

**Health Sciences Library
Annual Report
FY92/93**

Table of Contents

Highlights of the Year

Statistical Summary

Personnel Activity

Budget

- Personnel
- Operating (Collections)
- Operating (General)

Division Reports

Access Services

- Circulation
- Interlibrary Loan

Information and Instructional Services

- Computer User Services
- Reference and Information Management Services

Resources Management

- Acquisitions
- Cataloging

Systems Research, Development, and Services

Appendix

Strategic Plan for FY93/94

Health Sciences Library Annual Report FY92/93

Highlights of the Year

Awards and Special Events

- The Health Science Library received the group employee recognition award in December of 1992.
- The First Author's Reception was held December 8, 1992.

Outreach Services

- The Library opened a student Mac Lab.
- The AESOP project with the Cumberland AHEC was implemented.
- Interlibrary loan via ARIEL was begun between HSL, Johns Hopkins, and UMBC.
- The Library was again permitted to sell copycards during the day after many complaints from students.
- The Medical School began involving HSL staff in several committees which are developing plans to revise the curriculum around problem-based learning situations.
- All HSL titles were marked in MaryMed.

Resource Management

- The Collection Development Policy was revised and approved by the Deans. Liaisons were established in each school.
- Cooperative collection development projects proceeded with Hopkins and UMBC, saving each library more than \$25,000 for journal subscriptions.
- The RFP for the new library system was completed and sent to Annapolis.
- The HSL received a major gift from Dr. Woodward for the Historical Collection including his bookcase.
- An RFP for a journal subscription agent went out on bid. Swets once again offered the best proposal and was selected as the vendor.
- The ISI contract for Current Contents was negotiated without Hopkins. Other current awareness systems will be reviewed in the coming year.

Re-engineering

- Resource Management was divided into Access Services and Resource Management.
- Computer User Services will report to the Director of Information and Instructional Services along with Reference and Information Management Services as of July 1, 1993.
- Several TQM workshops were held: Access Services & ILL; Resource Management & Systems; and RIMS.

Physical Plant Improvements

- Major improvements in lighting were made in the Resources Management work and office areas.
- The RML work space was redesigned using modular furniture.
- The air quality in the building was tested and was found safe.

The Library/Information Services Building

- Planning for the new building began with selection of the architects (Perry, Dean, Rogers); program verification, and schematic design.

Looking Ahead

- Much of our energy in the next fiscal year will be devoted to working with the architects in designing the new HSL/Information Services facility.
- Budget issues continue to be of concern, especially for collection development and staff salaries.
- Organizational issues between the library and computing will be a priority.
- Major service issues involve distance education programs and services for UMMS should be addressed.

**Health Sciences Library
1992/93 Statistical Summary**

	<u>1991/92</u>	<u>1992/93</u>	<u>% of Change</u>
Collection Access			
Attendance	168,433	162,791	- 3
Book circulation	90,749	82,057	- 9
Course reserve circulation	19,533	12,943	- 3 (1)
Public machine copies	2,113,315	1,856,791	- 12 (2)
Mediated photocopy requests # articles	9,378	8,539	- 9
FAX requests received	2,496	2,316	- 7
FAX requests sent	650	745	+ 15 (3)
<u>Interlibrary loan</u>			
Items borrowed	5,922	6,486	+ 10 (4)
Lending requests	19,609	21,683	+ 11
Items lent	12,822	14,004	+ 9
<u>HSL Databases</u>			
Persons registered			
HSL Current Contents	NA	775	(5)
MaryMed	NA	5,039	

	<u>1991/92</u>	<u>1992/83</u>	<u>% of Change</u>	
Information Services				
Reference queries	39,073	37,995	- 3	
Mediated searches	1,264	843	- 33	(6)
Consultation	106	144	+36	(7)
Help Desk	NA	3,396		
User area users	NA	16,000		
<u>User Education (RIMS)</u>				
Attendees	3,814	3,503	- 8	
Contact hours	394	365	- 7	
Sessions	245	208	- 15	(8)
<u>User Education (CUS)</u>				
Sessions	NA	222		(9)
Contact hours	NA	NA		
Attendees	NA	NA		
Resources Management				
Books - volumes added	3,080	4,805	+56	(10)
Journal subscriptions initiated	26	23	- 11	
Journal titles cancelled	23	19	- 17	
Bound serial volumes added	3,892	3,953	+ 2	
Titles cataloged				
Books	3,008	3,904	+30	
AV's	105	81	- 23	

	<u>1991/92</u>	<u>1992/93</u>	<u>% of Change</u>
Library Holdings			
Books			
Historical	7,021	7,029	+ 3
	<u>143,748</u>	<u>148,209</u>	+ 3
Subtotal	150,769	155,238	+ 3
Periodicals			
Bound	157,813	161,766	+ 3
Unbound	<u>3,953</u>	<u>4,000</u>	+ 2
Subtotal	161,766	165,766	+ 3
TOTAL	312,582	321,004	+ 3

Databases:

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

Current Active Journal Titles 2,547

Notes

- (1) Students using course reserve in SSW and nursing schools.
- (2) Poor quality copy and frequent breakdowns resulted in less use.
- (3) FAX more efficient, demand growing.
- (4) Reflects lack of growth in collections; we both borrow & lend more.
- (5) MaryMed numbers include free student registration done after July 1, 1993.
- (6) Fewer mediated searches as a result of more end-user database searching.
- (7) Demand for personalized service grows probably due to more resources being available through more avenues; also few classes attended.
- (8) Fewer sessions due to cancellations. Reasons to be studied.
- (9) All of CUS user education statistics to be enhanced due to a significant lack of data.
- (10) Bought more monographs with non-state funds (See budget).

Personnel Activity FY1992/93

Appointments

Associate Staff:

Lois Cooper, Head, Interlibrary Loan	Feb. 1993
--------------------------------------	-----------

Classified Staff:

Dana Coleman, Library Aide III	July 1992
Michael Schanno, Library Tech. Asst. IV	Oct. 1992
Todd Warfield, DP Program An II	Oct. 1992
Ruth Collins, Office Secretary I	Nov. 1992

Separations

Associate Staff:

Diana Cunningham, Director, Resource Mgt.	Nov. 1992
Daniel Keefer, Systems & Automation Lib.	July, 1992
Janet Lamki, Information Specialist	Jan. 1993

Classified Staff:

Carol Maxwell, Library Aide III	Sept. 1992
Olivia Cherry, Office Auto Specialist II	Sept. 1992
Barbara Derbil, Library Tech. Asst. IV	Apr. 1993
Sharon Rehn, Inservice Educator II	June, 1993

Promotions. Reclassifications. Title Changes. etc

Associate Staff:

David Schwartz-- From DP Educator Program Manager to Academic Computing Specialist	Oct. 1992
Diane Fishman-- From Information Specialist to Manager, RIMS	Apr. 1993

Classified:

Charlene Matthews--

From Office Secretary I to Office Secretary II

July, 1992

Evelyn Peyton--

From Office Secretary I to Office Secretary II

Apr. 1993

Budget FY1992/93

Salaries and Wages

	<u>Appropriated</u>	<u>Actual</u>
Associate Staff	786,958	719,359
Classified Staff	785,613	709,086
Labor and Assistants		5,000
Overtime	4,804	2,027
Shift Differential	<u>2,100</u>	<u>2,196</u>
	1,579,475	\$1,448,128

Generated

Contractual 20,309

Grants & Contracts

RML Contract		215,654
UMLS Grant		61,652
Student Workstation	- HSL	8,400
	- CUS	<u>27,708</u>
		\$313,414

TOTAL ALL SOURCES \$1,781,851

State Appropriations for the Health Sciences Library:

<u>Fiscal Year</u>	<u>% of increase over previous year</u>
1986/87	4%
1987/88	4%
1988/89	8%
1989/90	7%
1990/91	4% **
1991/92	00
1992/93	00

**10% fund reversion required

**II. Operating Budget FY92/93
(Non-Salary)**

A. Collection Development

	<u>State Budget</u>	<u>Generated Revenue</u>	<u>DRIF</u>	<u>Other</u>	
Monographs	72,479	0	42,000	81,102	Fund Balance
CD-Rom DB	<u>13,421</u>			45,000	Salary Savings
	86,000				
 Serials	 622,004	 0	 0	 40,000	 Salary Savings
Electronic DB	0		0	0	
Medline		12,000			
Current Contents		48,642			
MicroMedex		27,075			
 Audiovisuals	 1,454	 0	 0	 0	
 Binding	 35,840	 0	 0	 0	
	<u>765,298</u>	<u>87,717</u>	<u>42,000</u>	<u>166,102</u>	=
 Total Collection Development - All Sources					 \$1,061,117

B. General Operating Expenses FY1992/93

	<u>State Budget</u>	<u>Generated Revenue</u>	<u>DRIF</u>	<u>Student Workstation Funds</u>	
Bibliographic Utilities - OCLC	18,166	0	0	0	
Access to External Databases - NLM, BRS, STN, etc.	26,250	0	0	0	
All Other Operating Expenses - Hardware & software maintenance, telephone, printing, postage, supplies, computing equipment	192,995	120,678	0	38,292	
Staff Development (includes travel expenses, registration fees, and other educational development)	6,000	16,640	0	0	
	<u>243,411</u>	<u>137,318</u>	<u>0</u>	<u>38,292</u>	=
Total General Operating					\$419,021

ACCESS SERVICES DIVISION
ANNUAL REPORT
1992/93

Division Mission

The mission of the Health Sciences Library, is to provide information when, where and how it is needed. The Access Services Division contributes to this mission, through the functions of circulation and delivery of materials. This Division seeks to deliver to its customers, information/materials/services in an efficient and timely manner using the most appropriate method.

Fiscal year 1993 was a very challenging year. December 1 marked the reorganization of the reporting structure within the library. Highlights of the year are delineated below.

Organizational

- Resources Management was restructured. Interlibrary Loan and Circulation Departments have now become Access Services Division, with both Departments now answering to the Director of Access Services. Acquisitions, Cataloging and Historical Collections remain in the Resources Management Division, and will continue to answer to the Director of Resources Management.
- Interlibrary Loan Department now has a Department Head.
- Circulation Department was streamlined and restructured for greater efficiency.
- The second floor shift was completed and celebrated with a well-deserved party. New shelving was installed in the basement to accommodate the overflow.
- New PMP system of annual evaluations was implemented.
- Various TQM retreats were held.

Services

- New policies and procedures were implemented to comply with ADA, (the Americans with Disabilities Act).
- In March, we reinstituted the sale of photocards throughout the day. This resulted in a significant increase in the amount of photocards sold.
- HSL supported UMAB students in distance learning by increasing the number of sites and providing prompt document delivery

- Library cooperation was strengthened with Welch and UMBC. HSL and these libraries agreed to provide 2 hour turn around time on requests for articles from previously agreed cancelled titles.

Technology

- All staff were involved in the reviewing and evaluating of several online systems.
- The Director of Access Services participated in writing the RFP for the new system.
- Ariel, a new document delivery system, was installed.
- In December, OCLC "cut over" its ILL subsystem to PRISM.
- New Accounting systems were reviewed and evaluated.

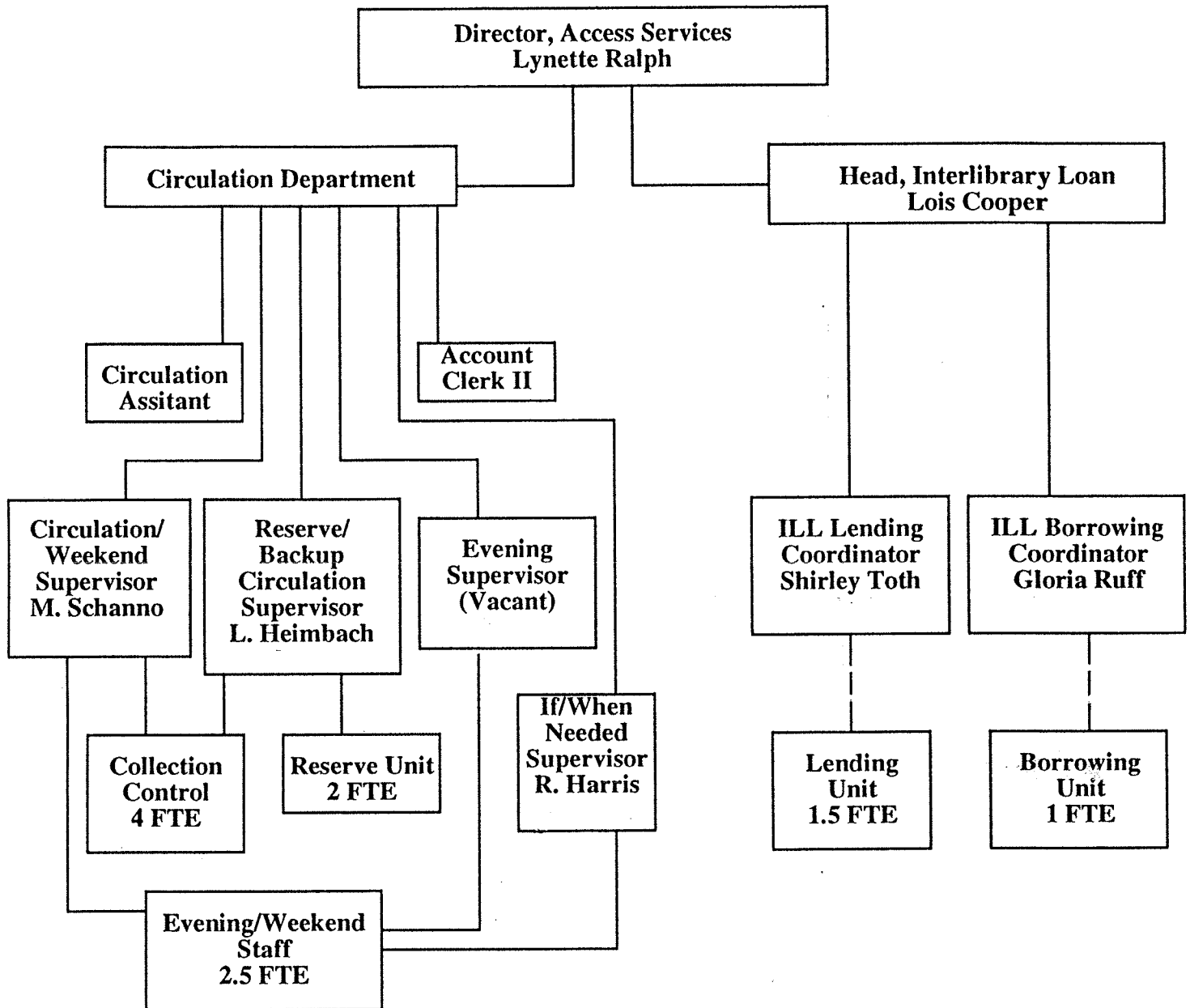
Emergency

- In March, we incurred an emergency situation when weekend rains, combined with melting snow caused a severe leak in the roof of the library. Staff spent an inordinate amount of time retrieving and later reshelving affected material.

Personnel

- Director of Resources Management, Diana Cunningham resigned
- Lynette Ralph became Director of Access Services and Acting Director of Resources Management
- Head of Interlibrary Loan filled by Lois Cooper
- Circulation/Weekend supervisor position filled by Michael Schanno
- Evening Supervisor, Barbara Derbil resigned
- Evening Library Aide position filled by Dana Coleman
- Position of evening supervisor , vacant

**Univiersity of Maryland at Baltimore Health Sciences Library
Access Services Department**



DISCUSSION OF CIRCULATION STATISTICS

The sale of copycards throughout the day, resulted in a significant increase in the amount of cards sold and the amount of money collected. Although this was done for only four months, the amount of cards sold this year when compared with last year, increased by 1,308(+24%). Additionally, with the availability of copycards throughout the day, less need was demonstrated for the use of coin machines. The amount of money collected from the coin machines this year decreased by \$2,828(-16.04%) when compared to last year.

There is a direct correlation between the decrease in the amount of books and unbound journals used and the increase in the amount of bound journals used. Books and journals when combined, decreased by 31.8%, while bound journal usage increased by 32%.

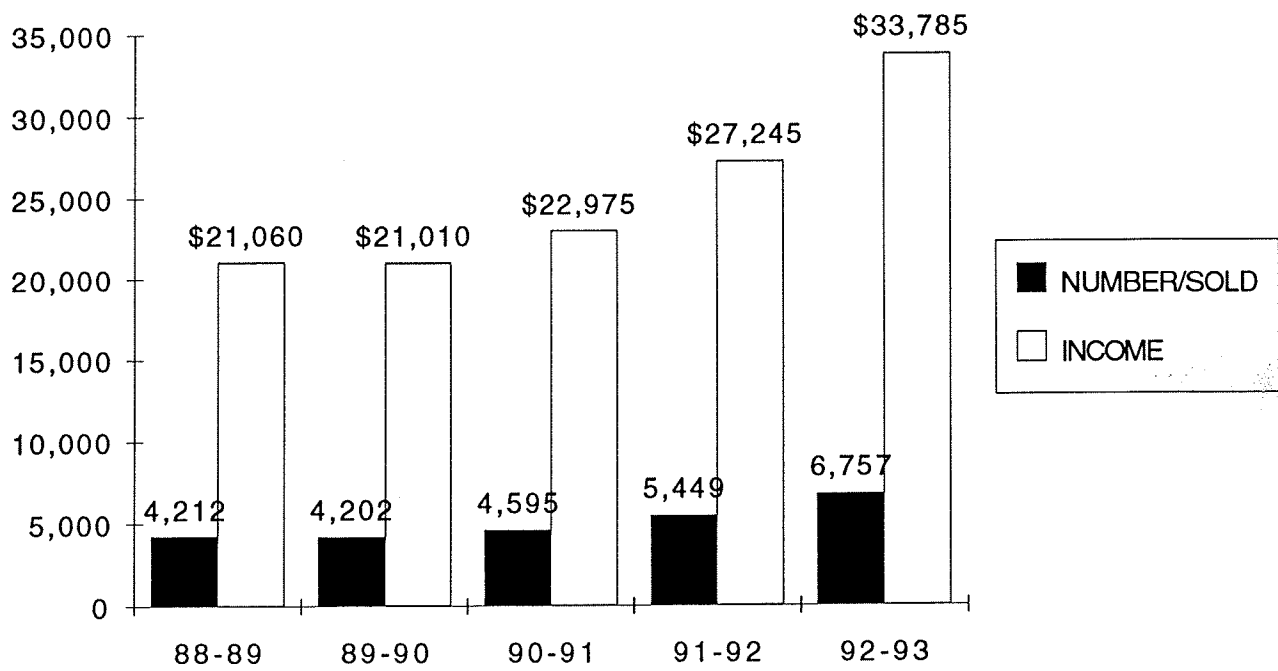
There was a significant decrease in the circulation of reserve materials this year when compared with last year, despite more material being submitted by the professors and more material being processed by the staff. Two reasons can be given for this. Some professors have been putting packets of their reading material on sale at the bookstore. Students have therefore not found the need to utilize the material in the library. Additionally, students are making use of the various Learning Resources Centers in the Schools of Nursing, Medicine and Social Work, where other professors have been sending their packets of reading materials.

The fund and budget for photocopying continues to be actively utilized. Of the 8,539 requests submitted, 52.9% were requested by staff, while 46.5% were EARS request. With MMED no longer offered, EARS requests increased by 26.34% this year when compared to last year.

Despite the purchase of a second telefacsimile, the amount of requests transmitted, has increased. Patrons overwhelmingly chose this method of delivery over any other.

	CIRCULATION STATISTICS			
	1992-93	1991-92	# DIFFERENCE	% DIFFERENCE
	YEAR-T-DATE	YEAR-T-DATE	IN 1991-92	IN 1991-92
CIRCULATION				
Books	82,057	90,749	-8,692	-9.6%
Reserve	12,943	19,533	-6,590	-33.7%
TOTAL	95,000	110,282	-15,282	-13.9%
MONEY				
Fines	\$19,771.26	\$25,491.00	(\$5,719.74)	-22.44%
Mod	\$22,697.71	\$31,867.08	(\$9,169.37)	-28.77%
Copy machines	\$14,806.80	\$17,634.88	(\$2,828.08)	-16.04%
Copy cards	\$33,785.00	\$27,245.00	\$6,540.00	24.00%
FUND & BUDGET	\$21,284.00	\$20,665.00	\$619.00	3.00%
COLLECTION CNTRL				
Shelving				
Books	64,549	71,595	-7,046	-9.84%
Unbound Jnls	51,653	66,308	-14,655	-22%
Bound Jnls	164,883	125,150	39,733	32%
Shifting	2,483	7,448	-4,965	-67%
PATRON COUNT	162,791	168,433	-5,642	-3.35%
RESERVE MAT.				
Submitted	242	217	25	11.52%
PROCESSED				
Books	3,135	2,525	610	24.16%
Reprints	2,691	2,661	30	1.13%
TOTAL	5,826	5,186	640	12.34%
FAXLOG REQUESTS				
RECEIVED	2,316	2,496	-180	-7.21%
TRANSMITTED	745	650	95	14.62%
COPY CARDS SOLD	6,757	5,449	1,308	24.00%
BASEMENT RET	3,945	5,191	-1,246	-24.00%
PHOTOCOPY STAT				
EARS	3,976	3,147	829	26.34%
MMED	41	224	-183	-81.70%
STAFF	4,522	6,007	-1485	-24.72%

Copycards Sold



Interlibrary loan activity has been increasing steadily. The overall number of Borrowing requests increased 7% from the previous fiscal year, with a 9% increase in the total number of filled requests. Fifty-seven percent of the unfilled/cancelled Borrowing requests were for items owned by HSL; it would seem that patrons are not checking the online catalog before submitting requests.

Lending activity was up 10% from FY 1991/92, while the fill rate remained steady at 59%. (Conflicting fill rate figures from previous years do not reflect the consistent performance of ILL Lending; adjusted figures show the fill rates for previous years to be almost identical to the fill rate of 59% that was achieved this fiscal year.) A constant problem regarding the fill rate occurs in the number of requests received by HSL for items that are not owned by this institution; between 400-500 requests per month may fall into this category. Efforts are being made to eliminate this problem, by determining erroneous holdings lists, incorrect routing tables, etc. Difficulties with the physical structure of the library (i.e. the leaky roof) affected Lending's ability to fill book requests, as damaged volumes and volumes draped in plastic coverings made retrieval troublesome.

INTERLIBRARY LOAN BORROWING LEVEL OF ACTIVITY

	<u>1988/89</u>	<u>1989/90</u>	<u>1990/91</u>	<u>1991/92</u>	<u>1992/93</u>
Requests Received	4,584	4,735	5,534	7,241	7,786
Requests Filled	3,991	4,204	4,834	5,922	6,486
Basic Fill Rate	87%	89%	87%	82%	83%
Overall Fill Rate*	92%	92%	92%	91%	93%

*Includes filled ILL requests for items that were owned by HSL

Photocopy requests dominated interlibrary loan operations. Eighty-five percent of Borrowing's activity, and 80% of Lending's involved photocopies of articles. HSL has begun to take advantage of document delivery suppliers who provide materials with the copyright compliance fees included in the final cost. Many publishers no longer wish to be bothered with granting permission to duplicate an article, and have established agreements with the Copyright Clearance Center (CCC), instructing libraries to pay royalty fees directly to CCC.

INTERLIBRARY LOAN BORROWING FILLED REQUESTS BY FORMAT

<u>FORMAT</u>	<u>1990/91</u>	<u>1991/92</u>	<u>1992/93</u>
Books	786	864	893
Photocopies	3,997	5,012	5,502
Slides	24	37	16
Patents	<u>27</u>	<u>9</u>	<u>75</u>
TOTAL	4,834	5,922	6,486

INTERLIBRARY LOAN LENDING ACTIVITY

Requests Received	<u>1990/91</u>	<u>1991/92</u>	<u>1992/93</u>
Serials	17,203	15,772	17,498
Books/Monographs	<u>4,536</u>	<u>3,837</u>	<u>4,185</u>
TOTAL*	21,739	19,609	21,683

*Does not reflect Loansome Doc statistics

Requests Filled

Serials	11,245	10,843	12,011
Books/Monographs	<u>2,552</u>	<u>1,979</u>	<u>1,993</u>
TOTAL*	13,797	12,822	14,004

Does not reflect Loansome Doc statistics

Fill Rate

Serials	65%	69%	69%
Books/Monographs	56%	52%	48%
TOTAL	63%*	65%*	59%

*Uncertain as to how these figures were arrived at

Unfilled Requests

Referrals:

To NLM	368	361	332
Via DOCLINE	2,845	2,943	3,360
Via OCLC, etc.	<u>3,832</u>	<u>2,985</u>	<u>3,030</u>
SUBTOTAL	7,045	6,289	6,722

Requests Cancelled:

Serials	586	316	393
Books/Monographs	<u>311</u>	<u>182</u>	<u>242</u>
SUBTOTAL	897	498	635

Total Unfilled (includes referrals and requests cancelled above)

Serials	5,985	4,929	5,487
Books/Monographs	<u>1,984</u>	<u>1,858</u>	<u>1,870</u>
TOTAL	7,942	6,787	7,357

The majority of ILL Borrowing's requests continue to be filled by UMS libraries, closely followed by Region 2 Medical Libraries, especially Johns Hopkins Welch Library.

**INTERLIBRARY LOAN BORROWING
FILLED REQUESTS BY LENDER TYPE**

<u>TYPE OF LENDER</u>	<u>1990/91</u>	<u>1991/92</u>	<u>1992/93</u>	<u>% OF TOTAL</u>
Medical Libraries				
Reg. 2	1,114	1,383	1,381	23%
Books	84	85	90	
Photo.	1,030	1,298	1,291	
Welch	680	1,002	1,262	21%
Books	57	62	81	
Photo.	623	940	1,181	
NLM	231	261	389	6.5%
Books	2	17	15	
Photo.	229	244	374	
Other	139	134	209	3.5%
Books	24	18	22	
Photo.	84	83	171	
Patents	7	0	0	
Slides	24	33	16	
UM System	1,786	2,203	1,662	28%
Books	329	363	262	
Photo.	1,450	1,834	1,338	
Patents	7	6	62	
Other Acad.	679	822	962	16%
Books	260	291	317	
Photo.	419	531	645	
Non-Acad./ Non-Medical	205	117	138	2%
Books	30	28	16	
Photo.	162	82	109	
Patents	13	3	13	
Slides	<u>n/a</u>	<u>4</u>	<u>n/a</u>	
TOTAL	4,834	5,922	6,003	100%

STAFF ACTIVITIES - CIRCULATION

Lynette Ralph

Professional Organizations

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

Meetings and Workshops

LS/2000 Users Group Meeting, October 10, 1992
Winter MAILL Meeting, January 26, 1993
Cooperative Libraries of Central Maryland (CLCM) Meeting, January 28, 1993
Site visits to Hood College and Westminster College
Site visit to Western Maryland AHEC, January 29, 1993
Computers in Libraries Conference, Washington, D.C. February 17, 1993
Spring MAILL Meeting, February 23, 1993
Circulation Department TQS Retreat, March, 1993
MLA Annual Meeting, Chicago, Ill, May 15 - 18, 1993
IS, TQS Retreat, June 24, 1993

Committees/Offices/Honors

Academic Libraries Circulation Services Committee
HSL Staff Association
LS/2000 Users group
Maryland Association Interlibrary Loan Librarians
HSL New System Task Force
UMAB, Community Affairs Committee
UMAB, ADA Steering Committee
UMAB, Volunteer Committee
UMS, Interlibrary Loan Librarians

Publications/Presentations

Cunningham, Diana; Koehler, Barbara; Ralph, Lynette. "Access through cooperation."
Paper presented at MLA annual conference, May 1992.

Virginia Burston

Meetings and Workshops

Circulation Department Retreat, March, 1993
IS, TQS Retreat, June 24, 1993

Dana Coleman

Meetings and Workshops

Circulation Department Retreat, March, 1993

Lolita Heimbach

Meetings and Workshops

CLCM Meeting at Western Maryland College
Circulation Department Retreat, March, 1993
DBase Workshop
IS, TQS Retreat, June 24, 1993

Committees/Offices/Honors

HSL Staff Association, Treasurer

Michele Jackson

Meetings and Workshops

Circulation Department Retreat, March, 1993
IS, TQS Retreat, June 24, 1993

Committees/Offices/Honors

HSL STaff Association member

Wayne Reisig

Meetings and Workshops

Circulation Department, Retreat, March, 1993
IS, TQS Retreat, June 24, 1993

Committees/Offices/Honors

HSL Staff Association, President

Michael Schanno

Meetings and Workshops

Circulation department Retreat, March, 1993
Coaching and Teambuilding workshop, March 11, 1993
IS, TQS Retreat, June 24, 1993

Committees/Offices/Honors

HSL Staff Association

Veronica Steward

Meetings and Workshops

Circulation Department Retreat, March, 1993
IS, TQS Retreat, June 24, 1993

Noreen Tudor

Meetings and Workshops

Business grammar and usage workshop
Circulation Department Retreat, March, 1993
IS, TQS retreat, June 24, 1993

Committees/Offices/Honors

HSL Staff Association Vice President
HSL Staff Association, Chair, Brown Bag Committee
HSL Volunteer Committee

Michele Turner

Meetings and Workshops

Circulation Department Retreat, March, 1993
IS, TQS Retreat, June 24, 1993

Committees/Offices/Honors

HSL Staff Association member
HSL Volunteer Committee member

STAFF ACTIVITIES - ILL

Lois Cooper

Professional Organizations:

American Libraries Association
MAILL Member (Maryland Interlibrary Loan)

Meetings and Workshops:

Summer MAILL Meeting "ILL Goes To Prism" - July 22, 1992
Tour of Welch Library - Sept. 28, 1992
Western Maryland AHEC Meeting - Jan. 25, 1993
Winter MAILL Meeting "ILL: Information Gateway for the 21st Century" - Jan. 26, 1993
TQM Retreat - February 8, 1993
SkillPath Seminar "Coaching and Teambuilding Skills for Managers and Supervisors" Mar. 11, 1993
Tour of VA Library - March 16, 1993
UMSILL Meeting - Bowie, MD Mar. 23, 1993
Spring MAILL Meeting "Seymour: the ILL Perspective" - April 22, 1993
UMCP Site visit - April 22, 1993
UMSILL Meeting - UMBC May 18, 1993
WordPerfect 2.1 Class - June 3, 1993
UMAB/IS Retreat - June 24, 1993

Angie Brown

Meetings and Workshops:

Summer MAILL Meeting "ILL Goes To Prism" - July 22, 1992
Tour of Welch Library - Sept. 28, 1992
ARIEL Training - Nov. 17, 1992
Tour of VA Library - March 16, 1993
UMAB/IS Retreat - June 24, 1993

Rosie Burkett

Committees/Offices/Honors:

Staff Association

Meetings and Workshops:

Tour of Welch Library - Sept. 28, 1992
ARIEL Training - Nov. 17, 1992
Tour of VA Library - March 17, 1993
UMAB/IS Retreat - June 24, 1993

Vickie Gray

Meetings and Workshops:

Tour of Welch Library - Sept. 28, 1992
Palinet Workshop "Prism for Interlibrary Loan" Oct. 15, 1992
ARIEL Training - Nov. 17, 1992
UMAB/IS Retreat - June 24, 1993

Gloria Ruff

Committees/Offices/Honors:

Staff Association

Meetings and Workshops:

Summer MAILL Meeting "ILL Goes To Prism" - July 22, 1992

Tour of Welch Library - Sept. 28, 1992

ARIEL Training - Nov. 17, 1992

TQM Retreat - February 8, 1993

UMAB/IS Retreat - June 24, 1993

Shirley Toth

Committees/Offices/Honors:

Staff Association

Meetings and Workshops:

Summer MAILL Meeting "ILL Goes To Prism" - July 22, 1992

Tour of Welch Library - Sept. 28, 1992

ARIEL Training - Nov. 17, 1992

TQM Retreat - February 8, 1993

Tour of VA Library - March 17, 1993

UMAB/IS Retreat - June 24, 1993

Information and Instructional Services
FY '93 Annual Report

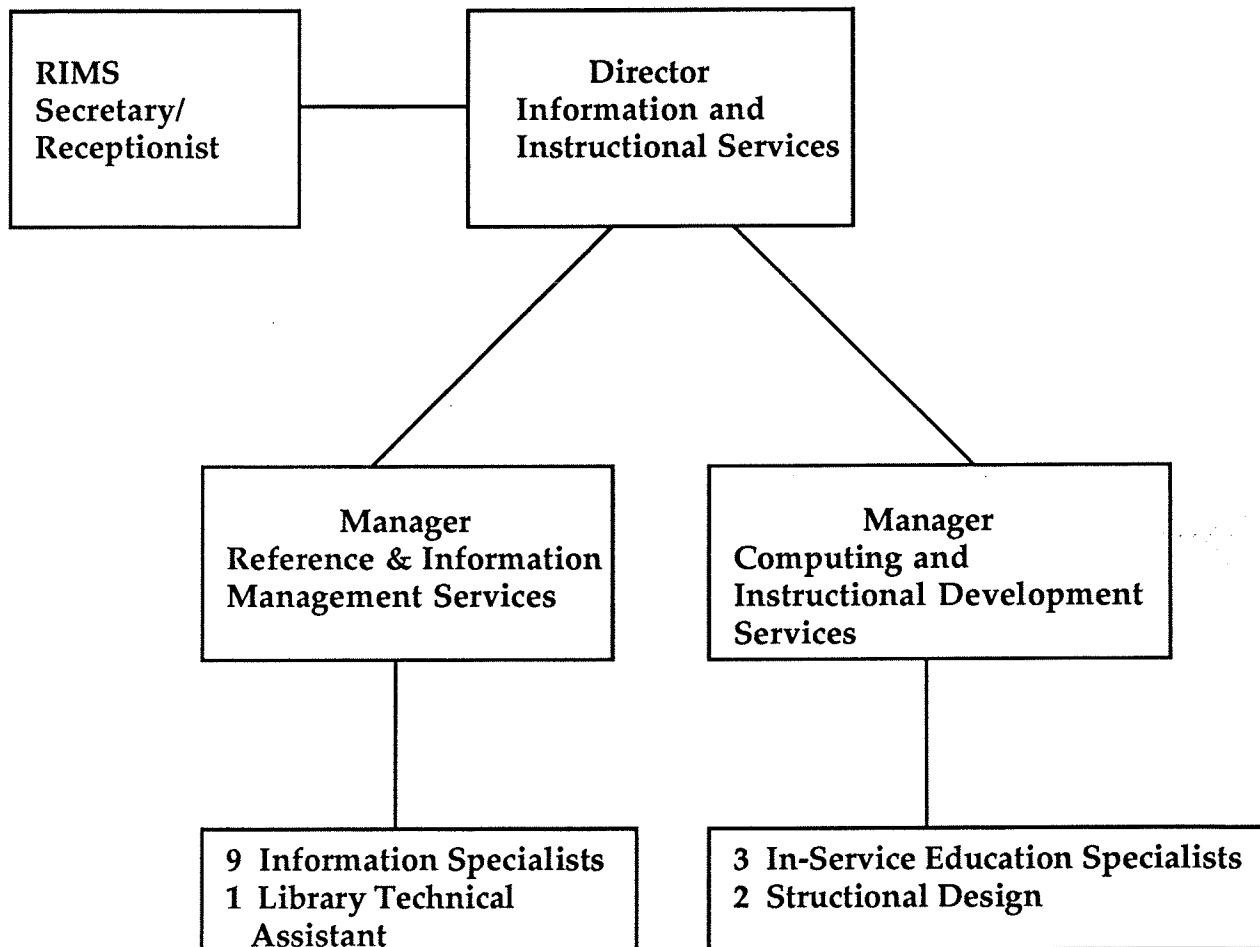
Background

During FY '93, Reference and Information Management Services (RIMS), and Computer User Services (CUS) were two separate divisions within the Health Sciences Library. In July 1993, these two divisions were joined in order to form the Information and Instructional Services (IIS) Division. Although technically not together for the time span encompassing this annual report's fiscal year, due to management vacancies, the two divisions will be represented in one report. During FY '94, retreats and meetings will be held to facilitate the joint mission of these two former divisions. Computer User Services will be renamed Computing and Instructional Development Services (CIDS) in concert with the goal of IIS becoming the primary education and curricular support arm of Information Services.

The CUS Annual Report will appear first with RIMS following.

Information and Instructional Services Organization Chart

(as of July 1993)



COMPUTER USER SERVICES

Mission

Historically, Computer User Services has served as the microcomputing and user support division of Information Services. In addition to a wide variety of courses supporting various microcomputing applications, CUS is responsible for the User Area, the HELP Desk, and for the equipment in the CTAL and DTAL. Recently, the role of CUS has been evolving into one that is education and curriculum oriented rather than microcomputer based.

Accomplishments

During FY '93, there were a number of significant accomplishments. A total of 222 classes were taught with six new classes being developed. Several courses were redesigned. The User Area had a total of approximately 16,000 users and approximately 283 calls per month were responded to by the HELP Desk.

A number of technical improvements to the TAL Centers and User Areas occurred including: revamping of the ATAL with 486 machines to enable the teaching of Windows and Windows-based software, the writing of an application to better track User Area statistics, writing documentation for use of the scanner, linking of the User Area Macs to the campus backbone through Ethernet, installation of departmental software on the new file server, the addition of software to the User Area including ZoomText which enables visually impaired users access to computer through text magnification, and the installation of a second film recorder.

From a special project perspective, staff were involved in the development of a computer literacy test for Physical Therapy, computer training for students from Booker T. Washington Middle School, training for Baltimore City high school teachers, the Nursing Informatics Summer Institute, and early steps in the development of a CAI module for Pharmacy.

Plans

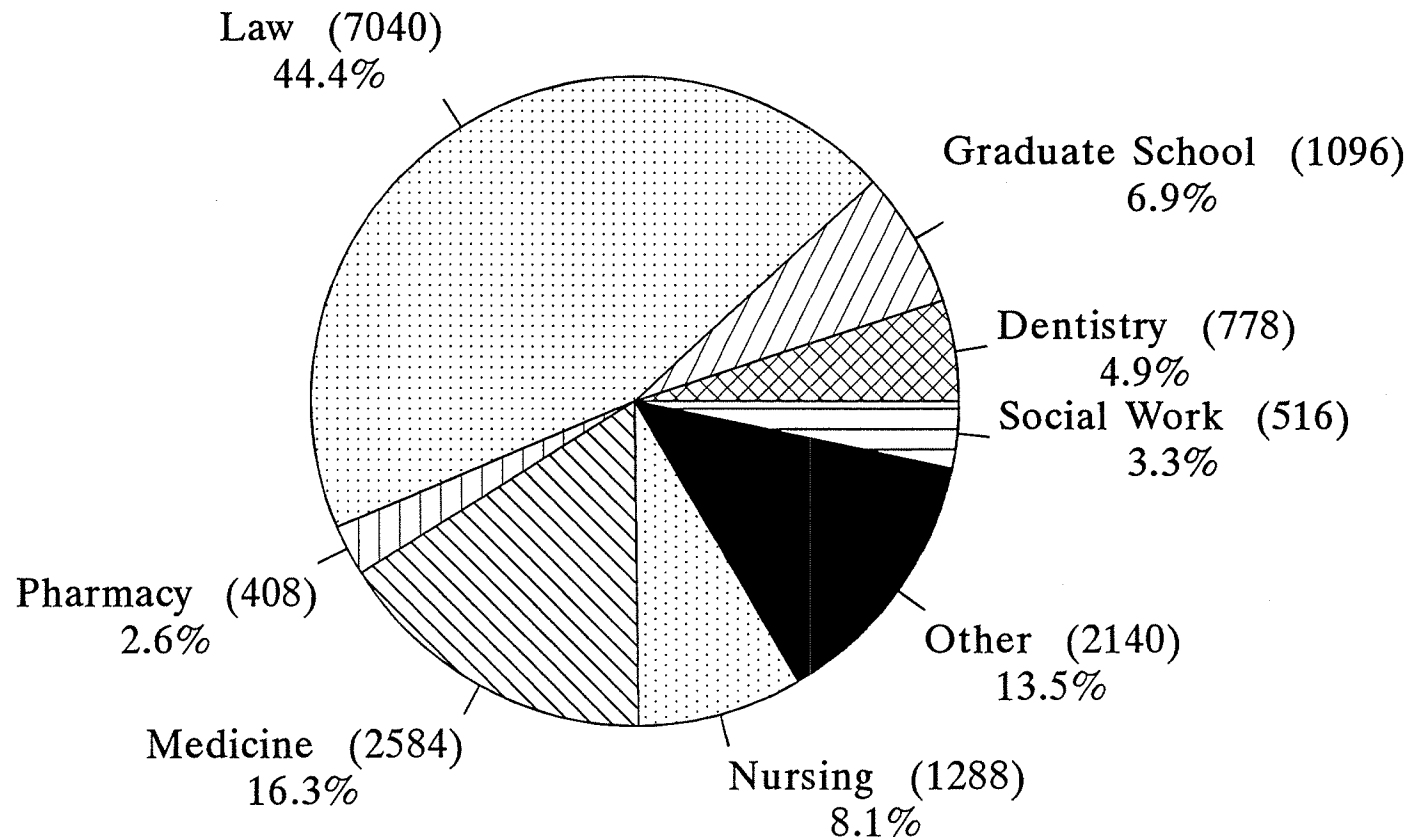
During the next year, the CUS division will be focused on its evolution from a microcomputer support group to that of an educational support group as indicated by their new name, Computing and Instructional Development Services. Working with RIMS, they will begin to work toward the goal of becoming the education arm of Information Services. Joint meetings and retreats are planned. Outreach efforts are planned in order to proactively ascertain the education needs of users. As part of this strategy, a new brochure and campus marketing plan will be developed. CIDS will also be participating in planning for the main floor and instructional spaces in the new building. All of these are in addition to their usual education, User Area and HELP Desk activities. During the next fiscal year a new manager, instructional design specialist, and in-service educator will be hired.

Significant Statistical Trends

The statistical reports indicate a number of things:

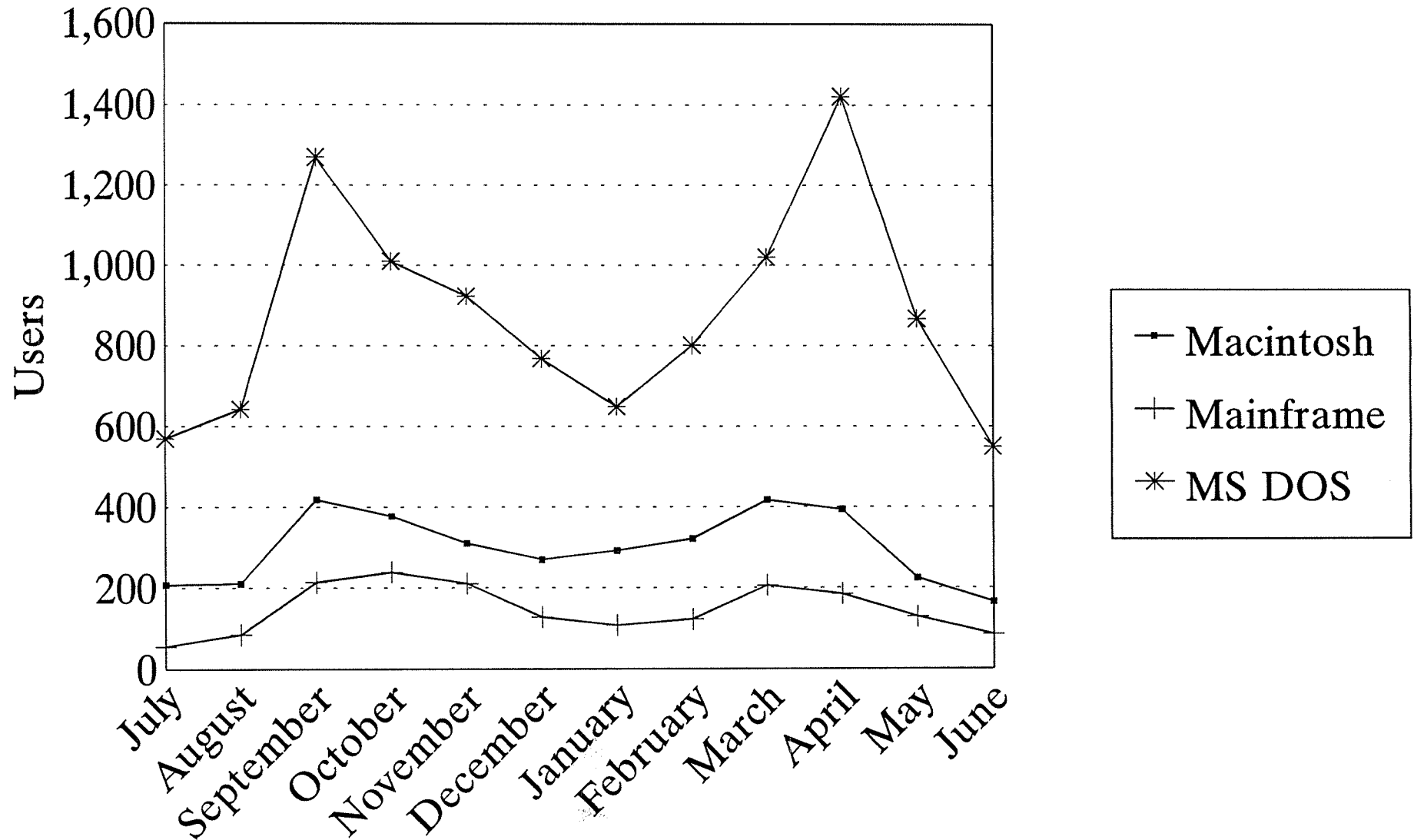
1. With almost 16,000 User Area uses, 222 classes and 283 calls per month on the HELP Desk, this is a busy, public service oriented division.
2. The largest usage of the User Area comes from the Law School. This may be for two reasons: proximity to the Law School and the fact that students can print for free. There are charges at the Law School. Medicine is the second highest user.
3. As with the reference area of the HSL, the largest usage times are during the early fall and spring.
4. At this time, MS DOS machines are still used more often.
5. The Intro classes and Word Processing classes make up the majority of the classes and attendance.
6. The School of Medicine (32.3%) makes up the largest group of class attendees. They are followed by the UMMS/MIEMSS users (24.5). This, coupled with 13.5% "other" users, means that a large percentage of class attendees come from outside our primary user group. Nursing came in third (20.1%).
7. Of faculty, staff and students, 70.2% of class attendees were staff.

User Area Usage by School, Fiscal 1992-1993

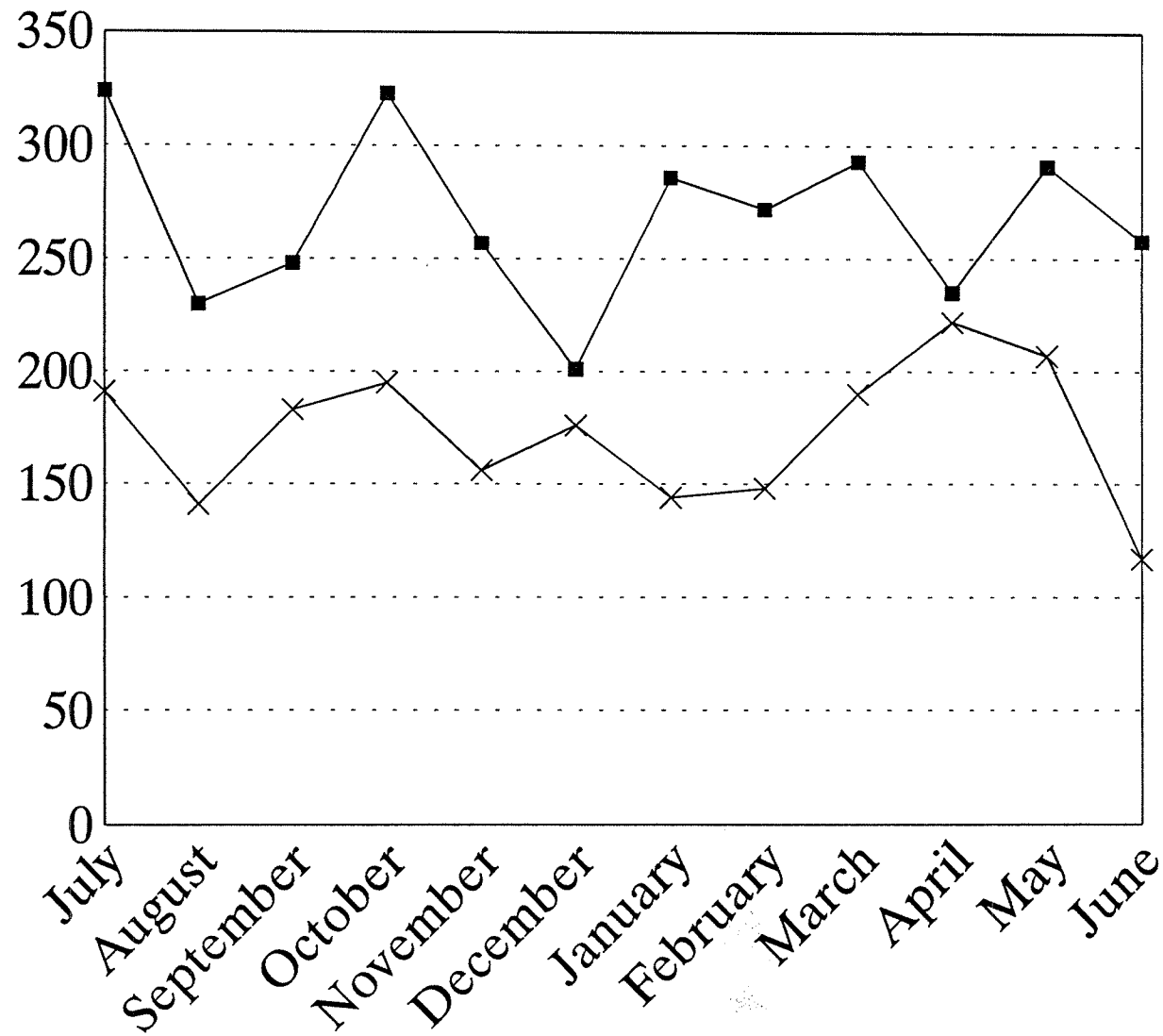


Total: 15860

Monthly trends - User Area Computer Usage Fiscal 1992-1993



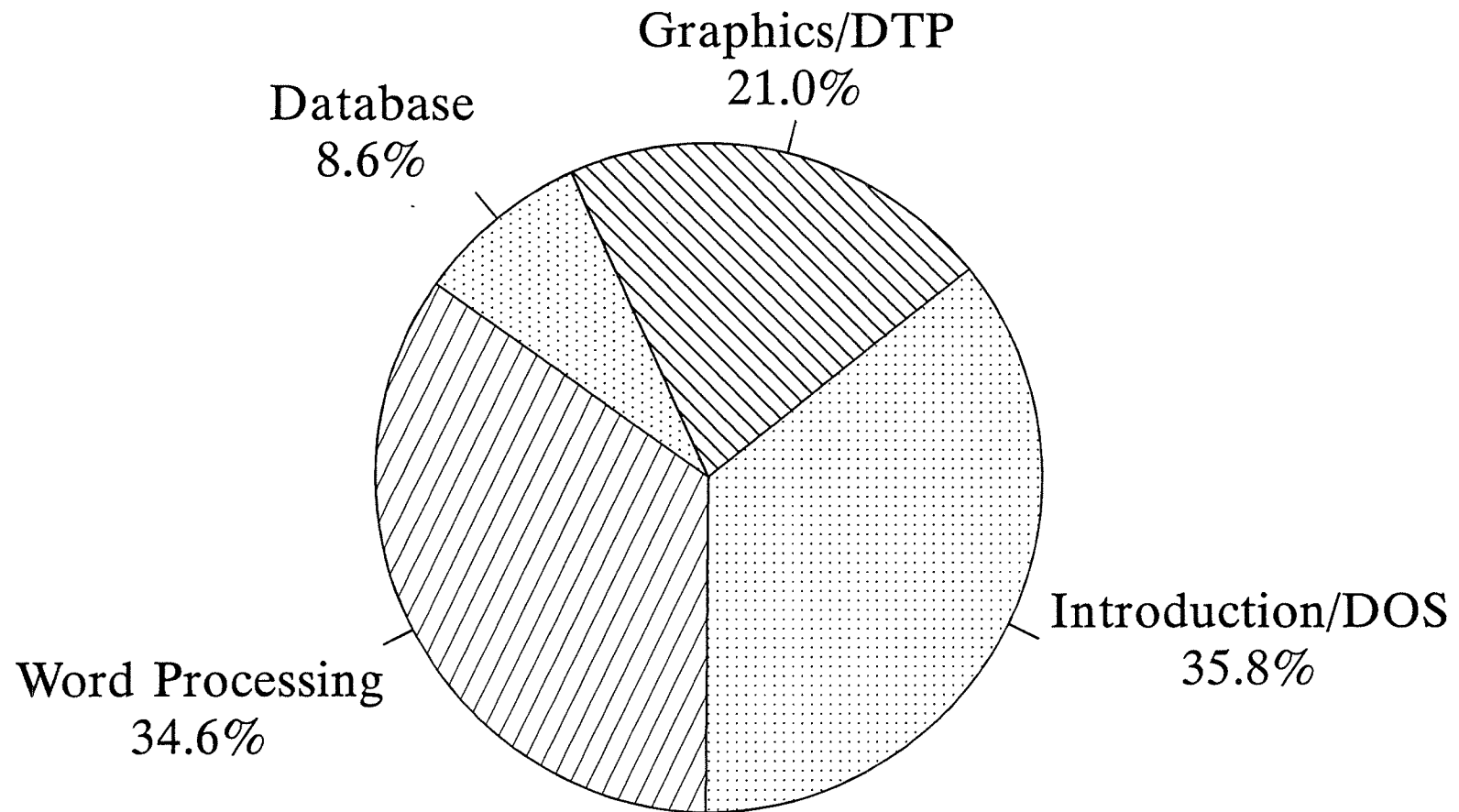
Monthly trends - Help Desk and Consultation Fiscal 1992-1993



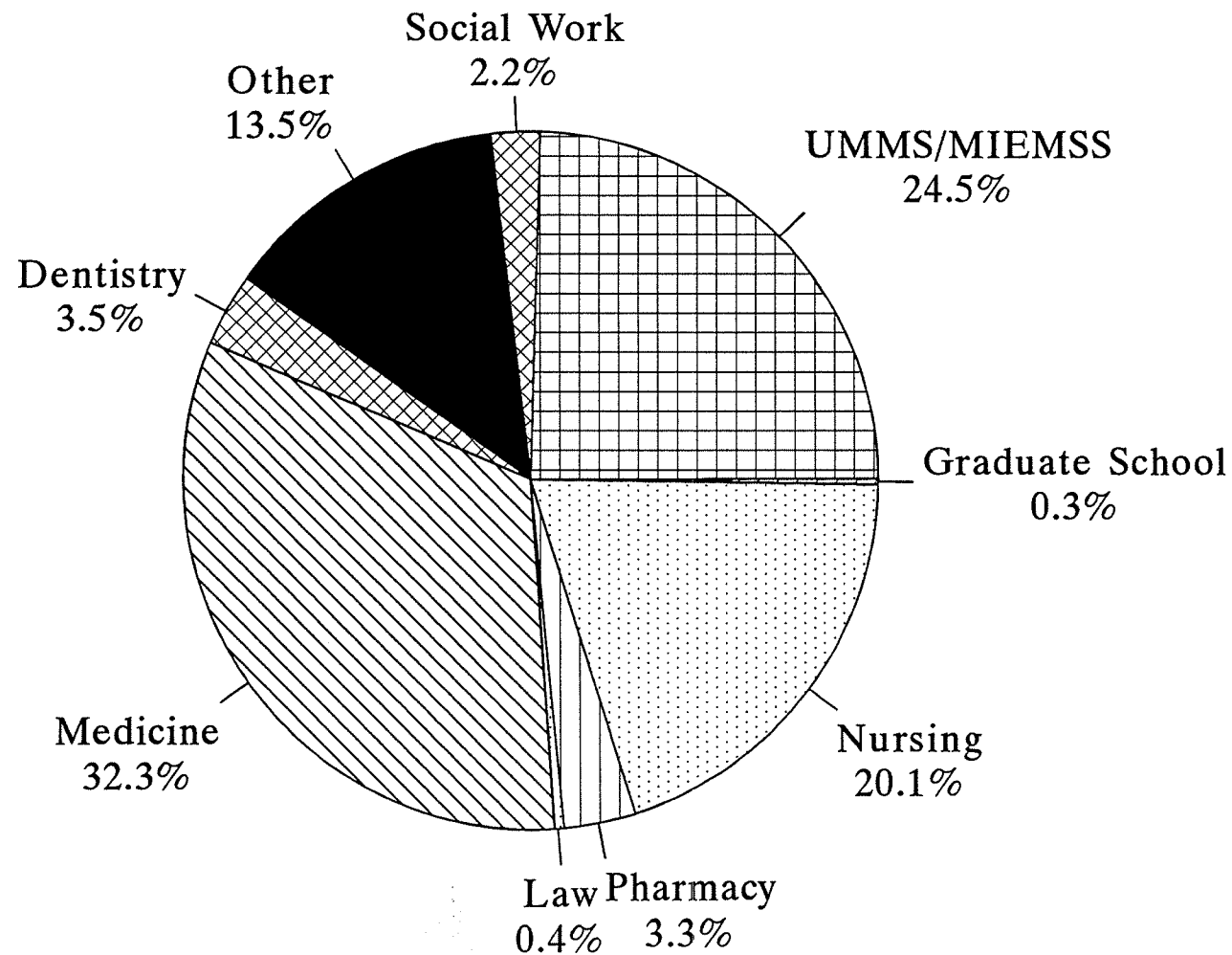
■ Help Desk calls

× Consultations

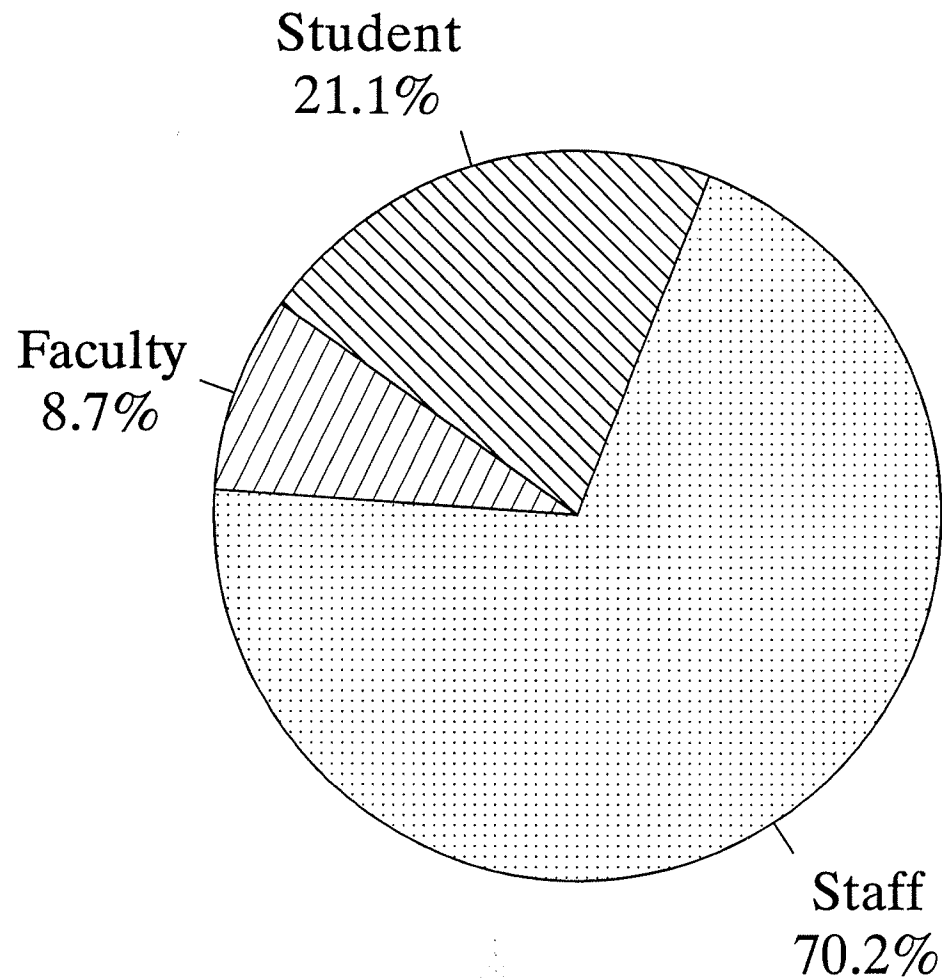
CUS/CIDS Types of Classes Fiscal 1992-1993



CUS/CIDS Class Attendance by School, Fiscal 1992-1993



CUS/CIDS Class Attendance by Type of Attendee, Fiscal 1992-1993



REFERENCE AND INFORMATION MANAGEMENT SERVICES

Mission

The mission of RIMS is to provide high quality reference, education and searching services to meet the needs of its users.

Accomplishments

The major accomplishments of RIMS for FY '93 were: the implementation of the full MEDLINE database called MaryMED Plus, participation in the development of the RFP for the new library system, participation in the development of the UMAB gopher - UMABNET, participation in the HSL liaison-based collection development program, the growth of the consultation program, participation in the Nursing Informatics Summer Institute, participation in a number of UMAB educational initiatives, the addition of the SWAB database, plus attendance at a number of training programs and a number of individual presentations and publications.

Plans

In addition to "business as usual" providing reference, education and searching services, RIMS will be participating in the selection and implementation of the new library system. They will be working closely with CIDS to develop an IIS mission, identity and services. An HSL Corporate Membership program will be implemented that will have an impact on the division. More classes will be developed and taught including possible participation in the UMCP's CLIS Health Reference Resources class. A number of studies are planned including ones to gauge user satisfaction with Mediated Searching Services, and one to identify telephone reference users. Additionally, RIMS will be an active participant in the planning of the service and educational areas in the new building.

Significant Statistical Trends

Education

Education statistics fell in all categories but two - consultation and non-school related instruction. This is probably a normal rise and fall caused by scheduling and attendance difficulties. With the advent of problem-based learning activities in several of the schools and the rise in services in support of the curriculum, the statistics may rise again next year. The rise in consultations is significant for two reasons: 1. it is felt that this is the service direction that the division is keenly interested in and committed to and 2. many attendees from classes that are canceled are encouraged to have one-on-one consultations. The topic of canceled classes remains an area of concern. As has been done in the past, these classes will be monitored and re-evaluated.

Mediated Searching

Mediated search statistics are a little more than half of what they were two years ago and it is felt that this is directly related to the proliferation of self-service searching options at the HSL. The addition of MaryMED Plus has certainly had an impact on the service. This year searching was closed from 12-2, appointments were changed to one hour in length and mediated searching is frequently closed when there is a staffing or service crunch. However, this decrease in service has allowed RIMS to focus on TQS issues as they relate to searching. Surveys were sent to users with a return rate of about 15%. Of these, 84.13% were completely satisfied.

Reference

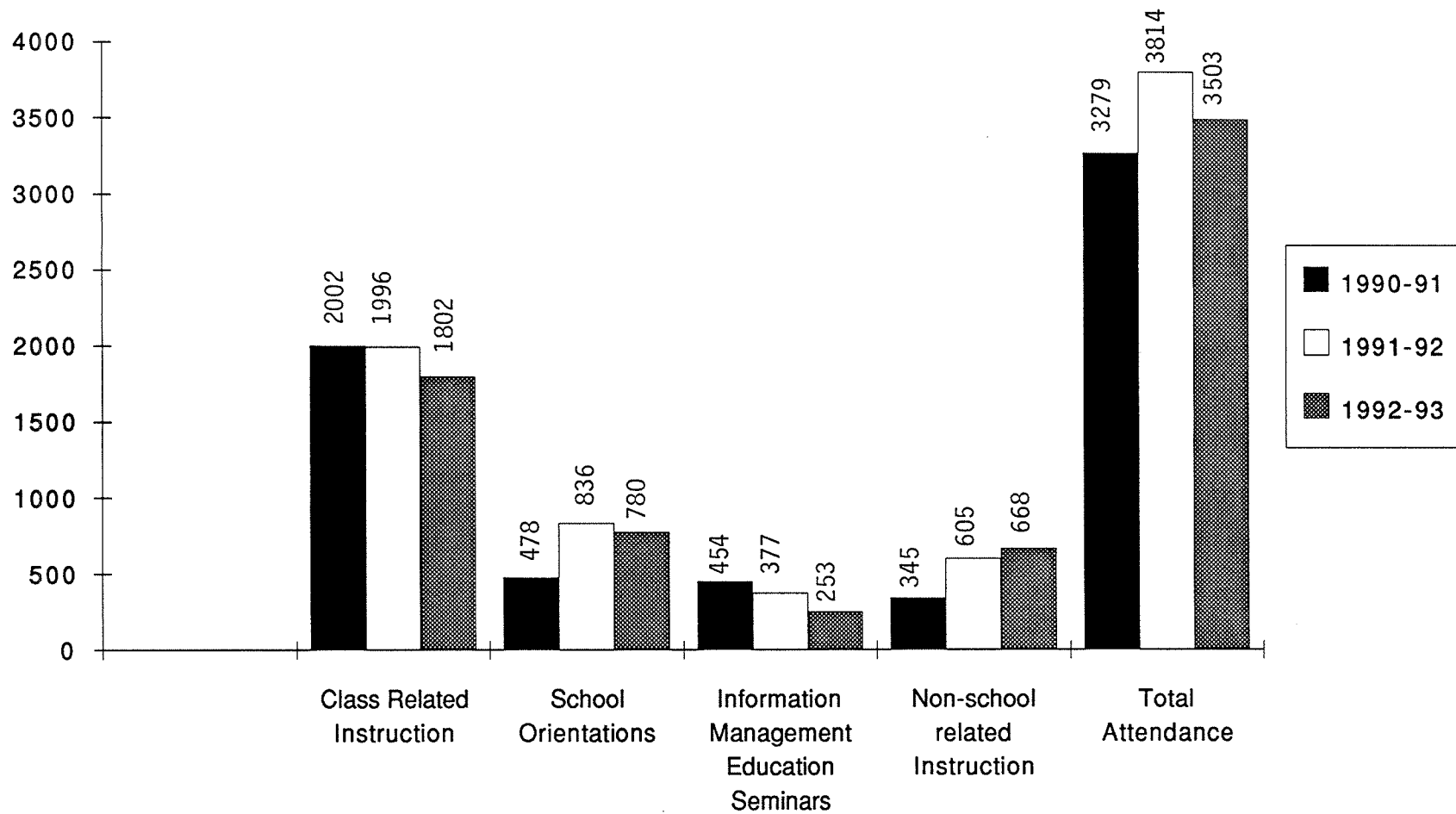
This year's statistics represent a 2.76% drop from the previous year. This is not felt to be of major significance since 37,995 is still a large number of questions. It may be that RIMS has reached the physical limits of numbers of questions that can be answered with a deviation of 1500 in either direction being normal.

Education Services Annual Report 1992-93

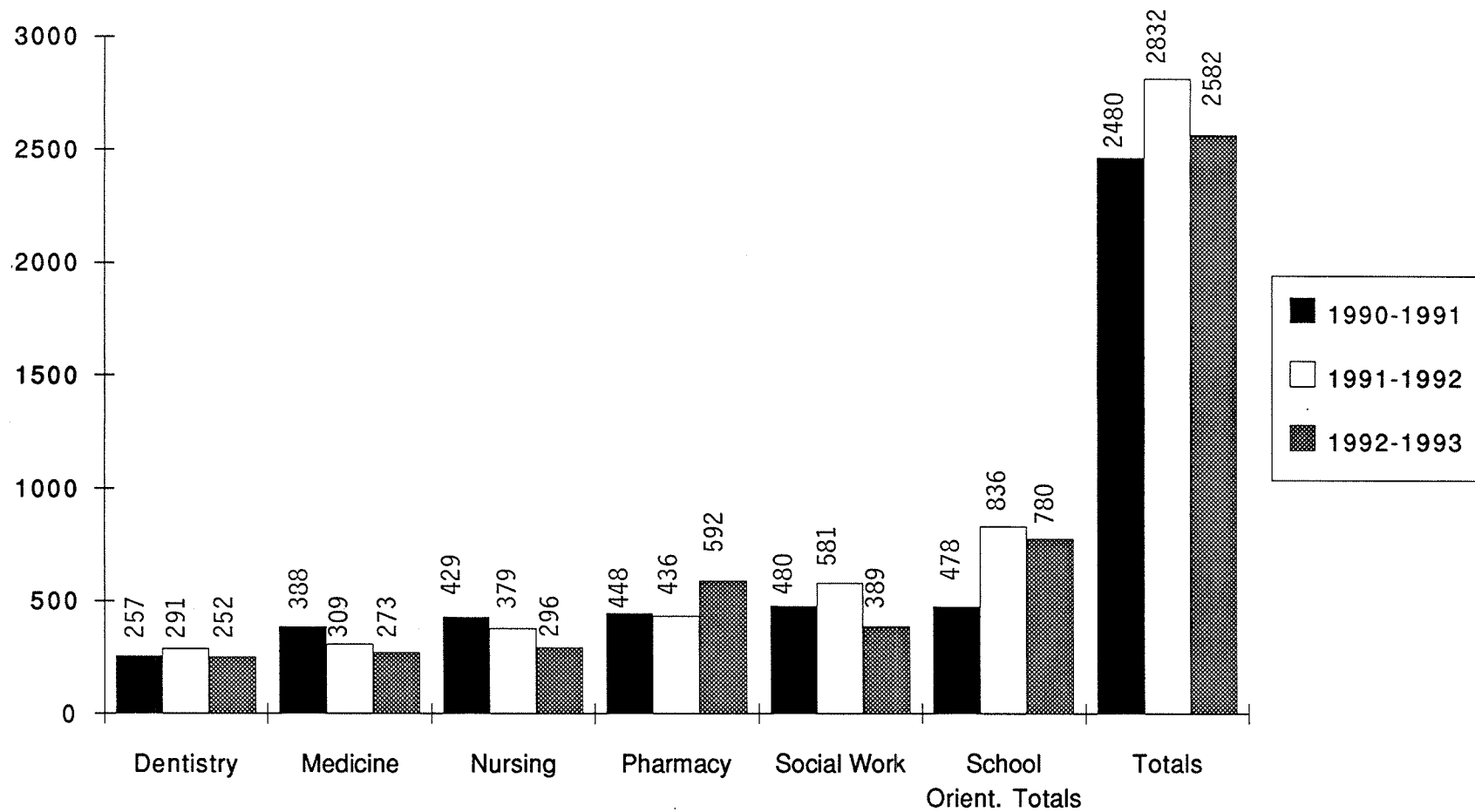
Educational Services Attendance Summary Statistics, 1990-93

	1990-91	1991-92	1992-93	% Change 91/92-92/93
Class-Related Instruction	2002	1996	1802	-9.72%
School Orientations	478	836	780	-6.7%
Information Management Education Seminars	454	377	253	-32.8%
Non-school Related Instruction	345	605	668	+10.4%
Total Attendance	3279	3814	3503	-8.15%

Educational Services Attendance Summary Statistics, 1990-93



Class Related Instruction Attendance 1990-93



[illegible]

HSL Non-Class Related Instruction, 1992-1993

	<u># Hours</u>	<u># Classes</u>	<u>Attendance</u>	
<u>Faculty</u>				
Dental	4.5	2	19	
Medicine				
Endocrinology	1	1	9	
Epidemiology	4	2	26	
Nursing	<u>2</u>	<u>2</u>	<u>20</u>	
Total Faculty	11.5	7	74	74
 Residents				
Anesthesiology			18	
Cardiology			4	
Dermatology			7	
Emergency Medicine			18	
Epidemiology			4	
Family Medicine			34	
Gastroenterology			3	
Internal Medicine			37	
Neonatology			4	
Neurology			15	
Obstetrics/Gynecology			16	
Ophthalmology			3	
Orthopedic Surgery			15	
Pathology			13	
Pediatrics			29	
Psychiatry			8	
Radiology			<u>5</u>	
Total Residents	8.5 est	17	234	234
 Staff Training				
HSL Staff Training				
Drug/Micromedex databases	3	3	9	
LAN databases	2	2	14	
MaryMED Plus	2	1	8	
Network Know-how	2	1	11	
Academic computing	2	1	12	
New Staff Orientations	1.5	6	66	
Pro-Cite (nursing)	3	2	25	
Reference Manager (SSW)	3	2	24	
MaryMED Plus (Dean/Med)	2	1	8	
EMS from UMBC	.5	1	4	
Housecalls	.5	1	8	
President's Cabinet	.5	1	17	
Research assistants	6	4	38	
Shock Trauma	2	1	10	
Technical Liaison Comm.	<u>.25</u>	<u>1</u>	<u>18</u>	
Total staff training	30.25	28	272	272

Other				
Grateful Med/RML	6.5	3	29	
Nursing Informatics Institute				
Computerized Methods	2	1	14	
Grateful Med	2	1	12	
Dietetic interns, Mercy Hosp.	1	1	4	
High school teachers	2	1	15	
Medical products reps	<u>.75</u>	<u>1</u>	<u>14</u>	
Other Total	14.25	8	88	<u>88</u>
NON-CLASS TOTAL	64.5	60	668	668

HSL STAFF TEACHING LOADS, 90-92

<u>Information Specialist</u>	<u>Number of Sessions</u>			<u>Number of Hours</u>		
	<u>90-91</u>	<u>91-92</u>	<u>92-93</u>	<u>90-91</u>	<u>91-92</u>	<u>92-93</u>
Barbara Coon	12	20	26	15.75	32	42.75
Diane Fishman	31	28	38	59	66.5	78.75
Don Frese	19	26	16	28.5	26	18.75
Patty Hinegardner	35	27	24	28.5	54.5	49.25
Janet Lamki	30	33	13	44	52	19.75
Phyl Lansing	68	46	46	102.25	72.75	70
Sandy Levy	36	24	38	45.25	30.75	34
Faith Philip	-	-	16	-	-	26.25
Pam Rand	3	2	9	3.75	5	13.5
MJ Tooey	10	27	12	16.25	33	12.5
Mary Ann Williams	22	12	9	35	21.5	12
TOTALS*	267	245	208	419.25	394	364.5

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

RESEARCH CONSULTATION REPORT
1990-1993

<u>Stated Need for Research Consultation</u>	1990-91	1991-92	1992-93
Term Paper	20	6	14
Masters project or paper	7	5	6
Dissertation	1	5	1
Ongoing research	8	14	14
Other	<u>7</u>	<u>6</u>	<u>3</u>
Total by stated need	43	36	38
<u>Type of Inquiry</u>			
Walk-in	7	8	21
Appointment			
HSL	61	90	112
Out of HSL	5	4	8
Electronic			
CoSy	-	-	-
EARS	-	-	-
Telephone	<u>7</u>	<u>4</u>	<u>3</u>
Total by type of inquiry	80	106	144
		for 121 persons	for 163 persons
<u>Types of Information Provided</u>			
Hardware	3	6	7
Software	18*	18#	39+
Strategy	19	31	44
HSL resources	24	42	37
EARS	6	8	7
HSL databases	31	47	22
Classes	4	10	9
Micromedex	8	8	12
CoSy	-	-	2
Databases/vendors	15	11	6
PsycLit	19	23	27
NAHL	9	22	33
MaryMed Plus	-	-	74
SWAB	-	-	11
Other databases	-	-	8
Indexes	18	10	9
Online catalog	<u>2</u>	<u>7</u>	<u>16</u>
Total types of information	180	243	363

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

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

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

Print inquiries included: IPA (1), SCI (2), SSCI (3), and other miscellaneous sources

Consultation Statistics, 92/93 - 2

	1990-91	1991-92	1992-93
<u>Persons served</u>			
Dentistry	4	6	15
Medicine	27	33	60
Nursing	12	35	38
Pharmacy	8	15	14
Social Work	17	14	24
UMH	12	11	6
Other	5	7	6
Total persons served	85	121	163

<u>Status</u>			
Faculty	12	17	34
Staff	22	36	43
Student	36	64	84
Other	4	4	2
Not indicated	6	-	-
Totals by status	80	121	163

<u>HSL Staff hours</u>			
Preparation	14.25 hours	16 hours	21.75 hours
Consultation	<u>61 hours</u>	<u>88 hours</u>	<u>121.5 hours</u>

Total time 75.25 hours 104 hours 143.25 hours
Average: continues to be approximately 1 hour of preparation for 5.5 hours of consultation

<u>Staff Doing Consultations</u>			
Barbara	1	2	6
Diane	17	13	13
Don	2	-	3
Patty	14	27	30
Janet	10	15	4
Phyl	24	24	29
Sandy	13	15	44
Pam	-	1	5
MJ	2	3	1
Mary Ann	4	6	9
		106	144

Mediated Search Services

Statistics

Intellectual Searches

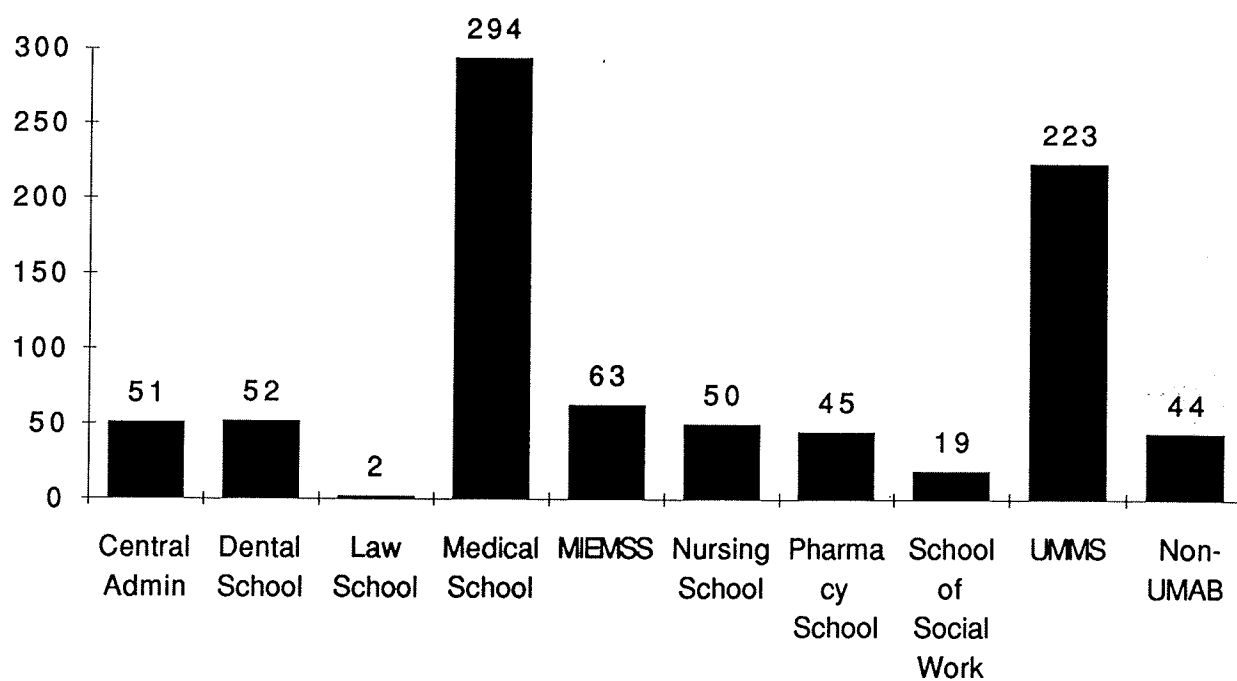
Years	# of Searches
1990/91	1513
1991/92	1269
1992/93	843

IN-PERSON AND PHONE-IN SEARCHES

1992-93

	IN-PERSON	PERCENTAGE	PHONE-IN	PERCENTAGE	TOTAL
JULY	36	43.37%	47	56.63%	83
AUG	14	18.67%	61	81.33%	75
SEPT	24	30.38%	55	69.62%	79
OCT	37	43.53%	48	56.47%	85
NOV	13	26.53%	36	73.47%	49
DEC	6	10.71%	50	89.29%	56
JAN	26	36.11%	46	63.89%	72
FEB	25	30.49%	57	69.51%	82
MARCH	38	43.18%	50	56.82%	88
APRIL	6	10.00%	54	90.00%	60
MAY	14	26.42%	39	73.58%	53
JUNE	21	34.43%	40	65.57%	61
YEAR-TO-DATE	260	30.84%	583	69.16%	843

MEDIATED SEARCH SERVICE: USAGE BY SCHOOL 1992-93



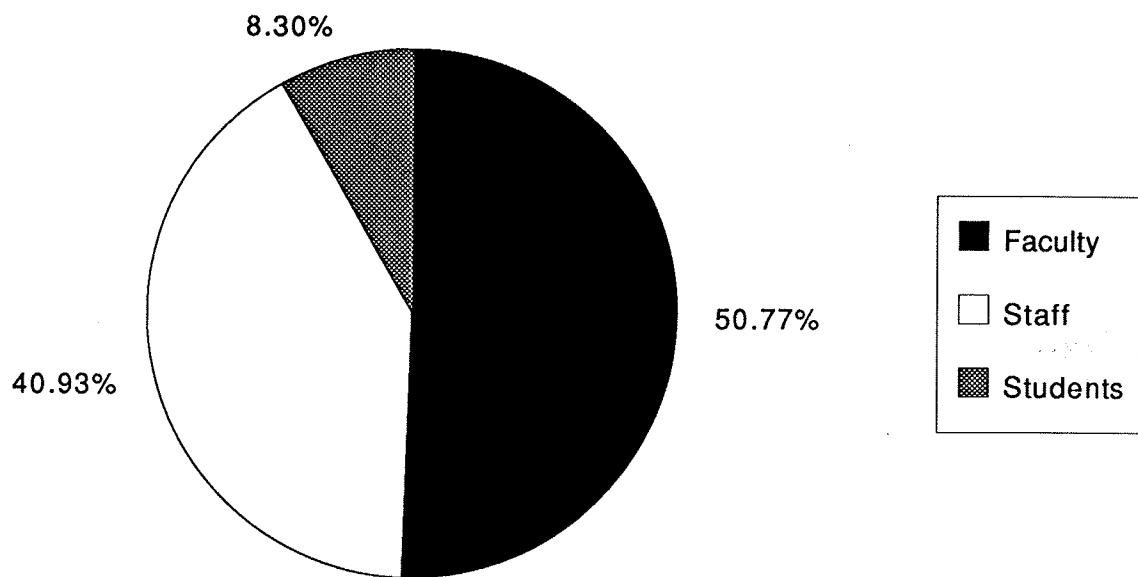
MEDIATED SEARCH SERVICE

USAGE BY SCHOOL

Comparison with figures from 1991/92

<u>School</u>	1991/92	1992/93	Percentage of change
Central Administration	76	51	-32.89%
Dental	106	52	-50.94%
Law	2	2	-
Medicine	446	294	-34.08%
MIEMSS	119	63	-47.06%
Nursing	113	50	-55.75%
Pharmacy	59	45	-23.73%
Social Work	38	19	-50.00%
UMMS	221	223	+ 0.90%
non-UMAB	89	44	-50.56%

Mediated Search Service 1992-93



MEDIATED SEARCH SERVICE

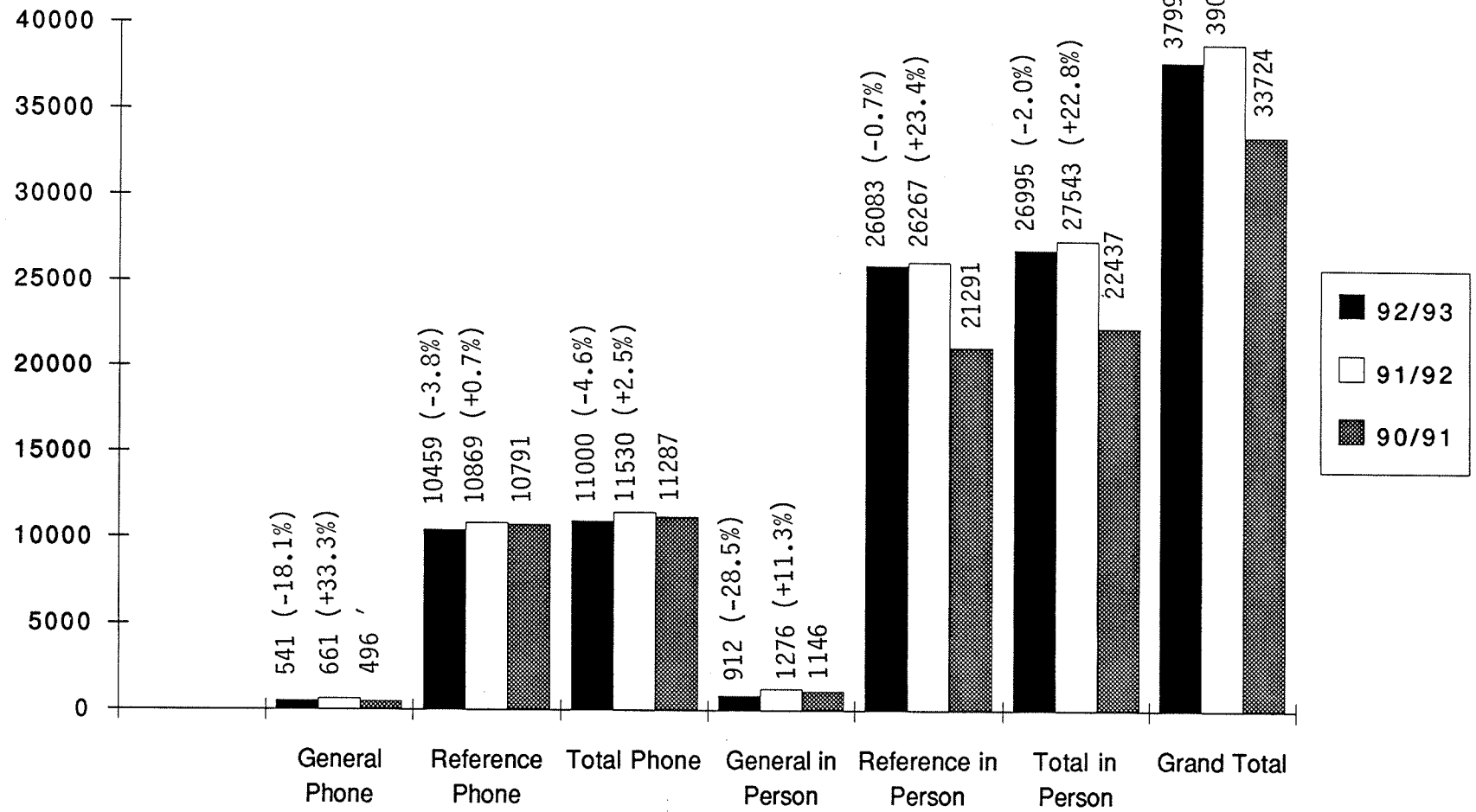
Comparative Table

Database	1992-93	1991-92	1990-91
MEDLARS	1236	2017	2013
Biological	161	141	218
Chemical	59	44	64
Psyc/Soc/ED	152	129	208
Business	20	23	36
LibSci/Comp	19	28	28
Other	122	192	219

Percentage Table

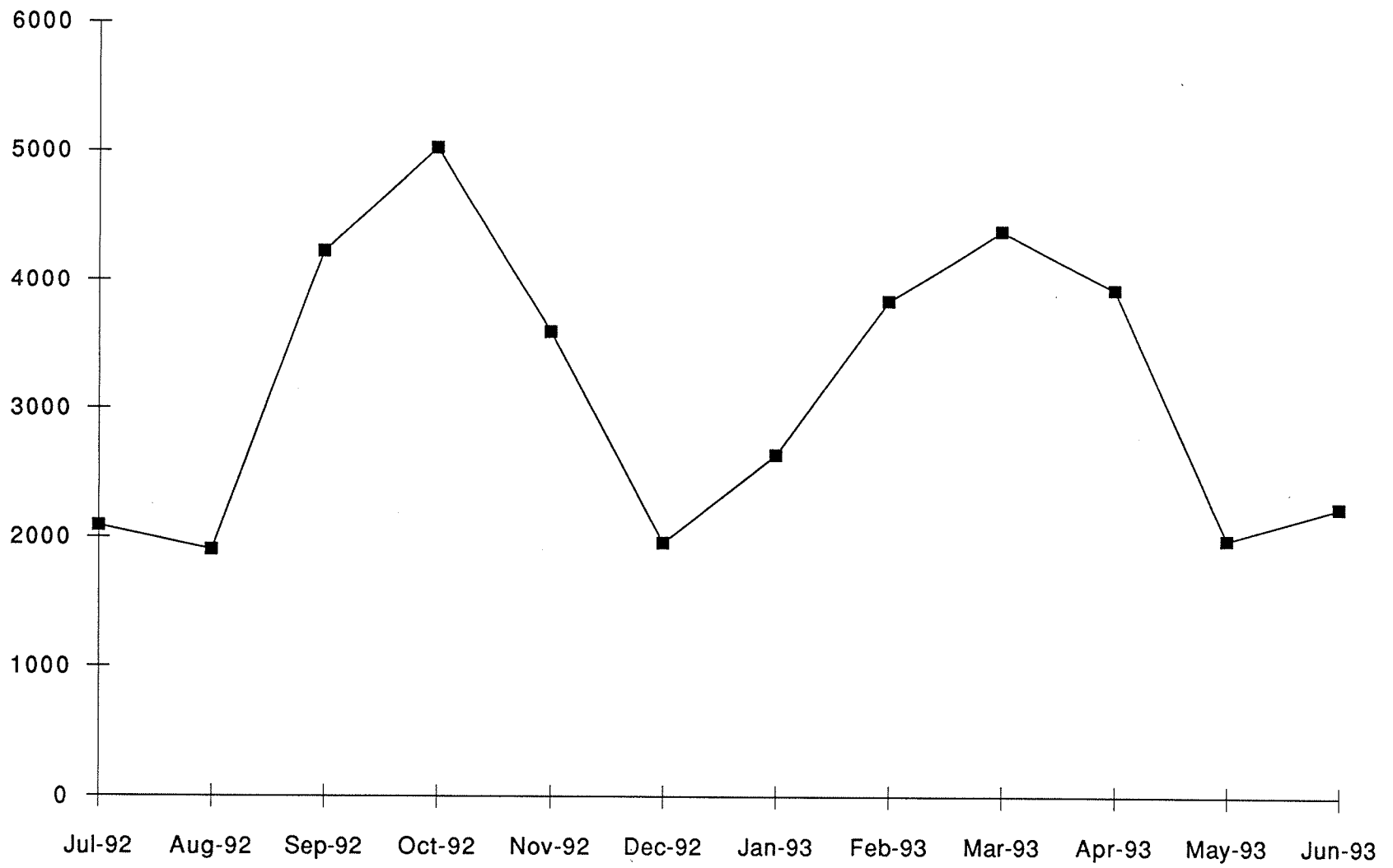
Database	91-92/92-93	90-91/91-92
MEDLARS	-38.72%	0.20%
Biological	14.18%	-35.32%
Chemical	34.09%	-31.25%
Psyc/Soc/ED	17.83%	-37.98%
Business	-13.04%	-36.11%
LibSci/Comp	-32.14%	0.00%
Other	-36.46%	-12.33%

Reference Question Statistics



	A	B	C	D	E	F	G	H	I	J	K	L
1			IN PERSON					TELEPHONE				
2		DIRECTIONAL		REFERENCE			DIRECTIONAL		REFERENCE			TOTAL
3			INFORMATIONAL	INSTRUCTIONAL	RESEARCH			INFORMATIONAL	INSTRUCTIONAL	RESEARCH		
4	Jul-92	48	852	460	13		28	668	13	10		2092
5	Aug-92	38	804	309	16		24	694	9	14		1908
6	Sep-92	97	1972	1044	21		49	1035	5	13		4236
7	Oct-92	114	2316	1344	61		52	1129	12	8		5036
8	Nov-92	100	1510	964	33		31	957	6	9		3610
9	Dec-92	47	789	441	15		38	628	3	8		1969
10	Jan-93	63	1041	601	18		48	858	9	17		2655
11	Feb-93	78	1640	1190	11		39	880	12	12		3862
12	Mar-93	139	1825	1208	29		92	1093	6	23		4415
13	Apr-93	80	1675	1129	26		58	964	10	13		3955
14	May-93	53	864	409	11		40	608	8	10		2003
15	Jun-93	55	945	478	19		42	693	13	9		2254
16	FY 1992-93	912	16233	9577	273		541	10207	106	146		37995
17												
18												
19		1992/93	% CHANGE	1991/92	% CHANGE							
20	PHONE											
21	DIRECT.	541	-18.15%	661	33.27%							
22	REFERENCE	10459	-3.77%	10869	0.72%							
23	INFORM.	10207	-2.49%	10468								
24	INSTRUCT.	106	-43.92%	189								
25	RESEARCH	146	-31.13%	212								
26	TOTAL	11000	-4.60%	11530	2.15%							
27	IN PERSON											
28	DIRECT.	912	-28.53%	1276	11.34%							
29	REFERENCE	26083	-0.70%	26267	23.37%							
30	INFORM.	16233	7.77%	15062								
31	INSTRUCT.	9577	-10.68%	10722								
32	RESEARCH	273	-43.48%	483								
33	TOTAL	26995	-1.99%	27543	22.76%							
34	GRAND TOTAL	37995	-2.76%	39073	15.86%							
35												
36												
37												
38		1990/91	% CHANGE									
39	PHONE											
40	DIRECT.	496										
41	REFERENCE	10791										
42	INFORM.	9966										
43	INSTRUCT.	660										
44	RESEARCH	165										
45	TOTAL	11287										
46	IN PERSON											
47	DIRECT.	1146										
48	REFERENCE	21291										
49	INFORM.	13733										
50	INSTRUCT.	7334										
51	RESEARCH	224										
52	TOTAL	22437										

	A	B	C	D	E	F	G	H	I	J	K	L
53	GRAND TOTAL	33724										
54												
55												
56		92/93		91/92		90/91						
57	General Phone	541	-18.15%	661	33.27%	496						
58	Reference Phone	10459	-3.77%	10869	0.72%	10791						
59	Total Phone	11000	-4.60%	11530	2.15%	11287						
60	General in Person	912	-28.53%	1276	11.34%	1146						
61	Reference in Person	26083	-0.70%	26267	23.37%	21291						
62	Total in Person	26995	-1.99%	27543	22.76%	22437						
63	Grand Total	37995	-2.76%	39073	15.86%	33724						



TOTAL - FY 1992-1993 37,995

RIMS Staff Responsibilities

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

Barbara Coon - Information Specialist

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

Diane Fishman - Information Specialist and Manager (4-93-)

- Manages the day-to-day activities of RIMS
- Advises Director, RIMS
- Liaison to the School of Pharmacy
- Publications manager (to 4-93)
- RIMS CD-LAN Support Committee
- MaryMED Plus Implementation Committee
- Chair of Instructional Materials Support Committee
- RIMS Collection Development Committee

Donald Frese - Information Specialist and Coordinator of Reference Services

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

Patricia Hinegardner - Information Specialist and Coordinator of Mediated Searching Service

- Coordinator of Mediated Searching Service
 - Maintains scheduling of mediated searching

Sets pricing and procedure mechanisms for searching
Trains online searchers and oversees continuing professional development
Supports the CLAWS (Current Literature Awareness Service)
Maintains thesauri, updates and support materials for searching
Investigates potential new services and techniques for searching
Advises Director, RIMS
Liaison to Graduate Nursing
Backup Online Instructor for Region II of the NN/LM
CD-LAN Committee
MaryMED Plus Implementation Committee
Chair, Mediated Searching Committee
HSL Strategic Planning Committee
Applications Development Standard Committee
Resources Committee for NLN Accreditation - School of Nursing

A. Janet Lamki - Information Specialist (until January 1993)

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

Phyllis Lansing - Information Specialist and Coordinator of Education Services

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

Sandra Levy - Information Specialist

Liaison to UMMS, Medical Research and Technology, and Law School
Co-liaison to Medical School
RIMS Liaison to UMLS
Journal Review Committee
Corporate Membership Committee
MaryMED Plus Implementation, Education Subcommittee
UMABNET Committee

Charlene Matthews - Secretary

Secretary

Word Processing and Graphics
Handles mailings for RIMS and HSL
Coordinates mailing of SDI searches
Oversees office machinery to insure consistent, quality production of materials
Photocopies
Collates materials for seminar
Sorts and distributes mail

Receptionist

Serves as phone backup for reference desk
Handles appointments for Director, RIMS
Does confirming phone calls for seminars
Updates looseleaf services in reference
HSL Strategic Planning Task Force

M. Faith Philip - Information Specialist

School of Social Work Co-Liaison
New Books Editor
MaryMED Plus Implementation, Reference and In-house Service Subcommittee
Journal Review Committee (Spring 1993)
RIMS Collection Development Committee (Spring 1993)
Brochures (June 1993-)

Pamela Rand - Information Specialist

Interim Liaison to Dental School (Fall 1992)
Interim Liaison to School of Nursing (Summer 1993)
Special Projects/Expertise
Fallfest
Gerontology
RIMS Collection Development Committee
HSL Disabled Services Committee
MaryMED Plus Implementation, Instructional Materials Support Subcommittee
New System Task Force

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

Manages and coordinates all activities of RIMS

Serves in advisory capacity to Director, Health Sciences Library

UMAB President's Strategic Planning Advisory Board

UMAB Student Affairs Committee

IS Newsletter Editorial Board

Journal Review Committee

HSL Fees for Services Committee

RIMS Collection Development Committee

Corporate Membership Committee

Chair, MaryMED Plus Implementation Committee

Journal Review Committee

HSL Author Recognition/Reception Committee

New System Task Force

HSL special events coordinator (ad hoc)

Project Manager - HSL/IS Building Initiative

Mary Ann Williams - Information Specialist

Liaison to the Dental School

New System Task Force

MaryMED Plus Implementation, Education Sub-Committee

Graduate School Grants Committee

Staff Activities During 1992-1993

Barbara Coon

Professional Organizations

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

Meetings and Workshops

MAC/MLA Annual Meeting Oct. 16, 1992
MAHSL Board Meeting Jan. 13, 1993
MAHSL Board Meeting April 28, 1993
MAHSL Dinner Meeting June 23, 1993

Committees (including UMAB)/Offices/Honors

MAHSL Newsletter Co-editor 92/93

Diane Fishman

Professional Organizations

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

Meetings and Workshops

Desktop publishing class, July 30, 1992
MAC Annual Conference, Oct. 14-17, 1992
Introduction to Communications and Networking in the Health Sciences,
Oct. 14, 1992
Maryland Library Association Leadership Training Workshop Feb. 3, 1993
TQS retreat Feb. 8, 1993
Dialog biomedical seminar Mar. 18, 1993
Maryland Library Association Visioning Retreat, June 10-11, 1993
IS Retreat - June 24, 1993

Committees (including UMAB)/Offices/Honors

Chair, Printing & Publicity Committee, 1992 MAC Conference, Chair
Academic & Research Libraries Division, Maryland Library Association -
Chair, Conference Program Planning Committee/ President Elect

Maryland Library Association Conference Planning Board
HSL Staff Association
HSL Forum Committee, Chair
RIMS Collection Development Committee
Arranged Mac WordPerfect sessions for HSL staff

Publications/Presentations

Author: Maryland Model Statement for Bibliographic Instruction. MRSQ 1993. 12
(2): 91-97.

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

Co-moderator On the Right Track; Training without a Trainer Program at Maryland Library Association Conference, May 1993.

Don Frese

Professional Organizations

Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Librarians
co-chair Resource Sharing and Development Committee
Baltimore Area Reference Librarians Information Exchange

Meetings and Workshops

MAC meeting, Towson, 10/20/92
LS2K Users Group, Rockville, 10/26/92
Computers in Libraries, Washington, DC, 3/3/93
STN training class, Washington, DC, 6/30/93
MAHSL Executive Board meetings 1/3/93, 4/28/93
MacIntosh computer introductory class 2/14/93
IS Retreat - June 24, 1993

Committees (including UMAB)/Offices/Honors

RIMS Collection Development Committee
Journal Review Committee
Authors' Reception Committee
New System Task Force and New System Task Force editorial committee
Online Journal of Current Clinical Trials committee
Mary-MED Plus implementation committee
Co-chair, Resource Sharing and Development Committee, MAHSL

Patricia Hinegardner

Professional Organizations

Medical Library Association

Public Services Section
Nursing and Allied Section
Mid-Atlantic Chapter/Medical Library Association

Meetings and Workshops

Medline/MeSH/Health at NLM - July 27, 1992
Mid-Atlantic Chapter/ Medical Library Association 1991 Annual Meeting
Towson, Maryland Oct. 14-17 1992
NLM Satellite Broadcast - Oct 22, 1992
SCAMC Meeting - Nov 9 - Nov 11, 1992
HSL Forum - Jan 20, 1993
TQS retreat with Tom Sappington - Feb 8, 1993
Power Packed Communications Skills for Women Seminar - Mar 16, 1993
Medical Library Association 1993 Annual Meeting Chicago, IL May 15-19,
1993
How to Teach Adults in Individual and Small Group Settings - May 16, 1993
MAHSL Annual Dinner Meeting - June 23, 1993
IS Retreat - June 24, 1993
HSL Forum - June 28, 1993

Committees (including UMAB)/Offices/Honors

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

Publications/Presentations

Lamki, A. J. & Hinegardner, P. G. (1993). CD ROM in an academic setting:
Instructional implications. In M. S. Woods (ed), CD-ROM implementation
and networking in health sciences libraries (pp. 71-88). New York: Haworth
Press.
Co-presented "Computerized Methods for Locating, Selecting & Organizing
Information," and "Nurses' View of Grateful Med, Featuring Loansome Doc,"
with Phyl Lansing for Nursing Informatics Summer Institute, July 13, 1992.
Co-taught with Phyl Lansing "Grateful Med Featuring Loansome Doc" class
for the RML, August 6, 1992
Taught Grateful Med class and demonstrated Grateful Med at the Radiologic Society
of North America meeting in Chicago, December 1-2, 1992
Presented "Meeting Evolving Needs in Nursing Informatics Programs," (co-
authored with Phyl Lansing) at the Medical Library Association meeting, May
19, 1993
Taught Grateful Med class for staff of Becton Dickinson - June 16, 1993

A. Janet Lamki

Professional Organizations

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

Meetings and Workshops

Publications

Lamki, A. J. & Hinegardner, P. G. (1993). CD ROM in an academic setting: Instructional implications. In M. S. Woods (ed), CD-ROM implementation and networking in health sciences libraries (pp. 71-88). New York: Haworth Press.

Phyl Lansing

Professional Organizations

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

Meetings and Workshops

Attended LS2K Users Group Meeting in Rockville, October 26, 1993
Attended MAC/MLA meeting in Towson, October 15, 1993
Attended SCAMC meeting in Baltimore, November 11, 1992
Attended Maryland Library Association meeting, May 14, 1993
Attended Medical Library Association meeting, May 15-19, 1993
MAHSL Annual Dinner Meeting - June 23, 1993

Committees (including UMAB)/Offices/Honors

UMAB Graduate Student Fund Sources Committee
Mid-Atlantic Chapter/Medical Library Association
Nominating Committee member

Publications/Presentations

Co-presented "Computerized Methods for Locating, Selecting & Organizing Information," and "Nurses' View of Grateful Med, Featuring Loansome Doc," with Patty Hinegardner for Nursing Informatics Summer Institute, July 13, 1992.
Co-taught with Patty Hinegardner "Grateful Med Featuring Loansome Doc" class for the RML, August 6, 1992
Taught Grateful Med class and demonstrated Grateful Med at the Radiologic Society of North America meeting in Chicago, December 1-2, 1992
Presented BIIG program on "Teaching how to Search CD ROM Databases, January 15, 1993
Presented 'Medical Maze' program at BARLIE meeting, Wheaton, MD, February 20, 1993
Co-authored with M.J. Tooley "Let's Talk: Consultation Adapts to New Needs," a paper presented at the Medical Library Association meeting, May 17, 1993
Co-authored with Patty Hinegardner "Meeting Evolving Needs in Nursing

Informatics Programs," a paper presented at the Medical Library Association meeting, May 19, 1993

Sandra R. Levy

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter/Medical Library Association
Association of Mental Health Librarians
Special Libraries Association
Special Libraries Association - Information Technology Division

Meetings and Workshops

RML exhibit with Lisa Lovullo, September 11, 1992
Attended SCAMC meeting in Baltimore, November 11, 1992
Attended MAC/MLA meeting in Towson, October 15, 1993
Attended Computers in Libraries, Washington DC, March 2, 1993
Power Packed Communications Skills for Women Seminar, Baltimore - Mar 16, 1993
Dialog Biotechnology Training, Washington DC, April 14, 1993
Attended Medical Library Association meeting, Chicago, May 15-19, 1993
How to Teach Adults in Individual and Small Group Settings - May 16, 1993
IS retreat with Tom Sappington - June 24, 1993

Committees (including UMAB)/Offices/Honors

Director, Special Libraries Association - Baltimore Chapter, 1993
UMAB Technical Liaison Committee
UMAB Recycling Coordinator

Publications/Presentations

Co-authored with Jane Murray, Peter LePoer, "UMLS Workstation Project: progress to date" presented paper at the Medical Library Association meeting, May 19, 1993

Charlene Matthews

Meetings and Workshops

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

Faith Philip

Professional Organizations

Medical Library Association/ Mid-Atlantic Chapter
Maryland Association of Health Sciences Librarians
Maryland Library Association
Awards Committee
WBNA (Women's National Book Association)

Meetings and Workshops

BARLIE meeting, Brief Encounters: The Reference Question Kind, May 6, 1993
Rx for Hospital Quality (NLM) October 22, and November 5, 1992
MLA, BIIG- Teaching PsycLit, January 15, 1993
Network Resources, January 29, 1993
Medlars Training June 7-9, 1993
WordPerfect 2.1 Workshop, June 23, 1993
IS retreat with Tom Sappington - June 24, 1993

Committees (including UMAB)/Offices/Honors

RIMS Collection Development Committee
Journal Review Committee

Pamela S. Rand

Professional Organizations

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

Meetings and Workshops

Disabled Services meeting with campus liaisons, July 17, 1992
MAHSL Executive Board meeting, Sept. 9, 1992
MAC Annual Conference, Oct. 15, 1992
PsycLit Workshop, Nov. 19, 1992
MAHSL Executive Board meeting, Jan. 13, 1993
NBLA Seminar "Stress Reduction: Solutions for Women," Jan. 26, 1993
BARLIE Program Committee meeting, Mar. 25, 1993
BARLIE meeting, Brief Encounters: The Reference Question Kind, May 6,

1993

Staff Association Executive Board meeting, May 18, 1993

Staff Association Executive Board meeting, June 8, 1993

Committees (including UMAB)/Offices/Honors

BARLIE, President

HSL Staff Association, President

MAC 1992 Conference, Printing & Publicity Committee

MAHSL, Union List Committee, Chair

RIMS Collection Development Committee

HSL NSTF Committee

HSL Disabled Services Committee

Publications and Presentations

Editor: Maryland Association of Health Sciences Librarians with DOCHSIN

Union List of Biomedical Serials 1993

Mary Joan (M.J.) Tooev

Professional Associations

Medical Library Association

Dental Section

Medical Informatics Section

Public Services Section

Mid-Atlantic Chapter, Medical Library Association

Maryland Association of Health Sciences Librarians

Special Library Association

Management Section

Baltimore Chapter

American Library Association

Maryland Library Association

Baltimore Area Reference Librarians Information Exchange

Meetings and Workshops

IAIMS Consortium Meeting, Washington, DC, October 5-6, 1992

MAC Annual Meeting, October 14-17

MAC Executive Board Meetings, September 17-18, 1992 & January 21-22

LSCA Advisory Board Meetings - March 4, 1993

MLA Annual Meeting, Chicago, IL, May 15-20

Appreciating the Art of Fundraising: A Symposium on Applications to
Health Sciences Libraries. MLA, May 20, 1993

TQS Workshops with Tom Sappington - November 5, January 14,

IS Retreat - June 24, 1993

SCAMC - November 9-11, 1992

UMAB Executive Development Program, 1993

HPCC Workshop - NLM, February 11, 1993

University of Arizona Health Sciences Library Dedication - Tucson, February
15-18, 1993

Computers in Medical Education - Philadelphia, April 29-30

Committees (including UMAB)/Offices/Honors

Project Manager, New Health Sciences Library/IS Building

Medical Library Association

National Program Committee, 1993 Annual Meeting

MAC Nominee to the MLA Nominating Committee

Mid-Atlantic Chapter, Medical Library Association

Local Arrangements Committee, Exhibits Co-chair, 1992 Annual Meeting

Chair, Honors and Awards Committee, 1991-1993

Maryland Association of Health Sciences Librarians

Newsletter Co-editor, 1988-December 1992

Library Services Construction Act (LSCA) Advisory Committee, Maryland State
Department of Education, Division of Library Development and Services,
1991-1994

UMAB President's Strategic Planning Advisory Board

UMAB School of Medicine, Informatics and Independent Study Curriculum
Subcommittee

UMAB Student Affairs Committee

HSL Journal Review Committee

HSL New System Task Force

HSL Author Reception Committee

HSL United Charities Campaign Chair

HSL, Chair, Corporate Membership Committee

HSL, Chair, MaryMED Plus Implementation Committee

Publications/Presentations

Editor, Information Management Education Column, Medical Reference Services
Quarterly

"Let's Talk: Consultation Adapts to New Needs." Co-authored with Phyllis
Lansing. Medical Library Association Annual Meeting, Contributed Papers
Session, Chicago, IL, May 17, 1993.

Tooley, M.J. "The Breezes of Change." Information Management Education
Column. Medical Reference Services Quarterly, Spring 1993.

Tooley, M.J. and Melanie Wilson. "Educational Services." Current Practice in
Health Sciences Librarianship. (In preparation)

Mary Ann Williams

Professional Memberships

Mid-Atlantic Chapter (MAC)

Maryland Association of Health Sciences Libraries (MAHSL)

Health Science Library Staff Association

Meetings and Workshops

MLA CE course - Health Information Sources for the Layperson, Oct.14,1992
Annual MAC Meeting, Towson, Oct 15-16,1992
Introduction to the Mac, May 6, 1993
IS Retreat, June 24,1993

Offices/Honors

Co-editor of MAHSL Newsletter
MAC Publicity Committee for Annual Meeting, 1992

RESOURCES MANAGEMENT DIVISION
ANNUAL REPORT
1992/93

Division Mission

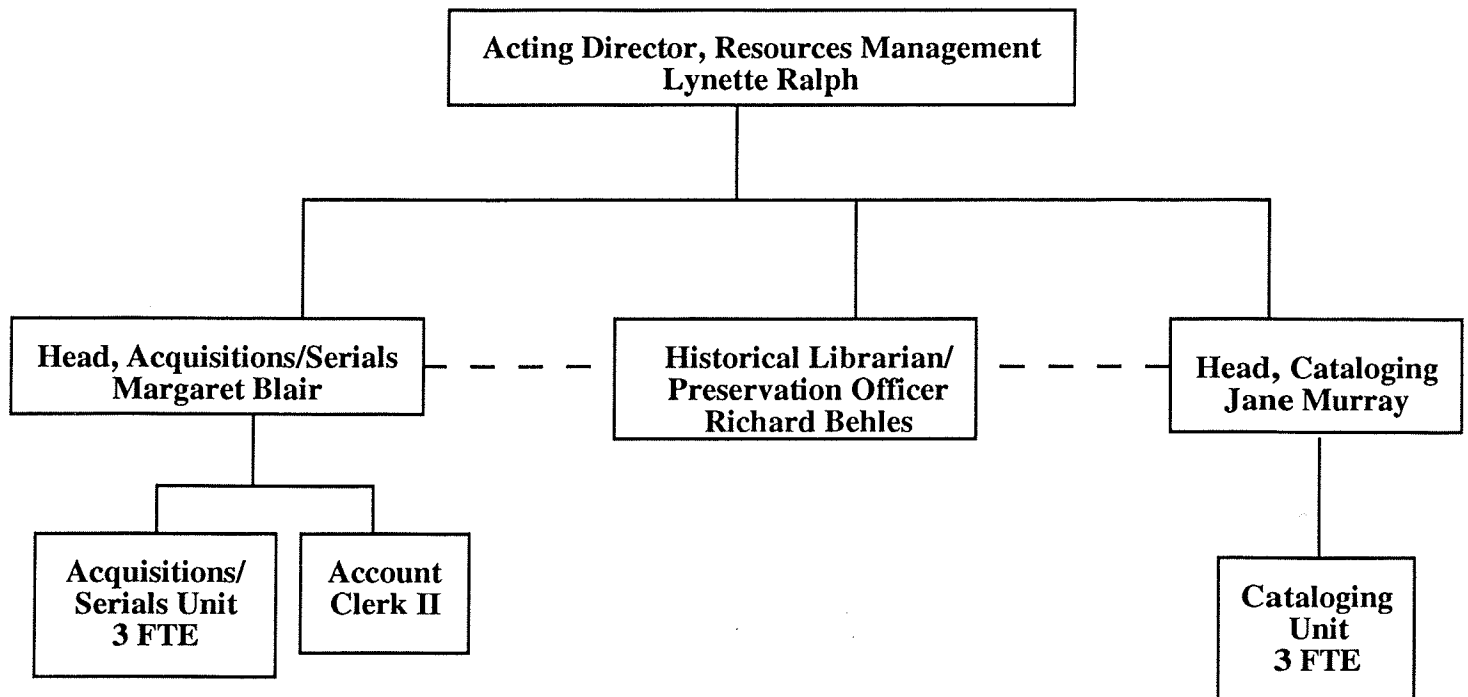
The Health Sciences Library's mission is to provide information when, where and how it is needed. The Resources Management Division contributes to this mission by acquiring material and ensuring access to and facilitating retrieval of the Health Sciences Library's collection.

During the fiscal year, Resources Management Division was restructured. The Interlibrary Loan Department and Circulation Department are no longer part of Resources Management. Plans and projects for the Division were co-ordinated by the Acting Director of Resources Management. Major accomplishments are discussed below.

- The demonstrations of integrated library systems comprised a major highlight for all Resources Management staff during the past fiscal year. Closely associated with the system demos was the formation of the New System Task Force (NSTF), of which Jane and Margaret were members. The NSTF and its committees met regularly for months while revising and adding to its RFP. As a subset of the NSTF, an Editorial Committee consisting of Jessie Wu, Jane Murray, Margaret Blair, and Don Frese was formed to make the whole RFP document intelligible and consistent.
- At the insistence of the HSL, the SSW began a major effort to correct its local records and to hasten its flagging retrospective conversion. The clean-up effort was moderately successful. The increase in titles to be converted accelerated to the point that it became a burden; the numbers of titles sent over for processing far exceeded the original agreement between the HSL and the SSW's LRC. The 70% increase in the number of titles cataloged for the SSW is clearly reflected in the statistical section of this report.
- Circulation/Reserve staff members received cross-training during the summer of '92 to expand their awareness of and familiarity with the abilities and limitations of the LS/2000. This cross-training focused particularly on the need for authority control when entering or revising names in the Reserve records. Similarly, staff at the SSW LRC received a refresher course in bibliographic transcription and LS/2000 data entry.
- The Collection Development Policy underwent extensive revisions this year. The subject listings were examined closely and revisions and additions were made to reflect changes in the teaching and research on campus. The Reference Collection Policy, the Historical and Special Collections Policy, the Additional Guidelines by Form, and the Retention Statement also were revised. The revised policy was submitted to the President's Cabinet and was approved.

- An agreement was made with Welch and UMBC libraries whereby HSL would keep certain titles so that they each could cancel those titles, and they each would keep certain titles so that HSL could cancel them. The libraries agreed to provide 2-hour turnaround on requests for articles from those titles by using fax and Ariel to speed delivery of copies.
- The HSL began subscribing to its first-ever electronic journal, or "e-journal", the Online Journal of Current Clinical Trials (OJCCT). This new medium requires special procedures to ensure that titles available online are cataloged adequately to provide access to our patrons, and their holdings correctly reported to the various union lists to which we belong.
- While one staff member was out on leave (January-March), the Cataloging Department was fortunate to have the services of a temporary worker who was an extremely productive catalog librarian.
- Jane Murray continued working on the NLM grant project for the bibliographic retrieval component of the Unified Medical Language System (UMLS). Activities included sharing in conducting a series of interface evaluations and contributing to a paper on the project's progress to date, which was presented during a poster session at MLA. The paper will be included in a collection of MLA's '93 conference proceedings.
- Additional changes to machine-readable catalog records have been introduced and continue, both as part of normal revision activities in the MARC environment and as part of a larger effort to integrate all MARC formats into one cohesive whole. MARC format integration has been postponed until late 1995, although it is expected that the formats will begin piecemeal integration before then.
- Following some preliminary discussions with Dr. Theodore Woodward, Rich completed the arrangements to accept and house the donation of Dr. Woodward's personal library, now included as part of our Historical Collections.
- Oversize volumes formerly scattered around various locations in the Historical Room have been centralized and shelved together on oversize shelving in the Room.
- The Historical Collections books brought up from basement storage have been unpacked and re-integrated into their proper locations in the Historical Room.
- In March, we incurred an emergency situation when weekend rains, combined with melting snow, caused a severe leak in the roof of the Library. A sizable number of the nursing books were affected, but we were able to isolate them quickly, and get them into drying conditions in the computer room within the first few hours. This unpleasant experience generated a substantial amount of extra follow-up work, for the Preservation Officer Rich Behles, necessitating special handling and sorting efforts. We lost 86 volumes as a result, but have since been able to replace some of them through new purchases. All in all, considering the scope of the area originally affected, we feel that we came through the situation as successfully as could be hoped.
- Rich coordinated the project of MARYMED Plus marking HSL-owned titles in the new MARYMED PLUS database installed in the Library.

**University of Maryland at Baltimore Health Sciences Library
Resources Management**



STATISTICAL REPORTS - ACQUISITIONS DEPARTMENT

	1992/93	1991/92	1990/91
TOTAL FUNDS EXPENDED			
Books	215,538.02	177,964.87	335,879.17
Journals	628,487.80*	502,531.86	462,552.69**
Bindery	38,619.75	37,643.55	43,647.45

*This figure includes payments for all the electronic databases. The subscription for the Medline tapes was cancelled and replaced by CD Plus, which will be paid for out of the journal budget in FY 93/94. Micromedex was paid for out of another budget this year.

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

BOOKS

Purchases	4202	3080	4631
Gifts	459	422	670
Theses	140	156	165
AV	4	15	6
Grand Total	4805	3673	5473

Monographs processed in the fields of:

Dentistry	109	93	119
Medicine	2595	1964	2858
Nursing	713	410	369
Pharmacy	225	217	292
Social Work	526	478	914
Allied Health	35	27	40
Psychiatry	142	115	159
Other	233	246	257
Sent to REF.	330	305	404

SERIALS STATISTICS

Bound volumes added	3953	3892	4028
New subscriptions	23	26	28
Titles cancelled	19	23	

As the above statistics show, the Library was able to increase the number of books purchased this year by about 20% over the previous fiscal year. The increase in nursing items shows the additional copies purchased with the extra funds mentioned above.

STATISTICAL REPORTS FY 92/93 - CATALOGING DEPARTMENT

A. New Items Added to the Collection

1.	Print	88/89	89/90	90/91	91/92	92/93
a.	DLC Copy Cataloging					
	Titles	1763	3023	3615	2263	2876
	Volumes	1831	3148	3759	2337	2945
b.	Edited Records (Non-DLC copy)					
	Titles	799	766	370	618	761
	Volumes	954	832	401	642	833
c.	Originals					
	Titles	141	161	278	133	177
	Volumes	165	162	329	169	221
d.	Enhanced Records					
	Titles	NA	NA	191	90	57
	Volumes			201	93	61
e.	Minimal Level Upgrades					
	Titles	NA	NA	11	9	33
	Volumes	NA	NA	11	9	33
f.	Added Copies/Volumes	485	686	909	568	892
	Total Print					
	Titles	2703	3950	4465	3113	3904
	Volumes	NA	NA	5610	3818	4985
2.	Non-Print (all categories)					
	Titles	770	3	34	105	81
	Volumes	772	3	48	106	84
	Total New Items Added					
	Titles	3473	3953	4499	3113	3985
	Volumes	4207	4831	5658	3818	5069
	Total Withdrawn					
	Titles	NA	NA	518	400	401
	Volumes	883	639	664	600	636
	Net Added to Catalog					
	Titles	NA	NA	3991	2713	3584
	Volumes			4984	3218	4433

B. CATALOGED COLLECTION IN LS/2000 AS OF JUNE 30, 1993
(based upon system counts)

- | | | |
|----|---|---------|
| 1. | Total number of barcoded items: | 153,009 |
| 2. | Total number of titles (# MARC records) | 138,081 |

C. REVISION ACTIVITIES

- | | | |
|----|---|------|
| 1. | Recataloging | |
| | Titles | 198 |
| | Volumes | 343 |
| 2. | Transfers (relocated to another HSL collection) | |
| | Titles | 2752 |
| | Volumes | 4209 |

D. OTHER ACTIVITIES

- | | | | |
|----|--|------|------|
| 1. | InterLibrary Loan activities carried out by Cataloging Department staff: | | |
| | a. ILL requests verified | 5628 | |
| | b. ILL requests processed | 3184 | |
| 2. | School of Social Work project | | |
| | | 1992 | 1993 |
| | Cataloging | | |
| | Titles | 330 | 1090 |
| | Volumes | 376 | 1258 |

E. DISCUSSION OF STATISTICAL REPORTS

The statistics for new titles added to the HSL's collection reflect fluctuations primarily in the amount of expenditures on new titles. The total number of titles added to the collection represents an almost 22% increase over that of the previous fiscal year. The number of added copies increased by 36% as a result of monies restored to the book budget toward the end of the fiscal year. After factoring in the number of titles withdrawn from the collection, the net increase is 24%.

It appears that "enhance" activity was reduced by 36% while "minimum-level upgrade" activity increased by 72%. This apparent decrease/increase is due as much to the reduced time the department head has had for cataloging as it is to a change in OCLC's policies. OCLC records "enhance" activity differently in the PRISM environment. Record revisions that formerly would have been counted as "enhances" are now considered "minimum level upgrades." These upgrades generate less credit than do enhances.

The increase in the number of titles cataloged for the School of Social work project

represents a 70% increase over the previous year.

The completion of the Circulation Department's "transfer to storage" project, combined with the normal transfer activities of the Cataloging Department, produced a 30% increase in the number of volumes transferred to another location.

III. STAFF ACTIVITIES

Jane Murray

Professional Organizations

American Library Association
Health Sciences OCLC Users' Group
OnLine Audiovisual Catalogers

Meetings and Workshops

Online Audiovisual Catalogers' biennial meeting, Rockville, Md. Oct. 1-2, 1992
LS/2000 National Users' Group annual meeting, Rockville, Md. Oct. 26-27, 1992
TQM retreat. Nov. 5, 1992
MARC Community Information format/Seymour Plan meeting, Baltimore, Md. March 26, 1993
Workshop, "Leadership and Supervisory Skills for Women", Baltimore, Md. Apr. 23, 1993
WordPerfect 2.1 class, Information Services, UMAB. June 3, 1993
UMAB Information Services retreat, June 24, 1993
American Library Association Annual Conference, New Orleans, La. June 26-July 1, 1993

Committees/Offices/Honors

New System Task Force
New System Task Force Editorial Committee

Publications/Presentations

Freiburger, Gary; Levy, Sandra L.; LePoer, Peter M.; Murray, Jane; Heinold, Steven; and Warfield, Todd. "UMLS Workstation Project: Progress To Date." Poster session presented at MLA annual conference, May 1992.

Priscilla Anderson

Meetings and Workshops

Tour of Welch Library, Johns Hopkins University, with ILL Dept. Sept. 28, 1992
Online Audiovisual Catalogers' biennial meeting, Rockville, Md. Oct. 1-2, 1992
UMAB Information Services retreat, June 24, 1993

Committees/Offices/Honors

HSL Staff Association, Chair, Nominating Committee

Phyllis Colleton

Meetings and Workshops

Tour of Welch Library, Johns Hopkins University, with ILL Dept. Sept. 28, 1992
PALINET workshop: "PRISM for Interlibrary Loan." Oct. 15, 1992
Workshop on the Internet, HSL, UMAB. Oct. 20, 1992
ARIEL training, ILL Dept., HSL, UMAB. Nov. 17, 1992
UMAB Information Services retreat, June 24, 1993

Committees/Offices/Honors

HSL Staff Association, Member-at-Large

Emily Denning

Meetings and Workshops

Tour of Welch Library, Johns Hopkins University, with ILL Dept. Sept. 28, 1992
Online Audiovisual Catalogers' biennial meeting, Rockville, Md. Oct. 1-2, 1992
PALINET workshop: "Effective Use of Library of Congress Subject Headings", Philadelphia, PA,
March 5, 1993
UMAB Information Services retreat, June 24, 1993

Historical and Special Collections

Rich Behles

Professional organizations

Archivists and Librarians in the History of the Health Sciences

Meetings and workshops

"Descriptive Cataloging of 19th Century Imprints for Special Collections"--
Philadelphia Area Consortium of Special Collections Libraries, Aug. 6-8, 1992.
WordPerfect 2.1 training session -- June 3, 1992
Meetings with architects -- June, 1993
Periodic UMAB Safety Awareness Committee meetings
Retreat sessions conducted by Tom Sappington -- February, June 1993
System demonstrations and evaluations -- Summer-Fall, 1993

Committees/Offices/Honors

UMAB Safety Awareness Committee
IS Newsletter Editorial Committee

STAFF ACTIVITIES - ACQUISITIONS DEPARTMENT

Margaret K. Blair

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter, Medical Library Association

Meetings and Workshops

Hood College Library Dedication, Frederick, MD. Sept.11, 1992
National LS/2000 Users Group Meeting, Rockville, MD. Oct. 26 & 27, 1992
Ebsco Serials Seminar, Annapolis, MD. Dec. 9, 1992
Information Services Division Retreat June 24, 1993

Steve Ciuchta

Meetings and Workshops

Information Services Division Retreat June 24, 1993

Rudy Hampton

Meetings and Workshops

Information Services Division Retreat June 24, 1993
WordPerfect class, IRMD, Nov. 19, 1992

Theresa McLaurin

Meetings and Workshops

Information Services Division Retreat June 24, 1993

Sandra Williams

Meetings and Workshops

Grammar Workshop, Baltimore, MD. Sept. 24, 1992

Systems Research, Development, and Services Annual Report 1992/93

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

There was a great deal of staff turnover in the Department during Fiscal Year 1993. Gary Freiburger, the Director, left to become Deputy Director of the HSL. Ken Loving, Director of Computer User Services, was Acting Director of the Department during the fiscal year. Dan Keefer left in August to become Head of Systems at Old Dominion University in Norfolk, VA. Steve Heinold was promoted from MicroLab Aide to Systems Librarian to replace Dan and JianHuai Luo joined us as MicroLab Assistant.

The library has offered access to a three-year subset of the Medline Database since 1985. This year the complete twenty-six year database was made available when the CD-Plus, Inc. Plusnet II system was installed and dubbed MaryMed Plus. The Department was instrumental in writing the specifications for the new system and in its installation. Over the course of the year staff installed software refinements and made changes to hardware to allow greater ease of access for those on campus, outside the library.

Once the library installed MaryMed Plus and transferred users from the old system to the new (not without some problems in the registration process), the old MaryMed database could be removed from the library's second minicomputer (the first runs the LS/2000 library automation system). Although the HSL/Current Contents® database is still running on that computer, three of the eight disk drives were taken offline. The removal of these unused drives saved the library from paying continuing maintenance costs.

On July 1, 1995, Ameritech, Inc. will end licensing for the LS/2000 system. In preparation, many library staff members spent much of the year writing an RFP for a new system. During the summer and fall of 1992 seven vendors of library automation systems came to the library to demonstrate their products. These demonstrations were attended by virtually all staff members. Jessie Wu coordinated these visits, the

writing of the RFP, and worked with the Department of Procurement and Supply to be sure that the RFP met state requirements. The RFP was sent to Procurement in the summer of 1993 for approval by the state and eventual release to interested vendors.

The LS/2000 system was still an essential part of library operations during the year. The Systems Department worked with the School of Medicine's Learning Resources Center and the Veterans' Administration Hospital Library to bring them onto the system as branch libraries in a technical, rather than administrative sense.

In parallel with the RFP for a new automation system is the procurement of a new accounting system. For at least seven years the library has been using an accounting system written in the MIIS programming language and running on the LS/2000 Data General minicomputer. During the year, Jessie Wu coordinated a project to replace this aging system with a Macintosh-based system. This project culminated in the purchase of the Great Plains Accounting System which will be installed during the coming year.

A variety of other projects were carried to completion during the year. The department added the MicroLab to the library's Novell network. The Ariel Scanner/Fax System was procured and installed. By selective purchase of backup equipment, maintenance cost on several systems was drastically reduced. Peter LePoer represented the library on the statewide "Seymour" project. Steve Heinold completed and installed EGAD, the Electronic Guide and Directory, a Macintosh-based help system, in the Reference Area.

Other ongoing activities included active participation in the UMLS Searching Workstation Project by several department members and support of the SERHOLD database and MAHSL and DOCHSIN Union lists.

Statistical Reports 1991/92

Downtime

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

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

LS/2000 Computer			
	<u>Library open</u>	<u>24 hours/day</u>	1991-92
Total hours	2915.0	8760.0	
Hours down	48.5	105.5	
% downtime	1.7%	1.2%	
% uptime	98.3%	98.8%	

Database Computer			
	<u>Library open</u>	<u>24 hours/day</u>	1991-92
Total hours	2915.0	8760.0	
Hours down	24.0	44.0	
% downtime	.8%	.5%	
% uptime	99.2%	99.5%	

The library can continue to boast of an excellent record for the availability of its minicomputers. Downtime for both computers was due to hardware failures rather than software problems.

Downtime Over the Last Seven Years			Downtime Over the Last Four Years		
LS/2000 Computer			Database Computer		
	Downtime	Uptime		Downtime	Uptime
92-93	1.7%	98.3%	92-93	.8%	99.2%
91-92	.5%	99.5%	91-92	1.0%	99.0%
90-91	1.0%	99.0%	90-91	2.6%	97.4%
89-90	2.0%	98.0%	89-90	2.3%	97.7%
88-89	0.7%	99.3%	88-89	1.4%	98.6%
87-88	2.7%	97.3%	87-88	6.4%	93.6%
86-87	3.5%	96.5%			
85-86	1.7%	98.3%			
84-85	1.4%	98.6%			
83-84	3.7%	96.3%			

The chart on the following page represents the volume of usage of the MaryMED, MaryMED Plus, and HSL/Current Contents databases over the last several years.

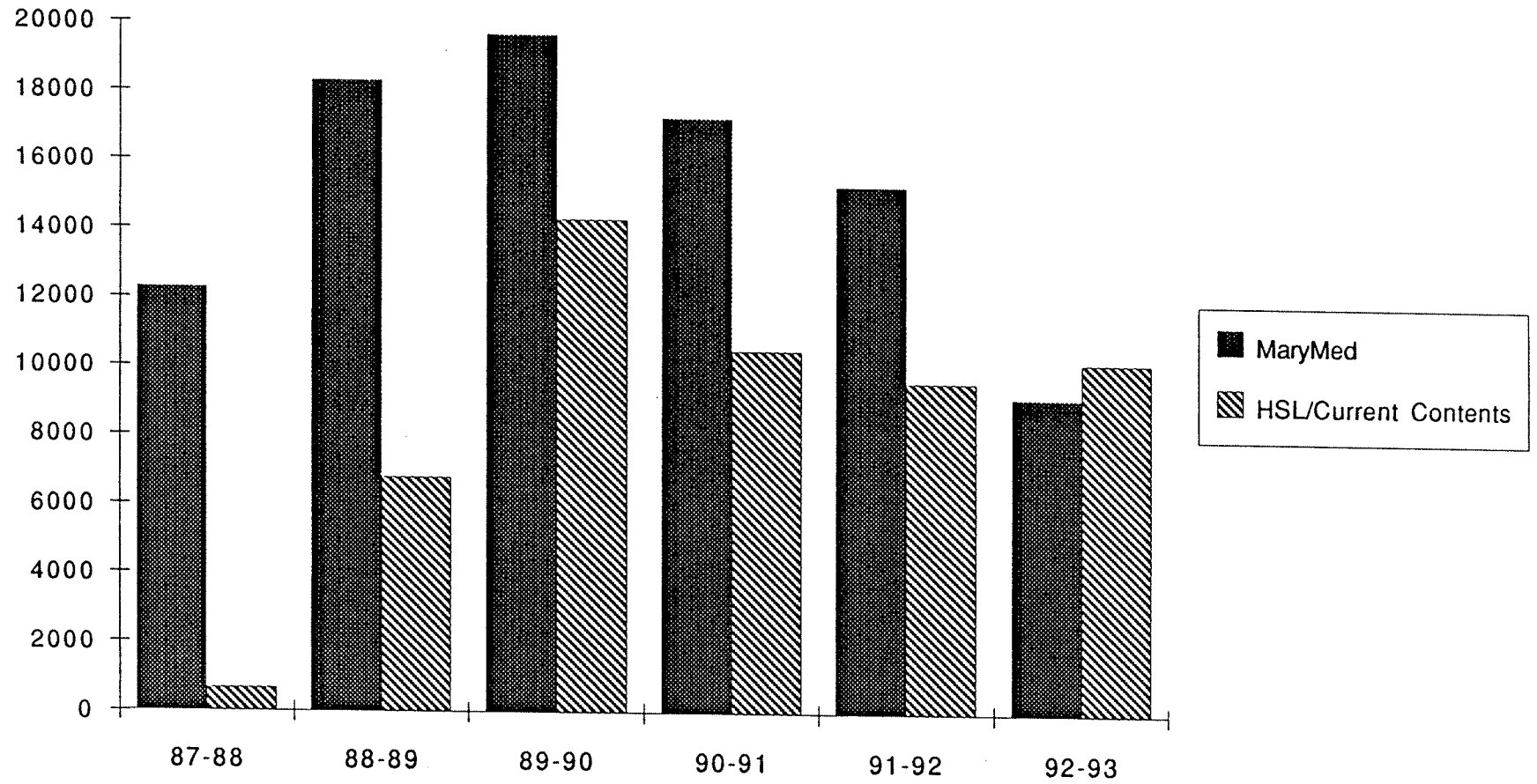
Note that HSL/Current Contents usage rose rapidly during the first three years. During this period, access to the database was free. Usage

began to drop when we imposed a \$50 annual fee. However, HSL/Current Contents usage then stabilized and began to rise last year.

MaryMED/MaryMED Plus statistics are more difficult to analyze. Usage climbed steadily until 1990-91. It was during this time that PsychLit and CINAHL were introduced. Perhaps users who had relied on MaryMED for searching in psychology and nursing had now switched to the other databases.

There is a large drop in connect time shown for MaryMED Plus between 1991-92 and 1992-93. This marks the switch from MaryMED with three years of coverage to MaryMED Plus with over twenty-five years of coverage. Most RIMS staff believe that in-house use of MEDLINE has gone up significantly since the change to MaryMED Plus. Systems staff believe that there may have been a slight decrease in remote usage. All staff feel that usage has, on the whole, risen. We are unable to account for the differing statistics and suspect that the old system and the new system count connect time in different ways. We will have to wait for next year to compare a larger dataset.

Connect Hours to HSL Databases



APPENDIX

Strategic Plan for HSL
FY93/94

STRATEGIC PLAN FOR HSL - 93/94
INFORMATION AND INSTRUCTIONAL SERVICES SUPPORT

HSL Mission

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

HSL Goals and Subgoals

- Goal 1** Provide high quality services to meet the needs of a wide variety of clientele
- Subgoals**
- o Improve current services in an effort to increase productivity and customer satisfaction
 - o Investigate new and innovative services
 - o Address needs of special populations

IIS Tasks for FY 93/94

1. Continue and refine evaluation of Mediated Search Services
2. Implement new courses as needed in the areas of bioethics resources, the UMABnet, the Mac environment and applications, and a basic introduction to the HSL.
3. Implement UMABnet.
4. Implement Corporate Membership program
5. Investigate joint educational opportunities between CIDS and RIMS.
6. Develop a strategy for providing an instructional design service in CIDS.
7. Develop a farewell kit to be sent to graduating students using the School of Medicine as a potential pilot site.
8. Support, however necessary, the pre-registration of students for library and communications resources.
9. Continue to evaluate, redesign and eliminate courses as necessary to support HSL services.

IIS Accomplishments FY 92/93

1. Began evaluation of user satisfaction with Mediated Search Services by attaching survey and SASE to all folder searches.
2. Sent questionnaire to HSL/CC subscribers to determine future directions for the database.
3. Developed new courses:
 - a. UMAB network class co-taught by CIDS and RIMS
 - b. 5 new CIDS classes
 - c. 1 new RIMS class

4. Began work with Academic Computing and Library Systems to design a gopher system for UMAB.
5. Corporate Membership program was designed by committee from Resources Management, Library Administration and RIMS.
6. Added a TDD in the reference area
7. Raised the level of a searching desk to accommodate wheelchair accessibility.
8. ATAL was upgraded with 486 machines to enable Windows and Windows-based software instruction.
9. Macintoshes in User Area were linked to the campus backbone.
10. Began working on course revamping using the ISD model for development to provide higher quality instruction.
11. Developed a brochure to promote services for users with disabilities.
12. New software was installed in the User Area, including ZoomText for text magnification for the visually impaired, WP Citation and Stedman's Medical Dictionary.

Goal 2: Pursue outreach activities on campus and beyond

- Subgoals**
- o Provide library outreach services on campus and beyond
 - o Serve as RML
 - o Contribute to the knowledge base in health information science
 - o Foster relationships with other libraries and organizations
 - o Promote the Health Sciences Library to the UMAB community and beyond

IIS Tasks for 93/94

1. Continue to strengthen liaison roles, where appropriate, through the collection development curriculum committees.
2. Develop a new CIDS brochure and marketing plan.
3. Support UMAB students, as necessary, on other UM campuses.
4. Teach four classes as part of the Nursing Informatics Summer Institute.
5. Continue to publish and present professionally.
6. Investigate research opportunities within the HSL.
7. During September/October/November, study incoming calls using "Caller ID."
8. Support the UMLS project as needed.
9. Attend national, regional, and local meetings as possible.
10. Continue to serve in professional organization, and on UMAB and non-UMAB committees.
11. Investigate the possibility of teaching the basic reference resources course at CLIS.
12. Develop a promotional annual report
13. Investigate the possibility of holding a second UMAB Author's Reception -

- participate as necessary.
14. Participate as needed in the HSL/NLM Building Symposium.

IIS Accomplishments 92/93

1. Through the collection development initiatives and curriculum committees, the liaison program was strengthened.
2. Three classes were taught during the 1992 Nursing Informatics Summer Institute.
3. National, regional and local meeting participation
4. Service as elected officers or committee members in professional organizations on national, regional and local levels.
5. Membership in ALA, MLA, SLA, MAC/MLA, MAHSL, BARLIE, MdLA, ADCIS (Association for the Development of Computer-Based Instructional Systems), NSPI (National Society for Performance and Instruction)
6. Numerous articles, editorships
7. Two book chapters
8. Four presentations at national meetings
9. Local presentations
10. Participation in the organization of the first HSL Author's Reception.
11. Staff participation in the Booker T. Washington and Samuel Taylor Coleridge UMAB projects.
12. Seven staff participated in the "Discovering Careers at UniversityCenter" program.
13. RIMS participated in "Housecalls" program.
14. Participated in project to develop CAI model for Pharmacy

Goal 3 Provide high quality information infrastructure services

- Subgoals**
- o Provide appropriate library resources
 - o Maintain state-of-the-art information technology to support internal library operations and public services.

Tasks FY 93/94

1. Continue to evaluate self-service electronic resources in terms of resource allocation, print resource and importance to users.
2. Serve on Journal Review and Collection Development Committees as needed.
3. Evaluate new online systems as needed
4. Assist in implementation of new online system
5. Support proactive collection development in support of curricular needs.
6. Ensure adequate IIS staffing by re-evaluating staffing needs during peak service times, evenings, weekends and holiday periods.
7. Implement OVID by January 1994 - take leadership role in education and support materials.
8. Assist in the migration of HSL Current Contents to the OVID interface.

9. Add IPA, HAPI and Census CD-ROM databases.

Accomplishments FY 92/93

1. Full Medline database, MM+, was added - coordinated implementation and support.
2. Added Social Work Abstracts (SWAB) database.
3. Participated in committee to write RFP for new online system
4. Recommended new journals and monographs for purchase
5. Participated in the Collection Development Policy review process.
6. Application was written to track users in the User Area.
7. Installed and got running departmental software on the 100 N. Greene St. file server.

Goal 4 Plan a new IS building while maintaining and optimizing existing space.

- Subgoals**
- o New building
 - o Old building

Tasks FY 93/94

1. Work with Development Office to build a HSL Library Board
2. Secure construction funding
3. Participate and complete schematic design, design development and construction
4. Hold two meetings of the Library Building Advisory Board.

Accomplishments FY 92/93

1. RFP for new building sent out
2. Perry Dean Rogers Architects in a joint venture with the Design Collective, Inc. selected as architects.
3. Fee negotiations completed
4. Second year planning money funded
5. Program verification completed

Goal 5 Implement a management approach which is responsive to shifting/changing paradigms

- Subgoals**
- o Collaborate and cooperate on joint venture with other IS units
 - o Support and provide opportunities for staff development and training
 - o Support staff needs which facilitate their work
 - o Hire appropriate staff
 - o Incorporate principles of TQS in continuous planning

Tasks FY 93/94

1. Participate in developing a mechanism across IS to track referrals for user problem resolution
2. Participate in developing a policy across IS for acceptance and support of projects.
3. Identify appropriate staff development activities, meetings and encourage staff participation where possible.
4. Restructure - creating the Information and Instructional Services Division of the Health Sciences Library
 - In RIMS, reinvestigate the service team approach and at mid-year, if feasible, begin implementation.
 - Redefine CIDS and its role in the HSL, IS and UMAB.
5. Hold IIS retreat
6. Implement regular (quarterly or bimonthly) IIS meetings to facilitate information sharing and joint projects.
7. Encourage monthly departmental meetings
8. Hire two Information Specialists, one Instructional Designer, one LTA and one Educational Support Specialist. Re-examine the Office Automation Specialist.

Accomplishments FY 92/93

1. Attendance at national, regional, and local meetings
2. Attendance at database training, personal growth and special skills seminars
3. Four RIMS divisional meetings were held.
4. Requested new equipment and software to help facilitate staff work.

STRATEGIC PLAN FOR HSL (93/94)

Mission

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

Systems

Goals and Subgoals

Goal 1 Provide high quality services to meet the needs of a wide variety of clientele

- Subgoals:
- o Improve current services in an effort to increase productivity and customer satisfaction.
 - o Investigate new and innovative services.
 - o Address needs of special populations

Tasks for FY93/94

- o Work closely with all HSL departments to support their automated services.
- o Work on improving campus connectivity to library services.
- o Provide consultation services to campus users as required.

Accomplished FY92/93

- o Emphasis on service orientation lead to improved customer satisfaction.
- o Improvements to HSL LAN lead to easier access for staff.

Goal 2 Pursue outreach activities on campus and beyond.

- Subgoals:
- o Provide library outreach services on campus and beyond.
 - o Serve as RML.
 - o Contribute to the knowledge base in health information science.
 - o Foster relationships with other libraries and organizations.
 - o Promote the Health Sciences Library to the UMAB community and beyond.

Tasks FY93/94

- o Support the migration of the SERHOLD database to NLM for MAHSL, DOCHSN & HSL.
- o Complete the user interface to the UMLS project.
- o Continue work on other objectives of the UMLS grant.
- o Register students automatically into databases this September.

Accomplished FY92/93

- o Supported VA & School of Medicine LRC on LS/2000.

Goal 3 Provide high quality information infrastructure services

- Subgoals:
- o Provide appropriate library resources
 - o Maintain state-of-the-art information technology to support internal library operations and public services.

Tasks FY93/94

- o Install ethernet on HSL Macintoshes (to support accounting system).
- o Review equipment needs to support expanding LAN in HSL.
- o Implement dial access to CD-ROM databases if possible.
- o Participate in purchase and implementation of new library system.
- o Implement new accounting system.
- o Participate in UMABNET Gopher Project.
- o Install OVID.
- o Move HSL/CC to OVID.

Accomplished FY92/93

- o Mailing List program created.
- o Hypercard guide to the library created.
- o New MAC microlab set up.
- o Microlab networked.
- o HSL/CC expanded to one full year.
- o MaryMed Plus installed.
- o RFP's for accounting and new library system completed.
- o Implemented SCSI Express on the library file server to make access to the CD-ROM databases easier for campus users.

Goal 4 Plan a new IS building while maintaining and optimizing existing space.

- Subgoals:**
- o New building
 - o Old Building

Tasks FY93/94

- o Reorganize computer room once Moe is gone, move all file servers to room.
- o Participate in planning for new building.

Accomplished FY92/93

Goal 5 **Implement a management approach which is responsive to shifting (changing) paradigms.**

- Subgoals:
- o Collaborate and cooperate on joint ventures with other units in I.S.
 - o Support and provide opportunities for staff development and training.
 - o Support staff needs which facilitate their work.
 - o Hire appropriate staff.
 - o Incorporate principles of TQS in continuous planning.

Tasks FY93/94

- o Send all SRDS staff for LAN Management training.
- o Each SRDS associate staff member will attend one local or national meeting relevant to his/her job.
- o Improve service orientation.

Accomplished FY92/93

- o Staff attended TQM retreat.
- o Worked with I.S. operations staff to reduce maintenance costs.

STRATEGIC PLAN FOR HSL (93/94)

Mission

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

Goals and Subgoals for Access Services

Goal 1 Provide high quality services to meet the needs of a wide variety of clientele

- Subgoals:
- o Improve current services in an effort to increase productivity and customer satisfaction.
 - o Investigate new and innovative services.
 - o Address needs of special populations

Tasks for FY93/94

1. To improve the speed and efficiency of services provided by the Access Services Department
2. To improve fill rate of ILL Department
3. To maintain a current and effective shelf-reading program
4. Participate in implementation of Corporate Membership Program
5. Investigate implementation of an Electronic Reserve Department
6. Explore alternative ways to maintain copyright compliance
7. Continue to provide and improve services for the disabled

Accomplished FY92/93

1. Provided services for the disabled (e.g., photocopy services, deputy borrowers' cards, retrieval services)
2. Began the sale of copycards throughout the day
3. Began the sale of diskettes
4. Used journal use statistics as a collection management tool
5. Provided ILL and photocopy rush service within two hours

Goal 2 Pursue outreach activities on campus and beyond.

- Subgoals:
- o Provide library outreach services on campus and beyond.
 - o Serve as RML.
 - o Contribute to the knowledge base in health information science.
 - o Foster relationships with other libraries and organizations.
 - o Promote the Health Sciences Library to the UMAB community and beyond.

Tasks FY93/94

1. Provide consultative and technical support in Circulation and reserve functions, policies and procedures in the School of Social Work, the School of Medicine LRC
2. Train the newly-relocated Baltimore Veterans Administration Hospital library in Circulation and reserve functions, policies and procedures
3. Strengthen library cooperation with other UM campuses, especially UMBC, Frostburg, and Welch
4. Support UMAB students involved in distance learning e.g. Cumberland, Eastern Shore and Shady Grove
5. Serve as a resource library for the region, providing services when necessary
6. To continue to participate in Community Service

Accomplished FY92/93

1. Provided support and training in policies, procedures and services in the School of Social Work and the School of Medicine media centers
2. Supported UMAB students in distance learning by increasing the number of sites and providing prompt document delivery
3. Strengthened library cooperation by forging collection development agreement with Welch and UMBC
4. Participated in community services such as Booker T volunteer program

Goal 3 Provide high quality information infrastructure services

- Subgoals:
- o Provide appropriate library resources
 - o Maintain state-of-the-art information technology to support internal library operations and public services.

Tasks FY93/94

1. To co-ordinate and evaluate journal use for purposes of effective acquisition
2. To ensure a current and up to date reserve collection
3. Participate in meetings of the Library's Journal Review Committee
4. Assist in the selection of a new library system
5. Participate in training for use of the new library system
6. Participate in implementation of a new accounting system
7. Explore the use of new and advanced document delivery methods

Accomplished FY92/93

1. Migrated to OCLC/Prism and trained staff
2. Implemented Ariel, a new document delivery method
3. Participated in cross-training efforts with Cataloging Department
4. Participated in creating and refining RFP for new integrated library system
5. Participated in creating RFP for new accounting system

Goal 4 Plan a new IS building while maintaining and optimizing existing space.

- Subgoals:**
- o New building
 - o Old Building

Tasks FY93/94

1. Participate in planning for the Information services building
2. Contribute as needed, information regarding spatial, locational, and equipment needs
3. Shift and redistribution of HSL material to appropriate collections
4. Reorganize Circulation staff area

Accomplished FY92/93

1. Salvaged water damaged items from roof leak
2. Completed relocation of portion of Q's & R's targetted for the basement
3. Completed shift and redistribution of monograph collection

Goal 5 **Implement a management approach which is responsive to shifting (changing) paradigms.**

- Subgoals:**
- o Collaborate and cooperate on joint ventures with other units in I.S.
 - o Support and provide opportunities for staff development and training.
 - o Support staff needs which facilitate their work.
 - o Hire appropriate staff.
 - o Incorporate principles of TQS in continuous planning.

Tasks FY93/94

1. Continue to address staffing needs in the changing environment
2. Develop and arrange staff development plans for all staff to include in-house training, staff exchange, workshops and orientations
3. Emphasize TQS concept in all units through formal and informal methods
4. Continue to employ PMP not only as an evaluative instrument, but as a means by which progresss and delays can be monitored and improved

Accomplished FY92/93

1. Various TQS retreats held
2. Filled vacancies
3. Staff development provided for all levels of staff - in house training as well as off-site workshops and seminars attended
4. PMP employed for the first year
5. Restructured for greater efficiency and in response to expressed needs