistics went up even higher than last year. CIDS taught a total of 641 classes and related consultations, even though many were cut due to staff changes. We still developed eight new classes and revised 11. The User Area had a total of more than 11,769 users. This correlates into a monthly average of more than 980 users, a 27% increase over FY '95 figures. CIDS assisted more than 800 patrons on the slide making systems for a total of 2316 hours, a 31% increase, and created slides for 10 other projects in-house. We also handled 3370 non class related consultations and fielded 2185 User Area calls.

The HELP Desk responded to more than 420 calls per month. The grand total of Help Desk calls reached 5049 this year. Even though our hours were severely reduced, total calls differed by only 151 as compared to last years. This suggests an increase in calls for FY 95-96.

User Area Monthly Totals

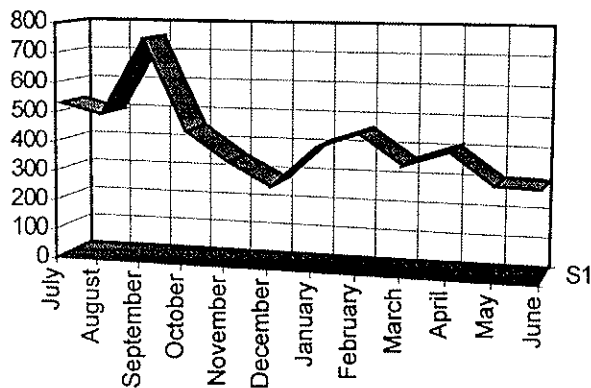


Help Desk Calls by Fiscal Year

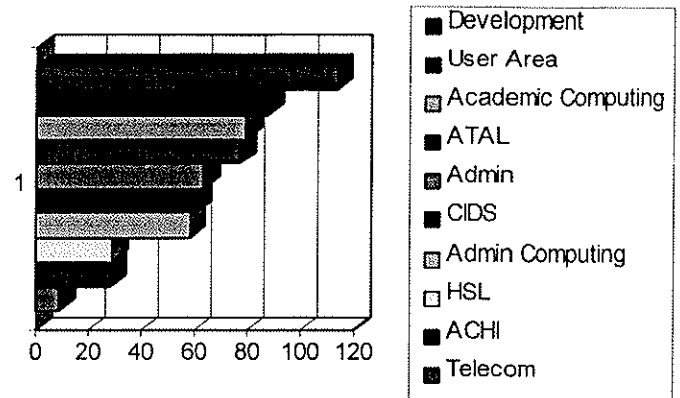


The graph below illustrates predictable peak academic periods for help desk calls. Most calls pertained to connectivity. With Dialup Networking, TIA, Netscape, E-Mail, etc. coupled with more people connecting from off campus, we expect major growth concerning support, training, and increased services in the coming year.

Help Desk Calls by Month



I.T. Support Jobs by Department



I.T. Support completed its first full year of service to Information Services. They performed more than 600 individual tasks. Though the graph (above) provides a breakdown by department, it is important to note that individual task completion times ran from one hour to several weeks. Therefore, these numbers only provide a glimpse of the total time in staff hours.

Special Projects

CIDS was also involved in the Nursing and Medical Informatics Weeks, the HCOP Grant, the PEADE Project, the UMAB Community Fair, and the Palliative Care CBT project for the Cancer Center. Another important accomplishment was the creation and implementation of a new User Area statistical program. This more accurate system gives us demographics and specific usage patterns.

Summary

During the next year CIDS will focus on several projects. The implementation of Support Magic HELP Desk software and assisting its use in RIMS and Systems is critical. Internal computer support will be completing a full maintenance overhaul of all systems located 100 N. Greene Street and assisting Datacom in the application of LAN metering software. We will also be participating in the new desktop application and consultation for pay programs.

RIMS Fast Facts 95-96

	Number	Change from 94-95	
Education			
Total attendance	6,526	+	31.7%
School related instruction	3,584	+	80.1%
School Orientations	1,215	-	3.7%
IME	706	+	66.9%
Consultations	166	-	14.9%
Non-class related instruction	855	-	21.3%
Total classes	475		
Total contact hours	632.75		
Mediated searching	409	-	34.8%
Reference	46,335	+	3.9%

Reference and Information Management Services

OVERVIEW

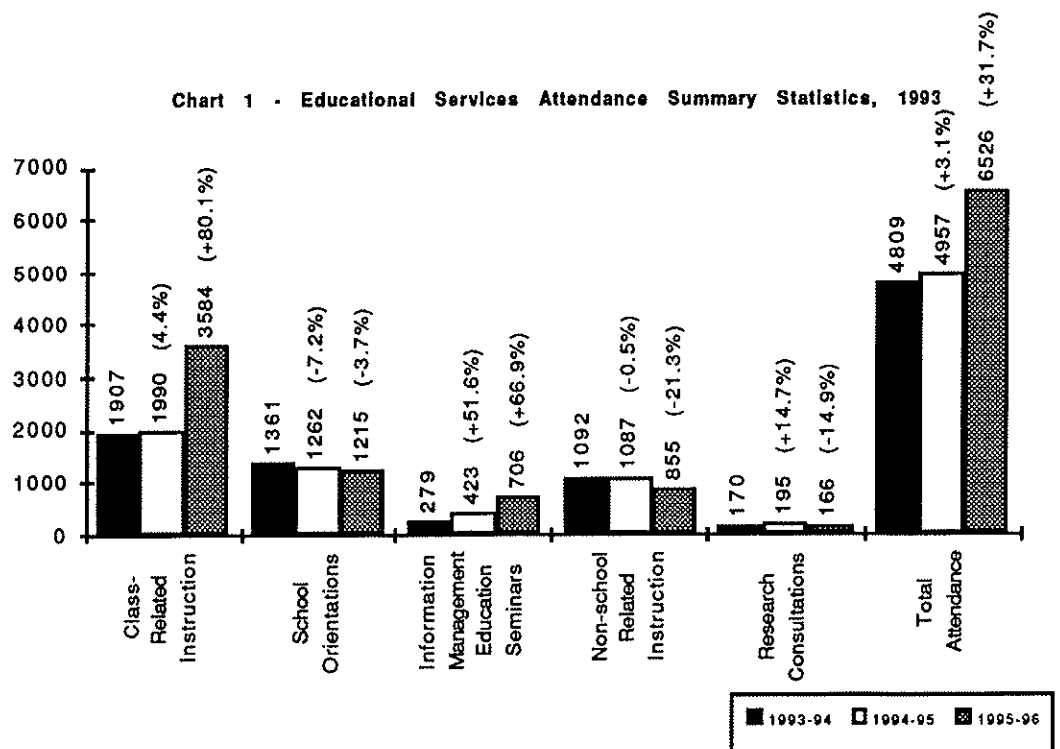
Reference and Information Management Services reports to the Assistant Director, Information and Instructional Services. The department provides library related instructional support for UMAB research, education and clinical care; facilitates assisted and self-service database searching; and offers in-person and offsite reference services.

HIGHLIGHTS

- Instructional and reference statistics for the department were at all time highs!
- Department members were also active professionally. The results include:
 - 1 book in press
 - 1 article published (2 in press)
 - 4 presentations at professional meetings; 1 program moderator
 - 3 serving as editors for professional publications
 - 1 list owner for professional list
- Several members serving on the Health and Medicine TARS Committee, selecting appropriate medical URLs for Sailor, Maryland's online information network.
- In addition, the RIMS staff participated in a number of meetings and programs including those of the Medical Library Association (MLA), Mid Atlantic Chapter of MLA (MAC), Maryland Association of Health Science Librarians (MAHSL), and the American Association of Colleges of Pharmacy.

EDUCATION

- As shown in chart 1, attendance at RIMS classes soared (up 31.7% from 1994-95; 94% from 1990-91)
- There were many factors influencing this growth, most related to campus programs in which RIMS was asked to participate. They included medical informatics

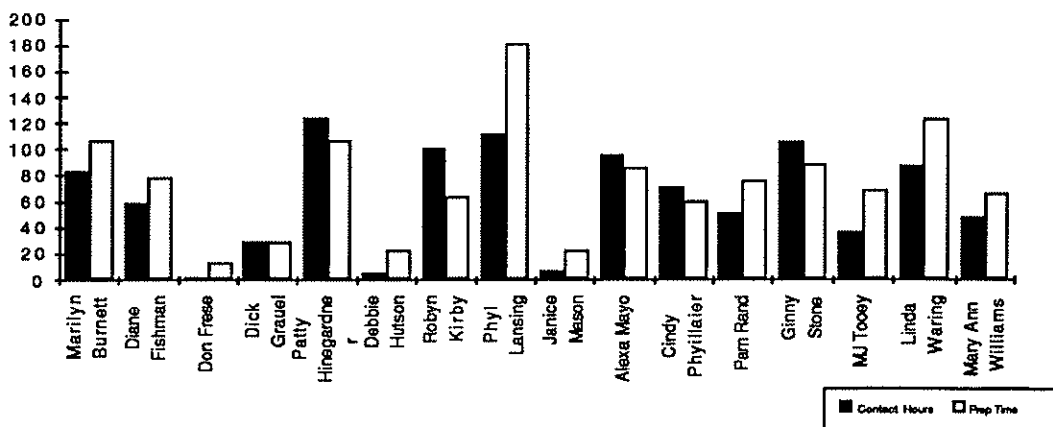


week; a similar nursing informatics program (NIRO); Health Careers Opportunities Project (HCOP); and the Nursing Informatics Summer Institute. Externally, the Health Information Reference Sources course taught at the College of Information Sciences, University of Maryland (CLIS) and, internally, the HSL's pilot electronic reserve program also swelled the figures.

- Among classes sponsored by RIMS, Internet classes were the most popular (more than half of the seminar attendance can be attributed to these classes).
- New or revised RIMS classes for this fiscal year included: HSL Information Resources; Designing effective search strategies; WWW; Introduction to Internet; Listservs and newsgroups; Endnote; MaryMED Plus/HSL Current Contents; Reference Manager; and Searching for drugs.
- RIMS worked with CIDS to unify statistics keeping. Based on the CIDS model, a joint spreadsheet for class statistics was begun. For the first time, the department kept statistics on the time necessary for staff to prepare for classes (chart 2). Non-class related instruction

(classes prepared to respond to special projects) required the most staff preparation time. For instance, because of the small number of enrollees,

Chart 2 - Teaching Responsibilities



both the CLIS class and the visiting RN scholars program involved much preparation and many sessions but made relatively little impact on attendance statistics. On the other hand, the library was reimbursed for RIMS staff participation in these projects.

- In conjunction with fees for out-sourced desktop publishing classes, both RIMS and CIDS decided to charge \$10 for most classes the departments plan to offer in the next fiscal year. Time was spent this year planning policies and procedures.
- An innovative, Web-based training program was developed by Patty Hinegardner and Miriam Jaffe and demonstrated at the 1996 Medical Library Association Annual Meeting.
- To simplify scheduling of classes, staff worked with Systems personnel to develop a microlab reservation system that could be scheduled individually by staff members
- A unified education evaluation form was created by a RIMS-CIDS-ACHI team and used with all IME classes.
- Several onsite opportunities for staff training were made available at the HSL. These programs were sponsored by RIMS but open to other interested staff members. A Palinet class, Introduction to HTML, was offered in February and a Training the Adult Learner session, featuring Beth Barnes of Towson State University, was given in May.

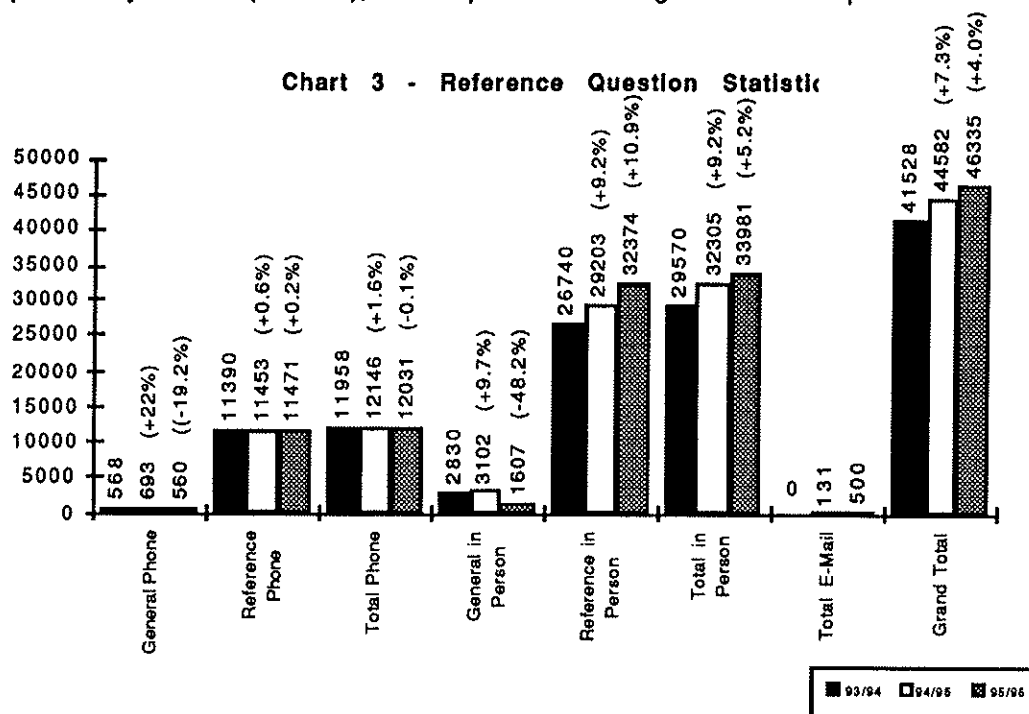
MEDIATED SEARCHING

- Searching requests are down 34.8% from last year (73% from 1990-91). Mediated search use has steadily declined as Internet sources increasingly have supplemented the number of information self-service options already available on CD-ROM. The reductions occur across all schools as well as the hospital. Only search requests requiring business databases (which are not available at the HSL) show a three year upward trend.
- The Medical School remains our biggest customer, constituting 47% of search requests. UMMS/ MIEMSS searches account for 17% of current requests. If faculty/staff who identify themselves with the medical school but have a 328 telephone extension are added to UMMS/MIEMSS requests, the percentage of hospital searches jumps to 41% of the total.
- *Chemical Abstracts* searching has held steady. Since 1987 when the print title was discontinued, the library has offered free searching in this database. Fortunately, this year, significant savings were realized by establishing an STN Academic account and switching staffing hours to allow searching at greatly reduced rates available after 5 p.m.. Between March (when the change was begun) and June, the library's bill was reduced by more than \$2000.
- With so many fewer searches, it has been difficult for all searchers to maintain expertise in the less frequently used databases. To make certain that the most appropriate searcher would be available, changes were made in the method of scheduling searches. When the person requesting the search wishes to be present at the search, pre-scheduled appointments have replaced a general sign-in sheet.

REFERENCE SERVICES

- Questions handled at the reference desk rose another 3.9% from last year (this figure represents a 37% rise from 1990/91). As shown in chart 3, most of the questions were again in-person inquiries. By month (chart 4), the September through November period continues to be the busiest time of the year for RIMS.

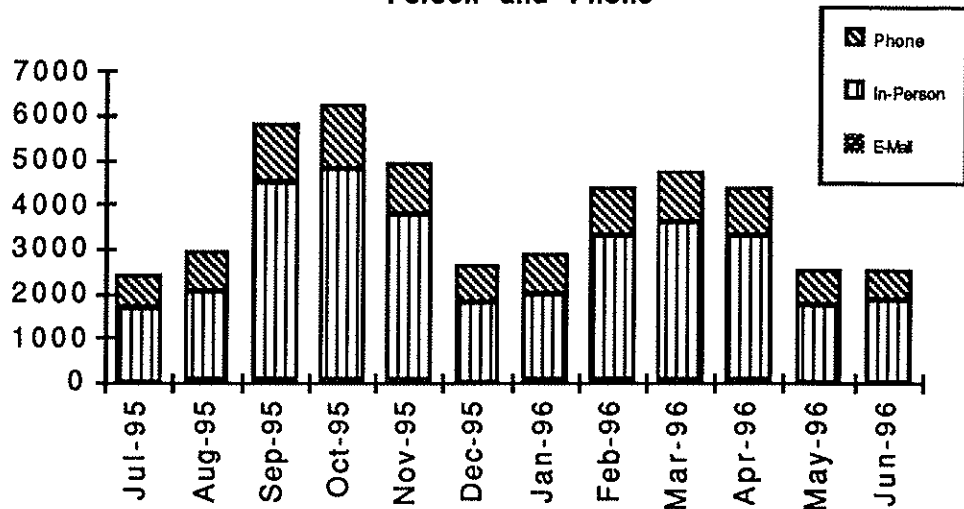
- In response to student suggestions, the department investigated expanding Sunday staffing hours. The study found steady Sunday RIMS statistics, scanty response to a user survey, and an average of three questions/hour referred to



circulation before RIMS staff arrived. As a result, Sunday reference hours were not increased but additional training was offered to circulation staff.

- Registration procedures for remote database access resulted in many queries at the reference desk. To reduce user frustration, the department proposed, and worked with Systems and Administration to implement, temporary monthly passwords for users having

Chart 4 - Reference Statistics By E-mail, In Person and Phone



difficulties with their MaryMED Plus or HSL Current Contents passwords. This improvement appears to have increased user satisfaction with the registration process.

- Staff worked with Systems to revise public and staff menus
- A RIMS committee, headed by Cindy Phyllaier, established policies to identify and maintain Web bookmarks. A subset of URLs was chosen to be installed on public reference room and microlab terminals.
- RIMS began a reference use survey in April 1996. When completed, this study should be helpful in deciding which materials should be added or canceled from the reference collection

SPECIAL PROJECTS

Databases

Database-related activities included helping users at the reference desk; promoting the database on campus through print and electronic announcements; providing print and electronic instructions; and incorporating database changes into instructional sessions. Database changes in 1995-96 include: five Silver Platter databases (converted to Windows); the online catalog-DRA (Gateway menu implemented plus update); OVID (combined subfile capability); Health and Psychosocial Instruments-HAPI (revised version); Entrez (Internet version mounted); the Online Journal of Current Clinical Trials and The Online Journal of Knowledge Synthesis for Nursing (mounted).

In addition, the department:

- agreed to add and support Internet access through Netscape on reference room workstations starting in May
- prepared preliminary instructions for HealthSTAR, a database approved at the beginning of fiscal year but delayed by the publisher due to changes in database content

- requested and obtained PowerPoint. The staff has already used PowerPoint for several class and meeting presentations
- assisted in testing and planning for implementation of Uncover Reveal
- assisted in the evaluation of Netterm for Systems and TIA instructions for ACHI
- participated in the Web Interface Committee

Documentation/publicity

- With the assistance of CLIS intern, Ed Donald, created discipline-specific Internet resources handouts and established a policy for updating these documents.
- With ACHI and CIDS, finalized a uniform documentation format and converted all RIMS publications produced in the library to this format.
- Started a regular library information feature in the *UMAB News*, the student newspaper
- Coordinated HSL material for the *IS News*

AIDS PEADE Grant

When David Freedman resigned as Project Manager in August 1995, RIMS took over coordination of this NLM grant. Alexa Mayo was appointed Project Manager and Cindy Phyllaier became the trainer. The grant ended on June 30, 1996. A final report, in which outcomes are evaluated, is nearly complete.

Collection Development

Liaisons continued selecting materials in their specialties. In addition, RIMS members served on the journal selection and electronic resources review committees. To support the electronic resources review committee, an internal committee, headed by Janice Mason, was formed to ensure timely review of resources to be recommended. In addition, RIMS worked with Resources Management and Systems to establish policies for handling electronic materials accompanying reference works.

HSL Homepage

Patty Hinegardner and Alexa Mayo coordinated the RIMS effort toward establishing an HSL home page. This project will be expanded in the coming year.

SUMMARY/PROJECTION

Statistics were outstanding this year but may be reduced next year. There are several factors that may have negative impact on instructional load next year:

- the cancellation of the nursing informatics program (NIRO)
- the possibility that grants supporting the HCOP programs will not be renewed
- discontinuance of HSL participation in new faculty/staff orientations
- the charge policy for HSL classes

In addition, moving the distribution of student database registration forms to the schools may also transfer questions previously fielded at the reference desk. On the other hand, the slide in mediated search statistics may be slowed by new rules that require that literature searches on animal experimentation must accompany relevant grant applications.

Reduced instruction/reference interactions would provide staff with more time to devote to ongoing and new projects. In addition to continuing projects such as the reference use study, collection development activities, and the implementation of Uncover Reveal and HealthSTAR, RIMS staff already anticipates a number of new projects for the coming year:

- Liaisons to the schools of dentistry, medicine and nursing plan to have office hours at the schools to assist faculty and staff with library related problems.
- The department is working with Resources Management to investigate the feasibility of establishing a collection of test instruments.
- A committee has been formed to establish electronic evaluation forms to be used with IIS classes.
- Another committee is working to create an electronic MaryMED Plus tutorial to be used in a future Medical Informatics Week curriculum.
- Members of the RIMS staff will be working on committees to prepare for moving into the new building.

Whatever direction statistics take, RIMS staff will not want for things to do!

IIS Staff Responsibilities

All members of Information and Instructional Services are involved in user support through education and training, direct user interaction in the Reference Area, HELP Desk, and User Area, and specialized information support. Additional responsibilities and activities are listed below.

Marilyn Burnett

IT Support

RESPONSIBILITIES

Help Desk Specialist

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.

SupportMagic Help Desk Software Coordinator

User Area Support

Software evaluation and recommendation

Layout and design of course schedule

Web Oversight Committee

Class Registration Policies and Procedures Committee

Co-editor division newsletter

Educational Development

Instruction

ACTIVITIES

SupportMagic Demo

Windows 95 Seminar

Graduate School Orientation Presentation

Help Desk software evaluation

Adult Learner Seminar

Megan Del Baglivo

Library Technician II

RESPONSIBILITIES

Creates weekly reference schedule

Makes sure brochures and point-of-source documentation are available

Maintains mediated searching statistics

Keeps looseleaf reference materials up-to-date

Maintains new reference book shelf

Maintains the reference area by reshelving materials and shelf-reading

Provides back-up for evening librarian and department secretary

Participates in special projects (reference resource and print index use study, database documentation notebooks)

ACTIVITIES

Professional Organizations

American Library Association

Maryland Library Association

Meetings and Workshops

CLIS classes (4), February-March 1996

Rick Diblasi

IT Support

RESPONSIBILITIES

Software and hardware evaluation
PC and Mac support for I.S. - (Hardware and software)
Help Desk Specialist
User Area Support
ATAL Support

ACTIVITIES

Attended a Windows95 seminar

Diane Fishman

Manager

RESPONSIBILITIES

Manages the day-to-day activities of RIMS
Advises Assistant Director, IIS
Journal Review Committee
RIMS Collection Development Committee
Electronic Review 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

ACTIVITIES

Professional Organizations

Medical Library Association
Public Services Section
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

Meetings and Workshops

Medical Library Association Annual Meeting, June 1-5, 1996.
Strategies for Adult Learners workshop, May 24, 1996
Executive Development Program Jan. 25-26; Mar. 7-8; May 2-3, 1996
HTML Workshop - February 12, 1996
Mid-Atlantic Chapter, Medical Library Association. Annual Conference, Richmond, Va., Oct.15-17, 1995.

Committees (including UMAB)/Offices/Honors

Academic & Research Libraries Division, Maryland Library Association -

Coordinator and Owner, MARYLIB, an electronic discussion group for all Maryland librarians

HSL Journal Selection Committee

HSL Electronic Resources Committee

Editorial Board, Bulletin of the Medical Library Association

1996 MAC Program committee (Coordinator, Contributed Papers Session)

1996 MAC Local Arrangements Committee, Registration Subcommittee

Publications/Presentations

--, Stone, VL, DiPaula, BA. Where should the pharmacy researcher look first? Comparing International Pharmaceutical Abstracts and Medline. Bulletin of the Medical Library Association. In press.

Book review of Encyclopedia of Drugs and Alcohol, ed. by Jaffe, J. Medical Reference Sources Quarterly. In press.

Government Documents. Co-taught session for Health Information Reference Sources (LBSC 708M). College of Information Services, University of Maryland, College Park, April 18, 1996

How to Manage a Virtual Reference Desk. Presentation at the Annual Meeting, Medical Library Association, Kansas City, Mo., June 4, 1996

Using Journal Clubs for Staff Development. Presentation at Maryland Library Association, Academic and Research Libraries Division fall program. Catonsville, Md., Sept. 22, 1995

Don Frese

Information Specialist

RESPONSIBILITIES

Coordinator of Reference Services

- Schedules and performs consultations

- Oversees reference collection

- Keeps statistics for service

- Investigates and recommends potential additions to collection and end-user services

Mediated Search Services Administrator

- Oversee SDI service

- Maintain documentation for online search services

- Maintain statistics and billing for service

ACTIVITIES

Professional Organizations

Mid-Atlantic Chapter/Medical Library Association

Maryland Association of Health Sciences Librarians

Committees (including UMAB)/Offices/Honors

RIMS Collection Development Committee

Journal Review Committee

WWW Interface Committee

Author Reception Committee

Patricia Hinegardner

Information Specialist

RESPONSIBILITIES

Coordinator of Mediated Searching Service - Education/Policy
Sets pricing and procedure mechanisms for searching
Trains online searchers and oversees continuing professional development
Assists with CLAWS (Current Literature Awareness Service)
Investigates potential new services and techniques for searching
Advises Director, RIMS
Liaison to Graduate School of Nursing
Learning Resources and Library Liaison Committee, School of Nursing
Internet Coordination Committee
RIMS URL committee
RIMS Taskforce on Professional Competencies
Health Sciences Library Home Page Design Committee
Representative to the HSL WWW Oversight Committee
RIMS Representative to the TLC/NUG

ACTIVITIES

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

Novell Network class - July 6,7,13,14, 1995
Health Services Research workshop - Sept. 22, 1995
HTML Workshop - February 12, 1996
Government Resources on Sailor - April 9, 1996
Strategies for Adult Learners - May 24, 1996
Annual Meeting of the Medical Library Association - June 1-5

Committees (including UMAB)/Offices/Honors

School of Nursing - Learning Resources and Library Liaison Committee
Internet Coordination Committee
Campus Home Page Design Committee
Topical Area Reviewers (TARS) committee, SAILOR Project
Co-editor of MAHSL Newsletter
1996 MAC Local Arrangements Committee, Registration Subcommittee

Publications/Presentations

Represented the MAHSL Newsletter editors on a panel at the September 28, 1995 meeting of the Maryland Association of Health Sciences Librarians.

Nursing Information Resources. Taught session for Health Information Reference Sources (LBSC 708M). College of Information Services, University of Maryland, College Park. March 28, 1996

"Using the World Wide Web as an Instructional Tool" co-creator Miriam Jaffe, Electronic Poster Session presented at the Annual Meeting of the Medical Library Association, June 2-4, 1996.

Lansing, P.S. and Hinegardner, P.G. "Beyond the Internet Curriculum". Medical Reference Services Quarterly 15 (Summer 1996), 81-85.

Robyn Kirby

Manager

RESPONSIBILITIES

Manage day-to-day activities of CIDS

Advise Director, IIS

Software and Hardware evaluation

Database development

Oversee Help Desk operations

Help Desk Specialist

Oversee Internal Support Flow

User Area Support

Oversee User Area Staffing and training (Day, Eve. & Weekends)

ATAL Support

Campus Supported Software

Educational development

Instruction

Help Desk schedule for CIDS staff

World Wide Web Graphics Resource

ACTIVITIES

Technical Advisor - PEADE Project

Technical Advisor - Admin Computing Project

Co-Chair Workstation Advisory Committee

Member of the Help Desk Institute

Member of the Infrastructure Committee for the new building

Executive Development Program

Member of the Retreat Process

LAN Metering Project

Library Advisory Committee

Member of the RFP Process for Desktop Application Training

UMAB Community Fair Exhibit Coordinator

Seminars:

Employee Classification System

Technical Windows Support - Advanced

Advanced Windows

Adult Learner

Dealing with Conflict in the Workplace

Phyl Lansing

Information Specialist

RESPONSIBILITIES

Coordinator, 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

DRA Task Force Education Subcommittee

ACTIVITIES

Professional Organizations

Medical Library Association

Public Services Section

Research Section

Mid-Atlantic Chapter/Medical Library Association

Maryland Association of Health Science Librarians

Maryland Library Association

Bibliographic Instruction Interest Group

Meetings and Workshops

Health Services Research, MEDLARS training - September 22, 1995

MLA CE Course, Copyright Law in the Age of Technology -

March 20, 1996

Institute of Medicine/NLM Toxicology & Environmental Health Information Resources

Focus Group - May 22, 1996

MLA Annual Meeting, June 2-5, 1996

Committees (including UMAB)/Offices/Honor

Public Services/MLA Program Planning Committee

Medical Informatics Week planning committee

UnCover Reveal implementation committee

Renewed Distinguished level membership in Academy of Health Information

Professionals

Publications/Presentations

Lansing, P.S. and Hinegardner, P.G. "Beyond the Internet Curriculum". Medical Reference Services Quarterly 15 (Summer 1996), 81-85.

Moderated Library Research/Public Services contributed paper session at MLA Annual Meeting, June 4, 1996

Janice Leah Mason

Information Specialist

RESPONSIBILITIES

Liaison to Graduate School and Law School

Goodwill representative between schools.

CD-ROM Review Committee

Coordinates installation, evaluation and recommendations of CD-ROM and WWW databases from RIMS staff
CASHE Program Coordinator
Publicity co-coordinator
Develops and coordinates calendar, articles and items of interest for the VOICE and the UMABNews.

ACTIVITIES

Meetings and Workshops

MLA Journal Club - Fall 1995

Committees (including UMAB)/Offices/Honor

Publicity Co-Coordinator

CD-ROM Committee

Charlene Matthews

Secretary

RESPONSIBILITIES

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

Receives approved leave slips and maintains leave calendar

Photocopies

Collates materials for seminar

Sorts and distributes mail

Receptionist

Serves as phone backup for reference desk

Handles appointments for Assistant Director, IIS

Does confirming phone calls for seminars

Meetings and Workshops

Your Role as an Outstanding Assistant - September 25, 1995

Safety in the Library, Severna Park Public Library - November 2, 1995

The Indispensable Assistant - March 13, 1996

Alexa Mayo

Information Specialist

RESPONSIBILITIES

Liaison, School of Medicine

Coordinates and creates LAN documentation

Project Manager, PEADE Grant

Oversees RIMS home page documentation

ACTIVITIES

Committees

DRA OPAC Committee

Internet Coordination Committee

Health Sciences Library Home Page Design Committee

Representative to the HSL Web Oversight Committee
RIMS URL committee
Medical Informatics Week Planning Committee
Web Interface Committee

Professional Organizations

American Library Association
Association of College and Research Libraries
DRA Users Group, Mid-Atlantic

Meetings/Workshops/Lists

Government Resources on Sailor - April 9, 1996
Strategies for Adult Learners - May 24, 1996
HTML Workshop - February 12, 1996
Life Sciences Reference Research Institute May 6-10, 1996
DRA Users Group, Mid-Atlantic (DRAMA), (2) semi-annual meetings
DRA Listserv
MEDLIB-L Listserv
DRAMAC - Listserv
MLA Journal Club

Presentations

PEADE Grant Overview for SEA/RMLS RAC, April, 1996
Participated in panel discussion on Library careers for College of Information Services,
University of Maryland, College Park. May 3, 1996

Cynthia Phyllaier

Information Specialist

RESPONSIBILITIES

Liaison to Undergraduate Nursing Program
RIMS Collection Development Committee
Trainer for PEADE/RML Grant: Teaching AIDS Databases to Health Professionals
Collected RIMS Educational Statistics for Monthly Reports

ACTIVITIES

Professional Organizations

Medical Library Association
Maryland Association of Health Sciences Librarians (MAHSL)

Meetings and Workshops

Creative Teaching Techniques I, Sept. 29, 1995
NLM MEDLARS Training, March 11-13, 1996
Strategies for Adult Learners, May 24, 1996

Committees / (Including UMAB)

School of Nursing - Learning Resources & Library Liaison Committee
RIMS URL Committee (Chair)
RIMS Taskforce on Professional Competencies

Pamela S. Rand

Information Specialist

RESPONSIBILITIES

Liaison to the School of Social Work
ASPEN Coordinator for RIMS
Disabilities Coordinator
Vertical File Coordinator

ACTIVITIES

Professional Organizations

Maryland Library Association
Bibliographic Instruction Interest Group (BIIG)

Meetings and Workshops

Embase Training, KR Information, Arlington, VA, November 3, 1995
ARLD Web Seminar, Towson State, November 10, 1995
BIIG Meeting, Towson State, March 29, 1996
DIALOG: Beyond the Basics, KR Information, Arlington, VA, May 17, 1996

Committees (including UMAB)/Offices/Honors

HSL Disabled Services Committee
Journal Review Committee
RIMS Collection Development Committee
Test Collection Committee
Topical Area Reviewers (TARS) Committee, SAILOR Project
UnCover Reveal Implementation Committee
Web Interface Committee
SSW Educational Resources and Informatics Committee
Faculty Advisory Committee

Ginny Stone

Information Specialist

RESPONSIBILITIES

Liaison to the School of Pharmacy
Resume review committee
Publicity committee
CD-ROM review committee

ACTIVITIES

Professional Organizations

American Association of Colleges of Pharmacy (AACP)
Maryland Association of Health Sciences Libraries (MAHSL)
Maryland Library Association (MLA)
Medical Library Association/Mid-Atlantic Chapter (MAC)
Provisional AHIP member

Meetings and Workshops

AACP annual meeting July 9-12
STN training, Nov. 3, April 25
HTML training, Feb. 12

Biotechnology Information Seminar, Mar. 22
Institute of Medicine Workshop on Toxicology and Environmental Health Information
Resources, May 22

Committees (Including UMAB)/Offices/Honors)

School of Pharmacy curriculum committee
MAC annual conference publicity committee
MAHSL professional development committee
SAILOR - Topical Area Reviewer - Health and Medicine

Publications/Presentations

Reference and Drug Information Resources. Taught sessions for Health Information Reference
Sources (LBSC 708M). College of Information Services, University of Maryland, College Park.

M.J. Tooley

Assistant Director for Information and Instructional Services

Project Manager, New Health Sciences Library

RESPONSIBILITIES

As ADIIS, 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 in support of the project
Prepares documentation in support of the project

ACTIVITIES

Professional Organizations

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

Meetings and Workshops

IAIMS Consortia Meeting, Seattle WA, July 1996
Medinfo Meeting, Vancouver BC, July 1996
MAC/MLA Executive Board Meetings in September 1995 and January 1996
MAC/MLA Annual Meeting, Richmond VA, October 1995
Computers in Healthcare Education Symposium - Philadelphia, PA, April 1996
MLA Annual Meeting, Kansas City, MO, June 1996
Monthly MAC LAC Planning meetings

Committees (Including UMAB)/Offices/Honors)

Medical Library Association

Chapter Council

Chapter Centennial Workgroup Chair

Public Services Section

Program Chair/Chair-Elect

Mid-Atlantic Chapter, Medical Library Association

Chapter Council Representative

Local Arrangements Chair, MAC 1996

Centennial Celebration Workgroup

University of North Carolina, Chapel Hill

Participant in Delphi Study to re-engineer library education

Maryland State Department of Education

Co-chair of Health and Medicine Topical Area Reviewer Team for Sailor

UMCP

Adjunct Faculty, School of Library and Information Science

UMAB

Distance Education Task Force

School of Medicine

Medical Informatics Week Planning Committee

Informatics Steering Committee

Co-Chair, Technical Liaison Committee/Network Users Group (TLC/NUG)

Health Sciences Library

HSL Journal Review Committee

HSL Authors Reception Committee

Electronic Resources Committee

HSL Newsletter Advisory Committee

Fundraising Committee

Publications/Presentations

Editor, Education and Training Column, Medical Reference Services Quarterly

Tooley, M.J. "A New Home for the NNLM, SE/A." SEA Currents. 13(5):3-4.

Tooley, Mary Joan (M.J.) "Planning an Internet Curriculum." Education and Training Column. Medical Reference Services Quarterly. 14(2):85-89.

Weise FO, Tooley MJ. "The building planning process: tips from the UMAB Experience." Bulletin of the Medical Library Association. 83(3) July 1995:315-321.

"Building a Library-based Education Program: An Informatics Week for Medical Students." Current Topics in Health Sciences Librarianship. Welch Medical Library, Johns Hopkins University, Baltimore, MD, June 25, 1996.

"Organizational and Economic Models for a Changing Library Environment: An Overview of the University of Maryland at Baltimore Health Sciences Library." Current Topics in Health Sciences Librarianship. Welch Medical Library, Johns Hopkins University, Baltimore, MD, June 25, 1996.

"Skills for the Frontier: Training of the Professionals From Theory to Reality." Panel Discussion, Medical Library Education and Public Services Sections. Medical Library Association Annual Meeting, Kansas City, MO, June 4, 1996.

"To Boldly Go: New Frontiers for Public Services." Moderator. Public Services Section Contributed Papers Session. Medical Library Association Annual Meeting, Kansas City, MO, June 2, 1996.

"Library and Computing Services: An Organizational Model in a New Facility." Medinfo. Vancouver, BC, July 25, 1995.

Alex Volpe

IT Support

RESPONSIBILITIES

Software and hardware evaluation
PC and Mac support for I.S. - (Hardware and software)
Database development
Help Desk Specialist
User Area Support
ATAL Support

ACTIVITIES

Completed probation Nov. 1995
Attended a Windows95 seminar

Linda Waring

IT Support

RESPONSIBILITIES

LAN Management
Help Desk Specialist
ATAL support
Evaluation and recommendation of software
 Coordinate Computerland classes
Course Schedule - activate schedule for each new semester and monitor progress, work with each area within IS to complete schedule.
Class Scheduling - input entire class schedule in Excel and update when needed.
User Area Support
Educational Development
Instruction

ACTIVITIES

Optimizing Windows - Intermediate
Optimizing Windows - Advanced
Introduction to Excel
HTML Class
Adult Learner Seminar

Mary Ann Williams

Information Specialist

RESPONSIBILITIES

Liaison to the Dental School

ACTIVITIES**Professional Organizations**

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

Meetings and Workshops

MAHSL Executive Board Meeting, Aug.24, 1995
Creative Teaching Techniques I, Sept. 29,1995
Annual MAC Meeting, Richmond,Va, Oct. 15-17, 1995
MAC LAC Meeting, Welch Library, Jan.31,1996
MAC LAC Meeting, Welch Library, March 20, 1996
MAHSL Executive Board Meeting, April 10, 1996

Committees including Offices/Honors

AV Committee for MAC 1996 Meeting
SAILOR Topical Area Reviewer - Health & Medicine
CD-ROM Review Committee
Co-editor of MAHSL Newsletter

Publications/Presentations

Dental Resources. Taught session for Health Information Reference Sources (LBSC 708M).
College of Information Services, University of Maryland, College Park.

**RESOURCES MANAGEMENT DIVISION
ANNUAL REPORT
1995/96**

Mission

The Health Sciences Library is dedicated to furthering the UMAB mission by providing and supporting information resources, services, and infrastructure, which facilitate the creation, use, and management of information and knowledge. 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 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 foster the increase of knowledge in the health sciences.

Events and Accomplishments

Basic Operations

- The Acquisitions/Serials Department acquired 3013 books, 4105 bound volumes of serials, and 11 new journal subscriptions with \$1,016,546.21.
- 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 3552 titles were cataloged, 495 titles were recataloged, and 180 titles were withdrawn.
- The Historical and Special Collections Department answered 155 historical reference questions and negotiated donations of more materials and funds for the collections. Rich Behles also maintained bibliographic and associated holdings records in three separate systems for all HSL journal titles and continued cataloging historical collection books.
- The Health Sciences Library now owns 163,232 monographs; 172,495 bound volumes of serials; and 2,307 journal subscriptions.

DRA Implementation

- Anne Sleeman, Rich Behles, Margaret Blair, and Steve Ciuchta prepared journal titles for check-in on DRA. Each title needed a pattern record, a copy record and claiming profile, at least one summary holdings statement, and its first check-in. By the end of June, 1895 titles had been set up in DRA.
- Acquisitions was automated for the first time this fiscal year. The staff needed to learn procedures for sending firm orders, creating invoices in DRA, creating funds, setting up serial/standing orders, etc. Workflow for each task was studied by Margaret Blair, Sandy Williams and Theresa McLaurin. Workflow changes between Cataloging and Acquisitions were initiated.

- The Cataloging Department completed numerous clean-up projects on the data migrated from the LS/2000 database and initiated additional projects to continue this process on the DRA system.

Acquisitions

- Acquisitions staff purchased more books than last fiscal year by 38%, and the return rate on the approval plan was reduced to only about 30% (as opposed to about 60% the previous year due to fiscal restraints).
- RIMS liaisons continued to take an active role in collection development by evaluating books received on approval and by recommending items for purchase. Several meetings were held with Pam Rand, the liaison for social work, to focus attention in that area. We added 459 books in the social work discipline this fiscal year.
- The Electronic Materials Review Committee was created to discuss, review, and recommend for addition to the collection materials produced in electronic formats. These formats include CD, internet resources, web sites, etc. We review books, journals or databases produced in those formats. The committee first met in January 1996, derived a checklist of criteria to use in evaluating material, and discussed and evaluated several items to be added to the collection. Margaret Blair is the coordinator of the committee.
- An RFP was issued this year for the approval plan. The five year contract was awarded to Rittenhouse. In addition to the good service they provide, Rittenhouse Book Distributors also offered the opportunity to set up a deposit account with them in return for a 20% discount on our purchases.

Serials

- Rich Behles organized the SERHOLD project and resolved "problem" SERHOLD titles identified by a student assistant. Approximately 1500 SERHOLD statements were upgraded this fiscal year.
- Anne Sleeman and Margaret Blair invested substantial time in a project to identify journal subscriptions to cancel for FY97. A cost-per-use approach to cancellations was selected after searches of the literature, discussions in the Journal Review and Library Advisory Committees, and discussions with Frieda Weise. Anne and Margaret input data and Gary Freiburger, Deputy Director, assisted with devising formulas for deriving cost-per-use for each title. Margaret then created a list of titles for each subject area of those titles that were low use/high cost (high cost-per-use) over three years. These lists were shared with the liaisons, who then shared them with faculty members as they desired. The process was discussed at the April 1996 Library Advisory Committee meeting as well, and lists were sent to those faculty who expressed a desire to see them and assist in the evaluation process. Two lists were prepared; one containing 189 titles for a savings of approximately \$45,000, and a second with 34 titles for a savings of \$5,001. Enough funding has been added to the budget for FY97 so that we will only be cancelling the list of 34 titles.

Cataloging

- 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; and contributed to the maintenance of two union lists of serial holdings (SERHOLD and ULPM).
- The Cataloging Department and Rich Behles adjusted procedures to accommodate the final phase of MARC format integration, which coordinated the fixed fields across all formats.
- The Cataloging Department ensured the "retracted articles" project was kept up to date to promptly notify patrons of retracted articles in the literature.
- The Cataloging Department provided consultative and technical support and training in organizing local collections and resource databases on campus by continuing to maintain bibliographic and authority 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. The Department completed the retrospective conversion of the School of Social Work LRC's bibliographic records into machine-readable format.

Binding

- An RFP was issued this year for binding. The five year contract was awarded to Wert Bookbinding. They will continue our weekly pick-up and delivery schedule and two-week turnaround.
- Raquel Arbaiza made significant progress towards reducing the backlog of binding caused by earlier staff vacancies.

Preservation

- The preservation officer supplied journal issues for NLM's national preservation of biomedical literature microfilming project as requested.
- Rich Behles developed and began a physical condition survey for reviewing the basement journals collection.
- Circulation Department staff requested and received from Rich Behles a review of methods of care and handling in sorting and shelving books and journals.

Historical/Special Collections

- Rich Behles developed a schedule of charges for photocopying historical materials.
- Rich Behles contributed a history of the Health Sciences Library and other pertinent Historical Collections portions of the HSL Web page. He also wrote Historical Collections contributions for inclusion in the UMAB News.
- Rich Behles responded to a roof leak in the Historical Room, successfully protecting threatened collections from damage.

- Anne Sleeman and Rich Behles assisted in developing criteria and text for the first Theodore E. Woodward Award.

Other

- Rich Behles collaborated with campus Health/Safety staff in conducting a fire drill, including coordinating the selection and training of fire wardens.

Special Projects

OCLC InterCat

OCLC, the bibliographic utility we use for acquisitions, cataloging and interlibrary loan activities, developed an experimental cataloging project to describe remote Internet resources. The HSL was among the over 200 libraries that volunteered to contribute to this InterCat project. Project participants identified, selected, and cataloged Internet resources using applicable cataloging rules and standards, and coded the information in MARC format. The Project Team (Rich Behles, Margaret Blair, Jane Murray, and Anne Sleeman) actively participated in local and national discussions on both the philosophical and practical details of cataloging Internet resources. They presented their results in a paper at the MLA annual meeting in Kansas City, Missouri.

SAILOR TARS Participation

Anne Sleeman provided organizational and Web expertise for the SAILOR Topical Area Reviewer project.

UMAB Authors' Reception

Margaret Blair, Anne Sleeman, and Rich Behles assisted with the UMAB authors' reception held December 1, 1995. Margaret compiled a bibliography of books written or edited by UMAB faculty members. Sandra Williams ordered those books we did not own. The bibliography was printed and distributed at the lecture preceding the reception. Rich researched and selected an appropriate promotional quotation, and coordinated the book exhibit portion of the event. He also mounted a follow-up photo exhibit of the event.

HSL Web Development

Anne Sleeman chaired the HSL Web Page Team which developed a world wide web presence for the Health Sciences Library. The Team created a structure for the web site, coordinated its content, and proposed a mechanism for regular maintenance and enhancement of the site. The HSL went live on the web on April 23, 1996.

ILL Assistance

The Cataloging Department verified citations, sent and processed ILL borrowing requests, and assisted in training new/existing ILL staff in ILL operations. Next year this assistance will end and staff members will return attention to cataloging projects.

Projections for 1996/97

The Resources Management Division will be busy and productive again in the coming year. We have a variety of projects planned in anticipation of improved technological capabilities, the impending move into the new building, continued funding challenges, and opportunities to improve our products and services.

DRA implementation will remain a focus during the new fiscal year. The Acquisitions/Serials Department is looking forward to yet more automation challenges next fiscal year. The DRA upgrade to version 2.5 of the software will bring improvements in electronic ordering capabilities and a new binding module. New and existing projects for the Cataloging Department include general "clean-up" of LS/2000-migrated bibliographic and holdings data; the commencement of the online series authority file conversion; and the resolution of holdings discrepancies for roughly 6,000 titles. The Division will also begin a project to create MARC format holdings records for the 6000+ dead and cancelled journal titles and upgrade the information available in the OPAC about HSL journal holdings. New procedures and workflows will continue to be devised as we monitor the system's abilities and drawbacks. In addition, we are eager to assist in improving OPAC displays.

Two significant non-DRA workflow changes are planned the coming year. The Cataloging Department will eliminate completely all ILL participation by the fall of 1996. By January 1997, responsibility for journals record maintenance will return to the Cataloging Department, allowing Rich Behles to focus his attention on collection development, exhibits, lecture series programs, etc. for the historical and special collections.

Acquisitions/Serials and Cataloging staff will investigate the impact of using OCLC's PromptCat service to provide bibliographic records for books received on approval through Rittenhouse as soon as this service becomes available (promised for the fall of 1996).

We will continue to monitor developments in web software interfaces, electronic journals, and Internet resources and devise methods for selecting, acquiring, organizing and providing access to them. We will also continue to exploit Internet resources useful in accomplishing our work.

Preparation for moving HSL collections to a new building involves all departments and several projects. Rich Behles has undertaken a preservation survey of journal holdings in storage to identify materials which will not survive a move. Books in basement storage will be reviewed and most will be withdrawn prior to the move. Margaret Blair and Anne Sleeman will coordinate targeted collection analysis projects to identify materials no longer appropriate for the collection. Classified theses will continue to be re-integrated into the theses collection.

While the HSL administration searches for more funding for journal subscriptions, Resources Management Division staff will prepare for more subscription cancellations. Journal prices continue to rise at much higher rates than general inflation.

The Cataloging Department will complete converting the paper series authority file to machine-readable format in DRA during the new fiscal year. More staff members will become involved with "new headings" reports from DRA which provide a mechanism to monitor and control name, series, and subject headings and their associated authority records. We plan to effect control over our obsolete MeSH terms during the coming fiscal year, because our MeSH headings are current only to 1994, which was the version available during our initial tape processing. This layer of complex and time-consuming authority work essentially is invisible but provides significant benefits to users of the online catalog.

Members of the Resources Management Division will continue to balance "business as usual" and special projects, providing effective and efficient service to the Health Sciences Library.

Statistical Reports

Acquisitions/Serials Statistics

<u>TOTAL FUNDS EXPENDED:</u>	93/94	94/95	95/96
Books	\$212,074.28	\$130,570.61	\$242,691.95
Journals*	659,861.63	697,834.58	734,676.32
Bindery	<u>27,889.67</u>	<u>24,628.03</u>	<u>39,178.94</u>
	\$899,825.58	\$853,033.22	\$1,016,547.21

*This figure includes payments for all the electronic databases. Micromedex has been paid for out of another budget since FY93. The Current Contents database has always been paid for out of another budget. See the chart "Databases in Electronic Format" later in this report for more details.

<u>BOOKS ACQUIRED:</u>	93/94	94/95	95/96
Purchases	3029	1818	2514
Gifts	369	441	268
Theses	90	150	227
AV	<u>66</u>	<u>0</u>	<u>4</u>
Total books acquired:	3489	2409	3013
Average book cost:	\$70	\$72	\$97*

*Artificially high due to establishment of deposit account this year; actual cost per title was \$72.50 (small increase due to emphasis on purchasing materials for Social Work).

<u>MONOGRAPHS PROCESSED IN THE FIELDS OF:</u>	93/94	94/95	95/96
Dentistry	69	82	60
Medicine	1986	1072	1503
Nursing	336	322	329
Pharmacy	194	144	196
Social Work	350	344	459
Allied Health	20	19	27
Psychiatry	64	58	58
Other	212	195	172
Sent to REF.	267	275	240

<u>JOURNALS STATISTICS:</u>	93/94	94/95	95/96
Bound volumes added	2373	2638	4105
New subscriptions	7	25	11
Titles cancelled	1	230	30
Total subscriptions	2531	2326	2307
Average subscription cost	\$261	\$300	\$318

DATABASES IN ELECTRONIC FORMAT

Fiscal Year Expenditures

Database:	FY 1990	FY 1991	FY 1992	FY 1993	FY 1994	FY 1995	FY 1996
PsycLIT (1986)**	\$3,595	\$5,095	\$5,095	\$5,625	\$5,625	\$5,618	\$5,618
MEDLINE **	\$12,500	\$12,500	\$10,050	\$0.00	Cancelled		
CD PLUS					\$8,000	\$8,000	\$10,000
Current Contents	+\$30,880	+\$33,392	+\$38,392	+\$48,642	+\$39,540	+\$41,075	+\$42,140
Micromedex	*\$20,795	\$24,095	\$24,700	+\$27,075	+\$29,925	+\$35,000	+\$35,625
CINAHL**		\$950	\$712	\$1,425	\$1,643	\$1,643	\$2,190
MICROCAT		\$200	\$250	\$250	\$250	\$250	Cancelled
Computer Selects			\$1,990	\$2,395	\$2,395	\$2,395	\$2,395
Books in Print			\$1,920	\$1,938	\$2,128	\$2,128	\$2,128.50
Online Jo. Clin. Trials			\$95	\$95	\$120	\$120	\$120
Social Work Abstracts Plus**				\$1,693	\$1,643	\$1,643	\$1,643
Int'l Pharmaceutical Abstracts**					\$1,492	\$1,492	\$1,990
Bioethicsline					\$1,193	\$1,590	\$1,590
HAPI					\$265	\$530	no payment
Online J. of Knowledge Synthesis in Nursing						\$250	\$250
HealthSTAR							\$1,310
Total	\$67,570	\$76,232	\$85,669	\$89,138	\$94,349	\$101,484	\$106,999.50

*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 Statistics

A. NEW ITEMS ADDED (Health Sciences Library, School of Medicine LRC/CML, School of Nursing Media Center, School of Social Work LRC)

1.	Print Material	90/91	91/92	92/93	93/94	94/95	95/96	change
a.	DLC/CIP Cataloging	3615 3759	2263 2337	2876 2945	2041 2217	1374 1439	2350 2448	+71%
b.	Edited (non-DLC) Cataloging	370 401	618 642	761 833	414 514	539 584	813 868	+50%
c.	Original Cataloging	278 329	133 169	177 221	59 72	145 234	217 359	+50%
d.	Enhanced Cataloging	191 201	90 93	57 61	36 36	24 24	10 10	-58%
e.	Minimal-Level Upgrades	11 11	9 9	33 33	16 16	10 10	4 4	-60%
f.	Added Copies/Volumes	909	568	892	551	359	470	+31%
	Total Print Material							
	Titles	4465	3113	3904	2566	2092	3394	+62%
	Volumes	5610	3818	4985	3406	2650	4159	
2.	Non-Print Material							
	Titles	34	105	81	181	249	158	-36%
	Volumes	48	106	84	240	256	273	
3.	Total New Items Added							
	Titles	4499	3113	3985	2747	2341	3552	+52%
	Volumes	5658	3818	5069	3646	2906	4432	

	<u>90/91</u>	<u>91/92</u>	<u>92/93</u>	<u>93/94</u>	<u>94/95</u>	<u>95/96</u>	<u>change</u>
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4. **Total Withdrawn**

Titles	518	400	401	145	274	180	-52%
Volumes	664	600	636	312	408	246	

5. **NET ADDED TO CATALOG**

Titles	3991	2713	3584	2602	2067	3372	+63%
Volumes	4984	3218	4433	3334	2498	4186	

B. REVISION ACTIVITIES

1. **Recataloging**

Titles	NA	NA	198	639	410	495	+20%
Volumes	NA	NA	343	732	525	620	

2. **Transfers (relocated to another collection)**

Titles	NA	NA	2752	1263	153	148	-3%
Volumes	NA	NA	4209	1505	209	146	

90/91 91/92 92/93 93/94 94/95 95/96 change

C. LRC/MEDIA CENTER PROJECTS

1. School of Social Work LRC Project

Cataloging

Titles	NA	330	1090	2377	256	523	+104%
Volumes	NA	376	1258	2861	321	615	

2. School of Medicine LRC/CML

Cataloging

Titles	NA	NA	NA	NA	178	63	-65%
Volumes	NA	NA	NA	NA	192	114	

3. School of Nursing Media Center

Cataloging

Titles	NA	NA	NA	NA	55	82	+49%
Volumes	NA	NA	NA	NA	62	104	

D. ILL DEPARTMENT ACTIVITIES

ILL requests verified

NA	NA	5628	6682	5789	1184	-80%
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ILL requests processed

NA	NA	3184	3427	3102	3046	-2%
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ILL requests sent

NA	NA	NA	1353	4778	2093	-56%
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Interpretation of Cataloging Statistical reports

The statistics for new titles added to the HSL's collection reflect chiefly the fluctuations in expenditures on new monographs, and to a lesser extent, the amount of time devoted to the implementation of the new system, including the special grooming projects described earlier. Recataloging activities increased by 20 per cent over the previous year--a partial reflection of the cleanup projects conducted during the year. The net total of titles cataloged and added to the collection shows an increase of 71 per cent over the previous year. After factoring in the number of titles withdrawn from the collection, the net increase is 63 per cent.

Bibliographic services provided to the UMAB schools' media centers varied: the number of newly-acquired titles cataloged for the School of Social Work LRC increased by 104 per cent, the number of non-print titles cataloged for the School of Nursing increased by almost 50 per cent, while new titles cataloged for the School of Medicine's two sites decreased by 65 per cent.

The biggest changes are evident in our ILL activity statistics, and reflect the reduction of time donated to that department. Until January 1996, the Cataloging Department continued to donate 45 hours per week (2340 hours annually) to ILL Borrowing operations. In January, a position vacancy in Cataloging threatened the continued smooth functioning of the department unless the remaining cataloging technician devoted all her time to cataloging operations. The ILL assistance provided by the cataloging assistant was reduced as well, initially to one hour per day, then, in April, restored to several (no more than three) hours per day as needed. During FY 96/97, all Cataloging staff will return to cataloging activities fulltime for the first time in eight years. The reclaimed time will be used to enhance the quality of our online bibliographic data.

Historical and Special Collections Statistics

Historical reference questions by type:

In person	56
By telephone	63
Letter/fax	+ 36
Total	155

Last year's total of 214 was unusually high, and this total is more consistent with the previous year's total of 165. In addition, Rich responded to 20 general reference questions from patrons entering his office to ask for assistance with journal locations, copy machines, MACLAB equipment, etc.

All Historical Collections and serials cataloging statistics are cumulated with the statistics which appear in the Cataloging Department's report.

Staff Activities FY 1995/96

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

Aug. 25	Visited Swets (Exton, PA)
Sept.-Dec.	Executive Development Program (UMAB)
Oct. 16-17	MAC/MLA Annual Meeting (Richmond, VA)
Oct. 19	DRA Mid-Atlantic User Group meeting (Harford County Community College)
Nov. 3-4	MLA Books Panel meeting (Chicago, IL)
Jan. 19-24	ALA Midwinter Meeting (San Antonio, TX)
Jan. 25	World Wide Web workshop (HSL)
Feb. 12	PALINET HTML workshop (HSL)
March 20	Copyright Law in the Age of Technology (MAHSL workshop at HSL)
April 26	Council of Academic Library Directors annual program (Westminster, MD)
April 29	ALCTS Technical Services Workstation Institute (Washington, DC)
May 31-June 5	MLA Annual Conference (Kansas City, MO)

Committees/Offices/Honors

ALA LAMA SASS Acquisitions Systems Committee
MLA Books Panel
MLA TSS Standards Committee
MAC/MLA 1996 Conference Local Arrangements Committee, Co-Chair of Registration
SAILOR TARS Project Team
UMAB Home Page Design Team, Chair
UMMS/UP/SOM Web Team
HSL Web Team, Chair
OCLC InterCat Project Team, Chair
Web Interface Committee
Authors Reception Committee
DRA Implementation Coordinating Committee
HSL Fire Warden

Publications/Presentations

Contributed to the papers recording our participation in the OCLC InterCat research project that were presented at the 1996 MLA annual conference and published in SeaCurrents (v. 14: no. 4 (July/Aug. 1996)).

Margaret K. Blair

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter, Medical Library Association

Meetings and Workshops

Aug. 25 Visited Swets (Exton, PA)
Nov. 1-4 Charleston Conference on Acquisitions and Serials (Charleston, SC)
Jan. 25 World Wide Web workshop (HSL)
June 20-24 North American Serials Interest Group meeting (Albuquerque, NM)

Committees/Offices/Honors

MAC/MLA 1996 Conference Local Arrangements Committee, Co-Chair of Registration
DRA Upgrade Team
HSL Fire Warden
Journal Review Committee, Chair
Electronic Materials Review Committee, Chair
DRA Implementation Coordinating Committee
Authors Reception Committee
OCLC InterCat Project Team

Publications/Presentations

Contributed to the papers recording our participation in the OCLC InterCat research project that were presented at the 1996 MLA annual conference and published in SeaCurrents (v. 14:no. 4 (July/Aug. 1996)).

Raquel Arbaiza

Meetings and Workshops

Oct. 26 Introduction to the Internet class (HSL)
Jan. 25 World Wide Web workshop (HSL)

Steve Ciuchta

Meetings and Workshops

Oct. 26 Introduction to the Internet class (HSL)
Jan. 25 World Wide Web workshop (HSL)

Theresa McLaurin

Meetings and Workshops

Aug. 25 Visited Swets (Exton, PA)
Jan. 25 World Wide Web workshop (HSL)

Sandy Williams

Meetings and Workshops

Oct. 26 Introduction to the Internet class (HSL)

Jane Murray

Professional Organizations

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

Committees/Offices/Honors

OCLC Intercat Project Team
DRA Upgrade Team
DRA Implementation Coordinating Committee

Meetings and Workshops

Oct. 19 DRA Mid-Atlantic User Group meeting (Harford County Community College)
Jan. 25 World Wide Web workshop (HSL)

Publications/Presentations

Contributed to the papers recording our participation in the OCLC Intercat research project that were presented at the 1996 MLA annual conference and published in SeaCurrents (v. 14:no. 4 (July/Aug. 1996)).

Priscilla Anderson (Department member until January 1996)

Meetings and Workshops

Oct. 11 Internet workshop (HSL)
Oct. 24 PALINET workshop on OCLC's authority file (Harford County Community College)

Phyllis Colleton

Meetings and Workshops

Oct. 11 Internet workshop (HSL)
Oct. 24 PALINET workshop on OCLC's authority file (Harford County Community College)
Jan. 25 World Wide Web workshop (HSL)

Emily Denning

Meetings and Workshops

Oct. 11 Internet workshop (HSL)
Oct. 24 PALINET workshop on OCLC's authority file (Harford County Community College)
Jan. 25 World Wide Web workshop (HSL)

Karen Dreitlein (Began employment in June 1996)

Professional Organizations

Association of Documentary Editing

Rich Behles

Professional Organizations

Archivists and Librarians in the History of the Health Sciences

Meetings and Workshops

Oct. 26	Mass Deacidification for Paper-Based Collections teleconference (JHU)
Feb. 21	PALINET workshop: Preservation Review of Collections (Philadelphia, PA)
May 8-9	ALHHS Annual Meeting (Buffalo, NY)

Publications/Presentations

Presented demonstration/talk on the history of books and printing to students at Pine Grove Middle School.

Contributed to the papers recording our participation in the OCLC InterCat research project that were presented at the 1996 MLA annual conference and published in SeaCurrents (v. 14:no. 4 (July/Aug. 1996)).

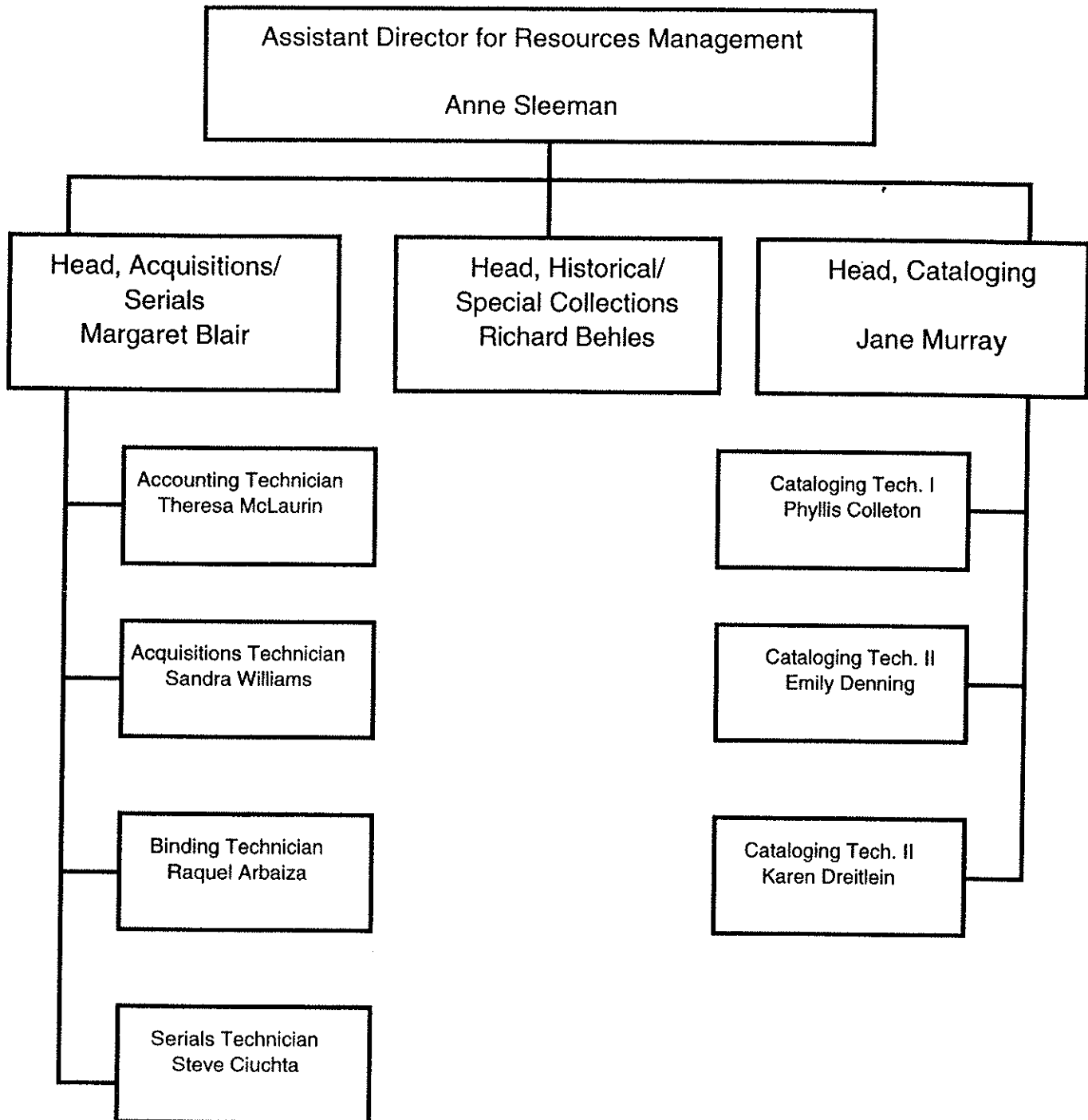
Committees/Offices/Honors

ALHHS Committee

UMAB Safety Awareness Committee

HSL Fire Warden

Resources Management
Organizational Chart
June 30, 1996



Systems Research, Development, and Services
Annual Report 1995/96

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 saw Leon Francis, the evening Microlab Assistant leave for the User Area and be replaced by Amanda Hannaford. A major change, and one which has many implications, was the resignation of Peter LePoer, the systems librarian in charge of our lan. On the positive side, Chris Perry was added as the first ever weekend Microlab Assistant. After a short term in the Fall as the new, part-time Network Assistant, Teresa Pucciarella left to work at the Pharmacy School. Arrangements were made subsequently to make the new position full time, and Sean Braden started as Network Assistant in January.

This was a fortunate change. Sean came to us with a background in working on a help desk, so when the new Trouble Call System was set up, he was a major force in bringing it into effect. The Trouble Call System was implemented to finally provide the one place to call for internal Library computer problems. It was started in mid-March and from then until the end of June it handled 270 trouble calls, a much bigger number than anticipated considering that typically fewer problems occur during this period.

Another work management mechanism created this year was the priorities system. Short and long term work priorities are established and assigned SRDS staff and projected completion dates through negotiation between the division head and the Assistant Director of SRDS, in the case of short term priorities, and negotiation between the Assistant Director and the Director and Deputy Director in the case of long term priorities. It was found that the system worked best after the Trouble Call System was implemented as that freed up a lot of time for the systems librarians assigned the work.

Included in the long term priorities this year were the completion of the DRA system implementation, which saw the full automation of the overnight processes plus the first software upgrade, 2.4-2, in March, as well as the implementation of the electronic reserve room system in February (one of the early installations of this kind of system anywhere). Being very new this proved to be a troublesome system to implement; however, it was not so troublesome as the new accounting system. This system, using Great Plain's Dynamics software, was very difficult to configure adequately for both Interlibrary Loan's and the Administrative Office's purposes, and it has proved to be very vulnerable to system crashes; so much so that the database was severely corrupted by system problems as common as a power outage.

Among other notable projects were the coding and implementation of the Campus and later the Library Web Page. The Library Web Page saw the incorporation of a library services function, what used to be the EARS menu on the LS2000 system, with the creation of a forms program. The LS2000 system also allowed users to request photocopies of articles found in the MaryMed database, but with the OVID system which replaced it, this functionality was lost. That capability was re-established (though not completely by the end of the fiscal year) using a modification of the PERL program created at the Welch Medical Library for this purpose.

PERL has been used this year in a number of projects. Most notable was the project to trim the requirement for Medline and Current Contents users to have accounts on the Sun computer, Owl. The PERL, and EXPECT, (another useful programming language), programs created this year allow access via the UMABnet computer. This access makes it easier for users as they will only have to have one account - not one on UMABnet for e-mail and one on Owl for Medline and Current Contents - plus it will reduce the Library's administrative workload considerably.

As has been the case in recent years, SRDS was involved with installing much new computer equipment. In the summer, 13 new Macintosh Performas were installed, but not until virtually every other Macintosh computer was re-allocated according to who needed what computer the most. The new computers allowed for the de-inventorying of the Mac Classic computers which were so obsolete that they did not support some of the new software available, such as Netscape. In addition, all of the microcomputers in the Microlab were replaced with new Pentium 90's. The existing 486 computers were re-allocated around the Library providing more staff with computers as well as much needed relief from the many old and troublesome 386 computers that no longer had to be supported.

Also removed from use were the venerable Data General minicomputers, Larry and Moe (these had supported the LS2000 and Current Contents), and at the end of June, the gopher ceased to operate as the de facto campus information system, replaced by the Web service installed earlier in the year.

As the Microlab forms the teaching facility for the Regional Medical Library, some funding from there was applied to upgrading the Microlab. Orders were prepared for a replacement to the old and now frail videolan, as well as printers, electronic switches to automatically assign print jobs between the microcomputers that share the dot matrix printers, additional memory so Microsoft NT Workstation and Windows '95 (also acquired in the upgrade) could be installed. A new lan server was also ordered so the utilization of HSL1 by the Microlab's computers could be offloaded. Earlier in the year, the Microlab was also upgraded with the addition of Microsoft Office, the suite of programs that includes Word, Excel, and Powerpoint.

The 1996/97 Year:

A major project for this year will be replacing Peter LePoer. During the 6 years he has been at the Library, Peter has accumulated a variety of skills that were naturally tailor-made for what was needed.

Like last year, we will have several equipment and software installations to do, as well as set up the new Health Star database (formerly the Health Planning and Administration database) and possibly Silver Platter databases on the Sun computer.

As well, we may see the proliferation of e-reserve workstations on campus. The School of Nursing has stated its intention to add two workstations. The Library will supply the printers and Danyl card readers.

The e-reserve system is to get a Web interface in September 1996. It is clear that Web interfaces will be very common by 1997 at least. We will be looking at DRA's Web Interface as well as OVID's, possibly also one for the help desk software Support Magic when it is available. Microsoft plans to make its desktop of the near future Internet Explorer, its Web client, so Windows users may soon be seeing a Web interface from which they will link to a file server across the internet and from which they will call up programs such as Excel.

Such interfaces will also bring with them the need to make decisions about where and on what databases will be mounted. For some time we have been considering mounting our Silver Platter databases on a UNIX platform like the Sun so we can do away with the sometimes troublesome CD-rom, as well as make them more widely available through the campus network. Windows NT server may also make it possible to do this, perhaps at a lower cost than the UNIX solution. The new DRA system, release expected May 1997, will run on either a UNIX or NT system. Since the campus wants us to remove our DRA system off the VAX 6510, we will be looking at this new system with much expectation.

And finally, with the troubles the current accounting system has, and with the possibility of new ILL software, we will be examining alternatives to the Dynamics system.

Staff Activities:

- October: Peter Burslem attended the first local DRA users group (DRAMA) meeting at Harford Community College.
- December: Steve Rafferty attended the 4th Annual World Wide Web conference in Boston.
- February: Peter Burslem attended the Midwinter American Library Association conference in San Antonio.

Database Connect Time

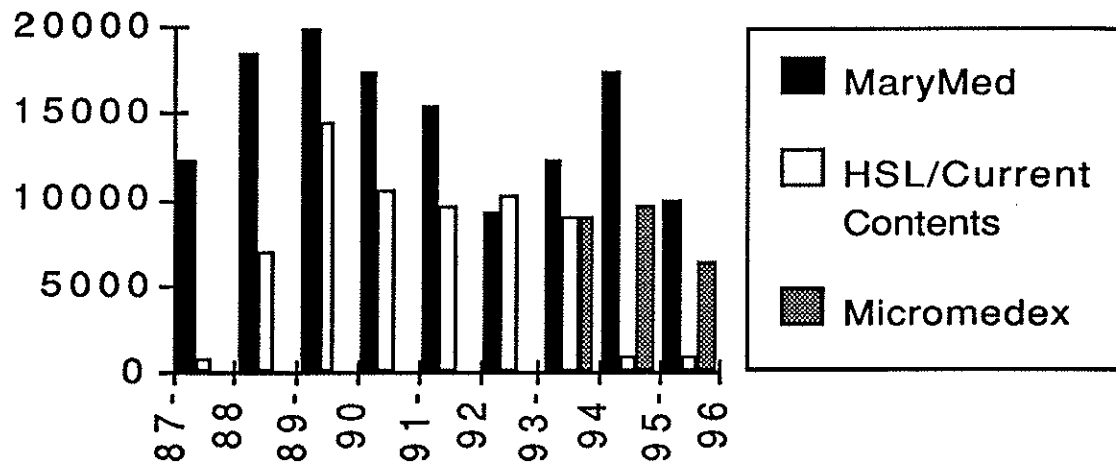
Since both Medline and Current Contents statistics had to be extrapolated this year (OVID Technologies did not fix their statistics gathering program until late February), the statistics are not accurate. The extrapolation, however, would still appear to show the overall downward trend in database usage this year which is evident in the Micromedex statistics as well.

Medline usage was down 42%, and while the dramatic drop in usage of Current Contents of last year slowed, it was still on a downward trend, dropping 5%. With the sharing of this database with the Johns Hopkins Hospital perhaps the usage will stabilize.

Micromedex was down as well, falling by 35% over last year.

Of note: despite making it easier for HSL users to access Medline from their offices and homes, the majority of users continue to come to the Library to use these databases. Logins from within the Library to Current Contents accounted for 79.7% of the usage, while Medline was accessed 91.45% by users connecting from Library workstations. This tendency may change this year as users may start accessing these two databases via their accounts UMABnet, accounts that by September 1996 will give them access to both e-mail and the databases.

Connect Hours



HEALTH SCIENCES LIBRARY
Paid Database Accounts
1995-96

461 Total individuals with MaryMed Plus or HSL/Current Contents® accounts

450 MaryMed Plus accounts

143 HSL/Current Contents® accounts

135 of these users subscribe to both MaryMed Plus and HSL/CC®

237 users are UMAB

224 users are Non-UMAB

147 Medical School Associates

63 UMMS

Others are VA, UMCP Grad Students, etc.

230 UMAB users with MaryMed Plus

118 UMAB users with HSL/CC®

111 UMAB users with both

12 UMMS users with both

13 Others with both

**Shaping the Future:
THE STRATEGIC PLAN OF
THE HEALTH SCIENCES LIBRARY
FY1997**

Statement of Values, Mission, Goals, and Objectives

This strategic plan for FY97 addresses the whole scope of the Health Sciences Library programs and services. The plan is a living document and will continue to evolve as the environment changes. The plan will be reviewed annually.

Statement of Values

To achieve its mission, goals, and objectives, the Health Sciences Library is committed to creating an environment in which it is recognized that resources make things possible, but people make things happen. All members of the organization are encouraged to:

- o provide quality service to users
- o use resources effectively
- o treat others with honesty and respect
- o assume appropriate responsibility in solving problems
- o communicate openly and consistently
- o work in effective teams
- o share information and expertise
- o reward innovation and creativity

VISION

The Health Sciences Library seeks to provide access to information and foster lifelong learning for the improvement of health.

MISSION

The Health Sciences Library is dedicated to furthering the UMAB mission by providing and supporting information resources, services, and infrastructure, which facilitate the creation, use, and management of information and knowledge.

Each division in the Health Sciences Library has adopted the following goals, and has created sub-goals and objectives appropriate to its own work. The full set of goals, sub-goals and objectives are the working document for each division and its staff for FY1997

GOALS

- o Provide high quality products and services to meet the needs of a wide variety of clientele.
- o Pursue outreach activities beyond the campus.
- o Provide high quality information infrastructures.
- o Plan the move into the new HSL/IS building.
- o Maintain a management approach which is responsive to change.
- o Contribute to the knowledge base in health information science.

STRATEGIC PLAN FOR HSL (96/97)

MISSION: The Health Sciences Library is dedicated to furthering the UMAB mission by providing and supporting information resources, services, and infrastructure, which facilitate the creation, use, and management of information and knowledge.

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.
6. Participate in Library Advisory Committee meetings and activities.

Tasks for FY96/97

1. Continue to explore alternate ways of providing access to materials.
2. Expand the number of course reserves provided through electronic reserves method.
3. Implement IFM billing.
4. Extend library hours to 10:30pm starting Fall semester.
5. Continue to serve on HSLweb page committee

6. Beta test saveit for Docline and/or install Quickdoc for Docline.
7. Expand Corporate Borrowers' service.
8. Explore possibility of Electronic Transfer Funds from DOCLINE.
9. Continue to study reasons for unfilled requests.
10. Explore ways to eliminate paper trail when electronic trail exists.
11. Install new version of Ariel 2.1.
12. Continue to streamline workflow.
13. Participate in Uncover Reveal project.

Accomplished FY95/96

1. Provided training and assisted in implementation of new circulation online system.
2. Provided training and helped implement pilot project for electronic reserves.
3. Provided information to School of Nursing students and faculty on electronic reserves.
4. Utilized CCC (Copyright Clearance Center) online to facilitate the accurate maintenance of copyright compliance.
5. Completed training, and began use of new accounting system.
6. Spearheaded extensive shelf-reading project.
7. Conducted two pilot studies to determine the feasibility of extending library hours.
8. Assisted in producing the web page.
9. Encouraged Direct Borrowers to utilize Corporate Accounts.
10. Studied reasons for unfilled requests.
11. Streamlined workflow in ILL.

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 FY96/97

1. Extend electronic reserves service outside of the library.
2. Explore possibility of extending electronic reserves beyond the campus e.g. Shady Grove.
3. Continue to participate in professional organizations.
4. Expand outreach service e.g. Shady Grove.
5. Host and support visitors as appropriate.
6. Refine electronic requests for users.
7. Participate in HSL newsletter as appropriate.
8. Contribute to students' newsletter as appropriate.
9. Enhance use of Ariel as a document delivery method.

Accomplished FY95/96

1. Investigated and discussed possibility of providing electronic reserves service offsite.
2. Investigated possibility of having faculty submit their reserves list over the internet.
3. All patrons who provided e-mail addresses were notified by e-mail about their overdue notices and bills.
4. Supported implementation of the home page, by submitting relevant information.
5. Participated on HSL web page committee.
6. Supported UMAB students in distance learning by increasing the number of sites/services and providing prompt document delivery.
7. Continue to forge cooperation with Welch by meetings and discussions of common concerns such as staff, services, and enhanced technology e.g. new release of Ariel software.
8. Continued to collaborate with other ILL librarians within the State.
9. Hosted WHO collaborating Fellow.
10. Hosted Fulbright Fellow.
11. Obtained generic e-mail account for ILL.
12. Obtained generic e-mail account for reserves.

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. Participate in meetings of the Electronic Materials Committee.
5. Explore the use of new and advanced document delivery methods.

Tasks for FY96/97

1. Ensure that students, faculty and staff can make ILL requests electronically.
2. Continue quarterly studies of journal use.
3. Continually monitor the reserve collection in electronic reserves, DRA, and the reprint files.
4. Explored the use of commercial document delivery systems.

Accomplished FY95/96

1. Implemented pilot project of electronic reserves.
2. Assisted Auxiliary Services in coordinating transition from copycard to debitcard.

Goal 4 Plan the integration of people, products and services in preparation for the move to 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.

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 FY96/97

1. Continue to shift material as needed.
2. Participate as necessary in writing RFPs.
3. Participate in committees.

Accomplished FY95/96

1. Participated in IS Integration Committee.
2. Shifted material on second floor to accommodate material withdrawn from the Reference Collection.
3. Provided input for interior design.

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 PDP 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 FY96/97

1. Fill all vacancies appropriately.
2. Continue to provide cross-training opportunities for staff members.
3. Provide off-site professional development for all full-time staff.
4. Ensure thorough understanding of new PDP forms and procedure.
5. Ensure that ILL becomes completely autonomous.
6. Continue to participate in professional organizations.
7. Review roles of coordinators in ILL.

Accomplished 95/96

1. Reviewed organization chart and planned responsibilities for Assistant Manager.
2. Filled vacancies as they occurred.
3. Evaluated and redesigned Interlibrary Loan and Document Delivery Services.

4. Obtained e-mail accounts for Circulation and ILL to facilitate billing, reserve lists, and ILL requests.
5. Provided cross-training opportunities.
6. ILL almost autonomous - relieved cataloging of ILL tasks by approximately 40 hrs per week.
7. Completed MPA degree.
8. Attended HTML webclass.

Goal 6 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.

Tasks for FY96/97

1. Present paper or poster session at MLA '97
2. Serve on MAC Hospitality committee.

Accomplished 95/96

1. Presented paper at MLA, 1996 on Electronic Reserves..
2. Continued to serve as moderator for the UMSILL listserv.
3. Continued to serve as Corresponding Secretary for MAILL, and nominated and elected as Vice-Chair.
4. Provided information via internet discussion groups such as UMSILL, Circplus, ILL.
5. Served as Co-chair on MAC Hospitality committee.

STRATEGIC PLAN FOR HSL (96/97)

Mission: The Health Sciences Library is dedicated to furthering the UMAB mission by providing and supporting information resources, services, and infrastructure which facilitate the creation , use, and management of information and knowledge.

Goals and Subgoals for Information and Instructional Services

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.

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 HSL initiatives.
 - offer SDI service.
 - identify subject specific resources on the Internet.
 - continue to develop bookmarks for use by RIMS staff for useful Internet tools
 - find and evaluate new electronic resources for consideration by the HSL
 - coordinate Fall Fest for the HSL.
 - continue to serve, on an ad hoc basis, on the HSL Advisory Committee
4. Conduct a yearly review and update of RIMS and CIDS policy and procedure manuals.

Tasks for 96/97

1. Working with the HSL Systems Division, implement Support Magic
2. Add or revise classes in the following:
 - HealthStar

- UnCover Reveal
 - Critical analysis of resources
 - Pine
 - Platform classes for Windows, Mac, Unix
 - Searching for Information on the Web
 - HTML
3. Implement class cost recovery program.
 4. Implement nominal fees for other IIS classes.
 5. Shift all class registration processes to Charlene Matthews, July 1, 1996
 6. Introduce UnCover Reveal to the campus in September 1996.
 7. Implement HealthStar as it becomes available.
 8. Rethink the consultation program.
 9. Design a prototype Web training for use at the 1997 Medical Informatics Week.
 10. Participate in the 1996 Medical Informatics Week
 11. Continue to investigate delivering information services to the desktop.
 12. Develop, with the School of Nursing, an instructional videotape on Searching Medline
 13. Investigate instituting school office hours
 14. Participate in the HSL Web Interface Evaluation Committee

Accomplished 95/96

1. Classes were added or revised in the following:
 - DRA
 - Library Orientation
 - Designing effective search strategies
 - World Wide Web
 - Intro to the Internet
 - Listservs and newsgroups
 - Endnote
 - Microsoft Word
 - Excel
 - PowerPoint
 - Harvard Graphics for Windows
 - WP 6.1
 - Searching for Drugs
 - MaryMed+/HSL CC
 - Reference Manager
 - HAPI
2. Participated in the design of a home page for the HSL.
3. Instructors developed Web-based training used in the Web class
4. Participated in Medical and Nursing Informatics Weeks.
5. Expanded our promotional initiatives to include the student newspaper.
6. Studied Sunday staffing schedule to see if hours should be expanded
7. Reviewed customer service videos in CIDS.
8. Hosted a "Training the Adult Learner" program for all interested parties featuring Beth Barnes of TSU.
9. Developed a faculty handbook/resource guide for designing training utilizing distance education however, the project will not go forward.
10. Helped to develop with the Medical Center, a computing handbook for the faculty.
11. Assisted with the HSL's Author's Reception.

12. Participated in HSL Advisory Committee meetings.
13. Set up system of identifying and maintaining useful bookmarks at reference desk and in microlab
14. Started a regular page featuring library news in the UMAB News, the student newspaper.
15. Provided written and verbal instructions to support the Windows versions of the SilverPlatter databases.
16. Created discipline specific Internet resource sheets.
17. Converted documentation to the unified documentation standard
18. Assisted with Electronic Reserve
19. Training for Deans and Department Heads in the School of Medicine

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
5. Participate in the 1996 and 1997 HCOP.
6. Continue to participate in the School of Nursing's International Resident Program.

IIS Tasks for FY 96/97

1. Participate in the Nursing Informatics Summer Institute.
2. Continue participating as Health and Medicine TARS for Sailor.
3. Serve on the UMAB Distance Education Task Force.
4. Meet with at least one other reference department at another area educational institution
5. Participate in the HSL Newsletter, as appropriate
6. Host and support visitors, as appropriate.

Accomplished FY95/96

1. Participated in the Nursing Informatics Summer Institute by teaching a three-hour class on the Internet and WWW.
2. During the summer of 1995, hosted a CLIS student, Ed Donnald in a field study.
3. Trained Physician Associates for the School of Medicine
4. Provided instructional support for the School of Nursing's international students from Egypt, Jordan and India.
5. Participated in and supported the PEADE Project.
6. Served on the UMAB Distance Education Task Force and disseminated information as needed.
7. Arranged meeting with UMBC reference department to take place July 1996.
8. Taught CLIS 708M - Health Information Resources
9. Submitted a proposal that was accepted to serve as Health and Medicine TARS for the Sailor Project
10. Participated 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.
11. Participated in the design of a home page for UMAB.
12. Supported and staffed the TLC/NUG.

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, Collection Development, and Electronic Resource 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.
6. Serve on the Web development committee.
7. Continue to support an education and training infrastructure that is responsive to, and supportive of, user needs.
8. Provide input and support, as needed, decisions regarding the HSL's information infrastructure.
9. Continue to support micro computing needs at 100 N. Greene St.

IIS Tasks for FY96/97

1. Upgrade ATAL with three more Macs
2. Upgrade User Area
3. Work with HSL Systems to upgrade development machine in searching office.
4. Implement Support Magic.
5. Complete reference material use study.
6. Assist in the implementation of the HealthStar database.
7. Provide access to several Web-based information resources.
8. Provide input concerning the arrangement of UMABnet to facilitate access to HSL services.
9. After SupportMagic is installed and operational, work with units at 100 N. Greene St. to encourage their participation in using the system for tracking and referrals.

Accomplished FY95/96

1. Installed Windows for Workgroups at 100 N. Greene
2. Implemented Win 95 at 100 N. Greene.
3. Worked with Purchasing to develop an RFP for cost recovery classes
4. Met with units at 100 N. Greene St., contracts developed for internal support for computing.
5. Software owned and licensed by CIDS was tracked and inventoried.
6. Reference material use study was begun.
7. Assisted in implementation of menu version of DRA.
8. Assisted in the evaluation of Netterm
9. Worked with Systems to revise public and staff menus
10. Obtained PowerPoint and used it for several classes and presentations
11. Created system for uniform changing of departmental passwords on the salad bar.
12. Worked with other library departments to create a policy for handling supplementary electronic materials accompanying reference works.
13. Worked with Systems to develop a microlab reservation system accessible by the staff

14. Worked with Systems and Administration to provide short term passwords to users experiencing difficulty with or awaiting database passwords.
15. Developed procedure for RIMS review of electronic resources

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 FY96/97:

1. Serve on planning committees for new building.
2. Continue to enhance New Building area of HSL Home Page.
3. Participate as necessary in developing RFPs for procurement for materials for new building.

IIS Accomplishments for FY95/96

1. Provided input for the completion of interior design.
2. Assisted with groundbreaking ceremony.
3. Section of HSL Home Page developed to focus on new building and its construction.

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.
5. Write monthly reports.

IIS Tasks for FY96/97

1. Hold IIS Meetings on a monthly basis
2. Hold departmental meetings at the direction of the department heads
3. Review all PDP's at mid-year.
4. Review IIS Goals and Objectives at mid-year.
5. Convert from PMP to PDP process

Accomplished FY95/96

1. An attempt was made to hold monthly divisional meetings.
2. Departmental meetings were held regularly.
3. Staff attended:
 - MLA Annual Meeting (Kansas City)
 - MAC Annual Meeting (Richmond, VA)
 - MAHSL meetings
 - Database training sessions
 - Medinfo - Vancouver
 - IAIMS Consortia Meeting - Seattle
 - Computers in Healthcare Education Symposium - Philadelphia
 - Health Information Infrastructure meeting - Georgetown
 - ARLD meetings
 - Copyright CE Course
 - Institute of Medicine Workshop on Toxicology and Environmental Health Information Resources
 - Executive Development Program
 - MLA Journal Clubs
 - Foundation Resources for Non-Profits: A workshop for librarians
 - American Association of Colleges of Pharmacy meeting - Philadelphia
 - HTML training
 - Windows training
 - Management effectiveness training

4. Staff changes

Departures - Dick Grauel, Debbi Hutson, Chris Twigg

Arrivals - Megan DelBaglivo, Rick DiBlasi

5. In April, finally had CIDS and RIMS educational statistics reported on the same spreadsheet.
6. Participated in PMP process
7. Developed professional librarian guidelines

Goal 6 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 FY96/97

1. Seize opportunities whenever possible for advancing our profession through organizations, publications, or presentations.
2. Co-sponsor with Thomas Jefferson University a one-day symposium at MLA entitled "The Changing Role of Health Science Librarians in Academic and Professional Reform Initiatives"
3. Complete reference materials use study.
4. Support MAC Annual Meeting in Columbia, MD
5. Complete reference materials study.

Accomplished FY95/96

1. Began reference materials use study
2. Divisional presentation/publication/professional activities
 - Presentations
 - 3 panel discussions
 - 2 contributed papers
 - 2 moderated sessions
 - Electronic poster session
 - 1 invited presentation
 - 2 sessions in support of Welch Education and Training Grant
 - Publications
 - 4 columns
 - 2 newsletter articles
 - 2 articles in press
 - 1 chapter in press
 - 2 newsletter editors
 - Offices
 - Listserv moderator
 - BMLA editorial board
 - MLA Chapter Council
 - Chair, MLA Public Services Section
 - MAC Program Committee, MAC 1996
 - MAC Local Arrangements - Columbia, MD, October 1996

STRATEGIC PLAN FOR HSL (96/97)

Mission: The Health Sciences Library is dedicated to furthering the UMAB mission by providing and supporting information resources, services, and infrastructure, which facilitate the creation, use, and management of information and knowledge.

Goals and Subgoals for Resources Management

Goal 1 Provide high quality 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. 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.
5. Participate in Library Advisory Committee meetings and activities.
6. Coordinate HSL Web Site Oversight Committee activities.

Tasks for 96/97:

1. Assist RIMS in improving OPAC displays (both PAC and Gateway).
2. Participate in HSL Web Interface Review Committee.

Accomplished 95/96:

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

2. Performed citation verification, sent and processed borrowing requests for ILL, and assisted in training new/existing ILL staff in ILL operations.
3. Performed reference service for Historical/Special Collections.
4. Represented HSL at meetings of the UMAB Safety Committee.
5. Worked with Pam Rand and Diane Fishman to expand collection development activities with the School of Social Work.
6. Participated in Library Advisory Committee meetings.
7. Participated in the planning and execution of the 1995 UMAB authors' reception.
8. Coordinated development of HSL web site.

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, ULPM).
2. Provide research assistance for Historical/Special Collections clientele.
3. Work with UMS and area libraries to develop cooperative collection development agreements.
4. Host and support visitors as appropriate.

Tasks for 96/97:

1. Continue to participate in development of UMAB web site maintenance mechanism.
2. Continue to participate in TARS project to select and organize health internet resources for SAILOR.
3. Write articles for HSL and student newsletters as appropriate.

Accomplished 95/96:

1. Upgraded remaining SERHOLD level x entries (with the exception of a few sticky problems which remain to be resolved).
2. Maintained union list databases in support of resource sharing (ULPM and SERHOLD).
3. Provided research assistance for Historical/Special Collections international clientele.
4. Strengthened library cooperation by honoring collection development agreements with Welch and UMBC.
5. Presented program on rare books and preservation to Pine Grove Middle School. (Rich Behles)
6. Participated in TARS project to select and organize health resources for SAILOR.

7. Contributed article on serials pricing to the last issue of IS News.

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, holdings, item and authority files;
 - b. Developing and maintaining authority control;
 - c. Following through on lost and missing items.
2. Catalog newly-received media titles for LRCs on campus; maintain holdings and authority records associated with these titles.
3. Participate in ongoing education of HSL staff in the use of OCLC and the Library's integrated system and answer questions regarding Resources Management activities.
4. Maintain documents and procedures supporting international practices and standards in bibliographic description and access.
5. Acquire selections for Historical Collections through donations and designated funds (e.g. Clemmens fund).
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. Coordinate regular meetings of the Library's Journal Review Committee, analyzing the journal collection and adding and/or deleting titles as the budget permits.
9. Coordinate regular meetings of the Library's Electronic Materials Review Committee, analyzing content, hardware and software implications of materials selections and adding and/or deleting titles as staffing and the budget permits.
10. Participate in revision of Collection Development Policy as needed.
11. Spend funds allocated for books, journals, bindery and other materials appropriately.
12. Provide consultative and technical support in organizing local collections and

resource databases on campus, including assisting the VA MC Library, the School of Medicine's LRC and CML units, Dental LRC and the School of Social Work's LRC to create and/or add bibliographic, holdings and item records in DRA.

13. Prepare and monitor Palinet budget.
14. Keep up with new and enhanced hardware and software applications in support of Resources Management activities.

Tasks for 96/97:

1. Begin resolving monograph holdings discrepancies (approximately 6,000) so that we can eliminate the paper shelflist.
2. Upgrade DRA dead and cancelled title holdings statements (at least 6,000). (NOTE: All current subscriptions have up-to-date holdings data.)
3. Continue retrospective conversion of the Historical/Special Collections.
4. Recommend journal cancellations for 1998 subscriptions after participating in cooperative collection development meetings, comparing use and price information, and consulting with RIMS and faculty.
5. Monitor electronic publishing pilot projects and recommend UMAB involvement when appropriate.
6. Develop policies and methods for handling web and other electronic resources, both those owned and those accessed by the HSL.
7. Investigate better options of keeping our MeSH authority file up-to-date to enhance the quality of online catalog data.
8. Explore electronic ordering options with next release of DRA software.
9. Analyze feasibility of new DRA binding module and implement if warranted.

Accomplished 95/96:

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. Following through on lost and missing items.
2. Completed retrospective conversion of the School of Social Work's collection and maintained cataloging of currently-received media.

3. Continued retrospective conversion of the Historical/Special Collections.
4. Collected serials holdings data and upgraded remaining SERHOLD level X holdings records; stopped maintenance of paper records.
5. Cataloged newly-received media titles and maintained existing bibliographic, holdings, and authority records for LRCs on campus; trained LRC staff in DRA functions.
6. Participated in ongoing instruction efforts in the use of OCLC and DRA (e.g. training for new staff).
7. Maintained documents and procedures supporting international practices and standards in bibliographic description and access.
8. Selected monographs for purchase by the Library in accordance with the HSL Collection Development Policy.
9. Spent funds allocated for books, journals, bindery and other materials appropriately.
10. Reviewed and rebid approval plan and bindery contract as scheduled.
11. Coordinated 2 meetings of the Library's Journal Review Committee.
12. Created and convened 2 meetings of the Library's newly-created Electronic Materials Review Committee.
13. Recommended journal titles to be added to the collection and targetted subscriptions to be cancelled.
14. Automated acquisitions functions using DRA.
15. Restructured workflows in Resources Management to maximize efficiency and take advantage of capabilities of the new library system.
16. Implemented Phase II of the integration of all MARC bibliographic formats.
17. Integrated authorities procedures into cataloging and reserve workflows to enhance the quality of online catalog data.
18. Worked with Systems to revise public and staff menus.
19. Worked with other library departments to create a policy for handling supplementary media and electronic materials accompanying books.

Goal 4 Plan the move to 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 as needed in planning for the HSL/Information Services building.
2. Assist in relocation of HSL material to appropriate collections.

Tasks for 96/97:

1. Implement pilot weeding project and continue as warranted.
2. Serve on planning committees for the new building.
3. Continue preservation review project in basement journal stacks.
4. Assist in writing RFPs for new building.

Accomplished 95/96:

1. Developed a plan for analyzing HSL collections, including a schedule for weeding prior to moving to the new building.
2. Assisted in relocation of HSL material to appropriate collections.
3. Initiated and developed preservation review project in basement journal stacks.
4. Provided input for the completion of interior design.
5. Participated in Information Services Integration Team.

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.
3. Hold regular division and department meetings.
4. Communicate division activities through monthly reports to the Director.
5. Support training for new equipment and software.

Tasks for 96/97:

1. Consider creating a Resources Management WWW site to further integrate internet resources into Division workflows.
2. Continue investigating impact of networking OCLC services in Resources Management.
3. Convert from PMP to PDP performance evaluations.
4. Visit and tour Wert Bindery.

Accomplished 95/96:

1. Participated in interviews for positions in Resources Management and Access Services.
2. Attended:
 - PALINET workshop on OCLC's authority file
 - DRAMA meeting (local DRA users' group)
 - MAC Annual Meeting (Richmond, VA)
 - Deacidification teleconference
 - Charleston Conference (Charleston, SC)
 - ALA Midwinter Meeting (San Antonio, TX)
 - PALINET HTML workshop
 - CALD meeting (Westminster, MD)
 - MLA Annual Meeting (Kansas City, MO)
 - Technical Services Workstation Institute (Washington, DC)

- ALHHS Annual Meeting (Buffalo, NY)
 - NASIG Annual Meeting (Albuquerque, NM)
3. Participated in the PMP process.
 4. Participated in training sessions on the Internet and World Wide Web; trained Acquisitions staff in DRA acquisitions procedures.
 5. Experimented with using WWW resources in Division workflows.
 6. Visited and toured SWETS operation in Exton, PA.
 7. Rearranged workspace using space regained from LS/2000 terminal removal.
 8. Completed Executive Development Program (Anne Sleeman)
 9. Held regular division and department meetings.
 10. Communicated division activities through monthly reports to the Director.
 11. Prepared "professional librarian level" documents.

Goal 6 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.
3. Seize opportunities whenever possible for advancing our profession through organizations, publications, or presentations.

Tasks for 96/97:

1. Participate in MAC 1996 Local Arrangements Committee activities.

Accomplished 95/96:

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. Participated in the OCLC InterCat research project by cataloging internet resources and exchanging information with other participants.
4. Presented results of OCLC InterCat research project involvement at MLA's 1996 annual conference and prepared article for SeaCurrents.
5. Divisional professional activities:
 - ALA LAMA SASS AS Committee
 - MLA Books Panel
 - MLA Technical Services Section Standards Committee
 - MAC 1996 Local Arrangements Committee

**Shaping the Future:
THE STRATEGIC PLAN OF
THE HEALTH SCIENCES LIBRARY
FY1997**

Statement of Values, Mission, Goals, and Objectives

This strategic plan for FY97 addresses the whole scope of the Health Sciences Library programs and services. The plan is a living document and will continue to evolve as the environment changes. The plan will be reviewed annually.

Statement of Values

To achieve its mission, goals, and objectives, the Health Sciences Library is committed to creating an environment in which it is recognized that resources make things possible, but people make things happen. All members of the organization are encouraged to:

- o provide quality service to users
- o use resources effectively
- o treat others with honesty and respect
- o assume appropriate responsibility in solving problems
- o communicate openly and consistently
- o work in effective teams
- o share information and expertise
- o reward innovation and creativity

VISION

The Health Sciences Library seeks to provide access to information and foster lifelong learning for the improvement of health.

MISSION

The Health Sciences Library is dedicated to furthering the UMAB mission by providing and supporting information resources, services, and infrastructure, which facilitate the creation, use, and management of information and knowledge.

Each division in the Health Sciences Library has adopted the following goals, and has created sub-goals and objectives appropriate to its own work. The full set of goals, sub-goals and objectives are the working document for each division and its staff for FY1997

GOALS

- o Provide high quality products and services to meet the needs of a wide variety of clientele.
- o Pursue outreach activities beyond the campus.
- o Provide high quality information infrastructures.
- o Plan the move into the new HSL/IS building.
- o Maintain a management approach which is responsive to change.
- o Contribute to the knowledge base in health information science.

STRATEGIC PLAN FOR HSL (96/97)

The Health Sciences Library is dedicated to furthering the UMAB mission by providing and supporting information resources, services, and infrastructure, which facilitate the creation, use, and management of information and knowledge.

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 and Library Web pages
- 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 FY96/97

- o Establish and co-chair the Electronic Publications Editorial Board
- o Assess, and implement if required, new Web page building technologies
- o Assess, and implement if required, Web interfaces being added to current library systems, e.g., OVID
- o Assess, and implement as required, system management procedures for growing number of electronic publications Library is acquiring
- o Extend e-reserve system to schools
- o Implement Windows '95 and Windows NT in the Microlab

Accomplishments FY95/96

- o Assessed computer requirements for adding HSTAR database to Sun and acquired and installed these

- o Implemented electronic reserve system
- o Coded both the Campus and Library Web pages
- o Implemented Netscape as Web browser for Library public workstations
- o Devised single logon mechanism so management of Medline and Current Contents users could be centralized on UMABnet

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 Support needs of RML Online Training Center
- o Provide technical advice for NN/LM staff and members

Tasks for FY96/97

- o Assist in evaluation of Internet Grateful Med for campus
- o Adjust PC setups in RML to match those in the Library

Accomplishments 1995/96

- o Completed design of interface between OVID databases and UMLS metathesaurus
- o Attended ALA and first local DRA User Group meetings
- o Added Registry to lan for wider access for RML staff
- o Upgraded Grateful Med in Microlab facility to serve Internet curriculum of RML

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

Tasks for FY96/97

- o Finish assessment of OCLC network setup and implement if approved
- o Determine method of automating the insertion of e-mail addresses into DRA patron records
- o Assess feasibility of a Library intranet for managing administrative and other internal Library information
- o Document DRA procedures
- o Document accounting system troubleshooting procedures
- o Review accounting system implementation
- o Implement Win'95
- o Assess the feasibility of adding Windows NT to all Library PC's
- o Complete inventory of computer equipment
- o Assess need to replace older computers in Library, e.g., RAU's
- o Reconfigure network to accommodate new server and ethernet switch
- o Assess desirability to move DRA system on to either a UNIX or NT platform
- o Reconfigure DRA Information Gateway software as per the capabilities of Release 2.4-2
- o Implement Health Star database
- o Establish co-ordinated Web support amongst those IS units that do this work

Accomplishments for FY95/96

- o Implemented trouble call system to provide single place to call
- o Implemented a priority work system to ensure the timely completion of all tasks requested of Systems
- o Completed the implementation and stabilization of the DRA system, as well as the first software upgrade
- o Investigated the network version of OCLC's PRISM software
- o Completed development of new accounting system and shut down the Data General version
- o Installed 14 Mac Performas and re-allocated 27 Macs
- o Installed 19 Pentium computers, re-allocated PC's and de-inventoried oldest PC's and peripherals
- o Added program to OVID software which allows the requesting of photocopies of the articles found in a database search
- o Selected and ordered new equipment to upgrade the network, the e-reserve system, printing resources, and the Microlab resources
- o Enhanced the Visual Basic DBStats program to control printing and statistics collection at public workstations

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 building

Ongoing Tasks:

- o Participate in building planning process

Tasks for FY96/97

- o Finish re-organization of computer room
- o Review, and change as required, roles of systems librarians in view of merger personnel in the new building
- o Contribute to planning placement and interconnection of computer equipment in new building
- o Participate as necessary in the writing of RFP's

Accomplished FY95/96

- o De-inventoried old computer equipment in supply area and removed Data General computers
- o Removed LS2000 and SC350 equipment to increase space availability
- o Reviewed chair choices 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 FY96/97

- o Implement new statistics collection
- o Implement Help Desk software
- o Hire replacement for Lan specialist systems librarian
- o Find LAN course(s) appropriate for extending/upgrading LAN expertise
- o Find appropriate UNIX courses so Sun can be better managed
- o Assess the continued use of Apple computers in the Library

Accomplishments FY95/96

- o Hired weekend and evening Microlab Assistants
- o Hired person for the new position of Network Assistant
- o Established Sun hardware and software maintenance
- o Attended ALA and WWW conferences
- o Attended DRA advanced operations course

Goal 6 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 FY96/97

- o Attend 6th International World Wide Web Conference and ALA
- o Participate in the ASIS Local Arrangements Committee activities

Accomplished 95/96

- o Peter Burslem attended ALA Annual and Midwinter
- o Steve Rafferty attended 4th World Web Conference