

## Health Sciences and Human Services Library

### Annual Report

FY99/00

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## Rethinking the Library: A Year in Review

Health Sciences and Human Services Library  
University of Maryland

### Annual Report Highlights 1999/2000

The beginning of a new millennium seems an appropriate time to rethink the library. Will the library be replaced by the Internet and the Web? Will the printed book disappear? Pundits have been prognosticating about these ideas for quite a few years – and the library is still here – as well as the book. However, it is not the same library and we must rethink its functions in the light of the new technologies available to us. Today knowledge and information are available in digital as well as print formats. So are instructional classes, reserved reading materials, and responses to reference questions. We must plan and organize each form (print and digital) in which knowledge and information is made available. We must develop web-based instruction to support distant users. We must evaluate and organize the chaotic flood of information on the Web to assist users. And we must develop consortial approaches to licensing the information for our users. All of these “new” approaches to providing library services are already underway. That is how we are doing business.

The traditional ways of looking at library productivity, e.g. counting reference questions, books cataloged, items circulated and number of people entering the building, are losing relevance. Even though we still provide the basic library services we also find staff designing our websites, evaluating other websites to link to, linking e-journals to our site, analyzing what is in the latest e-package offered by publisher A versus publisher B, negotiating licenses for digital information, and providing instruction and training in using technology and web information resources effectively. We find library users accessing our services remotely through the web. They access e-reserve, e-journals, orientation and instructional materials from office, home or remote classroom.

The following highlights from our Annual Report reflect the continuing evolution of functions at the Health Sciences and Human Services Library. It really is a new millennium and it is time for everyone to rethink the library.

### From Print to Digital: Building the Virtual Library

While we continued to collect print information resources, we expanded digital holdings and access to digital materials through several avenues. These include:

- MD Consult. A full-text clinical database that provides access to 50 journals and 38 texts in addition to timely updates from the current medical literature. Since HS/HSL subscribed in early 2000, over 800 users have registered.
- Electronic journals. Expanded subscriptions from 134 titles to 632 titles – an increase of 372%.
- Electronic Reserve. Remote access to the new electronic reserve system, Docutek, was implemented enabling faculty and students to access reserve readings from remote locations.
- In order to manage digital resources more effectively, a digital resources librarian position has been created. The position was reallocated from another department.

### Online and On the Web: Support of Distant Library Users

The Library plays an important role in supporting the educational mission of the University by providing access to information resources; and by providing seminars and class-related instruction in utilizing both knowledge-based resources and information technologies. The focus this past year has been on web-based resources and services.

- Web site redesign. The entire HS/HSL website was restructured based on two usability studies resulting in better organization of information, improved navigability, and an up-to-date look.
- Web resources expanded. Many new resources were evaluated and added to our website including over 40 health-related statistics sites, 12 research funding sites; and a new Reference Resources section.
- Electronic orientation packets. Developed the first for the School of Nursing in June. Others will be available for the Fall semester, 2000.
- Web-based tutorial. It covers Gateway access, MEDLINE and online catalog searching.
- The web-based "Clinical Writing" module for Pharmacy 553 was updated by the Pharmacy Liaison and mounted on the School's website.

### Reaching Out to Maryland and Beyond

The Library has served as the Regional Medical Library for Region II of the National Network of Libraries of Medicine since winning the first contract in 1983. In this role the Library provides access to its collections, training and support to more than 900 libraries in the region. The Library submitted a proposal in June 2000, for the next five-year contract covering 2001-2006. We also expanded our consumer health information websites to assist the citizens of Maryland in finding accurate, timely health information.

- Based on stringent evaluation criteria, the Library selected consumer health websites in the following topics:
  - Children's Health Resources
  - Drug Information
  - Health and Social Concerns of Marylanders
  - Updated the Top Ten Consumer Health Sites

- The Library participated in the development of the Maryland Digital Library which will be implemented in the next fiscal year. This will provide access to increased information resources to all academic institutions in Maryland..

#### Special Events Held This Year

- The Library dedicated the Kendall Physical Therapy collection into the Historical Collection and celebrated Dr. Florence Kendall's 90<sup>th</sup> birthday on April 28, 2000. Many of her family and friends attended a reception in the Gladhill Board Room.
- Dr. Seuss's Birthday was celebrated on March 2, 2000. The events included more than 100 children from a local school and featured readings by celebrities and quests.
- The Library hosted three art exhibits: "Health, Science, and Medicine: A Century in the Sun"; "Beyond Vision: The Art of Sophia Libman"; and an exhibit of paintings by the students of Woodbourne Center.
- The Library mounted an exhibit on the "History of Anesthesia" and another on "Food in the Library" and the damage it can cause to the materials and the building.

## **PERFORMANCE HIGHLIGHTS**

### The Case of Shifting Numbers

As noted earlier, the nature of library work and library use is changing. Digital information resources allow users to access information remotely from anywhere at anytime. This broadening of access also encourages more use. The following example of the circulation of reserve materials is a good illustration of this shift.

	FY98/99	FY99/00
Reserve Circulation		
Print	16,657	5,947
Digital	0	28,816
Total	16,657	34,763

The following figures show the expansion of digital library resources and the accesses to them.

#### Digital Resources

Journals	134	632
Reference Books	0	38
Databases (bibliographic and fulltext)	19	21

#### Accesses to Digital Resources

Applications	193,330	209,345
Databases	106,880	102,202
Proxy (offsite access)	73,999	68,204

379,751

Collections expenditure figures show that print is still the major resource, but the digital will continue to grow.

#### Collection Expenditures

Print	1,226,658	1,372,294
Digital	237,016	247,289
Total	1,463,674	1,619,683
State Allocation	906,545	992,278
Deficit	(507,129)	(627,405)

#### Human Resources

The staff of the Library is our most important resource- they are what makes things happen. With the changing type of work we are doing, re-tooling, re-evaluation and reallocation of positions is done continually.

Associate Staff	23	26
Support Staff	48	36
Other (Contractual, Students, If and When)	4	11

TO LEARN MORE ABOUT THE HS/HSL, CHECK OUR WEB SITE AT  
[WWW.HSHSL.UMARYLAND.EDU](http://WWW.HSHSL.UMARYLAND.EDU)

OPERATING BUDGET FY99/00 (NON-SALARY)						
	STATE BUDGET	GENERATED	DRIF	OTHER	TOTAL FUNDS	
	02-1-29051	02-1-59001	REVENUE	FUND BALANCE	ALL SOURCES	
GENERAL OPERATIONS EXPENSE REPORT						
OCIC						
o Bibliographic Utilities	\$30,002				\$30,002	
ACCESS TO EXTERNAL DATABASES	\$10,500				\$10,500	
ALL OTHER OPERATING EXPENSES	\$184,095	\$7,438	\$66,704		\$258,237	
HARDWARE & SOFTWARE						
MAINTENANCE, TELEPHONE,						
PRINTING, POSTAGE,						
SUPPLIES, COMPUTING						
EQUIPMENT						
STAFF DEVELOPMENT (INCLUDES TRAVEL	\$5,234		\$25,201		\$30,435	
EXPENSES, REGISTRATION						
FEES, AND OTHER						
EDUCATIONAL DEVELOPMENT						
TOTALS	\$229,831	\$7,438	\$91,905		\$329,174	

Staff Development

29051	90123
311 22,165	2580
21 - 0 -	219,062
10 22,080	21,900
	<u>221,542</u>

Access To External Databases

Dialog	2,000	29051
NTIS	2,500	29051
STN	6,000	29051
	<u>10,500</u>	

All Other Operating Expenses

29051	90123
228,842	231,451
30,002	-
10,500	21,542
4,245	209,909
	<u>-143,206</u>
184,093	66,704

Collection Development

29051	90123
- 0 -	20,065
	24,341
	20,000
	62,610
	62,550
	<u>16,250</u>

Current Contents  
DB Assessment  
MO Consult  
Micromedex  
OVID  
Silver Platter

2205,816  
( 62,610 )

omms IOT  
Collection Dev  
Total

2143,206





**SALARY/WAGE REPORT - FY'1999**

**SALARY/WAGE REPORT - FY'2000**

**SALARIES & WAGES**

**02-1-29051**

	APPROPRIATED	ACTUAL	APPROPRIATED	ACTUAL
Associate Staff	\$ 1,073,369.00	\$ 977,476.00	\$ 1,136,231.00	\$ 997,701.00
Classified	\$ 773,238.00	\$ 675,740.00	\$ 811,081.00	\$ 776,925.00
Intermittent/If and When		\$ 12,657.00		\$ 19,106.00
Student		\$ 3,009.00		
Contractual		\$ 14,891.00		
Labor and Assistants	\$ 25,518.00	\$ 30,557.00	\$ 25,518.00	\$ 19,106.00
Straight Overtime		\$ 1,099.00		\$ 4,773.00
Premium Overtime		\$ 206.00		\$ 1,019.00
Shift Differential	\$ 2,100.00	\$ 2,966.00	\$ 2,100.00	\$ 4,001.00
Delayed Salary Saving	\$ (38,868.00)		\$ (46,261.00)	
Total State Funds	\$ 1,835,357.00	\$ 1,686,792.00	\$ 1,928,669.00	\$ 1,803,525.00

**02-1-59001**

	APPROPRIATED	ACTUAL	APPROPRIATED	ACTUAL
Intermittent/If and When				
Student		\$ 3,328.00		\$ 31,067.00
Contractual		\$ 22,890.00		\$ 480.00
Labor and Assistants	\$ 69,138.00	\$ 35,545.66	\$ 69,138.00	\$ 56,702.00
Straight Overtime		\$ 1,048.00		\$ 88,249.00
Premium Overtime		\$ 574.00		
Total State Funds	\$ 69,138.00	\$ 63,386.00	\$ 69,138.00	\$ 88,249.00

**02-1-59305**

	APPROPRIATED	ACTUAL	APPROPRIATED	ACTUAL
Associate Staff	\$ 58,247.00	\$ 58,058.00	\$ 23,024.00	
Classified	\$ 201,433.00	\$ 191,773.00	\$ 92,567.00	
Contractual		\$ 25,598.00	\$ 16,294.00	
Labor and Assistants				
Straight Overtime		\$ 829.00		
Premium Overtime		\$ 415.00		
Total State Funds	\$ 259,680.00	\$ 276,672.00	\$ 131,885.00	

<b>02-3-90123</b>	
<i>Labor and Assistants</i>	
<i>Total Funds</i>	
<b>GRANTS &amp; CONTRACTS</b>	
<i>RML Contract</i>	
<b>TOTAL ALL SOURCES</b>	
<b>STATE APPROPRIATIONS</b>	
<i>Health Sciences and Human Services Library</i>	
<b>FISCAL YEAR*</b>	
1988/1989	8%
1989/1990	7%
1990/1991	4%
1991/1992	0%
1992/1993	0%
1993/1994	0%
1994/1995	0%
1995/1996	0%
1996/1997	0%
1997/1998	12%
1998/1999	6%
1999/2000	
<i>Total All Resources Increase/Decrease Over Previous Years</i>	

APPROPRIATED	ACTUAL	APPROPRIATED	ACTUAL	% Increase	% Decrease	% Increase	% Decrease
	\$	19,454.00	\$	16,433.00			
	\$	19,454.00	\$	16,433.00			
	\$	386,323.00	\$	342,714.00			
	\$	2,432,627.00	\$	2,382,806.00			
					8%		
					7%		
					4%		
					0%		
					0%		
					0%		
					0%		
					0%		
					0%		
		6%			12%		6%
					6%		
					9%		

# APPOINTMENTS

## ASSOCIATE STAFF (A/S)

DATE	NAME	TITLE	DATE	NAME	TITLE	DATE
Jun-97	Beth Jacoby	Asso. Librarian II	Oct-98	Diane Fuller	Librarian	Sep-99
Aug-97	Beverly Bowles	Asso. Librarian I	Oct-98	Meg Del Baglivo	Librarian	Sep-99
Sep-97	Dan Hughes	Systems Programme	Nov-98	Aphrodite Peters	Prog. Anal. IV	Sep-99
Oct-97	Penny Welbourne	Asso Librarian I	Dec-98	Dale Prince	Librarian	Oct-99
Mar-98				Robert Wittorf	Manager	Nov-99
Apr-98				Paula Raimondo	Librarian	Mar-00
Apr-98				Donna McCurley	Librarian	Apr-00
May-98						
May-98						

# NON-EXEMPT (N/E)

Jul-97	Jane Peters	Prog. Mgt. Spec. I	Aug-98	Robin Eason-Lovick	Acct. Clk. II	Sep-99
Oct-97	Tom Connolly	IT Support Specialist	Sep-98	Kareen Williams	Library Asst.	Sep-99
Jan-98	Alicia Reddicks-Flowers	Account Clerk I	Nov-98	Monique McQueen	Acct. Clk. II	Nov-99
				Kay Kazinski	IT Support Specialist	Nov-99
May-98	Sherri Mansperger	IT Support Specialist	Dec-98	Kerry Silanskis	Library Asst.	Jan-00
May-98	Michele Nance	Library Asst.	Jan-99	Rachel Mochny	Acct. Clk. II	Mar-00
	Chris Raab	IT Support Specialist	Jan-99	Ro-Chen Wang	Library Asst.	Mar-00
	Sharon Morris	Library Asst.	Jan-99	Kevin Sulin	IT Support Specialist	Apr-00
	Carol Harling-Henry	Library Asst.	Jan-99	Kristina Davis	Library Asst.	Apr-00
	Kay Kazinski	IT Support Specialist	Feb-99	Lisa Barckow	IT Support Specialist	Apr-00
	Pat Atkins	Library Tech. II	Jun-99	Christine Morris	Library Tech. I	May-00
				Katalin Ori	Library Tech. III	May-00
				Christian Miller	Library Tech. III	May-00
Nov-97	Bette Somers	IT Comp. Oper. Asst.	Jul-98	Mercy Anaba	Library Tech. II	Sep-99
Jan-98	James Gerlach	Systems Programme	Jan-99	Valerie Agwale	IT Comp. Oper. Asst	Apr-00
	Barbara Miller-Lee	IT Comp. Oper. Asst.	Mar-99			
	Cindy Naumann	Library Tech. II	Mar-99			

# CONTRACTUAL

# SEPARATIONS

## ASSOCIATE STAFF (A/S)

Sep-97 Robyn Kirby	Asst. Director	Sep-98 Adam Szczepaniak	Asso. Director	Jul-99
Oct-97 Bing Guo	Specialist	Nov-98 Peter Burslem	Asst. Director	Aug-99
Oct-97 Beverly Bowles	Asso. Librarian I	Jan-99 Steve Heinold	Specialist	Sep-99
Nov-97 Marilyn Grush	Asso. Librarian II	Jan-99 Anne Sleeman	Asst. Director	Sep-99
Apr-98 Anne Rothfeld	Asso. Librarian I	May-99 Miriam Jaffe	DP Sys. Prg. II	Nov-99
May-98		Bill McLeod	Specialist	Mar-00
Jun-98		Robert Wittorf	Manager	May-00
Jun-98		Scott Stevens	Specialist	Jun-00

## NON-EXEMPT (N/E)

Jul-97 Pat Bradley	Account Clerk I	Jul-98 Sharon Morris	Library Asst.	Sep-99
Jul-97 Richard DiBlasi	IT Support Specialist	Jul-98 Robin Eason-Lovick	Acctg. Clerk II	Sep-99
Aug-97 James Lumpkin	Library Tech I	Aug-98 Charles Phillips	Library Tech. I	Sep-99
Aug-97 Victoria Lawson	Library Asst.	Sep-98 Pat Atkins	Library Tech. I	Sep-99
Aug-97 Linda Waring	IT Support Specialist	Sep-98 Phyllis Colleton	Library Tech. I	Dec-99
Dec-97 Greg Smith	IT Support Specialist	Dec-98 Monique McQueen	Acctg. Clerk II	Jan-00
Jan-98 Maggie Smith	IT Support Specialist	Dec-98 Sheri Mansperger	IT Support Specialist	Feb-00
Mar-98 Emily Denning	Library Tech. II	Dec-98 Kareen Williams	Library Asst.	Feb-00
Mar-98 Steve Ciuchta	Library Tech. II	Mar-99 Tom Connolly	IT Support Specialist	Feb-00
May-98 Alicia Reddicks-	Account Clerk I	Apr-99 Robin Buckson	Library Tech. III	Mar-00
Jun-98 Flowers		Beth Prodey	Library Asst.	May-00
Jun-98				

## CONTRACTUAL

Aug-97 Cindy Naumann	Library Tech. II	Mar-99 Bette Somers	IT Comp Oper Asst	Aug-99
Mar-98				

## PROMOTIONS/STATUS OR TITLE CHANGES/ RECLASSIFICATIONS

## ASSOCIATE STAFF

Sep-97 Peter Bruslem	Acting Director for CATS	Sep-98 MJ Tooley	Deputy Director	Aug-99
Apr-98		Jane Murray	Asst. Director	Oct-99
		Jane Peters	HR Generalist	Nov-99

**SEPARATIONS (CONT.)**

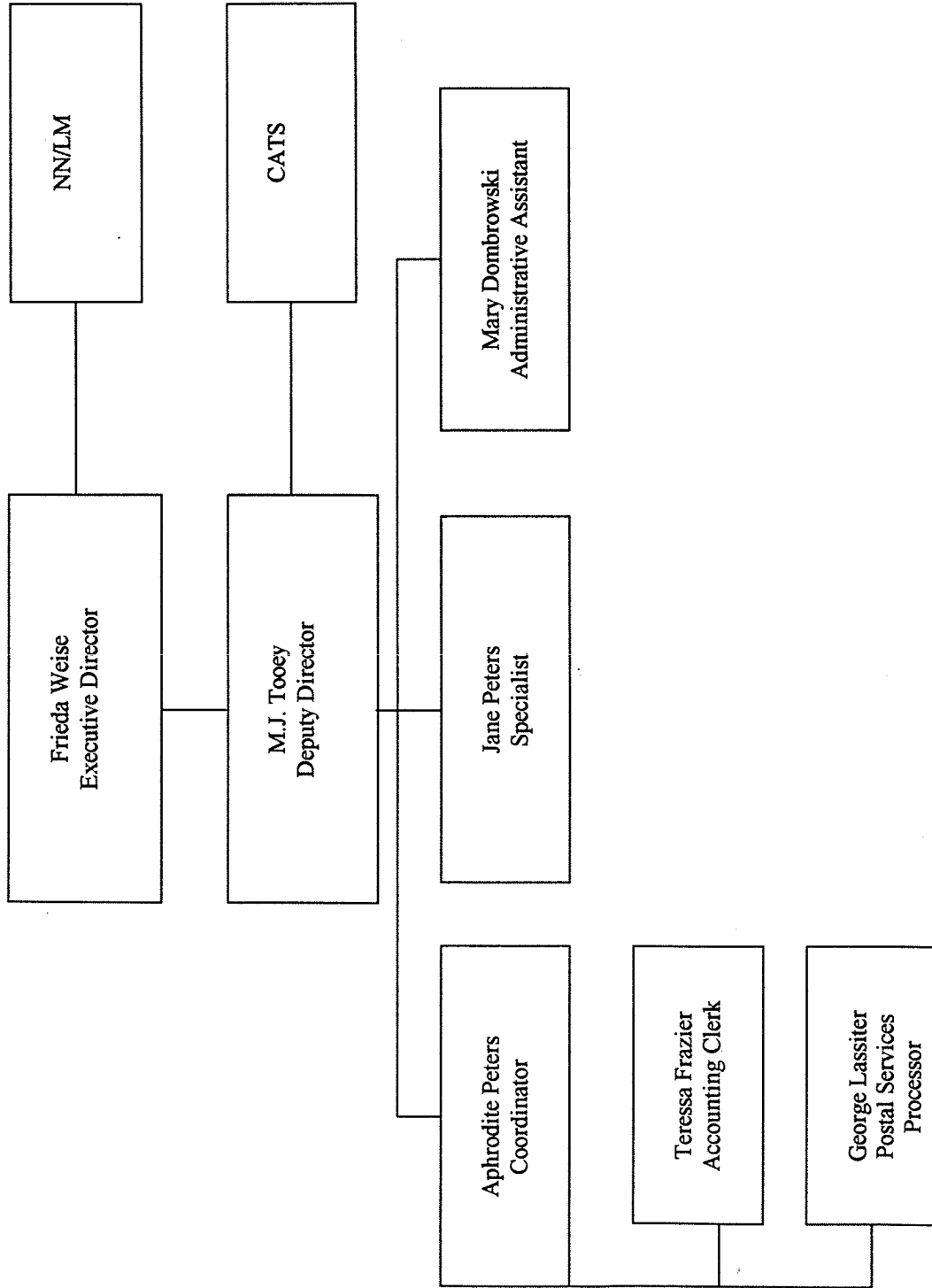
**NON-EXEMPT**

Jan-98	Jason Rebrassier	50% I/W to 100% Reg. Library Asst. Library Asst. to Library Tech. I	Jul-98	Carol Harling-Henry	Library Tech. II	Nov-99
				Michele Nance	Library Tech. I	Jan-00
Apr-98	Joy Phillips	Library Tech. I to Library Tech. II	Nov-98	Vickie Gray	Library Tech. II	Feb-00
Mar-98	Teresa Frazier	Account Clerk I to Account Clerk II	Jan-99	Nick Sabinske	IT Support Associate	Feb-00
				Tacey Lawson	100% Lib. Asst.	Feb-00
			Jun-99	Bradley Gerhart	IT Support Specialist	Mar-00
				Lisa Barckow	IT Support Specialist	Mar-00
				Sandy Williams	Library Tech. I	Mar-00

Matt Miller, James Gerlach, Dan Hughes,  
Kent Buckingham - to Programming

Miriam Jaffe to private industry at time of change

# HS/HSL Administration



**Access Services  
Annual Report  
FY 2000**

Access Services supports the Library's mission to deliver information to support research, clinical and human services by facilitating access to information resources, regardless of physical location or format. The service units within the division - Circulation, Course Reserve, Stacks Maintenance, and Document Delivery work to deliver timely information, materials, and services. As the single service unit in operation all hours the Library is open, Circulation strives to deliver basic library services to all.

**Part I**

**Highlights of this fiscal year across the division follow.**

- The division staffed the Library over 90 hours/week, monitored over 429,000 admissions, circulated over 46,000 items, processed over \$19,000 in fines, shelved over 229,000 books and journals, processed almost 9,000 course reserve readings, answered over 9,000 questions at the Circulation Desk, acquired over 5,000 items beyond our in-house collection for our users, and loaned almost 15,000 books and copies of journal articles to library users nationwide.
- With a short lead time, the Circulation Desk staff added sales of Microsoft software to its array of services. During September, at the outset of this service sales were brisk and staff provided excellent customer service despite the stresses of long lines of software buyers and new Library users.
- In September, in collaboration with CATS and IIS, Circulation rolled out a new electronic reserve system available within the Library and campus labs. On October 21, remote access to the ereserve system was implemented enabling faculty, and students to access reserve readings in their homes, offices, and other remote locations.
- In collaboration with CATS, Interlibrary Loan/Photocopy Services implemented desktop delivery of journal articles via email using Prospero software.
- In collaboration with CATS and Administration, Interlibrary Loan implemented a new accounting system to replace Dynamics for invoice production and accounts receivable management.
- In collaboration with IIS and Administration, the division continued collaboration with the UMUC/Shady Grove campuses to formalize services to UM, B students, faculty and staff at the Shady Grove campus.
- A shift of administrative duties in the division resulted in the division head assuming direct responsibility for Interlibrary Loan Services and the hiring of a Circulation Librarian to oversee circulation services.

Additional accomplishments of individual service units follow.

#### Circulation Services

The Stacks Management Group spent many hours this year completing journal shifts to correct errors in journal shelving resulting from the move of the collection into the new building.

The Circulation Librarian served on the end panels procurement task force.

The Circulation Librarian reviewed and revised circulation statistics accuracy and compiling methods.

#### Course Reserve Services

This was a very challenging year for the course reserve staff. They had to abandon the previous electronic reserve database during the Fall 1998 semester and revert to a paper-based reserve service, and select a new ereserve system. In collaboration with CATS, the Docutek system was selected and during this fiscal year staff began the monumental task of entering readings into the new system. Both in-house and remote access were implemented during the Fall 1999 semester and almost 9,000 readings were entered into the system during this fiscal year.

In addition, the promotion of Michele Nance to a course reserve processing position, the transition of Loie Heimbach's responsibilities to allow her more time to devote to course reserve, and the impressive reserve processing efficiency of Jason ReBrassier enabled the trio to better prepare for the Fall semester's submission of syllabi. It is anticipated that more materials will be available for students at the beginning of the Fall 2000 semester than in the past several years. With the part-time help of Mercy Anaba, significant progress was made in copyright compliance work for course reserve. The course reserve unit transitioned to using the Copyright Clearance Center, when needed, for copyright permissions.

#### Document Delivery

Interlibrary Loan/Photocopy Services conducted a pilot study and then implemented electronic delivery of journal articles using the Prospero software. Although a small number of users signed on initially, those that did really liked having their articles delivered directly to their email accounts.

The department worked throughout the year to prepare for implementation of the web-based Docline resource sharing network. They worked with the NN/LM Docline coordinator to anticipate and prepare for changes, worked with CATS to respond to changes in the billing process, and attended new Docline classes offered by the RML.

In collaboration with CATS and Administration, the department implemented a new billing system that provides both an invoice and account history to interlibrary loan clients.

With the advent of ClioMed, ILL was able to transition most of the requests from OCLC back to Docline saving money in request processing. All USM requests continue to be processed through the OCLC network as this is the only avenue to process these requests, but 80% to 90% of the other requests have been transitioned to the Docline network.

In response to the lending fill rate level for Docline requests, ILL began to analyze fill rate issues and work with the NN/LM Docline coordinator to improve the lending fill rate.

In line with the National Library of Medicine's fee increase, HS/HSL raised its fee for interlibrary loans to libraries within the NLM network to \$11 per loan as of January 1, 2000. UM, B faculty staff, and students continue to receive interlibrary loans acquired through the USM system at no cost; requests acquired from outside the USM system continue to cost \$6 per loan.



### **Division Head Activities**

- Beverly continued to serve as a resource person for the USTF.
- Chaired the committee that developed the Staff Recognition Program.
- Participated in LIMS3.
- Collaborated with UMCP to provide faster ILL service to the Library.
- Participated in NLM Associates proposal development.
- Participated in the implementation of electronic reserve, new Docline, the ILL billing system, desktop document delivery, filling vacancies.
- Served as chair of the Maryland Interlibrary Loan group.
- Served as MLA, Access Services Chair.
- Served as co-chair of the MAC, MLA Local Arrangements Committee for the 2001 meeting.
- Served as MLA representative to the ALA ILL subcommittee.
- Participated in the MAHSL and USMILL groups.
- Participated in the HS/HSL Journal Club.
- Attended the MLA Annual Meeting.
- Gave presentation to MAILL on Desktop Document Delivery with Prospero in collaboration with Bill McLeod.
- Participated in HS/HSL unplugged.
- Spoke to the Dental School Internet committee on course reserve copyright compliance.
- Participated in Library budget planning for FY2002.
- Participated in hosting the MLA, Cunningham fellow.

### **Circulation Librarian Activities**

- Dale Prince joined the division in late October and quickly adapted to the responsibilities of his position.
- Participated on the end panels procurement committee.
- Participated on the search panel for the Head of Cataloging.
- Attended Human Resources' Leadership/Supervision Seminar Series over the course of the year.
- Led the division's session of the HS/HSL journal club.
- In collaboration with CATS, created a web version of the HS/HSL database of library privileges.
- Revised the Suggestion Box process to ensure timely responses.
- Reviewed and revised Circulation statistics for the past year and established improved methods for statistics compilation.

### **Projections for 2000/2001**

Access Services anticipates being involved in the following initiatives.

Participating in the LIMS3 implementation.

Implementing a billing system to replace Bokari if it is determined to be inadequate.

Implementing a new ILL management system if ClioMed is not effectively incorporated into the Clio software to processes Docline and Loansome Doc requests.

Promoting desktop document delivery across the campus and, possibly to other library clients.

In collaboration with the NN/LM Docline coordinator, working to analyze and improve the Docline fill rate and submitting a report on fill rate issues and initiatives to the NN/LM Director in this region.

Participating in the USTF.

Implementing patron placed hold or an alternative book delivery service for offsite students.

Conducting a study to compare the processes of obtaining course reserve copyright permissions from the Copyright Clearance Center with individual copyright holders.

## **Part II**

### **Statistical Reports and Discussion**

Detailed Circulation and ILL statistics appear at the end of this report.

#### Circulation

Circulation statistics this year have shown a downward trend in all activities except for Microsoft software sales – a new service, book searches resolved, book holds, reserve items processed, electronic photocopy requests received, and photocopy requests filled.

Patron gate count declined only 3% this fiscal year possibly reflecting a decrease in people coming to see the new HS/HSL building for the first time or tour the facilities of the building. Patron gate count this year was more than twice (212%) the old building fiscal year 1997 total of 202,370. It is anticipated that patron gate count will stabilize over time at about twice the number of our old building patron gate count.

Decreases in books checked out and shelving reflect the trend toward use of full-text, electronic information and electronic reserve, both available remotely to our campus users. Electronic reserves pdf downloads, roughly equivalent to reserve check outs numbered 28,816 for the ten months of this fiscal year that ereserve was available.

A decrease in Suggestions Received most likely reflects the settling in of library users to our new facilities. A decrease in Questions Asked at Circulation, reflects problems with the software used to capture these numbers. Once staff transitioned back to a manual count of questions, numbers rose significantly.

#### Interlibrary Loan

##### ILL Borrowing

Interlibrary Loan borrowing continues to remain extremely stable in requests received. Total requests received fell by 3% (173 requests) from last year. Overall fill rate for borrowed items increased by 4% to 89%. When the fill rate includes items HS/HSL owns, the rate increases to 95%, 6% higher than last year.

##### ILL Lending

Total interlibrary loan lending requests received decreased by 3% (833 requests) over last year. Total lending requests filled dropped by 2% over the previous year. Overall fill rate including all OCLC, Docline, and other (primarily ALA) methods of requests was 60% for the year, 2% lower than last year.

Docline requests increased by 6% (709 requests) over last year. The overall fill rate for Docline requests was 66%, up one percent from last year; the fill rate minus requests cancelled by the borrower due to cost was 73%, up 5% from last year.

Loansome Doc lending requests decreased by 34% (1617 requests) over FY99. This was probably due to the doubling of LD fees to non-affiliate users on April 15, 1999. The fee increase was instituted to combat the onslaught of LD requests being experienced. As often happens when fees are initiated or increased, LD requests dropped significantly, but are increasing steadily. Hopefully, ILL is ahead of the game as the number of incoming LD requests has been reduced enabling the department to continue to provide excellent response time while still bringing in a steady level of revenue from this service.

Loansome Doc fill rates declined this year by 6% overall to 66%, and by 2% to 85% when items referred on to providers are removed from our fill rate as unfilled items.

As a resource library, NLM expects HS/HSL to maintain an overall lending fill rate for Docline and Loansome Doc requests of 75%. The fill rate for the first quarter of 2000 was 73%, 2% lower than required by NLM. In an effort to improve the fill rate, ILL is in the process of analyzing 737 Docline/LD requests not filled in the first quarter of 2000. Preliminary results indicate that the largest group of unfilled requests is for items that HS/HSL does not and never has owned. A relatively high number of unfilled requests are for items not on the shelf or items not yet received. Very few items are in the bindery or checked out. The analysis will be completed in the new fiscal year and ILL will work toward increasing the fill rate based on analysis findings. Currently, Beth Wescott, NN/LM Docline Coordinator is working with ILL to better inform Docline borrowers of their responsibilities as borrowers, especially checking holdings to make sure HS/HSL owns the requested item before making the borrowing request.

### **Part III**

#### **Organization Chart**

Access Services' organization chart is included at the end of this report.

#### **Staff Changes**

##### Arrivals

Dale Prince  
 Mercy Anaba  
 Kristina Davis  
 Monique McQueen  
 Christian Miller  
 Rachel Mocney  
 Christine Morris  
 Katalin Ori  
 Kerry Silanskis  
 Ro Chen (Alice) Wang  
 Kareen Williams  
 Paige Patterson (If & When)

##### Departures

Monique McQueen  
 Kareen Williams  
 Robin Buckson  
 Maureen Jaffe  
 Sharon Morris  
 Charles Phillips  
 Beth Prodey  
 Stephanie Behles (If & When)  
 Paige Patterson (If & When)

##### Promotions

Vickie Gray  
 Carol Harling-Henry  
 Taceyia Lawson  
 Michele Nance

##### Volunteers

Antionette Johnson

#### **Staff Activities**

##### **Beverly Gresehover**

##### Organizational Memberships

Medical Library Association  
 Mid Atlantic Region, Medical Library Association  
 American Library Association  
 Maryland Interlibrary Loan  
 University System of Maryland Interlibrary Loan  
 Maryland Association of Health Sciences Librarians

##### Meetings and Workshops

July 16, 1999	MAILL Meeting
August 23, 1999	USMILL Meeting, Towson, MD
October 6, 1999	MAILL Meeting, HS/HSL
November 19, 1999	MACLAC2001 Meeting, HS/HSL
January 6, 2000	LIMS3 Meeting, Catonsville, MD
January 12, 2000	MAILL Meeting, Laurel, MD
February 4, 2000	MACLAC2001 Site Visit, Eastern Shore, MD
March 28, 2000	LIMS3 Vendor Demonstration, College Park, MD
April 4, 2000	LIMS3 Vendor Demonstration, College Park, MD

April 13, 2000	MAILL Meeting,
April 19, 2000	LIMS3 Vendor Demonstration, College Park, MD
May 2, 2000	LIMS3 System Evaluation, Catonsville, MD
May 6 – 11, 2000	MLA Meeting, Vancouver, Canada
May 22, 2000	DRA Patron Placed Hold Demonstration, Harford County, MD
May 24, 2000	Shady Grove Meeting, Rockville, MD
June 30, 2000	New Docline Workshop, HS/HSL

#### Presentations/Offices

Chair, Maryland Interlibrary Loan  
 Co-Chair, Local Arrangements Committee, MAC/MLA 2001 Meeting  
 MLA, Access Services Chair  
 MLA representative to the ALA ILL Subcommittee  
 Desktop Document Delivery with Prospero presentation to MAILL

#### HS/HSL Committees

User Services Task Force  
 Unplugged Editorial Board  
 Web Oversight Committee  
 Staff Recognition Program Development Committee  
 HS/HSL Journal Club

#### Dale Prince

##### Organizational Memberships

American Libraries Association  
 Medical Library Association  
 Beta Phi Mu

##### Meetings and Workshops

March 10, 2000	Second Generation Medical Intranet
April 19, 2000	Leadership Styles/Roles Seminar
May 8, 2000	Self-Awareness Seminar
May 22, 2000	DRA Patron Placed Hold Demonstration, Harford County, MD
June 13, 2000	Communication Seminar
June 27, 2000	Diversity Seminar

##### HS/HSL Committees

End Panel Procurement Committee  
 Statistics Task Force  
 Web Oversight Committee

**Access Services Staff**

A list of workshops/seminars/meetings attended by all other Access Services staff follows.

Vicki Gray	Web Docline Training Session, USMILL Meeting
Shawn Brown:	Staff Recognition
Michele Nance:	Directory Committee
Michele Jackson:	USTF, Staff Recognition
Lolita Heimbach:	Statistics Task Force
Jason Rebrassier:	USTF
Kerry Silanskis	USTF
Rachel Mocny	USTF
Angie Cochrane	Web Docline Training Session, USMILL Meeting
Christine Morris	Web Docline Training Session, USMILL Meeting
Rosie Burkett	Web Docline Training Session
Ro-Chen Wang	Fire Warden Training
Tacey Lawson	Fire Warden Training
Katalin Ori	Fire Warden Training
Kristina Davis	Fire Warden Training
Rochelle Mason	Fire Warden Training

46,812  
229,657  
276,469

CIRCULATION YEARLY STATISTICS

	1999-2000	1998-1999	DIFFERENCE	% DIFFERENCE
CIRCULATION				
Check Outs (Dra Total)	26,063	37,397	-11,334	-30%
Reserve (Dra Total)	5,947	16,657	-10,710	-64%
Total	32,010	54,054	-22,044	-41%
	14,802			
Books (Renewals)	14,802			
Ereserve PDF downloads	28,816			
Circulation Grand Total	75,628	54,054	21,574	40%

MONEY

Fines Collected	\$19,648.99	\$20,691.71	-\$1,042.72	-5%
Fines Cancelled	\$3,781.15	\$17,739.07	-\$13,957.92	-79%
Coin Copiers	\$5,738.55	\$6,353.60	-\$615.05	-10%

PATRON COUNT

	429,580	441,968	-12,388	-3%
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SHELVING

Books	46,765	55,493	-8,728	-16%
Unbound Journals	56,372	66,832	-10,460	-16%
Bound Journals	126,520	154,724	-28,204	-18%
Total	229,657	277,049	-47,392	-17%

BOOK HOLDS

	444	382	62	16%
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RESERVES

List Submitted	278	107	171	160%
Books Processed	2378	2486	-108	-4%
Reprints Processed*	2851	2677	174	6%
Electronic Reserves Processed	1300	779	521	67%

\*Reprints Processed=reprints on paper reserve, scanned reprints, and duplicate requests (may have already been scanned)

SUGGESTIONS

Number Received	45	131	-86	-66%
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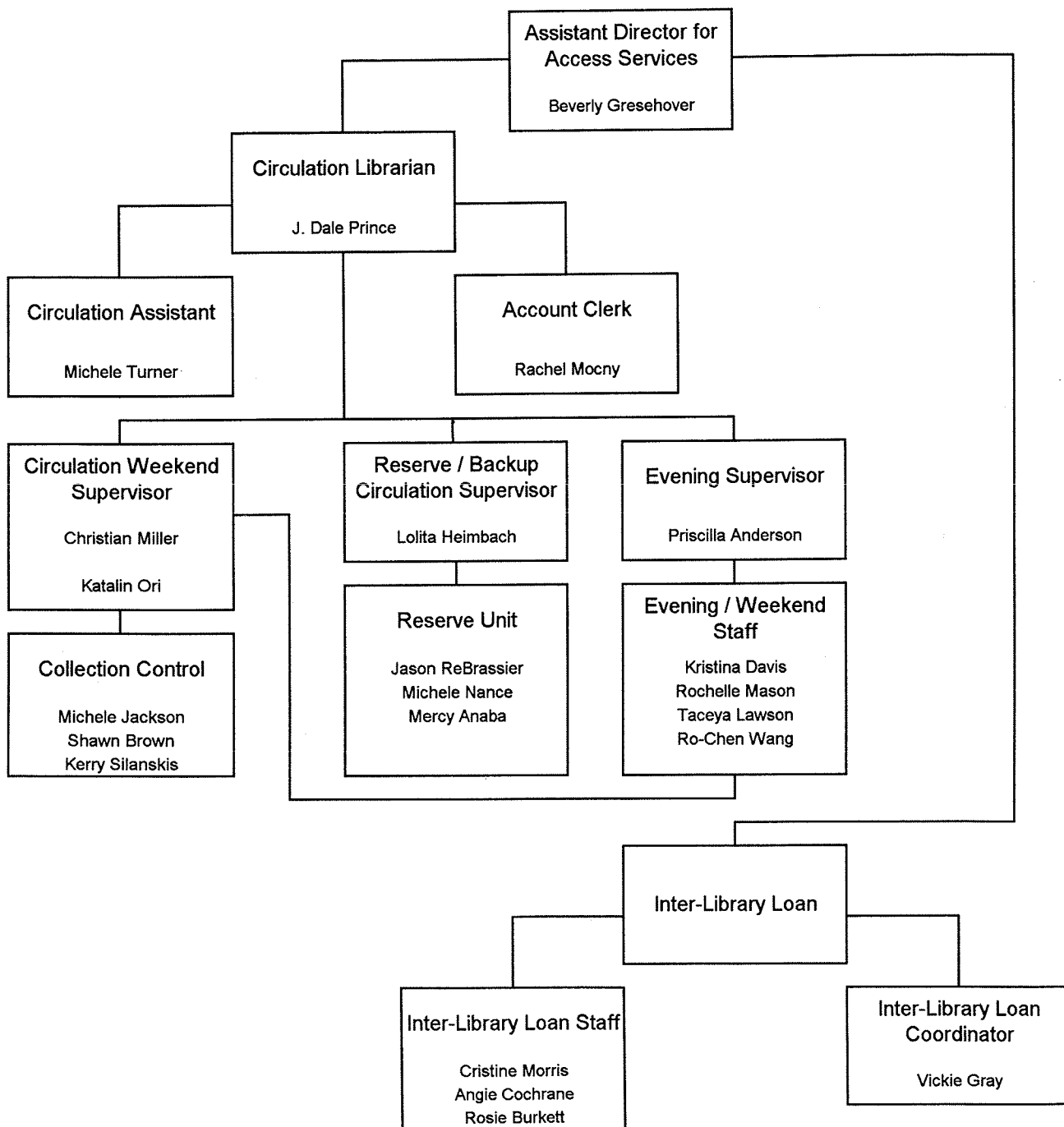
SEARCHES

Books	176	183	-7	-4%
Journals	91	194	-103	-53%
Total	267	377	-110	-29%

Copy Machines				
Public Copiers	1,538,122	1,638,715	-100,593	-6%

University of Maryland Baltimore Health Sciences / Human Services Library

Access Services





***Computing and Technology Services (CATS)***

Annual Report  
Fiscal Year 1999-2000

## Computing and Technology Services – 1999/2000

### Introduction

During 1999-2000, CATS continued to evolve as a cohesive service division. This process began more than two years ago when three divisions, CATS (formerly CIDS), Academic Computing and Library Systems were merged when the Health Sciences and Human Services Library (HS/HSL) opened in 1998. After many changes during these years, including a tumultuous start to FY2000, the end of the fiscal year saw solidification in staff, services, and divisional structure.

In August of 1999, Peter Burslem resigned as the Assistant Director for CATS. M.J. Tooe, HS/HSL Deputy Director was appointed Acting Assistant Director. During this time, in October 1999, the former Academic Computing staff, were reassigned to Paul Petroski, and joined with Datacom, and Telecom to form Campus Communications Information Technology Infrastructure (CCITI). In November, Robert Wittorf was hired as Assistant Director. His tenure lasted until early May, when he left the HS/HSL. M.J. Tooe again served in an acting capacity. Very quickly, the CATS Division worked hard to assess current issues and problems with support areas and make corrections in course direction. The Division diligently worked together to determine goals and objectives for the upcoming year and contribute to the HS/HSL strategic plan. By the end of the fiscal year, a plan was in place to hire a manager for the CATS. The Division will report directly to Library Administration through the Deputy Director. Additionally, the Systems Librarians were moved from CATS to Resources Management. This move will make better use of the skills and abilities of the systems librarians and will allow CATS to focus on supporting the technology needs and the technological infrastructure of the HS/HSL.

### Highlights

- Transitions:
  - Arrivals: Bradley Gerhart, Robert Wittorf, Valerie Agwale, Elizabeth Barckow, Kevin Sulin, , various if and whens
  - Departures: Peter Burslem, Bette Sommers, Steve Heinold, Bill McLeod, Robert Wittorf, Scott Stevens, various if and whens
  - Reassignments: Kent Buckingham, Miriam Jaffe, James Gerlach to Paul Petroski; two Systems Librarians to Resources Management
- Implemented a new E-Reserve system in September and offered offsite access to the system in October.
- Instituted a CATS liaison program to better support the HS/HSL divisions.
- Redesigned the Commons Interface.
- Unified the "look" of the classroom computers.
- Implemented a new accounting system, Bokari, which will be replaced in FY 2001.
- Participated in the project to redesign the HS/HSL Web page (introduced May 2000).
- Changed from a text-based to web-based version of Micromedex.
- Implemented a web-based calendaring system to assist in room scheduling for HS/HSL staff.
- Planned equipment upgrades and timeline for implementation of Windows 2000 in fall of 2000.
- Struggled with the Go-Print pay-for-print system all year. Investigated replacements and will implement a replacement in August 2000.
- Implemented MDConsult in February 2000
- Implemented and began support for the satellite downlink system for teleconferences.
- Answered 799 staff help calls.
- Responded to 4588 HELP Desk calls and emails.
- Answered 16,341 reference questions and 793 directional questions at the Commons Assistance Desk.
- There were 102,202 database and 209,345 applications uses from within the Commons.
- There were 68,204 accesses to HS/HSL resources through the proxy.
- Total accesses to HS/HSL resources was 379,751, which is a 26.5% increase over last year.

### **Challenges for the Upcoming Year**

During FY'01, CATS will be involved in a number of significant projects including:

- Preparing for the migration of the LIS
- Preparing for the integration of the new LIS
- Moving to Windows 2000
- Installation of 70 new staff workstations
- Upgrading E-reserve
- Selecting, installing, and supporting new accounting software and possibly a new ILL management system.
- Hiring appropriate people for vacancies as they arise.
- Solidifying the divisional structure under a new manager, in a new reporting structure.

In addition to these major initiatives there are the ongoing day-to-day operational responsibilities and new projects that always arise. Currently, there is a very solid, dedicated, service oriented staff in CATS who are up to any challenge that faces them.

## **Statistical Analysis**

The main service areas in CATS are HS/HSL staff computing support, HELP Desk, and the Computing Assistance Desk. The attached statistics focus on the service areas and the services that are provided.

### ***StaffHelp***

799 StaffHelp requests were addressed during the past year. These requests run the gamut from fairly easily answered requests to complex reconfigurations of PC's. Most requests are responded to within an hour. It is interesting to note that the three heaviest users of StaffHelp are IIS, and both units of Access Services – all three groups are public service areas. IIS most frequently works with CATS collegially on projects and is the division that probably uses the greatest variety of resources and applications. This has expanded during the past year with the increased work on the web for education and presentations. Access Services, uses a variety of very unique applications (for ILL, accounting) that must be kept operational in order to complete tasks and track activities.

Almost 1/3 of the requests are related to hardware problems. Anecdotally, many of these requests have to do with the individual printers. Although CATS would like to encourage centralized, heavy duty laser printers, they realize that there are needs for individual printers. However, this means that as the individual printers age they will require more maintenance at a time when the HS/HSL's financial resources are slimming.

### ***HelpDesk Calls and Email***

4588 HelpDesk calls and email were responded to during the past year. This represents a 37% decrease from 1998-1999. Staff believe that this directly relates to poor record keeping on the part of the CATS staff. There are no surprises in who represents the largest user group. It is Medicine. In next year's report we will be able to provide information regarding subject content of the inquiries. Anecdotally, UMnet connectivity issues seem to comprise the largest group of questions.

### ***Computing Assistance Desk***

The Computing Assistance Desk supports the computing needs of users in the Research and Information Commons. They record statistics the same way as IIS and Circulation using an automated Access database. This year's statistics show a 47% decrease in numbers (17,134, down from 32,275). It will be interesting to see if IIS reference stats and Circulation stats also have decreased. There seems to be a national trend that has been reported in the literature, that as access to resources becomes more friendly, i.e. web-based, less questions are asked. This also may be a reflection of increased user comfort levels with computers and digital resources.

### ***Commons Database Use***

Total accesses of all databases, online catalog and e-reserve was 102,202. This is only a 4% decrease which does not seem to be statistically significant. The three resources that are most used are: the online catalog, Medline, and e-reserve. The e-reserve numbers only reflect numbers since 8/99. Of the pure databases; Medline, Nursing and Allied Health, and PsycLit are the most used. The Commons is most frequently used by Medicine, Nursing, and Social Work.

### ***Ovid Top 10***

We receive Ovid statistics regularly and in a format that can actually be used. Medline is the most frequently used database. If the statistics are correct, Ovid databases account for 98% of pure database use (excluding online catalog and e-reserve).

### ***Commons Applications Use***

Commons applications use rose 8% from 193,330 in 1999 to 209,345 in 2000. By far the highest application used was the web browser, Netscape, followed by accessing UMnet. These two resources are used to either access resources beyond those offered by the HS/HSL on the web or for email. The distant third resource was UMnet webmail. But even adding the two Umnet resources together does not equal the

use of the browser. This illustrates the pervasiveness of and facility with the web as an information tool. When the top three applications are added together they constitute 84% of the applications usage.

***Proxy Use – Remote and Internal Grand Total***

The proxy server provides an authentication system for the use of HS/HSL resources by offsite users. An internal user is one who is coming in from on campus and an external is from offsite. During FY 2000 there were 68,204 accesses using the proxy. This represents a decrease of about 8% over last year's proxy access (73,999). The Ovid suite of resources is what is most often accessed but interestingly enough Pharmacy is greatest user of remote access followed closely by Medicine. Nursing is the heaviest user of internal proxy access followed closely by Medicine.

**Computing and Technology Services Staff – June 30, 2000**

Valerie Agwale  
Lisa Barckow  
Sean Braden  
Brad Gerhart  
Kay Kazinski  
Barbara Miller-Lee  
Chris Raab  
Nick Sabinske  
Kevin Sulin

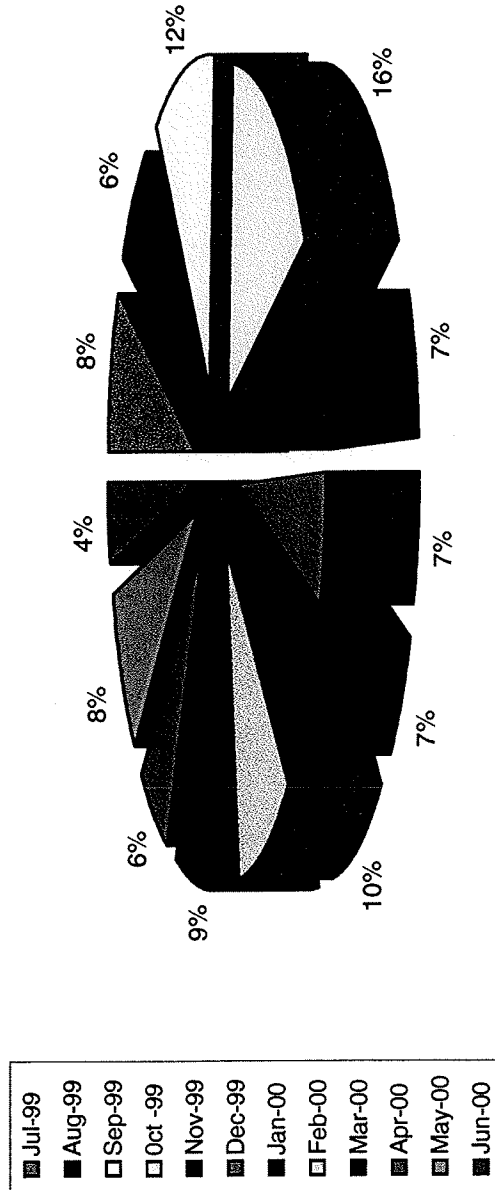
**Library Committees**

CATS/CCITI Connections Committee  
Commons Interface Design Committee  
Medical Informatics Committee  
User Services Task Force  
Web Redesign Committee

# Commons Applications Use FY2000

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
Access	48	39	70	99	44	40	40	62	57	35	50	24	603
Excel	44	77	109	142	103	92	66	140	105	99	86	82	1145
Netscape	6471	7450	9732	9171	7536	6529	5906	8866	8132	8513	8228	6522	93056
Open Telnet	983	967	1021	928	240	144	241	379	302	309	293	201	6008
PowerPoint	162	119	198	225	322	249	111	137	186	286	177	89	2261
SPSS	32	36	22	44	21	18	18	17	13	12	25	18	276
UMnet	3798	4849	7134	6478	5498	4808	3717	5921	5103	5103	5041	3323	60773
UMnet Webmail		63	1964	2356	2999	2079	1571	2470	2504	2437	2314	1111	21868
Word	1063	607	2018	1937	2366	1730	1131	1714	1763	2217	1749	905	19200
WordPerfect	372	935	390	312	248	211	107	158	146	178	140	126	3323
WS-FTP	86	243	113	84	47	20	34	82	35	33	26	24	827
Totals	13059	15385	22771	21776	19424	15920	12942	19946	18346	19222	18129	12425	209345

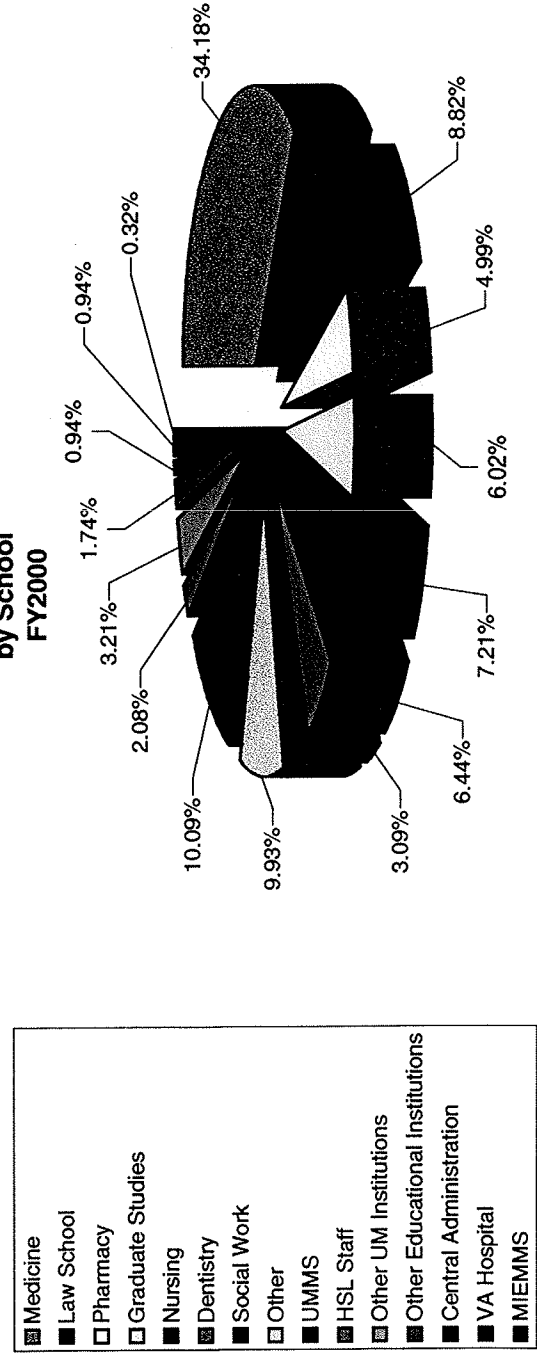
Commons Application Use  
by Month  
FY2000



# Commons Applications Use FY2000

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
Medicine	4463	5528	6212	6375	6212	4912	4258	5387	5575	5221	6149	4337	64629
Law School	1152	1621	2247	2207	2041	2056	1672	2078	1621	2649	2225	511	22080
Pharmacy	651	955	2455	2435	3069	1872	1103	2380	2064	2158	1841	985	21968
Graduate Studies	786	1182	2540	2362	1842	1365	1160	1785	1569	1565	1715	1111	18982
Nursing	942	932	2924	1984	1635	997	1143	1977	1511	1882	1025	887	17839
Dentistry	841	1303	1714	2260	1069	1270	549	1566	1315	1687	1098	728	15400
Social Work	404	599	1394	1308	1228	1088	452	1668	1315	1310	837	496	12099
Other	1297	1043	1166	858	580	784	1020	976	930	813	1004	1071	11542
UMMS	1318	1332	1286	1046	617	539	508	666	983	459	892	1034	10680
HSL Staff	271	211	149	151	455	363	439	685	661	597	477	419	4878
Other UM Institutions	419	256	275	272	248	304	136	269	324	398	337	218	3456
Other Educational Institutions	227	180	190	309	310	229	349	302	288	282	256	239	3161
Central Administration	123	148	167	103	51	37	26	35	83	57	132	213	1175
VA Hospital	123	54	28	43	53	92	118	142	100	102	114	130	1099
MIEMMS	42	41	24	63	14	12	9	30	7	42	27	46	357
<b>Totals</b>	<b>13059</b>	<b>15385</b>	<b>22771</b>	<b>21776</b>	<b>19424</b>	<b>15920</b>	<b>12942</b>	<b>19946</b>	<b>18346</b>	<b>19222</b>	<b>18129</b>	<b>12425</b>	<b>209345</b>

Commons Application Use  
by School  
FY2000



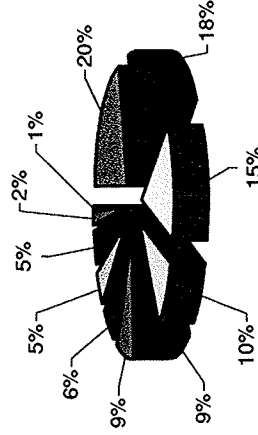


# HS/HSL StaffHelp FY2000

By Department	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
IIS-Staff	19	13	17	13	7	10	6	19	18	18	12	15	167
Access Services 1st fl	10	15	14	13	20	17	20	9	8	3	5	17	151
Access Services 3rd fl	9	12	12	14	13	17	6	9	15	10	2	5	124
Administration	8	9	6	10	8	6	9	7	3	4	1	6	77
Resources Mang. 4th fl	3	2	6	5	11	1	10	8	8	4	6	9	73
IIS-Public	1	8	6	9	7	4	6	6	8	6	2	7	70
Regional Medical Library	6	7	1	1	4	5	2	9	4	4	1	1	45
Resources Mang. 2nd fl	4	1	2	2	3	2	9	2	3	3	3	4	38
CATS-Commons	4	3	2	2	6	2	1	3	4	2	5	3	37
CATS-Staff	2	1	0	0	0	0	3	2	0	3	0	2	13
Resources Mang. Hist. Rm.	1	0	0	0	0	2	0	0	0	0	0	1	4
Grand Total	67	71	66	69	79	66	72	74	71	57	37	70	799

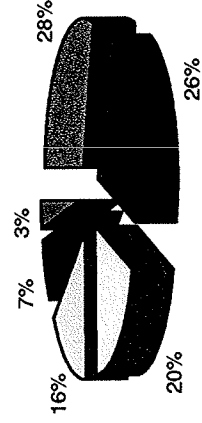
Be Service Call Type	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
Hardware	17	22	19	18	22	24	13	24	24	10	18	22	233
Network	24	18	14	18	25	13	22	20	16	17	5	12	204
Software	9	12	18	17	16	19	19	16	14	9	1	8	158
Instructional	11	17	11	12	11	6	7	5	8	12	5	19	124
DRA	5	2	3	2	3	4	5	4	9	7	5	7	56
Ereserve	1	0	1	2	2	0	6	5	0	2	3	2	24
Grand Total	67	71	66	69	79	66	72	74	71	57	37	70	799

StaffHelpby Department  
FY2000



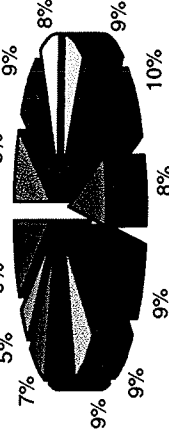
- ☒ IIS-Staff
- ☐ Access Services 3rd fl
- ☐ Resources Mang. 4th fl
- ☐ Regional Medical Library
- ☐ CATS-Commons
- ☐ Resources Mang. Hist. Rm.
- ☒ Access Services 1st fl
- ☐ Administration
- ☐ IIS-Public
- ☐ Resources Mang. 2nd fl
- ☐ CATS-Staff

StaffHelp  
by Service Call  
FY2000



- ☒ Hardware
- ☐ Instructional
- ☐ Network
- ☐ DRA
- ☐ Software
- ☐ Ereserve

StaffHelp by Month FY2000



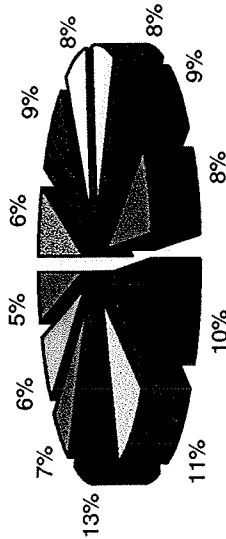
- ☒ Jul-99
- ☐ Aug-99
- ☐ Sep-99
- ☐ Oct-99
- ☐ Nov-99
- ☐ Dec-99
- ☐ Jan-00
- ☐ Feb-00
- ☐ Mar-00
- ☐ Apr-00
- ☐ May-00
- ☐ Jun-00

# HelpDesk Calls and Email - FY2000

School	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Total
Medicine, School	65	102	70	65	93	25	17	87	37	75	73	47	756
Nursing, School	15	23	30	24	20	46	102	51	80	27	22	21	461
Other	36	43	38	36	58	11	36	67	26	40	30	26	447
Law, School	5	15	9	12	5	91	5	16	105	4	8	6	281
Pharmacy, School	5	8	12	22	16	6	47	13	30	15	5	8	187
Social Work, School	7	6	22	9	18	22	12	16	30	10	12	9	173
Unknown	10	25	9	21	8	7	13	12	4		5		114
UMMS, Hospital	11	9	9	13	19	2	8	13	5	5	7	9	110
Graduate, School	9	6	6	7	4	13	11	7	19	4	4	4	94
Dental, School	8	12	8	2	5	3	2	7	7	4	4	2	84
Administration	5	4	4	3	5	6	2	7	8	2	2		48
UMMS Remote		1	1	2	1	1	22	2	1		2	1	34
UPI					2						1		3
<b>Total</b>	<b>176</b>	<b>254</b>	<b>218</b>	<b>216</b>	<b>254</b>	<b>233</b>	<b>277</b>	<b>298</b>	<b>352</b>	<b>186</b>	<b>175</b>	<b>133</b>	<b>2772</b>

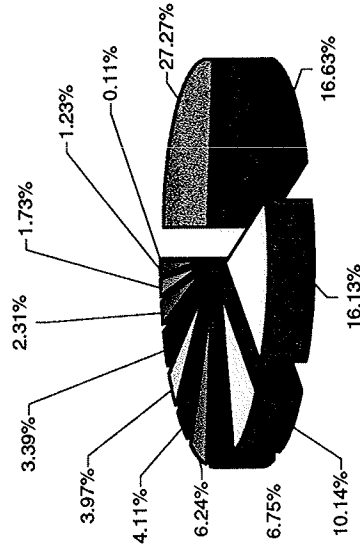
E-mail	135	122	197	173	189	133	98	122	176	146	167	158	1816
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Help Desk Calls by Month  
FY2000



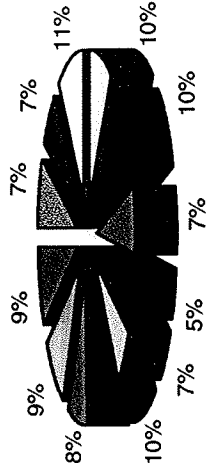
- Jul-99
- Aug-99
- Sep-99
- Oct-99
- Nov-99
- Dec-99
- Jan-00
- Feb-00
- Mar-00
- Apr-00
- May-00
- Jun-00

Help Desk Calls by School  
FY2000



- Medicine, School
- Other
- Pharmacy, School
- Unknown
- Graduate, School
- Administration
- UPI
- Nursing, School
- Law, School
- Social Work, School
- UMMS, Hospital
- Dental, School
- UMMS Remote

Help Desk E-mail by Month FY2000

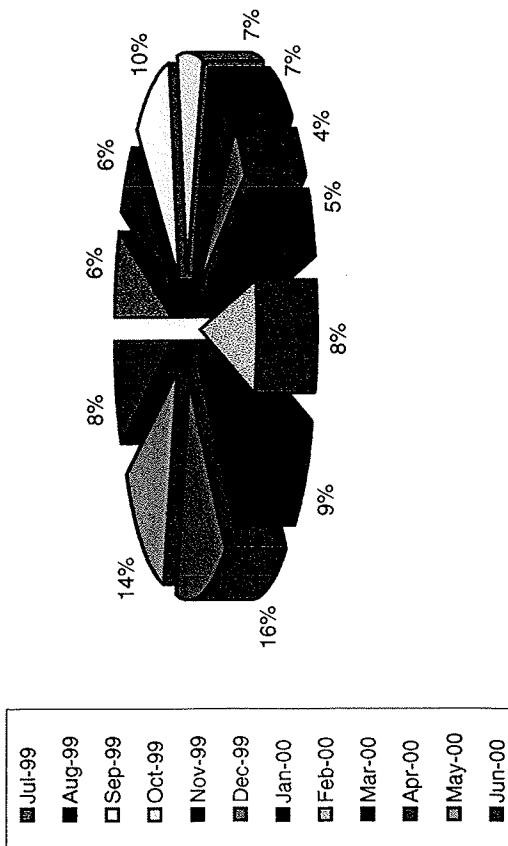


- Jul-99
- Aug-99
- Sep-99
- Oct-99
- Nov-99
- Dec-99
- Jan-00
- Feb-00
- Mar-00
- Apr-00
- May-00
- Jun-00

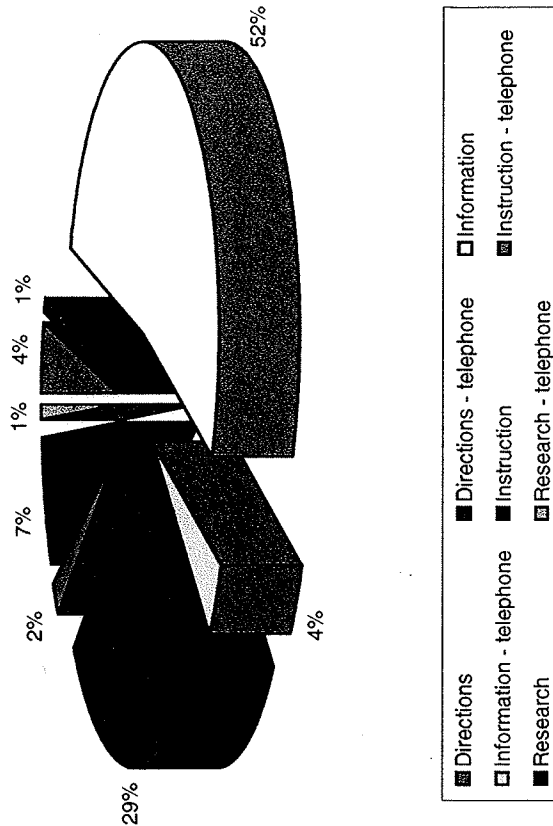
# Computing Assistance Desk FY2000

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
Directions	35	28	66	25	62	52	29	77	76	122	91	18	681
Directions - telephone	6	3	5	0	4	3	2	10	15	28	29	7	112
<b>Directions Totals:</b>	<b>41</b>	<b>31</b>	<b>71</b>	<b>25</b>	<b>66</b>	<b>55</b>	<b>31</b>	<b>87</b>	<b>91</b>	<b>150</b>	<b>120</b>	<b>25</b>	<b>793</b>
Information	589.5	621	969	774	718.5	390	510	784.5	852	1005	1057.5	675	8946
Information - telephone	54	27	45	30	18	25.5	36	54	82.5	142.5	154.5	87	756
Instruction	247.5	214.5	460.5	330	348	211.5	247.5	345	379.5	934.5	753	466.5	4938
Instruction - telephone	21	10.5	28.5	18	3	13.5	18	16.5	51	49.5	58.5	33	321
Research	115.5	76.5	141	85.5	72	57	52.5	111	139.5	199.5	138	48	1236
Research - telephone	9	7.5	10.5	9	3	7.5	4.5	13.5	12	31.5	30	6	144
<b>Reference Encounter *1.5</b>	<b>1036.5</b>	<b>957</b>	<b>1654.5</b>	<b>1246.5</b>	<b>1162.5</b>	<b>705</b>	<b>868.5</b>	<b>1324.5</b>	<b>1516.5</b>	<b>2362.5</b>	<b>2191.5</b>	<b>1315.5</b>	<b>16341</b>
<b>Grand Total:</b>	<b>1077.5</b>	<b>988</b>	<b>1725.5</b>	<b>1271.5</b>	<b>1228.5</b>	<b>760</b>	<b>899.5</b>	<b>1411.5</b>	<b>1607.5</b>	<b>2512.5</b>	<b>2311.5</b>	<b>1340.5</b>	<b>17134</b>

Total Commons Encounters by Month  
(Reference Encounters \* 1.5)  
FY2000



Total Commons Encounters by Subject  
(Reference Encounters \* 1.5)  
FY2000

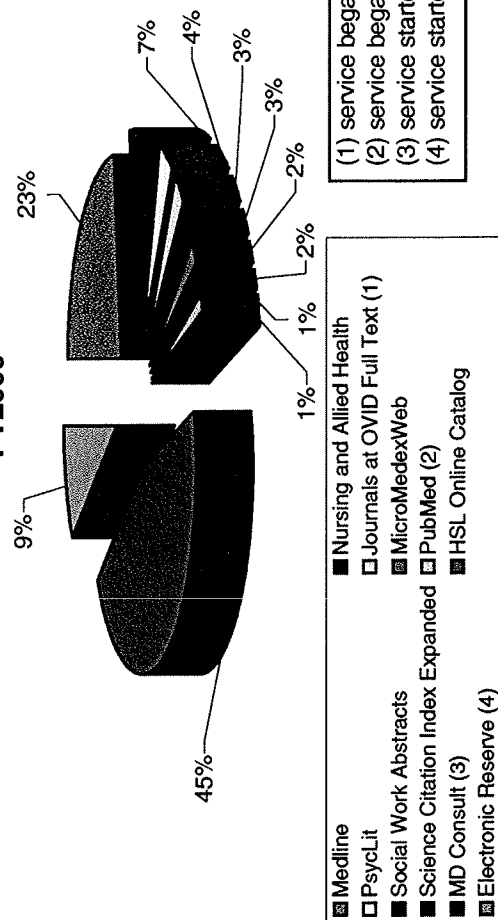


# Commons Database Use FY 2000

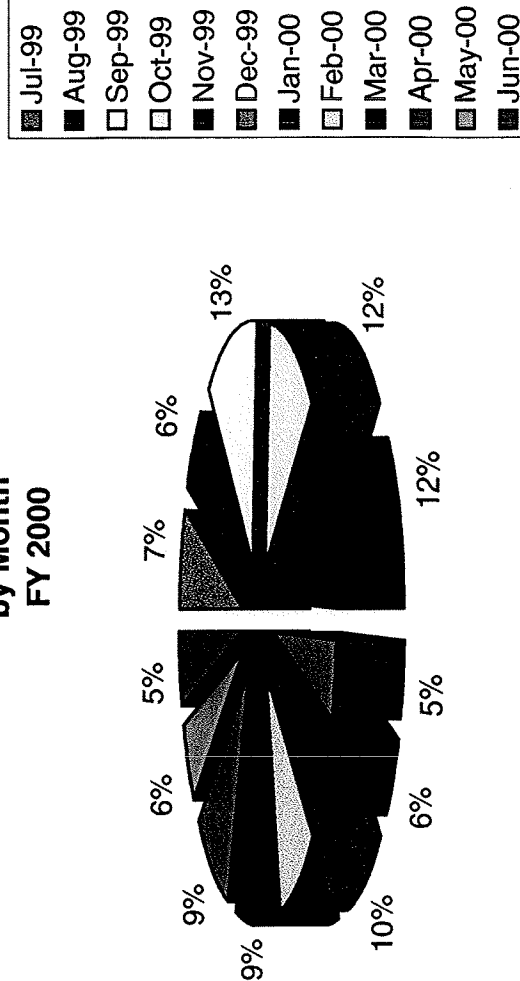
Database	Total
Medline	18471
Nursing and Allied Health	5929
Psyclit	3271
Journals at OVID Full Text (1)	2465
Social Work Abstracts	2129
MicroMedexWeb	1502
Science Citation Index Expanded	1334
PubMed (2)	1115
MD Consult (3)	779
HSL Online Catalog	36785
Electronic Reserve (4)	7364
<b>Grand Total Top 10 Databases</b>	<b>81144</b>

(1) service began 10/99
(2) service began 11/99
(3) service began 2/99
(4) service began 8/99

## Commons Top Ten Database Use (Including Catalog and E-reserve) FY2000



## Commons Total Database Use by Month FY 2000

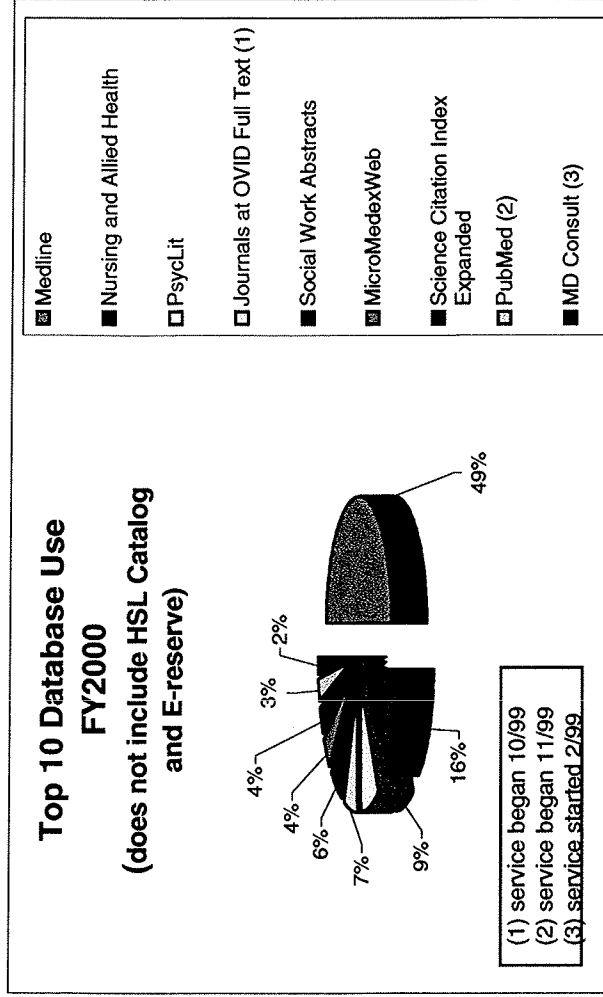


All Databases and E-reserve	Total
Jul-99	6919
Aug-99	6096
Sep-99	13781
Oct-99	12269
Nov-99	12523
Dec-99	5563
Jan-00	5814
Feb-00	10038
Mar-00	8904
Apr-00	9394
May-00	5768
Jun-00	5133
<b>Grand Total</b>	<b>102202</b>

## Commons Database Use FY 2000

Database	Total
Medline	18471
Nursing and Allied Health	5929
PsycLit	3271
Journals at OVID Full Text (1)	2465
Social Work Abstracts	2129
MicroMedexWeb	1502
Science Citation Index Expanded	1334
PubMed (2)	1115
MD Consult (3)	779
<b>Grand Total Top 10 Databases</b>	<b>36995</b>

**Does not include HSL Catalog  
and E-reserve**

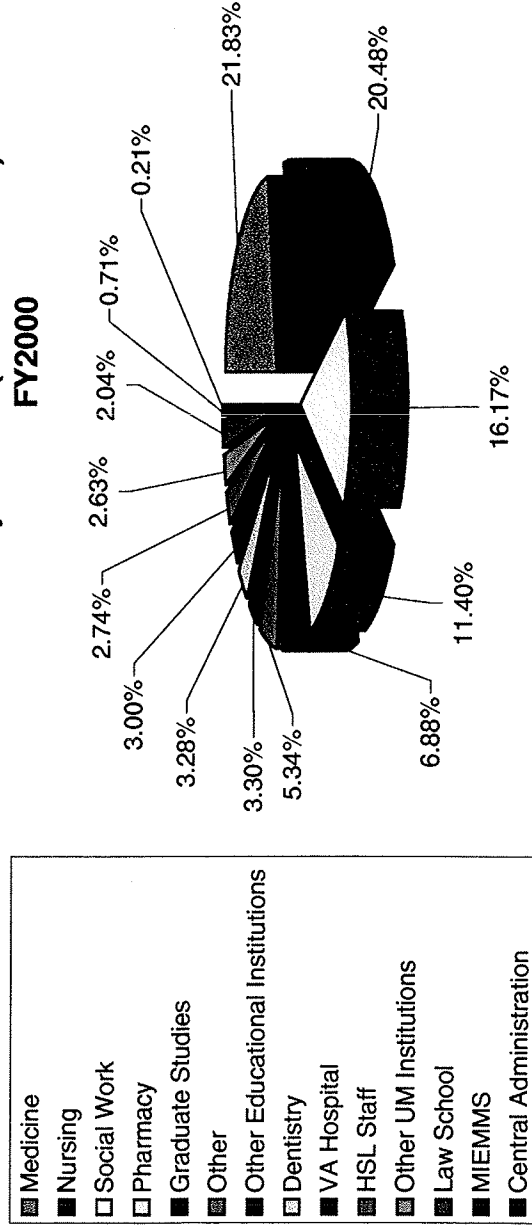


# Commons Database Use FY 2000

Commons Database Use by School (All Databases) FY2000

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
Medicine	1907	2038	2515	180	207	694	700	902	149	1030	915	680	11917
Nursing	1367	611	3445	119	569	339	527	1228	208	1393	835	538	11179
Social Work	336	320	3043	861	366	532	123	913	870	907	234	322	8827
Pharmacy	752	721	1435	48	94	330	486	598	501	567	278	410	6220
Graduate Studies	503	527	1009	98	109	224	223	236	16	361	301	150	3757
Other	378	341	468	70	77	214	195	250	277	251	148	244	2913
Other Educational Institutions	186	86	227	81	43	137	80	218	339	224	93	85	1799
Dentistry	285	279	383	35	22	75	163	254	9	145	81	60	1791
VA Hospital	86	32	71	20	5	47	51	47	1197	21	40	19	1636
HSL Staff	165	205	192	22	32	113	102	160	68	147	107	185	1498
Other UM Institutions	149	131	210	37	64	88	79	116	362	81	80	40	1437
Law School	101	218	237	48	29	55	81	67	143	79	31	22	1111
MIEMMS	44	38	43	7	1	6	8	12	206	7	11	3	386
Central Administration	27	18	42	3	1	4	5		6	5	1	2	114
Totals	6286	5565	13320	1629	1619	2858	2823	5001	4351	5218	3155	2760	54585

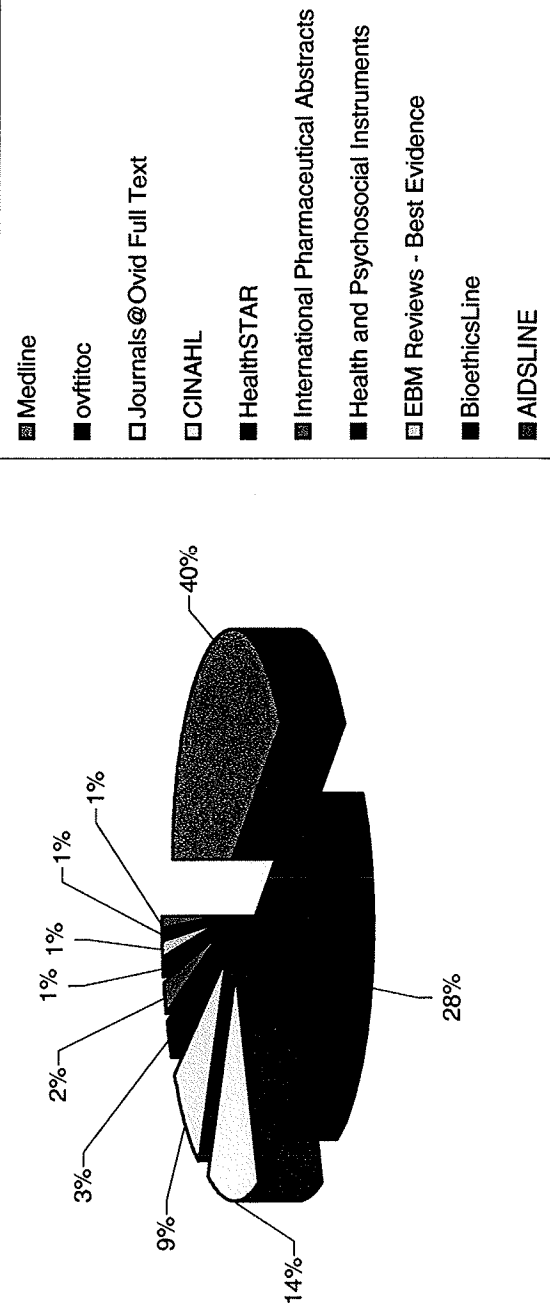
Commons Database Use  
by School (All Databases)  
FY2000



# Ovid Top 10 Database Use FY2000

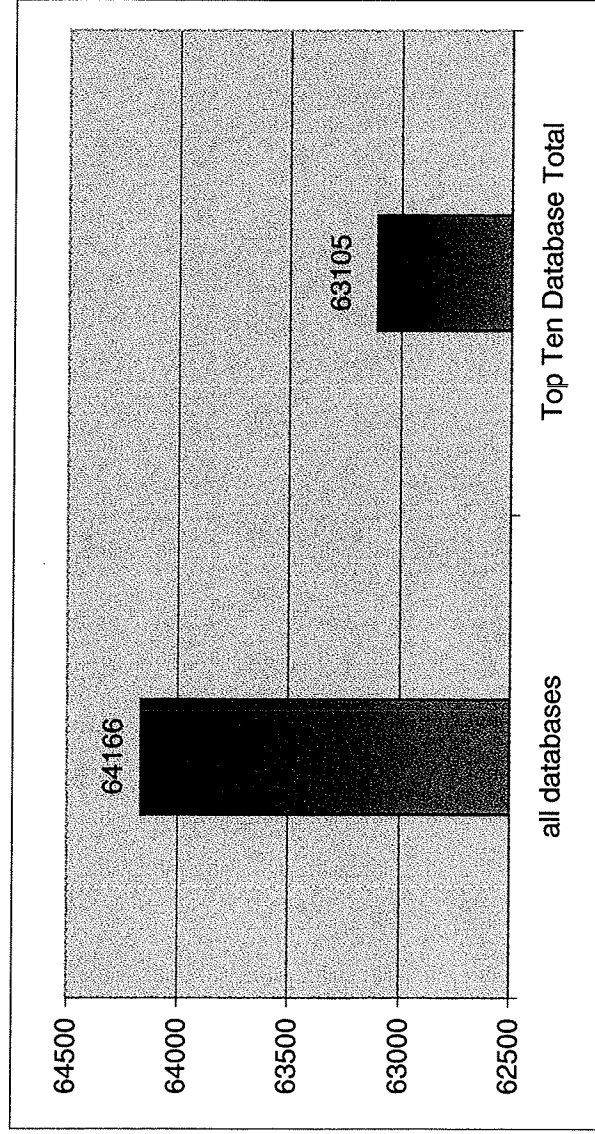
Database	Total Sessions	Total Length
all databases	64166	2153091
Medline	25279	1022341
ovftitoc	17945	479100
Journals@Ovid Full Text	8895	293988
CINAHL	5617	209979
HealthSTAR	1615	43391
International Pharmaceutical Abstracts	1416	38191
Health and Psychosocial Instruments	846	19396
EBM Reviews - Best Evidence	553	7333
BioethicsLine	483	7981
AIDSLINE	456	12220

## Ovid Top 10 Database Use FY 2000



# Ovid Top 10 Database Use FY2000

Database	Total Sessions	Total Length
all databases	64166	2153091
Medline	25279	1022341
ovftoc	17945	479100
Journals@Ovid Full Text	8895	293988
CINAHL	5617	209979
HealthSTAR	1615	43391
International Pharmaceutical Abstracts	1416	38191
Health and Psychosocial Instruments	846	19396
EBM Reviews - Best Evidence	553	7333
BioethicsLine	483	7981
AIDSLINE	456	12220
Top Ten Database Total	63105	2133920
All other databases	1061	19171

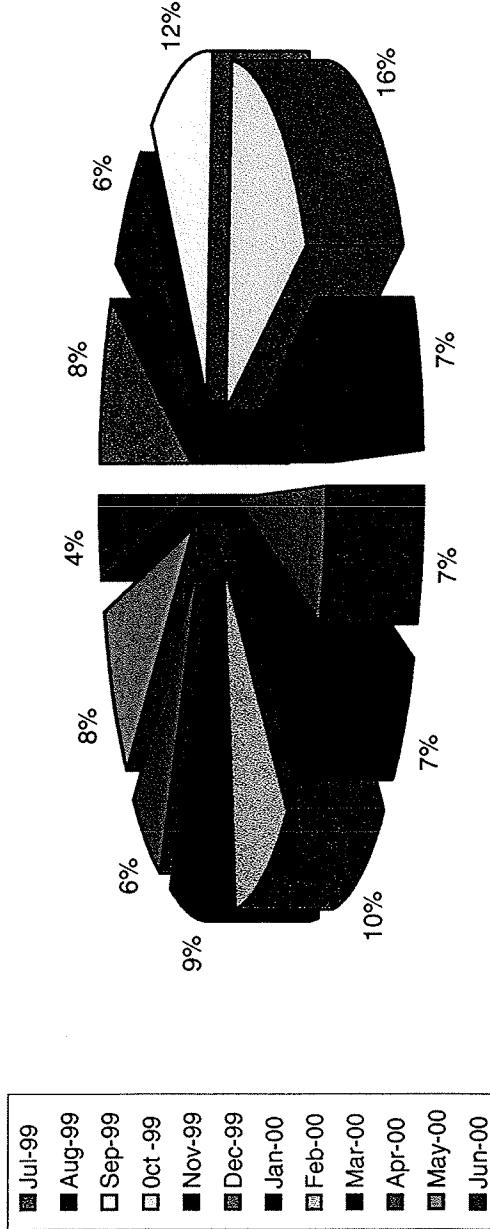




# Commons Applications Use FY2000

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
Access	48	39	70	99	44	40	40	62	57	35	50	24	608
Excel	44	77	109	142	103	92	66	140	105	99	86	82	1145
Netscape	6471	7450	9732	9171	7536	6529	5906	8866	8132	8513	8228	6522	93056
Open Telnet	983	967	1021	928	240	144	241	379	302	309	293	201	8008
PowerPoint	162	119	198	225	322	249	111	137	186	286	177	89	2263
SPSS	32	36	22	44	21	18	18	17	13	12	25	18	276
UMnet	3798	4849	7134	6478	5498	4808	3717	5921	5103	5103	5041	3323	60773
UMnet Webmail		63	1964	2356	2999	2079	1571	2470	2504	2437	2314	1111	21868
Word	1063	607	2018	1937	2366	1730	1131	1714	1763	2217	1749	905	19200
WordPerfect	372	935	390	312	248	211	107	158	146	178	140	126	3023
WS-FTP	86	243	113	84	47	20	34	82	35	33	26	24	897
<b>Totals</b>	<b>13059</b>	<b>15385</b>	<b>22771</b>	<b>21776</b>	<b>19424</b>	<b>15920</b>	<b>12942</b>	<b>19946</b>	<b>18346</b>	<b>19222</b>	<b>18129</b>	<b>12425</b>	<b>209345</b>

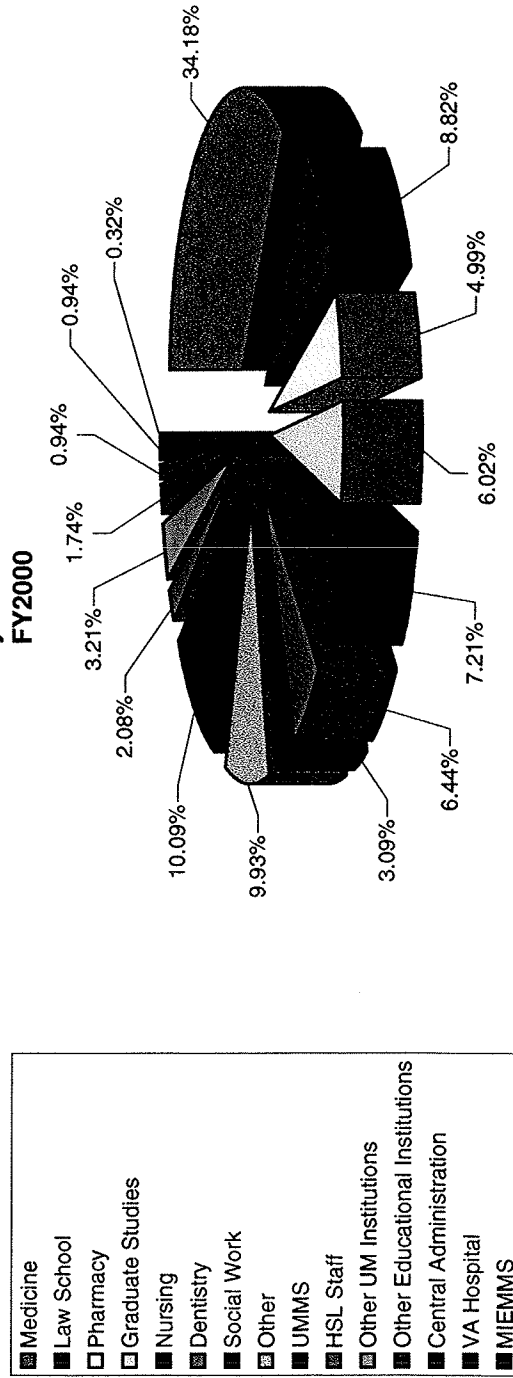
Commons Application Use  
by Month  
FY2000



# Commons Applications Use FY2000

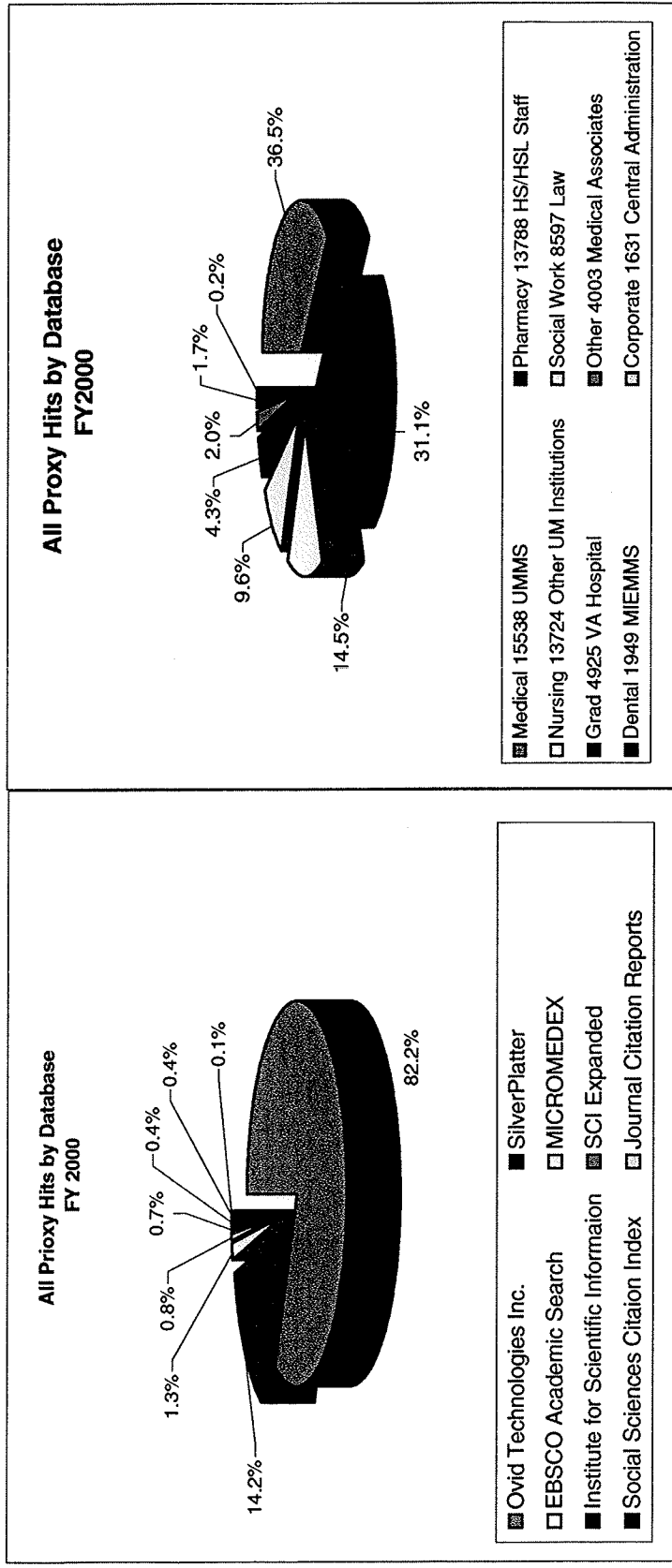
	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Totals
Medicine	4463	5528	6212	6375	6212	4912	4258	5387	5575	5221	6149	4337	64629
Law School	1152	1621	2247	2207	2041	2056	1672	2078	1621	2649	2225	511	22080
Pharmacy	651	955	2455	2435	3069	1872	1103	2380	2064	2158	1841	985	21968
Graduate Studies	786	1182	2540	2362	1842	1365	1160	1785	1569	1565	1715	1111	18882
Nursing	942	932	2924	1984	1635	997	1143	1977	1511	1882	1025	887	17839
Dentistry	841	1303	1714	2260	1069	1270	549	1566	1315	1687	1098	728	15700
Social Work	404	599	1394	1308	1228	1088	452	1668	1315	1310	837	496	12099
Other	1297	1043	1166	858	580	784	1020	976	930	813	1004	1071	11542
UMMS	1318	1332	1286	1046	617	539	508	666	983	459	892	1034	10680
HSL Staff	271	211	149	151	455	363	439	685	661	597	477	419	4876
Other UM Institutions	419	256	275	272	248	304	136	269	324	398	337	218	3456
Other Educational Institutions	227	180	190	309	310	229	349	302	288	282	256	239	3161
Central Administration	123	148	167	103	51	37	26	35	83	57	132	213	1776
VA Hospital	123	54	28	43	53	92	118	142	100	102	114	130	1099
MIEMMS	42	41	24	63	14	12	9	30	7	42	27	46	357
<b>Totals</b>	<b>13059</b>	<b>15385</b>	<b>22771</b>	<b>21776</b>	<b>19424</b>	<b>15920</b>	<b>12942</b>	<b>19946</b>	<b>18346</b>	<b>19222</b>	<b>18129</b>	<b>12425</b>	<b>209345</b>

Commons Application Use  
by School  
FY2000



## Proxy Use - Remote and Internal Grand Total

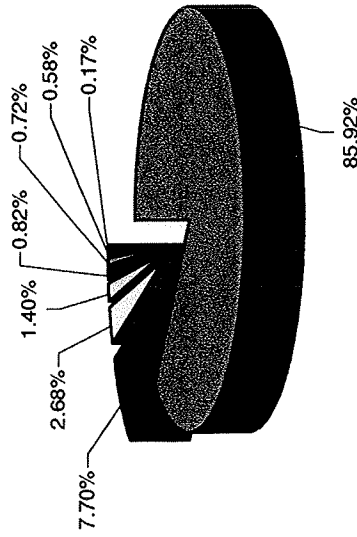
Database	All Proxy Hits Grand Total	School	All Proxy Hits Grand Total	School	All Proxy Hits Grand Total
Ovid Technologies Inc.	56053	Medical	15538	UMMS	1478
SilverPlatter	9657	Pharmacy	13788	HS/HSL Staff	1261
EBSCO Academic Search	889	Nursing	13724	Other UM Institutions	587
MICROMEDEX	558	Social Work	8597	Law	389
Institute for Scientific Informaion	447	Grad	4925	VA Hospital	176
SCI Expanded	294	Other	4003	Medical Associates	80
Social Sciences Citaion Index	243	Dental	1949	MIEMMS	69
Journal Citation Reports	63	Corporate	1631	Central Administration	9
	<b>68204</b>				<b>68204</b>



## Proxy Use Remote FY 2000

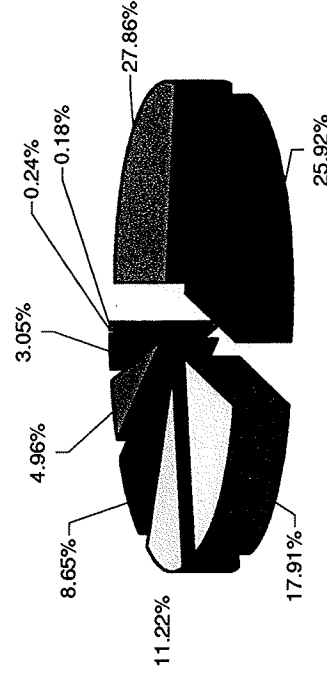
School	Ovid Technologies Inc	SilverPlatter	EBSCO Academic Search	MICROMEDEX Healthcare Series	Science Citation Index Expanded	Social Sciences Citation Index	Institute for Scientific Information	Journal Citation Reports	Grand Total
Pharmacy	8388	199	53	413	49	21	17	18	9158
Medical	7938	334	33	13	108	22	66	6	8520
Nursing	5460	196	103	11	46	45	19	7	5887
Social Work	1202	1662	588	13	26	118	61	19	3689
Grad	2563	98	96	7	29	25	20	4	2842
Corporate	1615	15	0	0	0	0	1	0	1631
Dental	948	20	8	3	12	5	3	3	1002
Medical Associates	80	0	0	0	0	0	0	0	80
Law	46	7	0	1	0	0	4	0	58
<b>Grand Total</b>	<b>28240</b>	<b>2531</b>	<b>881</b>	<b>461</b>	<b>270</b>	<b>236</b>	<b>191</b>	<b>57</b>	<b>32867</b>

**Remote Proxy Use by Database  
FY2000**



- ☒ Ovid Technologies Inc
- ☐ EBSCO Academic Search
- ☒ Science Citation Index Expanded
- ☐ Institute for Scientific Information
- ☒ SilverPlatter
- ☐ MICROMEDEX Healthcare Series
- ☒ Social Sciences Citation Index
- ☐ Journal Citation Reports

**Remote Proxy Use by School  
FY2000**

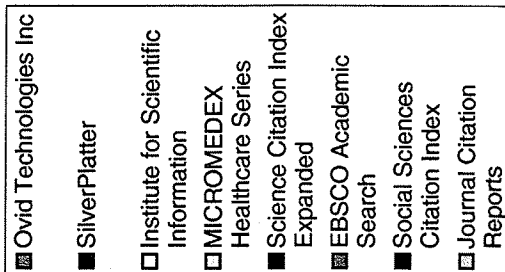


- ☒ Pharmacy
- ☐ Social Work
- ☒ Dental
- ☒ Medical
- ☐ Grad
- ☐ Medical Associates
- ☐ Nursing
- ☒ Corporate
- ☐ Law

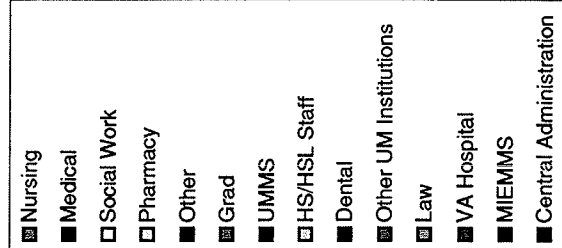
## Proxy Use Internal FY 2000

School/Department	Ovid Technologies Inc	SilverPI atter	Institute for Scientific Information	MICROMEDEX Healthcare Series	Science Citation Index Expanded	EBSCO Academic Search	Social Sciences Citation Index	Journal Citation Reports	Grand Total
Nursing	7360	452	5	17	3	0	0	0	7837
Medical	6477	493	12	25	6	1	1	3	7018
Social Work	1104	3643	151	6	1	2	1	0	4908
Pharmacy	4456	151	5	14	2	0	0	2	4630
Other	2392	1547	44	14	3	1	2	0	4003
Grad	1864	199	4	12	1	1	2	0	2083
UMMS	1303	163	5	3	3	0	1	0	1478
HS/HSL Staff	1111	121	23	2	1	3	0	0	1261
Dental	904	38	0	1	3	0	0	1	947
Other UM Institutions	415	168	1	3	0	0	0	0	587
Law	253	74	4	0	0	0	0	0	331
VA Hospital	107	66	2	0	1	0	0	0	176
MIEMMS	58	11	0	0	0	0	0	0	69
Central Administration	9	0	0	0	0	0	0	0	9
<b>Grand Total</b>	<b>27813</b>	<b>7126</b>	<b>256</b>	<b>97</b>	<b>24</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>35337</b>

Internal Proxy Use by Database  
FY 2000



Internal Proxy Use by School  
FY 2000



## **Information and Instructional Services FY 1999/2000**

Information and Instructional Services (IIS) is dedicated to providing high quality services and resources to the faculty, staff and students of the University of Maryland, Baltimore. IIS also provides outreach services to Maryland consumers of health information and research support for the National Network of Libraries of Medicine, Southeastern/Atlantic Region

### **Highlights**

#### **Reference:**

- In FY 1999/2000, the IIS reference service measured 23,237 reference encounters. Using AAHSLD's formula for converting encounters to reference questions, IIS answered 32,865 questions.

#### **Instruction:**

- Attendance for IIS classes, orientations and tours was 3,708.
- Attendance for IIS/CATS/GTS classes, excluding orientations and tours, was 3,325.
- Attendance for IIS/CATS/GTS classes, orientations and tours was 4,170.
- Attendance for non-school related class instruction was 622, which is a 72% increase from FY 1999/2000. This is due primarily to increased instruction for clinical staff (MD Consult).
- IIS created a web-based tutorial for UMB students at the Shady Grove Center, which covers HS/HSL Gateway access, MEDLINE (Ovid Web) and Online Catalog searching, June 2000.
- IIS continues to participate in Medical Informatics Week and Nursing Informatics Summer Institute.

#### **Projects/Activities:**

- Two Web usability studies were conducted to gain a better understanding of how faculty, staff and students use our Web site. Volunteers from across the campus participated.
- The HS/HSL launched its new Web site in May 2000.
- IIS held a retreat in April of 2000.
- IIS formed teams to work on goal-directed projects: Reference Collection Development, Distance Education, Evaluation (Survey), Electronic Resources, and Electronic Orientation Packet and IIS Web Redesign. Outcomes from most teams are expected by start of fall 2000 semester.
- The School of Nursing electronic orientation packet is available on the Web site (June 2000). All schools will have orientation packets on the Web by the beginning of fall 2000 semester.

**Web Resources:**

- Many new resources were added to the HS/HSL Web site, including over 40 health-related statistics sites and 12 research funding sites. A new "Reference Resources" section includes links to dictionaries, encyclopedias and journal information/abbreviation sites.
- Forty-six electronic books and 632 e-journals are currently on the site. Many of these resources were added during FY 1999/2000.
- IIS added links to the Consumer Health Web page, including:
  - Children's Health Resources on the Web (January 2000)
  - Drug Information Web Sites (preparation Spring 2000 to be launched July 1, 2000)
  - Health & Social Concerns of Marylanders (October 1999)
  - Top 10 Web Sites for Consumers Health Information (revised December 1999)
  - A general resources section provides links to information resources on doctors, hospitals, and health departments.
- MD Consult was made available to faculty, staff and students of the University of Maryland, Baltimore and to staff of the University of Maryland Medical Center (UMMC).
- Micromedex moved to a Web-based interface.

**Staffing:**

- **Departures:**  
MJ Tooley moved to position of Deputy Director (August)
- **Additions/Changes:**  
Diane Fuller, Information Specialist and Coliaison to School of Nursing (September)  
Alexa Mayo moved to position of Assistant Director (September)  
Paula Raimondo, Information Specialist and Coliaison to the School of Medicine (March)  
Christian Miller, Librarian Technical Assistant (May)  
Patricia Hinegardner, added Web Manager to her responsibilities

**Projected Highlights FY 2000/2001**

- Electronic orientation packets are available for all schools.
- An increased number of online tutorials/classes are available. A reliable mechanism for measuring use is in place.
- "Consumer Health" and "Information Resources" sections of the Web site continue to grow.
- Incoming students are surveyed to assess information literacy skills.
- The campus is surveyed to assess IT training and user support needs.
- Class registration moves to an automated system; progress is made in developing an online class registration.

## **Reference and Mediated Searching**

### **Reference**

This is the first full year that IIS has gathered automated reference statistics using the Access database. As a result, some comparisons with last year's statistics are not possible.

In FY 1999/2000, the IIS reference service measured 23,237 reference encounters. Using AAHSLD's formula for converting encounters to reference questions, IIS answered 32,865 questions. This is a 41% decrease from last year's 56,377 (AAHSLD adjusted figure).

In-person questions are down from last year's 26,438 to this year's 17,366, a 31% decrease. Since FY 1996/1997, in-person questions are down by about half, from 34,375.

This change is attributed to several factors: many resources and services are available remotely from the HS/HSL Web site; many more users have home computers allowing them to access resources, e-reserve and email from home; users have an increased comfort level in working with computers. The School of Medicine and the School of Pharmacy require their students to have laptops, encouraging students to access resources remotely. One of the goals of IIS is to provide quality easy-to-use resources for remote use. If the decrease in in-person reference questions is any measure, then IIS has been successful.

Another change this year is the 48% decrease in providing telephone reference, from 10,887 calls last year to 5,610 calls this year. Since FY 1996/1997 there has been a 60% drop in calls to the reference desk, from 14,031 to 5,610 calls. The change in the past several years can be attributed to the easy-to-use Web-based interfaces most databases now have. IIS receives many fewer questions concerning connectivity and dial-up issues. Users are either having an easier time accessing the resources and services that the HS/HSL provides remotely or they are using a different service desk to solve their remote access questions.

A second factor that has affected the drop in calls is the decline in IIS Seminar enrollment. Questions concerning classes have in the past been included in IIS telephone reference statistics. With a decline in enrollment, there has been a corresponding decline in questions.

Offering more databases in a common Web-based interface (OVID) has resulted in users being able to transfer their searching skills among databases. This interface is now in its second year, so the campus community has more familiarity with the system. The release of PubMed by the National Library of Medicine has drawn some users away from OVID.

Email questions have remained constant at about 260 per year.

In response to the drop in reference statistics, Information Specialists investigated 3 potential reference desk staffing models. The goal was to find a model that maintained the same high level of service, but allowed Information Specialists time away from the reference desk to work on projects. The reference desk is now single-staffed with a designated back-up.

### **Mediated Searching**

Requests for mediated searches continue to drop because more information sources are offered directly to users on the Web. A total of 183 intellectual searches were performed, a 23% decrease over the previous year's 239. Chemical information sources, primarily Chemical Abstracts, continue to be the second most popular category of information requests with 75, 41% of the total, and second only to MEDLINE. The third most popular category is biomedical databases other than MEDLINE, primarily BIOSIS. This database is requested mostly to meet grant requirements concerning animal research. Searches for faculty (126, 68.9%), most from the School of Medicine (110, 60.1%), continue to comprise the vast majority of



search requests. A faculty member from the Center for Fluorescence Spectroscopy, accounted for 51 of the searches, 27.9% of the total searches performed.

### **Web Resources and Databases**

#### **HS/HSL Web Site**

The Health Sciences and Human Services Library (HS/HSL) launched its new web site in May 2000. A Web Redesign Committee was instituted in the fall of 1999 to restructure the HS/HSL Web site. The original site, developed in 1996, needed better organization, improved navigability, more information resources and a more up-to-date look. The Web Redesign Committee consisted of representatives from each library division. A committee within IIS, the IIS Web Redesign Committee, was responsible for the organization and content of the "Information Resources" section of the new site.

Two usability studies were conducted to gain a better understanding of how faculty, staff and students use our Web site. Volunteers from across the campus participated in the study including several members of the Library Advisory Board. A web-based survey was used to gather additional feedback about the site. A prototype site was developed incorporating the suggestions obtained from these evaluation mechanisms. A second usability study was initiated to evaluate the prototype site. The final result was a service-oriented organization of the site with quick links to the most used services and resources.

#### **Resources**

The IIS division continues to evaluate web resources for inclusion on the HS/HSL web site. Many new resources were added including over 40 health-related statistics sites and 12 research funding sites. A new "Reference Resources" section includes links to dictionaries, encyclopedias and journal information/abbreviation sites.

Forty-six electronic books and 632 e-journals are currently on the site. Many of these resources were added during the past fiscal year.

A Consumer Health Web page provides links to selected lists including Children's Health Resources on the Web (January 2000), Drug Information Web Sites (preparation Spring 2000 to be launched July 1, 2000), Health and Social Concerns of Marylanders (October 1999) and Top 10 Web Sites for Consumers Health Information (revised December 1999). A general resources section provides links to information resources on doctors, hospitals, and health departments.

#### **Databases**

New databases added included Toxnet, Agricola, ETOH and Current Statistics Index. A decision was made to move PsycINFO to the Ovid System and to add Sociological Abstracts beginning with FY 2000/2001.

MD Consult was made available to faculty, staff and students of the University of Maryland, Baltimore and to staff of the University of Maryland Medical Center (UMMC) in the spring. It provides access to the full text of medical books, clinical journal articles, practice guidelines, drug information, patient education handouts, CME and daily medical news updates.

Micromedex moved to a Web-based interface.

The HS/HSL continues to participate in the USMERC consortium and will participate in the Maryland Digital Library Program scheduled to go live July 2000.

## **Instructional Services**

The education program within IIS is in a transition period. Information Specialists continue to work through the liaison program to provide instruction and outreach to the schools. However, there has been a shift in emphasis within the division, as our users become more experienced with Web interfaces and as more products and services are offered through the Web. Information Specialists are now devoting time and resources to building quality Web products and searching for ways to better serve our remote locations (Shady Grove, Waldorf) through distance education initiatives.

Below are statistics related to instruction. Unless otherwise stated, comparisons are made with FY 1998/1999

### **Attendance**

School Related Instruction – 2106 (down 21% from 2,668)

School Related Orientations/Tours- 795 (no change)

IME (Seminars)- 77 (down 51% from 156)

Consultations – 58 consultations (up 41% from 41)

Non-school related tours – 50 (down 84% from 306)

Non-school related class instruction- 622 (up 72% from 361; up from 180 in FY 1997/1998)

CATS Seminars – 178 (down 16% from 213)

GTS Seminars – 284 (up 16% from 245 CompUSA Seminars)

**IIS Attendance (excluding orientations and tours) – 2,863 (down 11% from 3,226)**

**IIS Total attendance (including orientations/tours) – 3,708 (down 14% from 4,327)**

**IIS Total classes (excluding orientations and tours) – 140 (down 14% from 162)**

**IIS Instructional Contact Hours (excluding orientations and tours) – 202 (down 34% from 305)**

**IIS/CATS/GTS Total Attendance (excluding orientations and tours) – 3,325 (down 10% from 3,684)**

**IIS/CATS/GTS Total Attendance (including orientations and tours) – 4,170 (down 13% from 4,785)**

Overall, educational statistics were down. The changes in instruction are attributed to a variety of factors:

### **School Related Instruction:**

Medical Informatics Week did not include librarian participation in the PBL component, laptop orientation class or the tour/overview of the library. Attendance was stable in the Medline and Web searching classes.

The Nursing Database Resources instructional sessions suffered a decline in enrollment. These sessions are no longer mandatory.

Requests for instruction in the School of Social Work declined significantly.

### **School-related Orientations and Tours:**

School of Nursing has experienced a decline in attendance in graduate school orientations, as sessions are no longer mandatory.

**IME (Seminars):**

Faculty, staff and students have an increased comfort level with using computers.

There are fewer unskilled Internet users. There is no longer an interest in taking Internet and Web classes.

Databases using Web-based search interfaces may seem easy to search.

Since PubMed has moved to a Web-based interface and is free, some users are choosing that over MEDLINE (Ovid). If PubMed is being used, then there is no need to take the MEDLINE (Ovid Web) class.

**Consultations:**

The increase in consultations is due to IIS offering consultations in place of IIS seminars for which there is low enrollment.

**Non-school related tours:**

The former Associate Director of IIS and HS/HSL building project manager generally conducted tours for the non-school related groups. She is part of another division, so these statistics are no longer kept in IIS.

**Non-school related class instruction:**

Non-school related class instruction was up again this year. This increase is attributed to an increase in teaching within the hospital. MD Consult continues to be a popular product. The addition of a general orientation for all incoming residents also affected these teaching statistics.

**IIS Instructional Contact Hours:**

IIS has offered fewer seminars in FY 1999/2000, as the previous year's enrollment was low. Requests for school-related instruction are also down. Although the number of classes offered within the hospital has increased, these classes tend to be short to accommodate the clinical demands of busy physicians, residents and fellows.

**Related Instructional Activities:**

An electronic orientation packet for the School of Nursing was mounted on the "Education and Training" section of the Web site in June 2000. This packet included database instruction sheets, UMnet computing instructions and other school-specific resources developed by the Library Liaisons. Packets will be mounted for all schools by the fall 2000 semester.

IIS developed its first Web-based tutorial for UMB students at the Shady Grove Center. The tutorial covers HS/HSL Gateway access, MEDLINE searching, and the Online Catalog. IIS formed a Distance Education Committee that will continue to produce Web-based tutorials and classes.

The Wellmobile Project was funded. School of Nursing Liaisons will provide MEDLINE/CINAHL training for faculty and staff who will then train nursing students. Planned for FY 2000/2001.

The School of Pharmacy Liaison updated the Web-based "Clinical Writing" module for Phar553, "Population-Based Medical Information Analysis." This was mounted on the School of Pharmacy's Web site and accessed by 127 students.

School of Medicine Liaisons taught Evidence-Based Medicine classes for faculty and hospital staff through a special grant-funded project.

IIS and CATS continue to collaborate on the configuration of the teaching labs.

### Conclusion

This has been a transition period for IIS. Information Specialists have spent less time on reference, teaching and mediated searching, while more time has been spent on developing resources and services over the Web. While the division has been very productive, the statistics that are collected in this report may not properly reflect our hard work and the change in emphasis within the division. A challenge for IIS in the next fiscal year is to find a statistical measure that more accurately reflects the work that the Information Specialists produce.

Reference, instruction and mediated search statistics are down this year, which is consistent with what libraries are experiencing nation-wide. As the HS/HSL offers increased remote access to resources, with links to the full-text of books and journals, and as users become more comfortable with Web interfaces, we can expect less direct interaction with our users. A goal of the HS/HSL is to offer quality resources, services and support to all users, including those in remote locations. Judging by IIS statistics, this goal is being met.

It should be noted that while IIS seminars have declined, school-related instruction and liaison relationships within the schools continue to be both healthy and constructive.

A member of IIS, Patricia Hinegarder, coordinated the library-wide effort to redesign the HS/HSL web site. Other members of IIS also contributed their time and expertise. In addition, Information Specialists evaluated resources for inclusion in the site. New and revised lists of Web sites were developed for the "Consumer Health" and "Information Resources" sections of the Web.

Future initiatives for IIS include creating online tutorials and seminars (Distance Education Team) and surveying incoming students' information literacy skills (Evaluation Team). Outcomes from these teams are expected for the start of fall semester of 2000.

The core mission within IIS remains the same - to provide quality resources and services to our users. However, the ways in which this is accomplished continues to evolve, particularly as technology changes the work done within the division. Information Specialists look forward to meeting the challenges of the coming year.

## **Staff Activities and Accomplishments**

### **Ina Alterman**

#### HS/HSL Committees

Electronic Reserve  
ADA

#### IIS Committees

Electronic Orientation Packet Team  
Evaluation (Survey) Team

#### Classes Taught

SOWK 640 – Human Behavior I (5 sections – 112)  
SOWK 670 - Social Work Research (6 sections – 83)  
SOWK 757 – Approaches to Aging (16)  
SWOA 702 – Social Planning and Social Change – (10)  
HSL Overview - (2 sections – 5)  
Web 99 – (2 sections – 3)

#### Projects/Accomplishments

Completed extensive analysis of collection and prepared accreditation report for Council on Social Work Education; participated in site visit  
Extensive collection development activity in areas where weaknesses identified  
Participated in development of profile for new approval plan with Yankee Book Peddlers  
Initiated monthly mailing of new acquisitions to Social Work faculty  
Participated in developing consumer health links for “Children’s Health Resources”

#### Professional Organizations and Committees

Maryland Association of Health Sciences Librarians (MAHSL)

#### Meetings/Workshops Attended

Access Introduction

### **Don Frese**

#### HS/HSL Committees

Journal Review Committee  
Collection Development Committee  
Electronic Resources Committee, Data Users Subcommittee

#### IIS Committees

- Reference Collection Development Team (Leader)
- Electronic Resources Development Team

#### Projects/Accomplishments

- Updated statistics, research funding, clinical trials and clinical guidelines Web page links
- Created new consumer health Web links page for cancer
- Assisted in development of consumer health Web links page for "Drug Information" and "Health & Social Concerns of Marylanders"

#### Professional Organizations and Committees/Offices Therein

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

#### Meetings/Workshops Attended

- Center for Fluorescence Spectroscopy NIH site review meeting

#### **Diane Fuller** (September 1999 through June 2000)

#### HS/HSL Committees

- Web Redesign Committee

#### IIS Committees

- Reference Collection Development Team
- Distance Education Team
- Electronic Resources Team
- IIS Web Redesign Committee, Chair

#### Classes Taught

- N320 (Research) – Taught 58 students in 3 sessions
- N323 (Transition Course) – Taught 11 students in one session
- N736 (Informatics) – Taught 30 students in 2 sessions

#### Professional Organizations & Committees

- American Library Association
- Mid-Atlantic Chapter, Medical Librarians Association
- Special Librarians Association

#### Projects/Accomplishments

- Collaborated with Cindy Phyllaier and Patty Hinegardner to create a web tutorial for nursing students (Accessing the Gateway, MEDLINE, OPAC).

#### Meetings/Workshops Attended

- Introduction to PowerPoint
- Introduction to HTML
- Intermediate HTML
- "Virtual Library Services, the Curriculum & Accreditation" Middle States Commission on Higher Education

#### **Patricia Hinegardner**

#### University System of Maryland Committees

- University System of Maryland, Electronic Resources Committee
- Maryland Digital Library, Public Services Representative

#### UMB Campus Committees

- Web Strategy Committee, (Subcommittee of the IT Steering Committee)
- Web Survey Subcommittee of Web Strategy Committee
- Web Advisory Board

#### HS/HSL Committees

- Digital Resources Committee, 1999
- HS/HSL Web Redesign Committee, chair-
- Liaison to CATS
- Commons Interface Design Committee

#### IIS Committees

- Distance Education Team (Leader)
- Electronic Resources Team
- Evaluation (Survey) Team

#### Classes Taught

- Summer Institute in Nursing Informatics (workshop) – 13 students
- Nursing 736 (Informatics) – 81 Nursing students in four sessions.
- Nursing Database Classes – 65 Nursing students in six sessions.
- Graduate Nursing Overview of Library Resources/Services – 165 graduate students,
- Undergraduate Nursing Overview of Library Resources/Services – 200 students
- Health Sciences Library Research for Law School – 17 students

#### Projects/Accomplishments

- Directed redesign of the HS/HSL web site
- Collaborated with Cindy Phyllaier and Diane Fuller to create a web tutorial for nursing students (Accessing the Gateway, MEDLINE, OPAC).
- Participated in developing consumer health links for "Health & Social Concerns of Marylanders" and "Drug Information"
- Organized library's participation in FallFest.

#### Professional Organizations and Committees/Offices Therein

- Academy of Health Information Professionals (MLA) – Distinguished Member
- Maryland Association of Health Sciences Librarians (MAHSL)/co-editor of *MAHSL Newsletter*
- Mid-Atlantic Chapter of the Medical Library Association– Honors and Awards Committee
- Medical Library Association–Lucretia W. McClure Excellence in Education Award Committee

#### Meetings/Workshops Attended

- MAC/MLA '99 meeting – October 1999
- Medical Library Association Annual Meeting – May 2000
- Second Generation Medical Intranet (workshop)– March 2000
- Multimedia on the Web (workshop) – January 2000
- MAHSL Executive Board Meetings
- Learning Management Systems and Web Tools Day – May 2000

#### Publications/Presentations

- Romano CA, Hinegardner PG, Phyllaier CR. "Some guidelines for browsing the internet." IN: Fitzpatrick JJ, Montgomery KS, eds. *Internet Resources for Nurses*. New York, NY: Springer Publishing Co; 2000: xv-xvii.

- Romano CA, Hinegardner PG, Phyllaier CR. "Consumer health resources." IN: Fitzpatrick JJ, Montgomery KS, eds. *Internet Resources for Nurses*. New York, NY: Springer Publishing Co; 2000: 17-29.

**Alexa Mayo** (returned from maternity leave, July 1999)

UMB Campus Committees

Training and User Support Committee (Subcommittee of the IT Steering Committee)  
Medical Informatics Week Planning Committee

HS/HSL Committees

User Services Task Force  
Liaison to CATS  
Digital Resources Committee, 1999

Classes Taught

Medical Informatics Week, introductory lecture (144 students) and Medline instruction (120 students in 6 sections)  
Evidence-Based Medicine search techniques for Dept. of Pediatrics (1999)

Projects/Accomplishments

Participated in the development/revision consumer health links, "Top Ten Consumer Health Web Sites"  
Organized IIS Retreat, April 2000  
*HS/HSL unplugged* coeditor

Professional Organizations and Committees

Medical Library Association  
American Library Association  
Association of College and Research Libraries

Meetings/Workshops Attended

Medical Library Association, annual meeting  
RAC meeting, February 2000

**Virgie Paul**

UMB Committees

Medical Informatics Week Planning Committee  
Dept. of Academic Affairs Staff Recognition Planning Committee - September 1999

HS/HSL Committees

User Services Task Force, January 1999, January 2000  
Electronic Resources Cataloging Subcommittee April 1999, August 1999

IIS Committees

Electronic Resources Team  
Electronic Orientation Packet Team

Classes Taught

Medline, Evidence Based Medicine and Library Overview Seminars (IME)  
HCOP – 30 students  
Resident/Fellows - Library Overview, Medline, MDConsult, and Web - 134 In 8 sessions.  
Medical Informatics - Web Instruction 120 students in 6 sessions  
Colloquium on Science students – Medline – 16 students  
Medical and Research Technology – 43 students in 2 sessions  
Occupational Health– PubMed to Reference Manager – 5 staff.  
Maryland Trial Lawyers Association – Internet GratefulMed – 24 attorneys.



Hospital Empowerment Program – Library Overview/Tour – 16 students  
Physical Therapy – Medline –64 students in 2 sessions.  
Occupational Health Project – Med Students - 27 students  
Evidence-Based Medicine search techniques - the Dept. of Pediatrics

**Projects/Accomplishments**

Participated in the development of consumer health links for “Children’s Health Resources”

**Professional Organizations and Committees**

American Library Association

**Meetings/Workshops Attended**

Celebration of African Americans in the Information Profession, UM-College Park  
Workshop, Evidence Based Medicine for Librarians: Panning for Gold, Himmelfarb Library

**Cindy Phyllaier**

**UMB Committees**

Academic Affairs, Professional Development Committee

**HS/HSL Committees**

Statistics Task Force

**IIS Committees**

Electronic Orientation Packet Team (Leader)  
Reference Collection Development Team  
Distance Education Team  
Commons Interface Design Committee

**Classes Taught**

Nursing 736 (Informatics) – 119 Nursing students in seven sessions.  
Nursing 697 (Health Policy) – 14 Nursing students in one session.  
Nursing 320 (Research) – 66 Nursing students in four sessions.  
Nursing Database Classes – 97 Nursing students in eleven sessions.  
Nursing 323 (Transition Course) – 11 Nursing students in one session.  
Graduate Nursing Overview of Library Resources/Services – 165 graduate students,  
Undergraduate Nursing Overview of Library Resources/Services – 200 students  
Internet GratefulMed Seminar for the Maryland Trial Lawyers Association – 24 attorneys  
Science Citation Index Seminars (IME) – 10 attendees in two sessions.

**Professional Organizations and Committees/Offices Therein**

Medical Library Association

**Projects/Accomplishments**

Served on the Advisory Group to the Environmental Health Website of the School of Nursing  
Collaborated with Patty Hinegardner and Diane Fuller to create a web tutorial for nursing students  
(Accessing the Gateway, MEDLINE, OPAC).  
Participated in developing the consumer health links for “Top Ten Consumer Health Sites”

**Publications/Presentations**

Romano CA, Hinegardner PG, Phyllaier CR. “Some guidelines for browsing the internet.” IN:  
Fitzpatrick JJ, Montgomery KS, eds. Internet Resources for Nurses. New York, NY: Springer  
Publishing Co; 2000: xv-xvii.

Romano CA, Hinegardner PG, Phyllaier CR. "Consumer health resources." IN: Fitzpatrick JJ, Montgomery KS, eds. Internet Resources for Nurses. New York, NY: Springer Publishing Co; 2000: 17-29.

**Paula Raimondo** (March through June 2000)

UMB Committees

Medical Informatics Committee

IIS Committees

Distance Education Team

Electronic Resources Team

Classes Taught

MD Consult: 55 members of Depts. of Diagnostic Radiology and Emergency Medicine

Medline/MD Consult: 14 residents

Library tours: 20 high school students

Professional Organizations and Committees/Offices Therein

Medical Library Association

National Program Committee

Chapter Council

Mid-Atlantic Chapter of the Medical Library Association

Executive Board

Meetings/Workshops Attended

Medical Library Association, annual meeting

MAC Executive Board meeting

**Ginny Stone**

UMB Committees

School of Pharmacy Curriculum Committee

HS/HSL Committees

Strategic Planning Committee

IIS Committees

Evaluation (Survey) Team

Distance Education Team

Classes Taught

Pharmacy 516—lecture and skills labs—93 students in 7 sessions, plus 50 minute lecture

Pharmacy 553—web-based clinical writing tutorial—97 students

Non-traditional PharmD students—web-based clinical writing tutorial—30 students

Pharmacy resident orientation—7 students

SCI Expanded—6 students in one session

Professional Organizations & Committees/Offices Therein

American Association of Colleges of Pharmacy—chair-elect of Libraries/Educational Resources Section. Chaired program committee for AACP Libraries/Educational Resources section

AACP basic resources committee

Medical Library Association

Mid-Atlantic Chapter of the Medical Library Association

Projects/Accomplishments

- Participated in self-study for School of Pharmacy accreditation
- Pharmacy student survey of library services
- Participated in the Read Across America/Dr. Seuss' Birthday project
- Participated in developing consumer health links for "Health & Social Concerns of Marylanders" and "Drug Information"

Meetings/Workshops Attended

- American Association of Colleges of Pharmacy, annual meeting

Publications/Presentations

- Presented results of pharmacy student survey at AACP meeting, July 1999

**Penny Welbourne**

HS/HSL Committees

- User Services Task Force (Secretary)

IIS Committees

- Electronic Resources Team
- Distance Education Team
- IIS Web Re-Design Committee

Classes Taught

- HS/HSL Overview
- SOWK 640 – Human Behavior I (5 sections – 112)
- SOWK 670 - Social Work Research (6 sections – 83)
- SOWK 757 – Approaches to Aging (1 section – 16)

Professional Organizations and Committees

- Medical Library Association,
- Mid-Atlantic Chapter of the Medical Library Association
- Maryland Association of Health Sciences Librarians

Projects/Accomplishments

- Completed extensive analysis of collection and prepared accreditation report for Council on Social Work Education; participated in site visit
- Extensive collection development activity in areas where weaknesses identified
- Participated in development of profile for new approval plan with Yankee Book Peddlers
- Participated in the development/revision of consumer health links for "Top Ten Consumer Health Web Sites"

Publications/Presentations

- Presented results of pharmacy student survey (poster session) at MAC annual meeting, October 1999.

Meetings/Workshops Attended

- Mid-Atlantic Chapter of Maryland Library Association, annual meeting
- Maryland Library Association, annual meeting

**Mary Ann Williams**

**HS/HSL Committees**

USTF Committee (January 2000 – present)  
Staff Recognition Committee  
National Medical Librarians Month Committee  
Co-editor for *HS/HSL unplugged*

**IIS Committees**

Commons Interface Design Committee  
IIS Web Redesign Committee  
Electronic Resources Team, (Leader)  
Distance Education Team

**Classes Taught**

Advanced Dental Education Program (30 students)  
Second year Dental Students – tour guide training (8 students)  
1<sup>st</sup> Year Dental Student Orientation (100 students)  
Dental Hygiene Student Orientation (29 students)  
Dental Hygiene Class - DHYG 410 (7 students)  
Dental Hygiene Class – DHYG323 (17 students)  
1<sup>st</sup> year Dental Students (100 students)  
NIH High School Summer Research Program/Dr. Myslinski (20 students)  
Invited speaker for Effective Scholarly Writing class taught by Dr. DiPesa & Dr. Belcher  
Medline (2 students)  
Writing for Publication (9 students)  
Science Citation Index Expanded (4 students)

**Projects/ Accomplishments**

Instituted email notification of new books to Dental faculty  
Facilitated Gateway group discount passwords for interested faculty  
Participated in Dr. Seuss Birthday Celebration  
Participated in the development of consumer health links for “Children’s Health Resources”

**Professional Organizations and Committees/Offices Therein**

Maryland Association of Health Sciences Librarians (MAHSL)/co-editor of *MAHSL Newsletter*  
Mid-Atlantic Chapter of the Medical Library Association

**Meetings/Workshops Attended**

Word Training  
Writing Center session  
MAHSL Executive Board meetings

**Publications/Presentations**

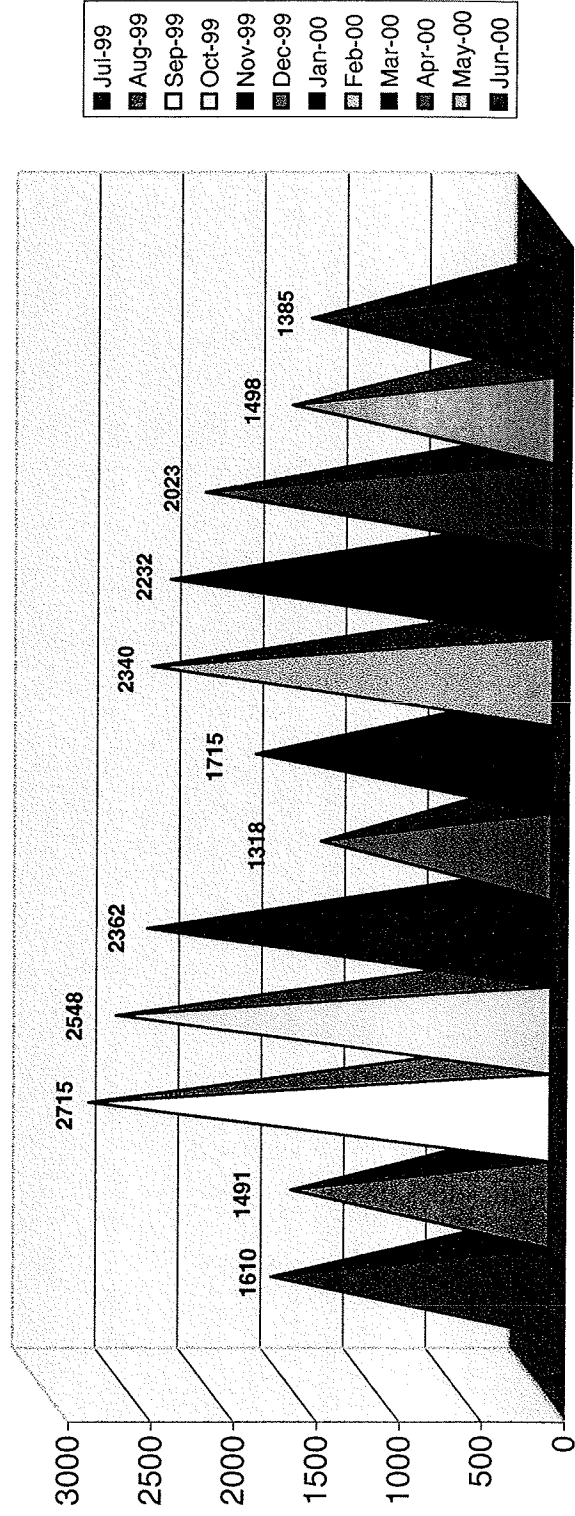
Medline & Beyond: The Information Smorgasbord – presentation to OHCD Dept, other Dental faculty & Dean as part of the OHCD Dept. Seminar Series.

## Reference Questions FY 1999/2000

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Grand Total
Directions	92	111	135	128	93	62	103	109	74	83	64	72	1126
Directions - email	2	0	0	0	2	0	0	0	1	0	0	0	5
Directions - telephone	11	4	14	14	14	13	25	16	24	24	19	18	196
Information	718	737	1321	1210	1196	602	777	1189	1093	1052	712	688	11295
Information - email	9	10	13	11	7	6	6	11	17	3	6	7	106
Information - telephone	364	295	524	614	394	324	400	380	380	326	371	282	4654
Instruction	307	237	574	452	514	228	293	510	506	413	214	225	4473
Instruction - email	4	8	27	8	33	7	17	21	8	1	7	0	141
Instruction - telephone	52	48	59	48	36	50	47	49	66	40	43	25	563
Research	23	25	34	48	53	19	27	43	46	58	42	54	472
Research - email	2	0	1		2	0	2	0	0	0	1	1	9
Research - telephone	26	16	13	15	18	7	18	12	17	23	19	13	197

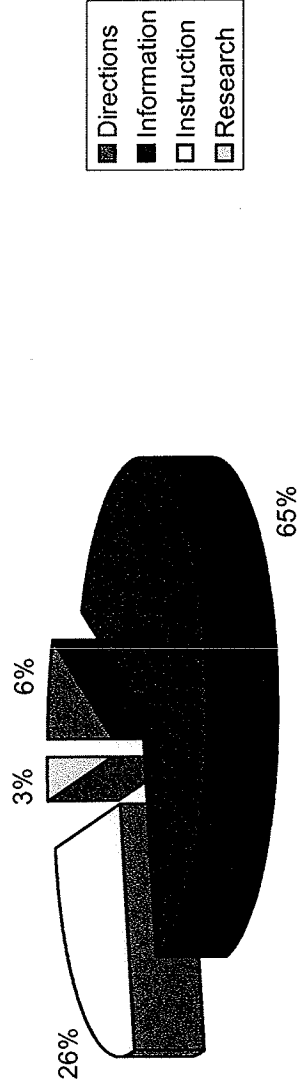
## Reference Questions by Month FY 99/00

Total 23,237

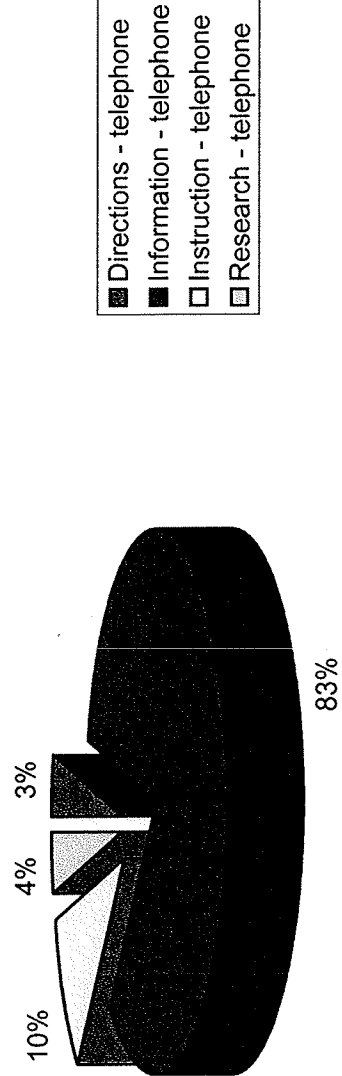


## Reference Questions FY 1999/2000

### In-Person Questions FY 99/00 Total 17,366

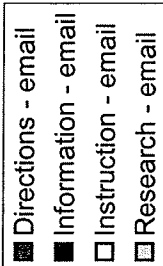
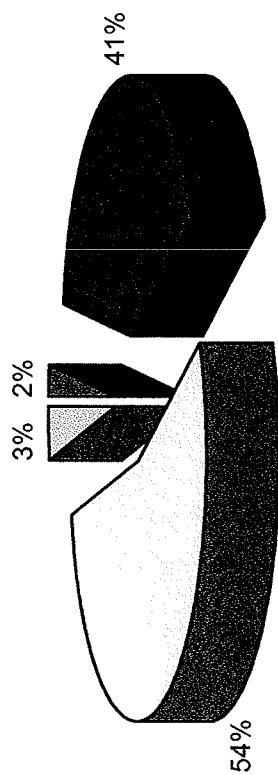


### Telephone Questions FY 99/00 Total 5,610



## Reference Questions FY 1999/2000

E-mail Questions FY 99/00  
Total 261



**Alexa Mayo**

Assistant Director for Information  
And Instructional Services

**Charlene Matthews**

Information and Instructional Services  
Secretary/Receptionist

**Patty Hinegardner**

Coordinator of Specialized  
Information Services/Web Manager

Ina Alterman  
Don Frese  
Diane Fuller  
Chris Miller (LTA)  
Virgie Paul

Cindy Phyllaier  
Paula Raimondo  
Ginny Stone  
Penny Welbourne  
Mary Ann Williams

9 Information Specialists  
1 LTA



**Resources Management Division  
Annual Report  
FY 1999/2000**

**Part I**

**Introduction**

The Resources Management Division acquires, organizes, and maintains the collections of the Health Sciences and Human Services Library through the activities of its departments. All these activities are undertaken to foster the increase of knowledge in the health sciences. The Collection Development Department selects and acquires monographs, serials, electronic journals and databases, and other media and then preserves these materials through binding and repair functions. The Cataloging Department provides the organization necessary for staff, faculty, and students to retrieve information about and access the Library's materials and resources, including electronic resources. 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. In the next fiscal year, this Division also will assume responsibility for the library system.

**Personnel**

During this fiscal year the Division experienced several changes in organizational structure and personnel. An organizational chart is included at the end of the annual report. In May, the re-organization of the CATS Division led to Resources Management's absorption of responsibilities for the library system applications and the creation of that component within the Division, effective during the next fiscal year. In June, the Acquisitions/Serials Department changed its name to the Collection Development Department to better reflect the broader scope of its responsibilities. The complexity of evaluating and managing the Library's burgeoning electronic resources led to the creation of a new position, that of Digital Resources Librarian, which will report to the Head of Collection Development. Position descriptions both for the Systems Librarian and the Digital Resources Librarian were developed and advertised in late June.

In other personnel matters, this was a year of many changes. In September 1999, Meg Del Baglivo was hired as the Electronic/Continuations Cataloger, replacing Bill McLeod; Anne Sleeman, the Assistant Director, resigned; and Patricia Atkins resigned as our Serials Technician. In October, Jane Murray, Head of Cataloging, was promoted to Assistant Director. Carol Harling-Henry was promoted from Circulation's Reserve Unit into the Serials Technician position on November 1st. Phyllis Colleton, in Cataloging, passed away in December 1999 and her position remained unfilled by the end of the fiscal year. Donna McCurley joined us as Head of Cataloging in April 2000. Danh Huynh resigned from his work-study position in Cataloging. Chris Torres, Paige Patterson, Katalin Ori, Christina Ondrus, and Andy Behles all filled various "if and when" positions in the Collection Development and Cataloging Departments. Many Resources Management staff served on various search committees: Electronic/Continuations Cataloger, Serials Technician, Assistant Director of CATS, and Head of Cataloging.

**Highlights**

Basic Operations

- The Health Sciences and Human Services Library now owns 168,466 monographs and 183,654 bound volumes of serials, maintains 2,429 print journal subscriptions, and has access to 632 electronic subscriptions. We were fortunate to receive additional monies with which to increase our monographic holdings by 26%, add 65 new journal subscriptions, and increase our digital resources by 372% from FY1998/99.
- The Collection Development Department acquired 3,552 books and 3,686 bound volumes of serials.

- The Cataloging Department cataloged 2,725 titles, re-cataloged 655 titles, and withdrew 184 titles. Additionally, they maintained the holdings and authorities databases, and contributed to the maintenance of local, state, and national union lists for serial holdings.
- The Historical and Special Collections Department answered 135 historical reference questions and added 114 new volumes to the collections.

#### Collection Development Department

- Planned for a Swetsnet product, which consolidates online journal subscriptions with one vendor (rather than many publishers) using one common interface.
- Set up a new approval plan for social work books to address concerns about the library's social work collections. In addition, Sociological Abstracts online was purchased.
- Managed an increasing number of requests for online full-text journals. Developed a wish list of electronic resources that we would like to buy but for which we do not have the funding.
- Completed transferring all direct print subscriptions that could be transferred to our major serials vendor, SwetsBlackwell.
- Changed the binding specifications with Wert Bookbinding (more adhesive binding, less oversewing), resulting in financial savings for the Library without sacrificing quality of binding. Visited Wert in Grantsville, Pa.
- Participated in the redesign of the HS/HSL web page for Collection Development Department section, including the design of a new web form for requesting books and journals.
- Met with the School of Medicine's Physiology Department faculty to discuss and educate about online journals.
- Collaborated with the Access Services Division and the Cataloging Department in a preliminary investigation of automating the journal use study.
- Collaborated with the Circulation and Cataloging Departments to develop a procedure to identify and replace books that are identified as missing or lost.
- Wrote and implemented a procedure for handling the receipt and payment of World Health Organization publications.
- Wrote and implemented a new procedure for handling deposit accounts.

#### Cataloging Department

- Began enhancing electronic resources records to improve access through the online catalog. This includes not only the electronic subscriptions and databases we maintain, but a portion of the individual titles obtained through aggregators such as Ovid and EBSCO.
- Developed procedures to address a new collection, the Alumni Collection.
- Began enhancing records of faculty members' publications with genre terms to facilitate identification.
- Contributed original, upgraded, and "enhanced" records to the OCLC international bibliographic database and contributed to the maintenance of local, state, and national union lists for serial holdings.

- Continued work on the project to create MARC format holdings records for approximately 6000+ ceased and canceled titles to upgrade the information in the online catalog, and contributed the holdings data to the SERHOLD database and other union lists.
- Completed all but a small portion of a project to reflect holdings for journals placed into storage for preservation concerns.
- Altered the format for printing call numbers on spine labels in order to provide clearer access for the patron and facilitate quicker shelving and location of books.
- The Cataloging Department began storing "archival" disks accompanying print materials, relieving CATS of this responsibility.
- Provided consultative and technical support and training in organizing local collections and resource databases on campus by continuing to create and/or maintain bibliographic, authority, and holdings records for the School of Medicine's LRC and the School of Nursing's Media Library. The Cataloging Department also completed the removal of all bibliographic data for all holdings from the Dental School LRC and the VA Medical Center library.

#### Historical/Special Collections Department

- A special highlight occurring during this fiscal year was the addition of the Kendall Physical Therapy Collection, a 114 volume gift from Dr. Florence Kendall. Rich Behles created an Instrument of Gift document in conjunction with negotiating our acceptance of this historical collection in physical therapy. Associated activities also included making arrangements for the collection's appraisal, and completing full catalog records for all items in the collection. The collection officially was dedicated in April during the celebration of Dr. Kendall's 90<sup>th</sup> birthday.
- Rich researched, prepared, and mounted two notable exhibits – Fall 1999 featured the history of anesthesia, and highlighted the Library's apothecary jar collection; Spring 2000 promoted the Library's food and drink control policy.
- Participated in the redesign of the HS/HSL web page for the Historical/Special Collections Department's portion of the Library's web page, including a new web form for patrons requesting reference service or information from the Historical/Special Collections materials.
- Rich collaborated with the web development team to select and arrange for digital photos of items from the Special Collections to be incorporated in the new version of the page, including links to a section that highlights the Library's current exhibits. Additionally, he arranged for a link to the web page, "*Medical Care in the City of Baltimore, 1752-1919*," a resource mounted on the servers of the Maryland State Archives.
- As a member of the Library's committee to arrange for book stacks end panels, Rich contributed to the specifications and RFP document; participated in the review of all responses and the selection of a contractor to fabricate and install end panels on book stacks throughout the building.
- Rich took advantage of several technological improvements such as receiving and responding to questions addressed via the Library's web page reference question forms. He worked with CATS staff in preparing scanned copies of selected yearbook images for e-mail transmission to distant researchers, and began using a scanner system as an effective materials-friendly copy system.

#### Preservation

- As preservation officer, Rich Behles supplied journal issues for NLM's national preservation of biomedical literature microfilming project as requested.

- With the staff of the Collection Development Department, Rich visited Wert Bookbindery to survey the methods and materials under the terms of their contract to provide binding/preservation services for our collections.
- Completed the preservation survey of old, brittle journals which had been in compact storage, and sent many brittle volumes from the historical and special collections to be encased by our commercial bindery.
- Rich met regularly with various Facilities Management staff and representatives from affiliated air handling contractors to address the issues associated with our environmental equipment situation, and plan for appropriate corrective actions.

## **Special Projects**

### Electronic Resources Committee/Digital Resources Committee

Anne Sleeman, the former Assistant Director for Resources Management, convened this task force to recommend policies and procedures for the acquisition and management of electronic resources. Beth Jacoby, Jane Murray, and Bill McLeod served on various subcommittees. A final report was delivered in September 1999 addressing the selection of electronic resources and procedures for managing them, including licensing, cataloging, use data, maintenance, and other issues. Following the final report, the Committee was re-constituted. It was named the Digital Resources Committee, with Beth Jacoby as chair, and Frieda Weise, MJ Tooley, Meg DelBaglivo, and Patty Hinegardner as members of the Committee; monthly meetings are held.

### Authority control

We had hoped to complete converting our paper series authority file to machine-readable format in DRA during the past few years, but as this file is a tool used solely by catalogers, it was assigned a lesser priority. Additionally, communication with vendors during 1999-00 alerted us to the concern that locally-modified and/or locally-developed authority records may not be preserved in an outsourced authority project, and the usefulness of this activity was diminished. The series authority conversion was suspended pending further information from vendors.

## **Projections for 2000/2001**

The Resources Management Division will be busy and productive again in the coming year. We have our usual variety of projects planned in anticipation of improved technological capabilities, continued funding challenges, and opportunities to improve our products and services. However, the greatest challenge for the Division will be participating in the planning of the next integrated library system, currently known as LIMS3, in conjunction with the other USM libraries—our first experience in a consortial environment. In-house and external committees will be addressing profiles, policies, and functionality.

Many members of the Division will be engaged in LIMS3 committees with our USM colleagues, and all of us will work to support this migration and the consortium. The addition of a systems librarian dedicated to the support of the ILS will facilitate our efforts to normalize and map our data, and to maintain and improve our DRA system until the new ILS is in place. Continuing DRA projects include generating useful reports, documenting procedures, and conducting ongoing clean-up of LS/2000-migrated bibliographic and holdings data in an effort to prepare for the next system.

We also will focus on the management of electronic resources again this year. When Collection Development's Digital Resources Librarian position is filled, we will refine policies and procedures for the acquisition and management of digital resources, including the implementation of the SwetsnetNavigator subscription for online access to several hundred electronic journals. This will include coordinating with the other divisions to resolve education, licensing, and access issues, and ensure publicity. We also hope to develop methods for publicizing licensing restrictions and guidelines for all the Library's electronic resources.

The Cataloging Department, in conjunction with the Digital Resources Committee, will refine policies on catalog representation for the electronic titles available via aggregator services such as Ovid and EBSCO. They will continue cataloging other electronic resources as they become available and creating links in the bibliographic records to remote resources.

We plan an exhibit illustrating the costs of our books, journals, and resources.

The Collection Development Department will implement the new social work approval plan, consulting with the social work liaisons and our vendor, YBP.

We will develop and send out new RFPs for books and binding in conjunction with the Procurement Office.

The Collection Development Department will continue to improve department procedures, including implementing a procedure for handling missing/lost books in cooperation with Circulation and Cataloging staff; they anticipate improving the acquisitions audit trail as well.

Subject authority control projects will move to the fore, an effort facilitated by the creation of a position in the Cataloging Department to manage our authority records. We long have planned to upgrade our medical subject headings (MeSH) and their associated records via a third party. The impending migration may offer the opportunity to bundle MeSH processing into a consortial authorities clean-up project. The need to upgrade these records became more pressing during the past year when the National Library of Medicine revised its subject indexing practices, a revision that adversely affects both the MARC coding and the display of medical subject headings in the online catalog. DRA has yet to offer any programs to its users that would mitigate the effects of these changes, and much of the work needed to address these issues will be done manually, record-by-record.

The Cataloging Department will continue the project to create MARC format holdings records for our 6000+ inactive journal titles in an effort to upgrade the information available in the online catalog. Another aspect of this project is to code our holdings data in the SERHOLD database of biomedical serial titles. We expect this project to continue for several years.

Rich Behles will coordinate with all appropriate representatives to complete necessary modifications to the Historical/Special Collections environmental air-handling system. He will return the historical collections to their regular locations following completion of the HVAC work in the historical collections stacks, and will monitor the impact of the repairs on the environment of the historical collections' reading room.

Rich plans to write grant proposal in support of a project to digitize copies of Eugene Cordell's University of Maryland, 1807-1907 and Medical Annals of Maryland, 1799-1899.

Rich will begin surveying the journals stacks to identify old volumes wrapped in brown paper, and recommend appropriate treatment.

We will fill the current vacancies in the positions of Systems Librarian, Digital Resources Librarian, and Cataloging Technician II.

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.

## **Part II**

### **Statistical Reports**

#### **Collection Development Statistics** (see Tables 1 and 2)

## Cataloging Department Statistics

### A. NEW ITEMS ADDED (Health Sciences and Human Services Library, School of Medicine LRC/CML, School of Nursing LRC) [Note: years prior to 1998/99 include other media centers]

			95/96	96/97	97/98	98/99	99/00	Percent change
1.	<b>Print Material</b>							
a.	DLC/CIP Cataloging	Titles	2,350	2,609	1,293	2,205	2,040	- 8%
		Volumes	2,448	2,666	1,369	2,304	2,115	
b.	Edited (non-DLC) Cataloging	Titles	813	797	336	820	536	- 35%
		Volumes	868	863	396	857	564	
c.	Original Cataloging	Titles	217	293	64	202	76	- 62%
		Volumes	359	355	97	212	117	
d.	Enhanced Cataloging	Titles	10	15	3	12	6	- 50%
		Volumes	10	15	3	12	6	
e.	Minimal-Level Upgrades	Titles	4	4	0	4	0	- 100%
		Volumes	4	4	0	4	0	
f.	Added Copies / Volumes	Volumes	470	605	2,250	1,018	560	- 45%
	<b>Total Print Material</b>	Titles	3,394	3,718	1,696	3,243	2,658	- 18%
		Volumes	4,159	4,508	4,115	3,389	3,362	
2.	<b>Non-Print Material</b>	Titles	158	139	30	7	67	857%
		Volumes	273	156	32	7	94	
3.	<b>Total New Items Added</b>	Titles	3,352	3,857	1,726	3,250	2,725	- 16%
		Volumes	4,432	4,664	4,147	3,396	3,456	
4.	<b>Total Withdrawn</b>	Titles	180	1,570	8,549	138	184	33%
		Volumes	246	2,364	10,726	214	282	
5.	<b>NET ADDED TO CATALOG</b>	Titles	3,372	2,287	6,823	3,112	2,541	- 18%
		Volumes	4,186	2,300	6,579	3,182	3,174	

### B. REVISION ACTIVITIES (Health Sciences and Human Services Library)

			95/96	96/97	97/98	98/99	99/00	Percent Change
1.	<b>Recataloging</b>	Titles	495	1,484	440	2,012	550	- 73%
		Volumes	620	2,354	615	2,089	615	
2.	<b>Transfers (relocated to another collection)</b>	Titles	148	251	559	206	276	34%
		Volumes	146	326	796	228	341	

**C. LRC/MEDIA CENTER PROJECTS**

		95/96	96/97	97/98	98/99	99/00	Percent Change
1.	<b>School of Medicine LRC/CML</b>						
a.	<b>Cataloging (New materials)</b>	Titles 63	111	46	82	3	- 96%
		Volumes 114	129	47	90	3	
2.	<b>School of Nursing LTC</b>						
a.	<b>Cataloging (New materials)</b>	Titles 82	53	0	0	0	0%
		Volumes 104	55	0	0	0	
b.	<b>Recataloging</b>	Titles n/a	n/a	n/a	n/a	105	
		Volumes n/a	n/a	n/a	n/a	113	

**Cataloging Department statistical reports and discussion**

Production declined during FY1999/00 due to the many personnel changes experienced within the Cataloging Department, described in Part 1. The backlog of material awaiting edit or original cataloging grew considerably due to the seven-month vacancy in the Head of Cataloging position. The new Head of Cataloging will need to make reduction of this backlog a priority during FY2000/01; the backlog of materials accrued during this period is approximately 500 titles.

Bibliographic services provided to the campus media centers was minimal during the fiscal year. The School of Nursing again provided us nothing to catalog and the School of Medicine only sent a handful of items to be cataloged. A major project to recatalog School of Nursing media titles was completed. All bibliographic, holdings and items records from the Dental School LRC and the VA Medical Center Library were deleted. As part of this project, 479 bibliographic records and 1,133 holdings records from the Dental School LRC were deleted from the library's catalog, as were 1,182 holdings records from the VA Medical Center Library.

**Historical and Special Collections Statistics**

**Historical reference questions by type:**

	96/97	97/98	98/99	99/00	% Change
In person	76	54	55	32	-42%
By telephone	53	39	42	43	2%
Letter/fax/email	34	31	46	60	30%
<b>Total</b>	<b>163</b>	<b>124</b>	<b>143</b>	<b>135</b>	<b>-6%</b>

All Historical Collections cataloging statistics are cumulated with the statistics of the Cataloging Department.

## **Part III**

### **Staff Activities**

#### **Anne Sleeman**

##### **Professional Organizations**

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

##### **Committees/Offices/Honors**

ALA LAMA SASS Technical Services Systems Committee  
MLA Books Panel (became Chair in May)  
MLA TSS Standards Committee  
University System of Maryland LIMS 3 Serials/Acquisitions Working Group  
HS/HSL Unplugged Editorial Board  
HS/HSL Fire Warden  
HS/HSL Electronic Resources Committee, Chair

#### **Jane Murray**

##### **Professional Organizations**

American Library Association  
Maryland Association of Health Sciences Librarians  
Medical Library Association  
Mid-Atlantic Chapter of the Medical Library Association  
Online Audiovisual Catalogers  
Potomac Technical Processing Librarians

##### **Meetings and Workshops**

Nov. 12 FAS Web Training sessions (UM,B)  
Feb.-May 2000 "Online Copyright Tutorial," e-seminar sponsored by the American Library Association and the American Association of Law Libraries  
Jan. 2000 American Library Association midwinter meeting, San Antonio, TX

##### **Committees/Offices/Honors**

Online Audiovisual Catalogers (OLAC), Conference Scholarship Committee, Chair  
University System of Maryland LIMS 3 Serials/Acquisitions Working Group  
HS/HSL Social Work Collection Evaluation Ad Hoc Committee  
Editorial Board, HS/HSL Unplugged  
HS/HSL Journal Review Committee  
HS/HSL Library Advisory Committee  
HS/HSL Signage Committee  
HS/HSL Web Redesign Committee  
HS/HSL Electronic Resources Committee  
Cataloging Subcommittee (Chair)  
HS/HSL Strategic Planning Task Force (Chair)  
HS/HSL Unplugged Editorial Board  
HS/HSL Fire Warden  
HS/HSL Digital Resources Committee (formerly Electronic Resources Committee)  
Cataloging Subcommittee  
HS/HSL Electronic Resources Committee (Moved to ongoing status as the Digital Resources Committee)  
Cataloging Subcommittee, Chair



**Beth Jacoby**

Professional Organizations

American Library Association  
Maryland Association of Health Sciences Librarians  
Medical Library Association  
Potomac Technical Processing Librarians

Meetings and Workshops

Oct. 8 Potomac Technical Processing Librarians annual meeting, Western Maryland College,  
Westminster, MD  
Nov. 4 Palinet workshop, "Choosing Electronic Resources Wisely," Philadelphia, PA  
Dec. 14 Legal Liability Workshop, sponsored by University Counsel and the MD Attorney General's  
Office  
Feb. Medline Searching class, taught by IIS

Publications/Presentations

Nov. 12 Maryland Library Association, Association of Research Libraries Division, Annapolis, MD.  
Presented a paper: "Print? CD? Online? How Do Libraries Choose in Tight Financial Times?"

Committees/Offices/Honors

Medical Library Association, Louise Darling Collection Development Medal Jury  
HS/HSL Social Work Collection Evaluation Ad Hoc Committee  
HS/HSL Unplugged Editorial Board  
HS/HSL Journal Review Committee, Chair  
HS/HSL Digital Resources Committee (formerly Electronic Resources Committee), Chair  
HS/HSL Electronic Resources Committee (Moved to ongoing status as the Digital Resources Committee)  
Collection Development Subcommittee, Chair  
Licensing Subcommittee  
Review Subcommittee  
Use Data Subcommittee  
HS/HSL Proxy Server Committee  
HS/HSL Medical Librarians' Month Committee  
HS/HSL Statistics Task Force

**Sandra Williams**

Meetings and Workshops

Dec. 2 Crime Avoidance Workshop, sponsored by UMB Office of Human Resources  
May Magic of Conflict workshop, sponsored by UMB Office of Human Resources

Committees/Offices/Honors

University of Maryland, Baltimore Staff Senator  
HS/HSL Fire Warden

**Theresa McLaurin**

Meetings and Workshops

Dec. 2 Crime Avoidance Workshop, sponsored by UMB Office of Human Resources

## **Richard J. Behles**

### Professional Organizations

Archivists and Librarians in the History of the Health Sciences

### Meetings and Workshops

May 17-18 Archivists and Librarians in the History of Health Sciences annual meeting, New Brunswick, NJ

### Publications/Presentations

Wrote an article for The Watermark, the publication of the Archivists and Librarians in the History of the Health Sciences (ALHHS), describing the addition of the Florence Kendall Historical Collection, and its official dedication on the occasion of Florence Kendall's 90<sup>th</sup> birthday, held in the Library in April 2000

Wrote Historical Collections Department publicity articles for inclusion in the Library's newsletter HSLSL Unplugged

### Committees/Offices/Honors

Member of the ALHHS Steering Committee, a three-year term  
Moderator, CADUCEUS-L, an international history of medicine e-mail discussion list  
Medical Alumni Association Davidge Hall Committee  
University of Maryland, Baltimore Safety Awareness Committee  
HS/HSL End Panels Committee  
HS/HSL Fire Warden

## **Donna McCurley**

### Professional Organizations

American Library Association  
Medical Library Association  
Association for Library Collections and Technical Services  
Mid-Atlantic Chapter of the Medical Library Association  
North American Serials Interest Group  
Maryland Association of Health Sciences Librarians  
Potomac Technical Processing Librarians  
Maryland Library Association

### Meetings, Workshops, etc.

May 11-12 Maryland Library Association annual meeting, Towson, MD  
June 13 "Program Planning Day, Maryland Library Association," Savage, MD  
June 27 "Leadership Day, Maryland Library Association," Arnold, MD

### Committees/Offices/Honors

Maryland Library Association  
Vice-President of Technical Services Section, 2000-2001  
Conference Planning Committee, 2000-2001  
HS/HSL Digital Resources Committee Cataloging Subcommittee, Chair

## **Meg Del Baglivo**

### Professional Organizations

American Library Association  
North American Serials Interest Group  
Maryland Library Association  
Potomac Technical Processing Librarians

### Meetings, Workshops, etc.

Apr. 4-5 PCC / CONSER / SCCTP-sponsored workshop, "The CONSER Basic Serials Cataloging Workshop," Catonsville, MD  
June 22-25 North American Serials Interest Group annual meeting, San Diego, CA  
2000- Quarterly meetings, Technical Services Division, Maryland Library Association, Baltimore, MD

### Committees/Office/Honors

HS/HSL Digital Resources Committee (formerly Electronic Resources Committee)  
Cataloging Subcommittee  
HS/HSL Electronic Resources Committee (Moved to ongoing status as the Digital Resources Committee)  
Cataloging Subcommittee  
HS/HSL Fire Warden

## **Joy Phillips**

### Professional Organizations

Maryland Library Association  
Potomac Technical Processing Librarians

### Meetings, Workshops, etc.

March 4 "Empowering Women Conference," Towson, MD  
April 4-5 PCC / CONSER / SCCTP-sponsored workshop, "The CONSER Basic Serials Cataloging Workshop," Catonsville, MD  
June 6 "Success with Stress" seminar, Baltimore, MD

### Committees/Offices/Honors

HS/HSL Staff Recognition Task Force  
HS/HSL Staff Recognition Committee  
HS/HSL Holiday Party Planning Committee

## **Phyllis Colleton**

### Meetings and Workshops

Dec. 2 Crime Avoidance Workshop, sponsored by UMB Office of Human Resources

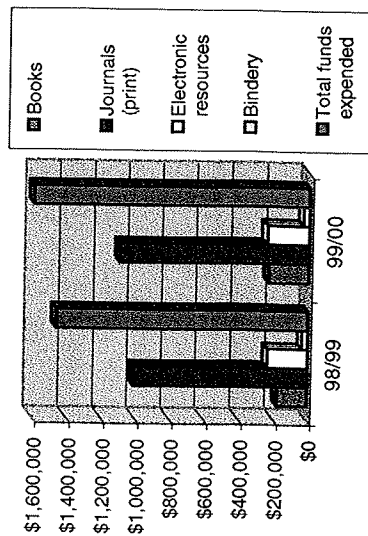
Table 1

Total funds expended					
	96/97	97/98	98/99	99/00	% Change
Books	\$181,838	\$146,591	\$181,706	\$236,965	30%
Journals (print)	811,579	941,059	1,011,352	1,100,532	9%
Electronic resources	110,093	164,644	237,016	247,289	4%
Bindery	44,090	33,160	33,600	34,897	4%
<b>Total funds expended</b>	<b>\$1,147,600</b>	<b>\$1,285,454</b>	<b>\$1,463,674</b>	<b>\$1,619,683</b>	<b>11 %</b>

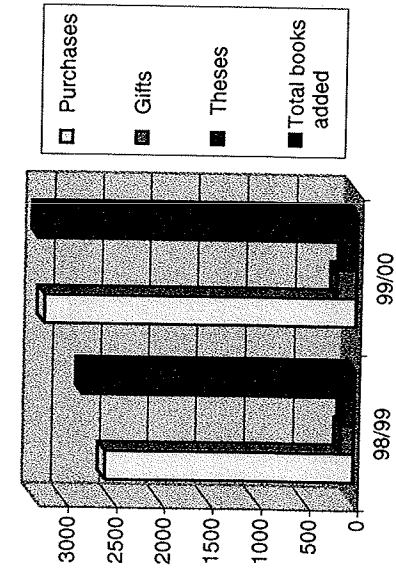
Table 2

Print resources					
	96/97	97/98	98/99	99/00	% Change
<b>Books</b>					
Purchases	2878	1923	2580	3228	25%
Gifts	474	354	135	199	47%
Theses	176	147	105	125	19%
<b>Total books added</b>	<b>3582</b>	<b>2424</b>	<b>2820</b>	<b>3552</b>	<b>26%</b>
<b>Journals</b>					
Bound volumes added	3471	5005	3700	3686	-0.38%
New subscriptions	33	114	0	65	6700%
Titles cancelled/ceased	33	22	27	13	-52%
<b>Total print subscriptions</b>	<b>2307</b>	<b>2399</b>	<b>2372</b>	<b>2426</b>	<b>2%</b>
Electronic subscriptions	3	86	134	632	372%
<b>Average subscription cost</b>	<b>\$352</b>	<b>\$392</b>	<b>\$426</b>	<b>\$454</b>	<b>6%</b>

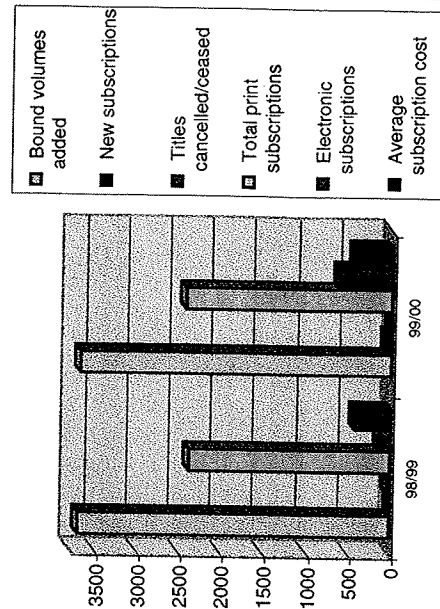
Total Funds Expended



Print Resources -Books



Print Resources - Journals



# Resources Management Organizational Chart

06/30/00

