Health Sciences Library
Annual Report
FY93/94

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HIGHLIGHTS

Translating the vision into bricks and wire

Planned to embody the vision of the library of the future, the new Health Sciences Library/Information Services building will house an *infostructure* - the services that make up the "virtual library", accessible to users both inside and outside its walls. The technology incorporated in the new building will provide information and resources from both on-site and off-site sources through linkages to the Internet. Integrated information services will provide the user with seamless, transparent access to information.

When planning for the new building began in June 1993, a schematic design process verified the building program and gathered information on spatial relationships and proximities. The planning process was interactive and participatory throughout, involving all levels of Information Services staff. The UMAB community and the Library Advisory Board were invited to comment. The project next moved into the design development phase. As the exterior design was finalized, interior layouts were discussed. Detailed interior design and construction documents are slated for FY 1995.

Strengthening the infrastructure

On a human level, one of the outcomes of the IS concept is an organizational restructuring to create an integrated service model. On a technological level, the campus network is the underpinning of the integrated approach. New information technologies are creating new methods of information storage and retrieval. On campus and beyond, networks enhance information sharing and data transmission.

■ Information and Instructional Services

In July 1993, a new division was created within the Health Sciences Library and Information Services. Called Information and Instructional Services (IIS), the merger brought together the main public service, informational and instructional functions of the library and computer services. IIS can provide both the electronic resources and the access through the information infrastructure and the data communications.

■ UMABNet

UMABNet was created to provide a single point of access to campus information resources and the Internet through the campus fiber optic backbone. The easy-to-use UMABNet menu serves as an on-ramp to the national information infrastructure as well as e-mail, the UMAB gopher and other powerful tools.

■ UMAB gopher

The UMAB gopher serves two purposes; it is a campus-wide information server (CWIS) and an access point for Internet resources. CWIS gopher menu screens have been reorganized to allow for information about school and campus organizations including course catalogs, calendars of upcoming events, continuing education information and press releases. Campus schools and organizations are involved in this initiative through membership on a gopher editorial board. In the future, the campus newspaper, IS computing class schedules and help sheets will be published on the network.

■ **Library Automation**

A nationally-known library systems developer, DRA, was selected to provide the new library system.

Reaching out to realize the campus mission

The networked resources of IS provide access to community professional and business partners outside the campus. By fostering outreach which recognizes education, research and clinical partnerships, IS contributes to the state, region, and beyond, and to the campus mission.

■ **Corporate Membership**

The corporate membership program is an outreach program targeted to the business community. An annual membership fee provides access to the Health Sciences Library's services.

■ **Physician Associates Program**

As a partner in the Physician Associates Program, the Health Sciences Library provides access to MaryMED Plus and document delivery services. During FY 1994, 150 Maryland physicians registered for a MaryMED password under the Associates program.

Access Services/Health Sciences Library

Lynette Ralph, Director

Access Services facilitates the identification, storage, retrieval and/or access of any information resource, regardless of physical location or format. The Circulation, Reserves, Interlibrary Loan, Photocopy and Document Delivery services deliver information/materials/services in an efficient and timely manner using the most appropriate method.

Highlights:

- devised an improved method of measuring journal use to aid in collection development.

- forged interlibrary loan agreements with the University of Maryland Baltimore Campus, the William H. Welch Medical Library of the Johns Hopkins School of Medicine and the Health Sciences Library Consortium. As budget cuts increase in the library community, more cooperative agreements such as ad hoc consortiums may be investigated.

- developed a promotional brochure and program of services to meet the needs of patrons with disabilities.

Information and Instructional Services/Health Sciences Library

M.J. Tooey, Director

In July 1993, a new division was created within the Health Sciences Library and Information Services. Called Information and Instructional Services (IIS), it brought together the Reference and Information Management Services and Computer User Services departments. The new Computing and Instructional Development Services provides the main public service, informational, instructional and user support functions of the HSL and IS.

Highlights:

- developed and produced an all-IS class schedule;

- provided a unified approach to the School of Nursing's instructional needs;

- provided instructional support for the Health Career Opportunity Program grants in the School of Medicine;

- participated in the planning initiative for the School of Medicine's Informatics Week and the transition to problem-based learning;

- tested *MEDSTATS* system for the National Library of Medicine;

- involved in Nursing Informatics Summer Institute.

Caller ID Study, Fall 1993

Callers to the reference desk

53%	Campus personnel
15%	University of Maryland Medical System
31%	Other sources

Resources Management Division/Health Sciences Library

Anne Sleeman, Director

Resources Management selects, acquires, organizes and preserves monographs, serials, non-print and electronic media for the library collections; maintains the quality of the online catalog by adding, deleting and revising records; assists with Interlibrary Loan operations and provides assistance to patrons seeking information from and about the Library's historical and special collections.

Highlights:

- displayed the University's *History of Medicine* exhibit at the Baltimore City Health Department Expo;

- participated in beta test of *PicQuick*, a videodisc of National Library of Medicine historical images;

- provided consultative and technical support and training in organizing local collections and resource databases to the Baltimore Veterans Administration Medical Center; School of Medicine, Office of Medical Education, Learning Resource Center and Clinical Media Library; School of Social Work Learning Resource Center; and the School of Nursing Learning Resource Center.

- based on the newly-revised Collection Development Policy, established a formal liaison program with the UMAB schools to gather input on collection growth and evolution.

Systems Research, Development and Services/Health Sciences Library

Peter Burslem, Director

The systems department operates and maintains the Library's automation system and the commercial databases which are accessed by users both in and from outside the library. The department also maintains all the microcomputers in the Library, provides a technician to help users of the MicroLab and MacLab and maintains and develops the information on the Campus Wide Information System based on the UMABNet gopher software. The department is involved with the National Library of Medicine in the long-term development of the Unified Medical Language System, UMLS.

Highlights:

- brought up four new databases: International Pharmaceutical Abstracts (IPA), Bioethicsline, Health and Psychosocial Instruments (HAPI) database and the Census Compact Disk of US census data.

- developed a plan to acquire new microcomputers and retool and redeploy older machines for public and staff use.

- planned for migration of databases into a UNIX environment thus improving connectivity and access.

SPECIAL INITIATIVES

Unified Medical Language System (UMLS)

In January 1992, the library received a three-year grant of $450,000 from the National Library of Medicine to create a Windows-based interface to the Unified Medical Language System (UMLS) and link it to the MEDLINE database. The library project is using the metathesaurus databases of the UMLS as the basis for a medical terminology translator. The software will translate non-MeSH terms to MeSH and will "feed" the MeSH terms to the MEDLINE search system. The interface also allows the user to browse related broader and narrower terms and view definitions, the MeSH scope notes and qualifier information. The software developed during the project will be loaded on the HSL public workstations to test its effectiveness in assisting MEDLINE searchers.

Regional Medical Library (RML)

The HSL serves as the Regional Medical Library of the National Network of Libraries of Medicine (NN/LM) for the Southeastern/Atlantic Region (SE/A) of Alabama, District of Columbia, Florida, Georgia, Maryland, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee, Virgin Islands, Virginia and West Virginia. The NN/LM SE/A Region staff facilitates efficient library resource sharing and promotes outreach to underserved health professionals. RML publications, including the SEA Currents newsletter, Funding in the Health Sciences and the Handbook for Library Managers, are a vital part of the RML mission. Demonstrations of Grateful Med software by the RML staff and medical libraries under subcontract to the RML are held year-long at national and regional health professional meetings. Database training and other educational seminars are scheduled throughout the region at hospitals, clinics and libraries. A referral service based in the RML links health professionals with network member libraries for Loansome Doc (document delivery) service.

UMAB named World Health Organization Collaborating Center for Health Informatics

In 1993, the World Health Organization named the University of Maryland at Baltimore was named as a World Health Organization Collaborating Center for Health Informatics for a four-year renewable term. The designation empowers UMAB to work under the WHO umbrella to increase technical know-how and cooperation within and among countries around the globe. The administrative home of the Center sits in the Information Services Division but activities involve experts from the University Center and UMAB's academic community. In its first year, UMAB's WHO Collaborating Center developed a number of proposals to bring in funding to support its mission. Among the proposals launched are collaborations to:

develop an Internet gopher for WHO's regional arm in the Americas, the Pan

American Health Organization;

host a WHO research fellow in the UMBC Informatics Lab; and

offer an International Fellows Program in summer 1995 for health professionals from Latin America.

Building the Library/Information Center of the Future symposium

The Information Services Division sponsored a symposium entitled **Building the Library/Information Center of the Future** at the National Library of Medicine on April 7 and 8, 1994. Symposium participants learned from the strengths and weaknesses of buildings designed and built over the last twenty years, heard librarians recount personal experiences in planning and construction and listened as architects and building consultants explained the options available today. The symposium included individual presentations, a panel discussion, images of buildings past, present and planned, and energetic questions, responses and discussion both inside and outside the conference room. Two-hundred librarians, architects, educators and planners attended. The proceedings were published in a special issue of *Computer Methods and Programs in Biomedicine*, September 1994.

PUBLICATIONS

Health Sciences Library

Book review: What you need to know about psychiatric drugs by S Yudofsky, RE Hales and T Ferguson. Fishman D. *Medical Reference Services Quarterly.* 13(2): 127-8, Summer 1994.

Designing a new facility for information services. Weise FO, Tooey MJ. *Journal of the American Society for Information Science (JASIS).* 45(5): 342-4, June 1994.

Developments in health science libraries since 1974: from physical entity to the virtual library. Weise FO. *Library Trends.* 42(1): 5-24, Summer 1993.

Problem-based learning: getting started - part one. Tooey MJ. *Medical Reference Services Quarterly.* 12(2): 85-9, Fall 1993.

Problem-based learning: getting started - part two. Tooey MJ. *Medical Reference Services Quarterly.* 12(4): 69-75, Winter 1993.

Health Sciences Library
1993/94 Statistical Summary

	1992/93	1993/94	% of Change	
Collection Access				
Attendance	162,791	189,844	+17	
Book circulation	82,057	93,467	+14	
Course reserve circulation	12,943	11,379	-12	[1]
Public machine copies	1,781,160	1,889,745	+6	
Interlibrary loan				
Items borrowed	6,786	8,922	+38	[2]
Lending requests	21,683	23,797	+10	
Items lent	14,004	16,262	+16	
HSL Databases				
Persons registered				
HSL Current Contents	775	560	-28	[3]
MaryMed Plus	5,039	5,404	+8	
Connect Hours				
HSL Current Contents	11,223	8941	-21	
MaryMed Plus	9,194	12,237	+33	
Micromedex	NA	9,051	NA	

1. So far this year, satistics are up 60% since we have taken over the Nursing School's reserve functions.

2. We borrow more since we are buying fewer materials.

3. Statistics down because Hopkins now has their own database.

	1992/93	1993/94	% of Change
Information and Instructional Services			
Reference queries	37,995	41,528	+9
Mediated searches	843	852	+1
Consultation	144	158	+10
Help Desk	3,396	3,546	+4
User area users	16,000	*7,561	NA
User Education (RIMS)			
Attendees	3,503	4,639	+32
Contact hours	365	501	+32
Sessions	208	291	+40
User Education (CIDS)			
Sessions	222	*236	+6
Attendees	NA	2,008	NA
Resources Management [4]			
Books - volumes added	4,805	3,489	-27
Journal subscriptions initiated	23	7	-70
Journal titles cancelled	19	1	-95
Bound serial volumes added	3,953	2,373	-40
Titles cataloged			
Books	3,904	2,566	-34
AV's	81	181	+123 [5]

4.   All statistics are down since we are buying fewer materials.

5.   These are AV's we catalog for the schools; not owned by HSL.

	1992/93	1993/94	% of Change
Library Holdings (From Valuation Statistics) Books			
Historical	7,029	7,030	-
Reg. Collection	148,209	151,424	+ 2
Subtotal	**155,238**	**158,454**	**+ 2**
Periodicals			
Bound	161,766	164,127	+ 1
Unbound	4,000	4,000	-
Subtotal	**165,766**	**168,127**	**+ 1**
TOTAL	**321,004**	**326,581**	**+ 2**

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

Current Active Journal Titles   2,547

Notes

* User area and class attendance were counted for ATAL center only during 1993/94. All TAL centers were counted in previous years.

II.   Personnel Activity, 1993/1994

Appointments

Associate Staff:

Virginia Stone, Information Specialist	Aug. 1993
Donna Watkins, Training/Consultation Coordinator, RML	Aug. 1993
Richard Grauel, Computer Instructional Development Specialist	Sept. 1993
Peter Burslem, Director, Systems Research, Development & Training	Nov. 1993
Lisa Boyd, Outreach Coordinator, RML	Jan. 1994
Robyn Kirby, Manager, Computer Instruction, and Development	Mar. 1994
Janice Mason, Information Specialist	May, 1994
Alexa Mayo, Information Specialist	May, 1994
Stephen Rafferty, Systems & Automation Librarian	June, 1994

Classified Staff:

Susan Hirschman, Lib. Tech. Asst. III	Aug. 1993
Patricia Fisher, Account Clerk II	Nov. 1993
Susan Brown, Library Tech. Asst. IV	Jan. 1994
Marilyn Burnett, DP Inservice Ed. I	Jan. 1994

Separations

Associate Staff:

Lois Cooper, Interlibrary Loan Librarian	Dec. 1993
Sandra Levy, Information Specialist	Dec. 1993
Faith Meakin, Executive Director, RML	Apr. 1994

Classified Staff:

John Schweitzer, Lib. Tech. Asst. IV	July, 1993
Susan Bailey, Public Affairs Specialist III	Dec. 1993
Gloria Ruff, Lib. Tech. Asst. III (Retired)	Dec. 1993
Rudolph Hampton, Lib. Tech. Asst. I (Deceased)	Jan. 1994

Promotions, Redesignations, Title Changes, etc

Associate Staff:

Barbara Kuchan--
From Information Specialist
to
Resources Management Coordinator,   Jan. 1994
RML

Classified:

Debra Hutson-
From DP Office Automation Specialist
to
DP Inservice Ed. I   Sept. 1993

Budget   FY 1993/94

Salaries and Wages:

	Appropriated	Actual
Associate Staff	$895,708	$656,619
Classified Staff	731,315	666,007
Labor & Assistants	5,444	11,354
Overtime	4,500	1,750
Premium Overtime	500	123
Shift Differential	2,100	2,349
	$1,847,463	$1,338,202

	Generated
Contractual	13,869

Grants & Contracts:

RML Contract	234,073
UMLS Grant	51,287
	285,360

TOTAL ALL SOURCES	$1,637,431

State Appropriations for the Health Sciences Library:

Fiscal Year	% of increase over previous year
1987/88	4%
1988/89	8%
1989/90	7%
1990/91	4%**
1991/92	00
1992/93	00
1993/94	00

**10% fund reversion required

II. Operating Budget FY93/94
(Non-Salary)

A. Collection Development

	State Budget	Generated Revenue	DRIF	Other	
Monographs	86,878	35,000	51,700	61,585	Fund Balance
CD-Rom DB	13,421	0	0	0	
	100,299				
Serials	613,500	15,000	0	0	
Electronic DB					
Medline	8,000	0	0	0	
Current Contents	0	39,540	0	0	
MicroMedex	0	29,925	0	0	
Audiovisuals	1,454	0	0	0	
Binding	35,000	0	0	0	=
	758,253	119,465	51,700	61,585	

Total Collection Development - All Sources   **$991,003**

B. General Operating Expenses FY93/94

	State Budget	Generated Revenue	DRIF	Student Workstation Funds
Bibliographic Utilities OCLC	17,522	0	0	0
Access to External Databases - NLM, BRS, STN, etc.	25,500	0	0	0
All Other Operating Expenses - Hardware & software maintenance, telephone, printing, postage, supplies, computing equipment	169,500	139,030	0	38,292
Staff Development (includes travel expenses, registration fees, and other educational development	5,936	19,605	0	0
	218,458	158,635	0	38,292 =

Total General Operating $415,385

ACCESS SERVICES DIVISION

ANNUAL REPORT

1993/94

ACCESS SERVICES DIVISION
ANNUAL REPORT
1993/94

Division Mission

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

Fiscal year 1993 was a very challenging year. Vacancies in key positions existed, while the work load increased significantly. A brief summary of the year's events and accomplishments are discussed below.

Events and Accomplishments

Organizational

- Shifts

    Shifted monographic series (Methods in enzymology) to reference collection.
    Completed shift on first floor.
    Completed shift on ground floor.

- Developed method of alternating team leaders within the Collection Control unit. This means that each staff member of Collection Control had an opportunity to be the leader of the team. This reduced the amount of close supervision required and helped empower the employees.

- Reorganized Circulation staff area, thus making more effective use of space and light.

- Installed new carpet in Circulation area

- Enhanced staff development. Two-thirds of the staff attended offsite staff development programs.

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

1

Services

- Devised new and more effective method of measuring journal use.

- Provided services for patrons with disabilities (e.g. photocopy services, deputy borrowers' cards, retrieval services).

- Improved fill rate of ILL lending requests. ILL lending improved by 16.12%.

- Acquired additional copier.

- Provided copier designated to 15 pages or fewer.

- At request of medical students, increased midnight hours to an extra 2 weeks.

Outreach

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

- Strengthened library cooperation by forging further ILL agreements with other libraries such as UMBC, Welch, and the Health Sciences Library Consortium (HSLC) - This is an ad hoc group of academic and research health science libraries interested in participating in document delivery through Ariel

- Provided assistance in Library of Booker T Middle School.

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

- Collaborated with RIMS staff in preparing Poster for presentation for MLA.

Improved State of the Art Technology

- Assisted in selection of a new library system.

- Participated in reviewing and evaluating a one-card system for use on campus.

- Participated in creating RFP for new accounting system

- Installed saveit - This is a statistical program which facilitates compilation of statistics, reports, and copyright compliance tracking.

Emergency

- Salvaged water damaged items from roof leak. 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

- Lynette Ralph relieved of Acting as Director of Resources Management, when Anne Sleeman assumed duties in April, 1994.

- Evening Supervisor filled by Susan Brown

   Existing Vacancy

- Head of Interlibrary Loan.
- ILL Borrowing Coordinator.

Problems

Extended vacancies in the division. The absence of the evening supervisor, posed difficulties for the other circulation supervisors who were required to fill in. Fortunately, the then existing "If and when needed" position offered some relief on evenings and weekends.

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

Of concern, is the fill rate of ILL Lending. Lending's unfilled rate is the result of receiving requests for items not owned by the HSL. This may be a result of inaccurate holdings lists, or simply the borrowing library's neglect to verify holdings before submitting a request. The circumvention of Docline routing tables also results in the HSL receiving requests for items we do not own; libraries simply prefix a request, overriding the routing table's effectiveness. A second major cause of unfilled requests is the borrowing library's inability to pay; numerous requests are received every month from libraries with a max cost of $0/free. Listed below are the reasons for this year's unfilled requests.

INTERLIBRARY LOAN LENDING
REASONS FOR UNFILLED REQUESTS

Reason:	Frequency:
Not owned by HSL	3,892
Cost	1,649
Not on shelf	766
In use	302
Not yet received	132
Non-circulating item	213
Incorrect citation	271
At bindery	73
Lacking	102
Cancelled at user's request	48
Lost	7
Poor condition	20
Exceeds copyright limits	7
Other(including duplicate requests)	53

Projections for 1994/95

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

It is impossible to focus on the new system without acknowledging that there will be significant reduction in cataloging contributions to ILL activities. Toward this end, considerable time will be spent training and preparing the entire ILL staff to assume these responsibilities.

Obtaining more efficient statistics will be a major concern. At the end of 93/94 fiscal year, Saveit was purchased and installed. It is expected that this statistical program which works with OCLC records,will provide a more effective compilation of statistics, issue more accurate reports, aid with copyright compliance tracking, as well as maintain a database of loans and borrows. Efforts will also be made to obtain Quickdoc which is a similar program used with Docline. Use of these statistical programs will free staff to assume some additional responsibilities such as some of the tasks which will no longer be done by Cataloging.

It is expected that the new accounting system will finally be made available. This will also involve considerable time devoted to staff training.

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

Every effort will be made to increase revenue. It is expected that there will be an overall review and increase of document delivery fees.

Of major significance and interest to the division, is the possibility of implementing an Electronic Reserve system. Every effort will be made to achieve this.

Discussion Of Statistics

Overall in-house use increased tremendously this year, when compared with last year. Unbound journal use increased by 8, 855(+17%), while bound journal use soared even more. Bound journal use increased by 79,749(+48%). Perhaps the increase in certain services contributed to this. For example, an additional copier and the sale of copicards throughout the day seem to have a direct correlation

The sale of copicards throughout the day, resulted in a significant increase in the amount of cards sold and the amount of money collected. The amount of cards sold this year when compared with last year, increased by 10,077(+149%). Additionally, with the availability of copicards 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 $3,762.5(-25.4%) when compared to last year.

The decline in reserve activities continued, and this year's activities were even less when compared with last year. Material circulated this year was reduced by 1,564 (-12%), and 219(-699) less material was processed. Two reasons can be given for this. Some professors have been putting packets of their reading material at the various Learning Resources Centers in the Schools of Nursing, Medicine and Social Work. Students have therefore not found the need to utilize the material in the library. It is expected that the School of Nursing will abort this practice in the next school year.At that time, we expect an upsurge in the use of the Reserve Collection.

Document delivery continues to be one of the essential services offered. This year there was an overall increase in documents delivered. EARS represented an increase of 829(+26%), Staff requests increased by 811(+19%), ILL Lending filled an increase of 2,258(+16%), while Loansome Doc filled an increase of 285(+57%).
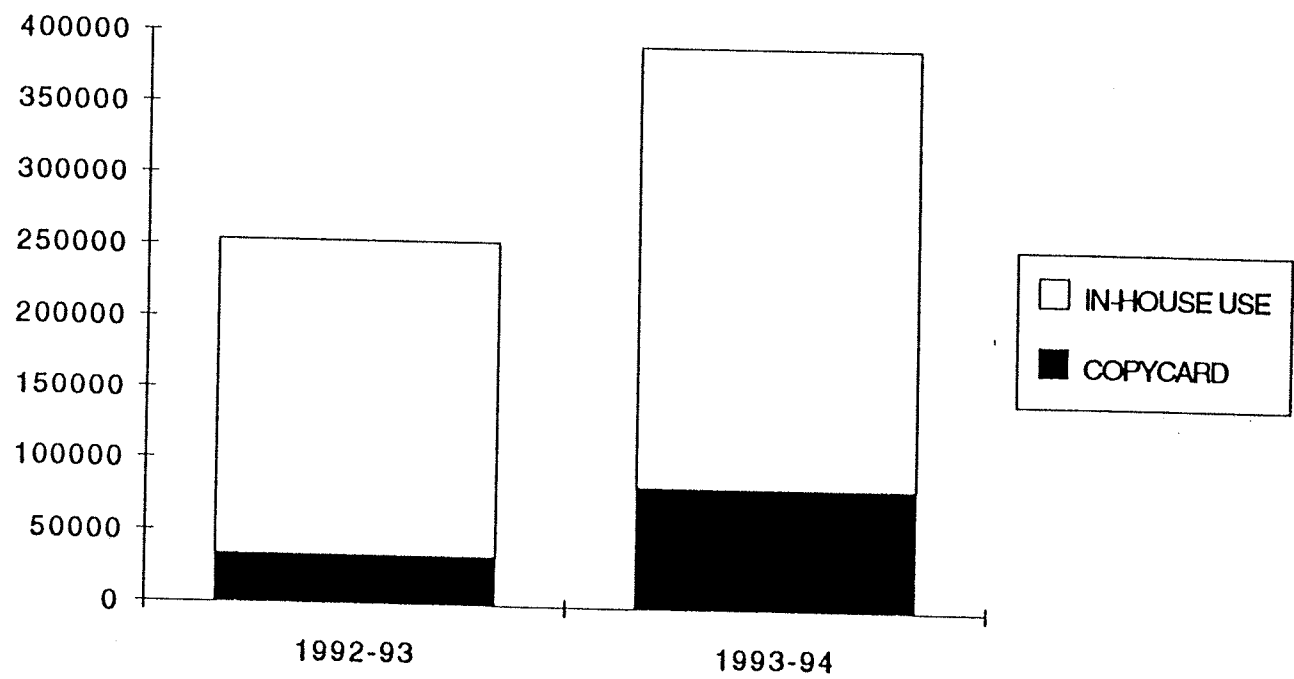
Despite staff shortages, considerable demand was placed on ILL resources, as there was an overall increase in all the ILL activities. The number of items borrowed from outside sources increased by 1,706 (+22%). The amount that were filled increased by 1,136 (+15%). Requests received from off campus requestors increased by 2,114 (+18%), and the amount filled increased by 2,258 (+16%). Loansome Doc, the NLM sponsored program, also increased its activity. There were 64 active users this year, a significant increase when compared to 38 of last year, and 16 of the previous year when the program started. There was as a result, a significant increase in Loansome Doc requests received. 980 requests were received this year, an increase of 336 when compared to   of last year, and 625 (+25%) increase from the year before when the program began. 781 requests were filled this year when compared to 496 of last year, making it an increase of 57% This is a significant accomplishment considering the staff shortages in ILL·

Arrangements continued with Welch and UMBC. The Welch arrangements were more successful. Requests were filled immediately. The UMBC arrangement was less successful. Of the 63 requests made to Welch, all were filled within the specified time. Of the 45 requests made to UMBC, 4 were filled and only 2 were done in the appropriate time. This dissatisfaction was addressed, and a promise extracted for improved services.

	ACCESS SERVICES DIVISION STATISTICS			
	1993-94			
	1993-94 YEAR-T-DATE	1992-93 YEAR-T-DATE	# DIFFERENCE IN 1991-92	% DIFFERENCE IN 1991-92
CIRCULATION				
Books	93,467	82,057	11,410	13.9%
Reserve	11,379	12,943	-1,564	-12.1%
TOTAL	104,846	95,000	9,846	10.4%
MONEY				
Fines	$21,985.35	$19,771.26	$2,214.09	11.20%
Mod	$10,928.19	$22,697.71	($11,769.52)	-51.85%
Copy machines	$11,044.50	$14,806.80	($3,762.30)	-25.41%
Copy cards	$84,170.00	$33,785.00	$50,385.00	149.13%
FUND & BUDGET	$20,222.00	$20,665.00	($443.00)	-2.14%
COLLECTION CONTROL				
Shelving				
Books	65,029	64,549	480	0.74%
Shifting	5,971	2,483	3,488	140%
In-House Use				
Unbound Journals	60,508	51,653	8,855	17%
Bound Jnls	244,632	164,883	79,749	48%
Basement Retrieval	4,001	3,945	56	1.42%
Total In-House Use	309,141	220,481	88,660	40%
PATRON COUNT	189,844	162,791	27,053	16.62%
RESERVE MAT.				
Submitted	220	242	-22	-9.09%
PROCESSED				
Books	2,916	3,135	-219	-6.99%
Reprints	2,951	2,691	260	9.66%
TOTAL	5,867	5,826	41	0.70%
DOCUMENT DELIVERY				
Ears	3,976	3,147	829	26.34%
Staff filled	5,013	4,202	811	19.30%
ILL Lending filled	16,262	14,004	2,258	16.12%
Loansome Doc filled	781	496	285	57%
Total Doc. Del	26,032	21,849	4,183	19%
COPY CARDS SOLD	16,834	6,757	10,077	149.13%
PUBLIC COPIERS	1,889,745	1,781,160	108,585	6%
Copy Service Use	377,949	356,232	21,717	6%

|	ACCESS SERVICES DIVISION STATISTICS			
	1993-94			
Questions Answered	14,620			
Reference Questions	2,720			
ILL ACTIVITIES				
BORROWING				
Requests Rec'd	9,492	7,786	1,706	22%
Requests Filled	8,922	~~7,786~~ 6,486	1,136	15%
LENDING				
Requests Rec'd	23,797	21,683	2,114	10%
Requests Filled	16,262	14,004	2,258	16%
Lending Requests				
By Source				
OCLC	7,216	6,938	278	4%
Docline	11,411	10,330	1081	10%
Loansome Doc	980	653	327	50%
MILO	1,709	1,522	187	12%
Rush Fax	318	216	102	47%
ALA Form	1,911	1,573	338	21%
Other	252	487	-235	-48%

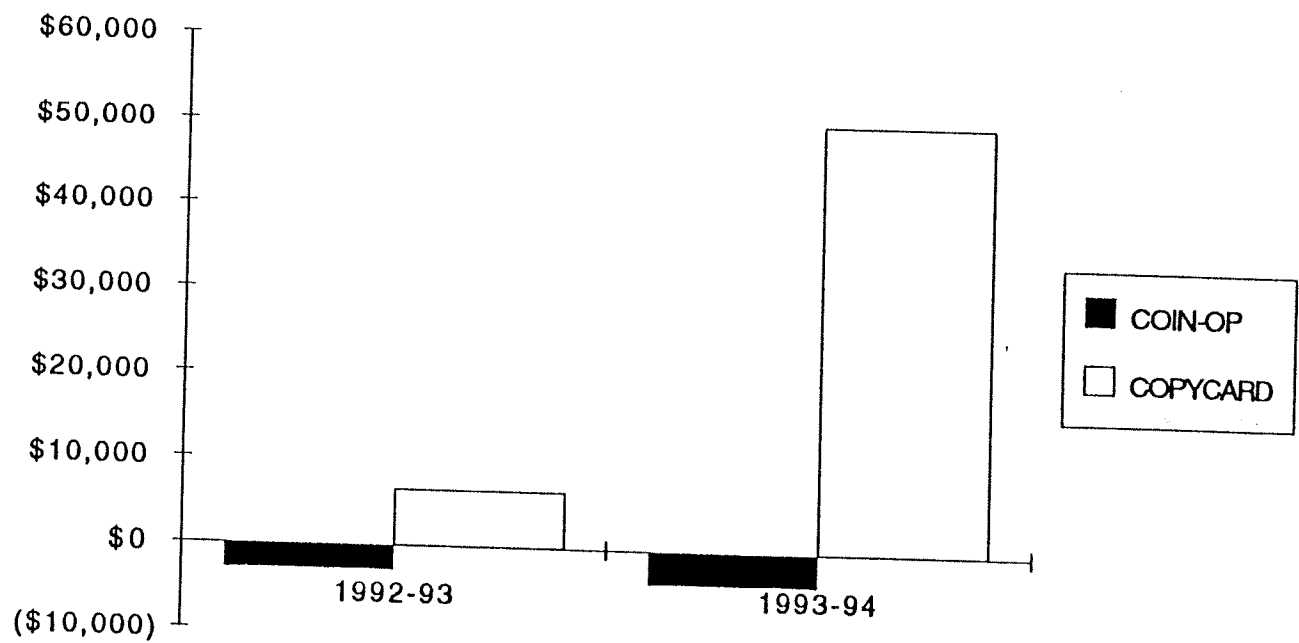# Copycard Sales VS In-House Use

As copycards became more available, inhouse use increased

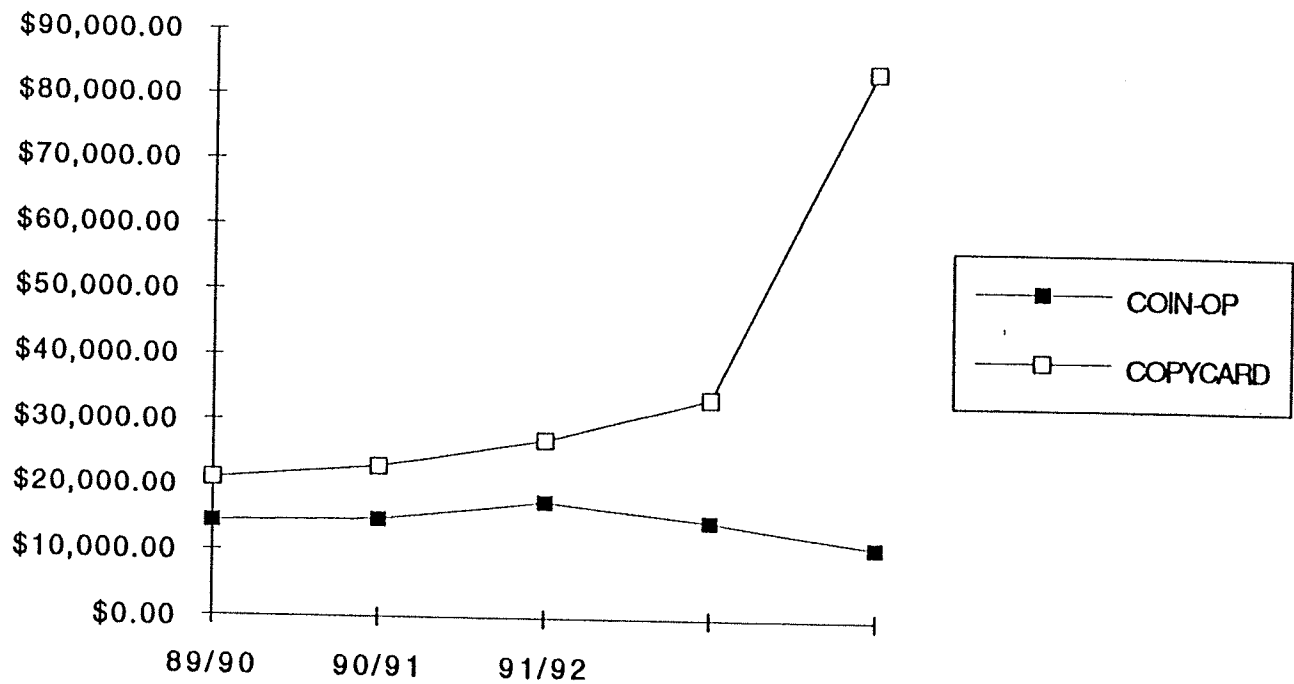# Copycard Sales VS In-House Use
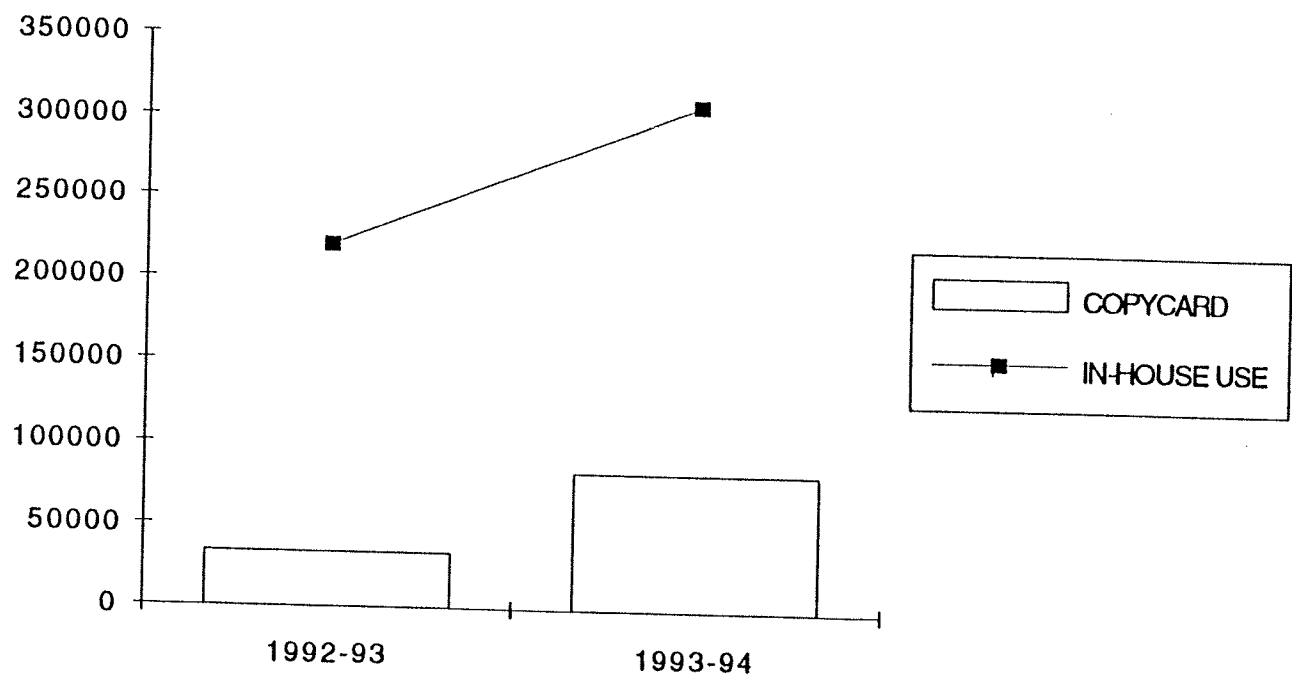
As copycards became more available, inhouse use increased

Difference Reflected Between Coin Machines & Copycard Sales

As copycard sales increased, coin machine usage decreased

Coin-Op VS Copycard Sales

Legend:
- ■ COIN-OP
- □ COPYCARD

Y-axis: $0.00, $10,000.00, $20,000.00, $30,000.00, $40,000.00, $50,000.00, $60,000.00, $70,000.00, $80,000.00, $90,000.00
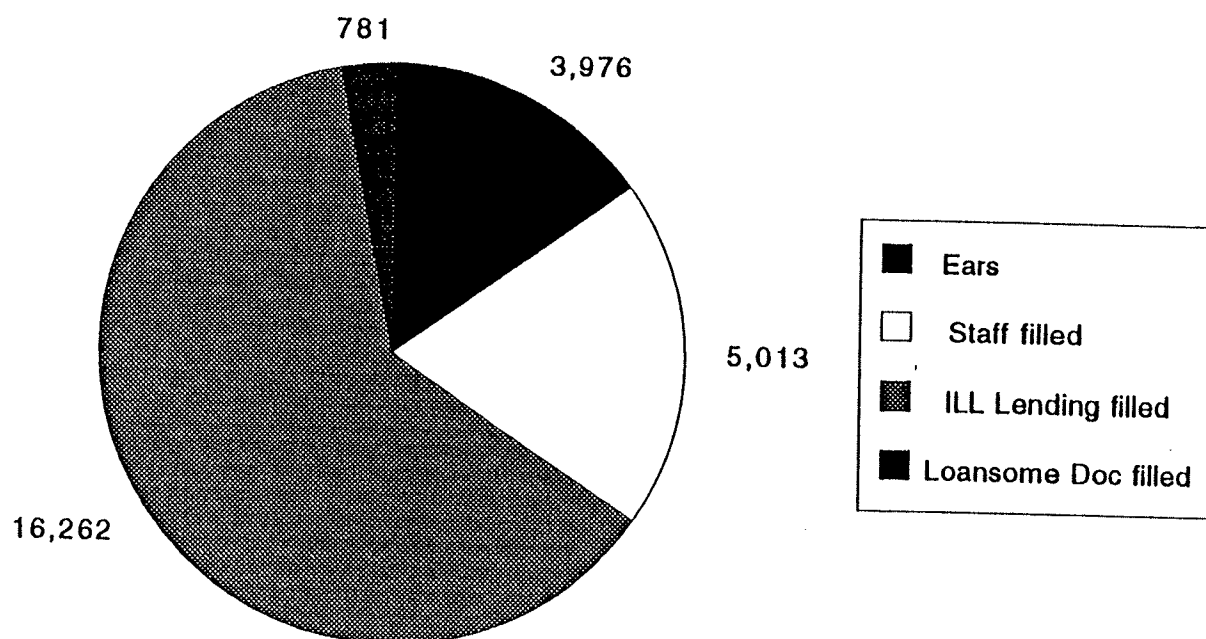
X-axis: 89/90, 90/91, 91/92

Coin use decreased when all day sale of copycards began

Circulation of Reserve Material

Document Delivery

781

3,976

5,013

16,262

■	Ears
□	Staff filled
▨	ILL Lending filled
■	Loansome Doc filled

Borrowing Activity

Bar chart showing Borrowing Activity by year, with Requests Filled (white) and Requests Rec'd (black).

Legend:
- □ Requests Filled
- ■ Requests Rec'd

Years (top to bottom): 93/94, 92/93, 91/92, 90/91

X-axis: 0, 2,000, 4,000, 6,000, 8,000, 10,000
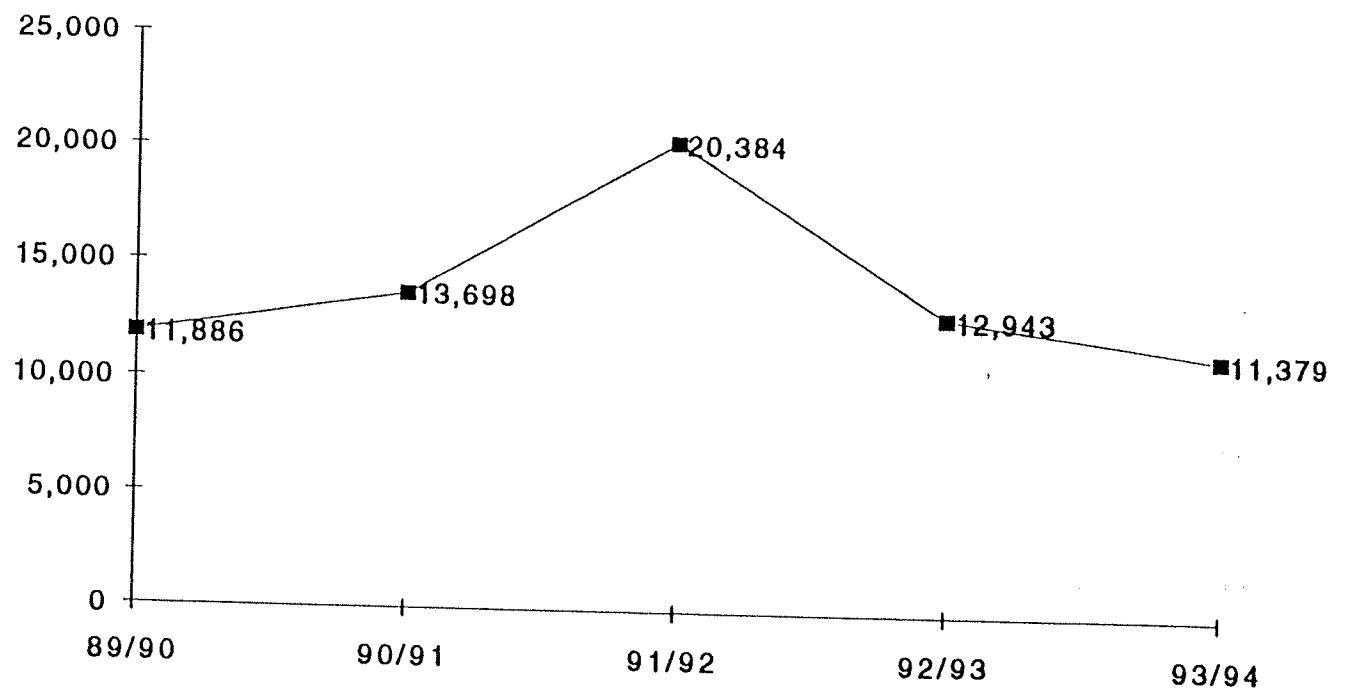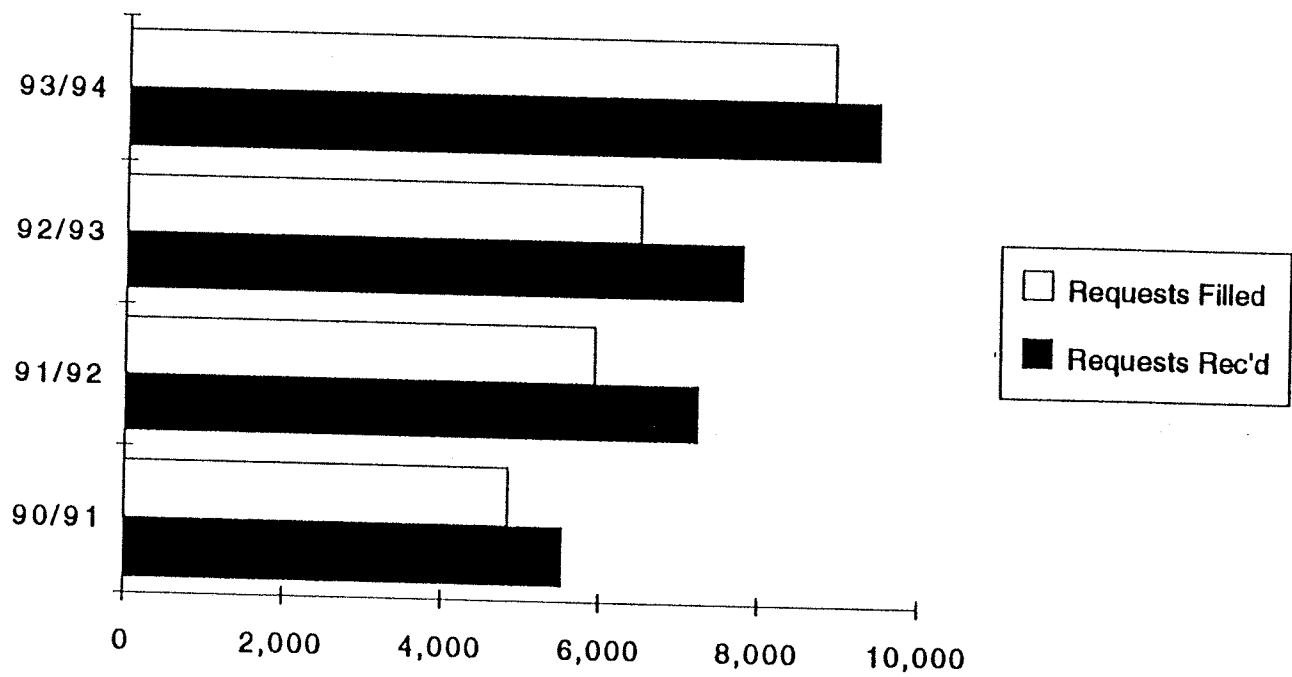
Borrowing - Fill Rate

Borrowing Activity

Chart showing Borrowing Activity from 90/91 to 93/94, with vertical axis from 0 to 10,000. Two series: Requests Rec'd and Requests Filled.

Legend:
- ■ Requests Rec'd
- □ Requests Filled

ILL Lending Activity

Legend:
- □ Requests Filled
- ■ Requests Rec'd
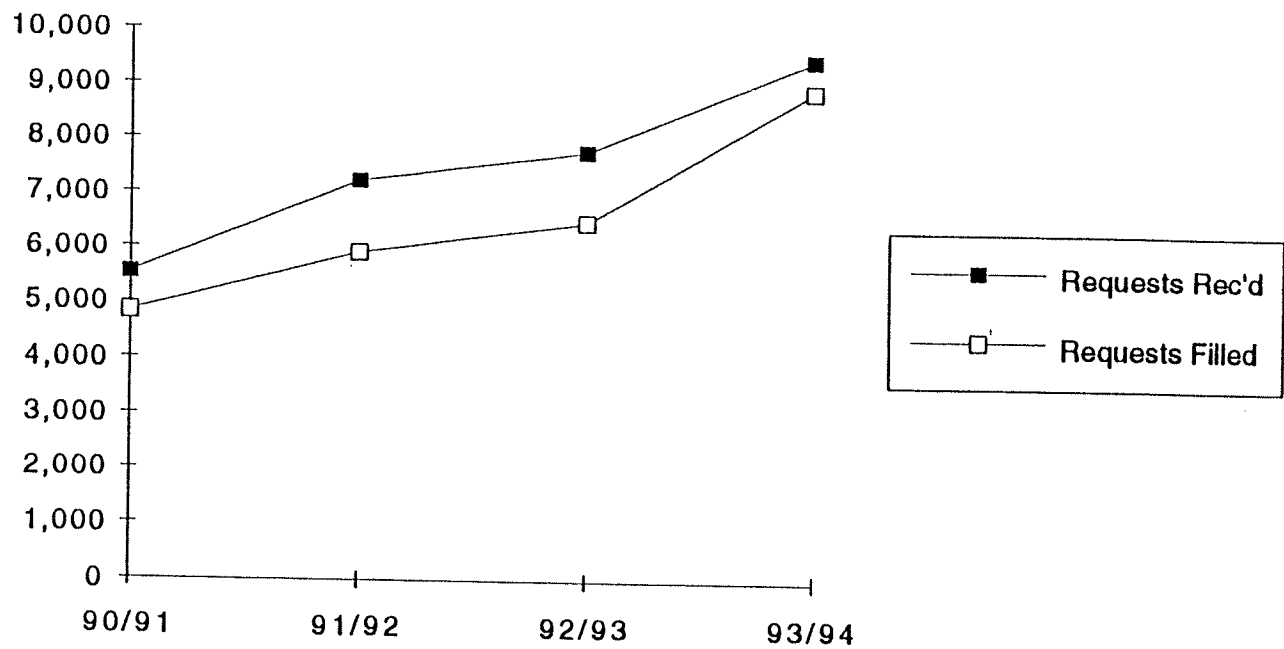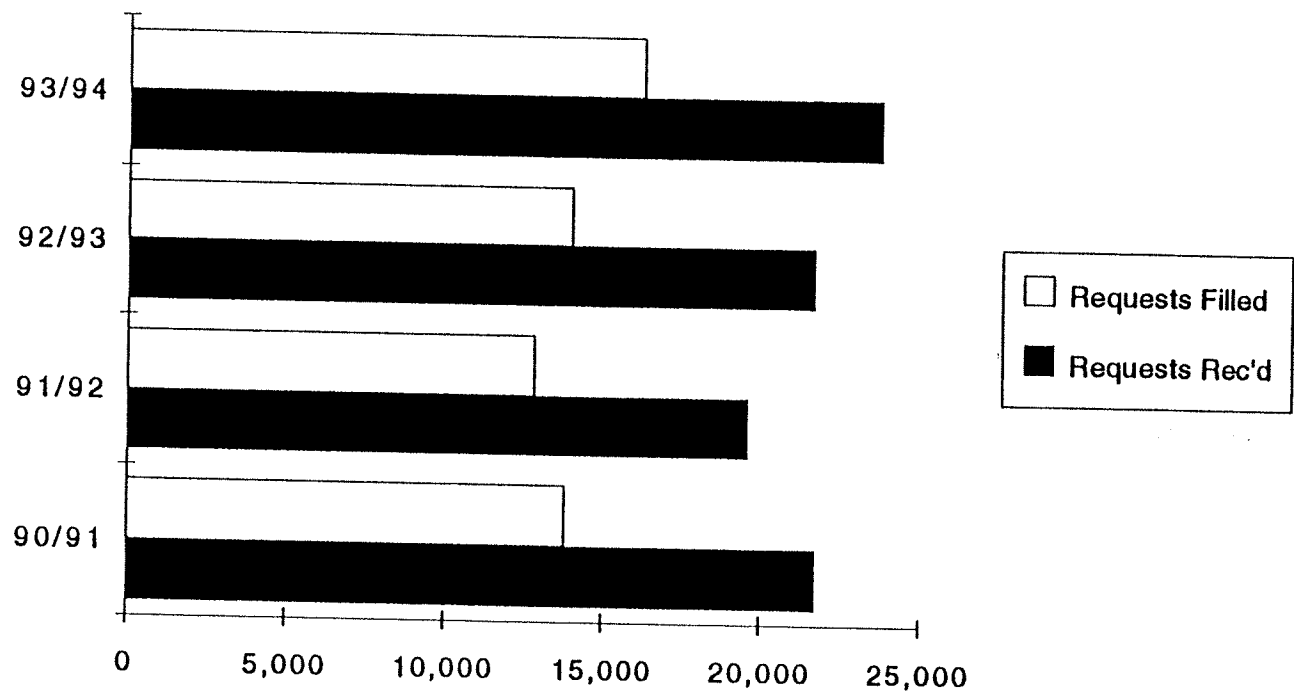
Does not reflect Loansome Doc Statistics

Fill Rate- Lending

		90/91
		91/92
		92/93
		93/94
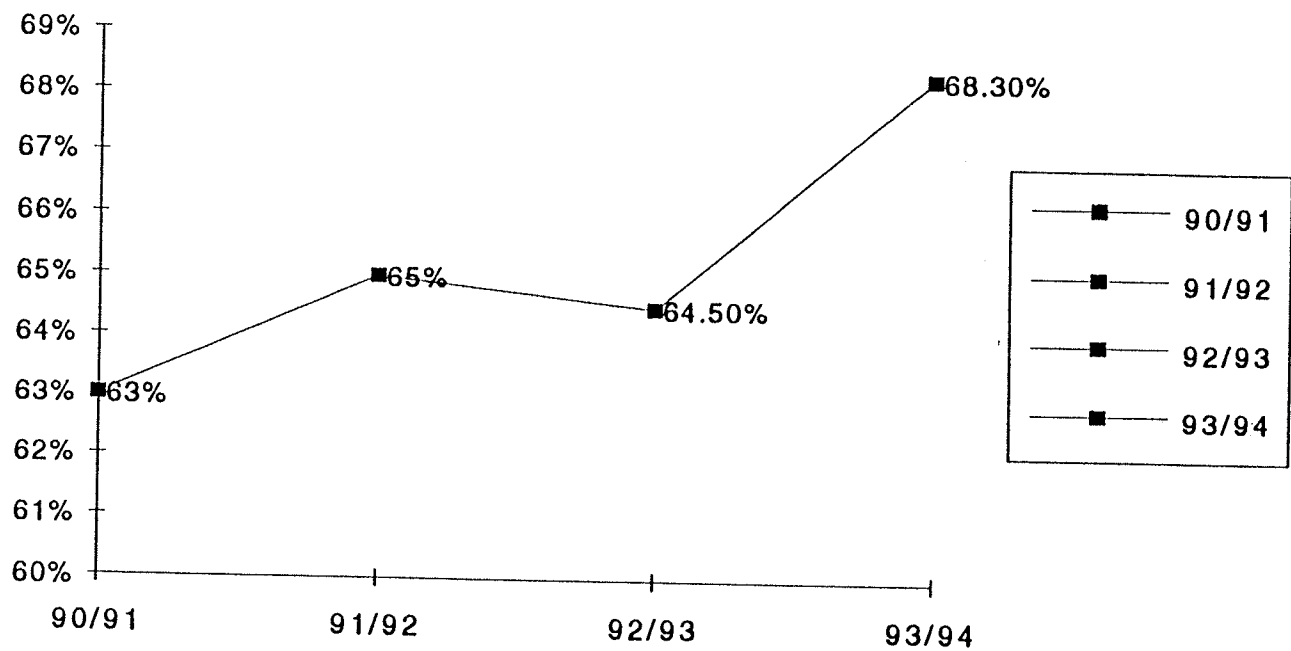
Does not reflect Loansome Doc statistics

Loansome Doc Activity

Bar chart titled "Loansome Doc Activity" with vertical axis from 0 to 1000 (in increments of 100) and horizontal axis showing years 91/92, 92/93, 93/94.

Legend:
- ☐ Active Users
- ▨ Total Requests Rec'd
- ■ Total Requests Filled
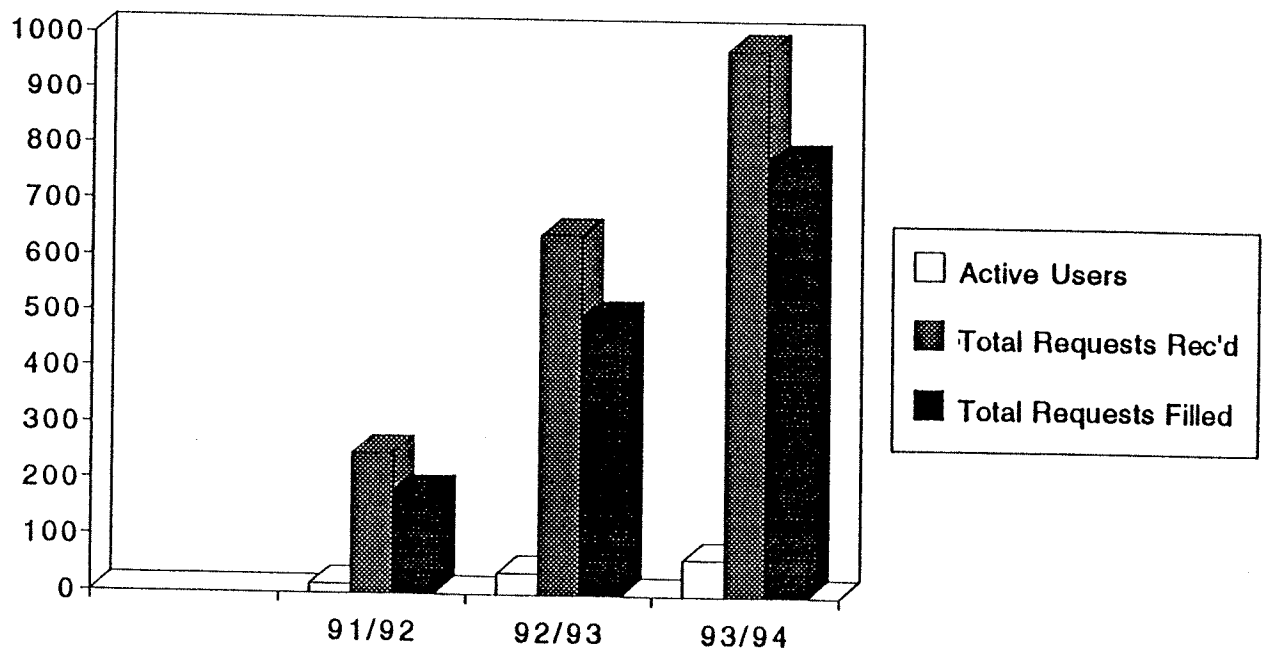
Lending Activities

Loansome Doc Fill Rate
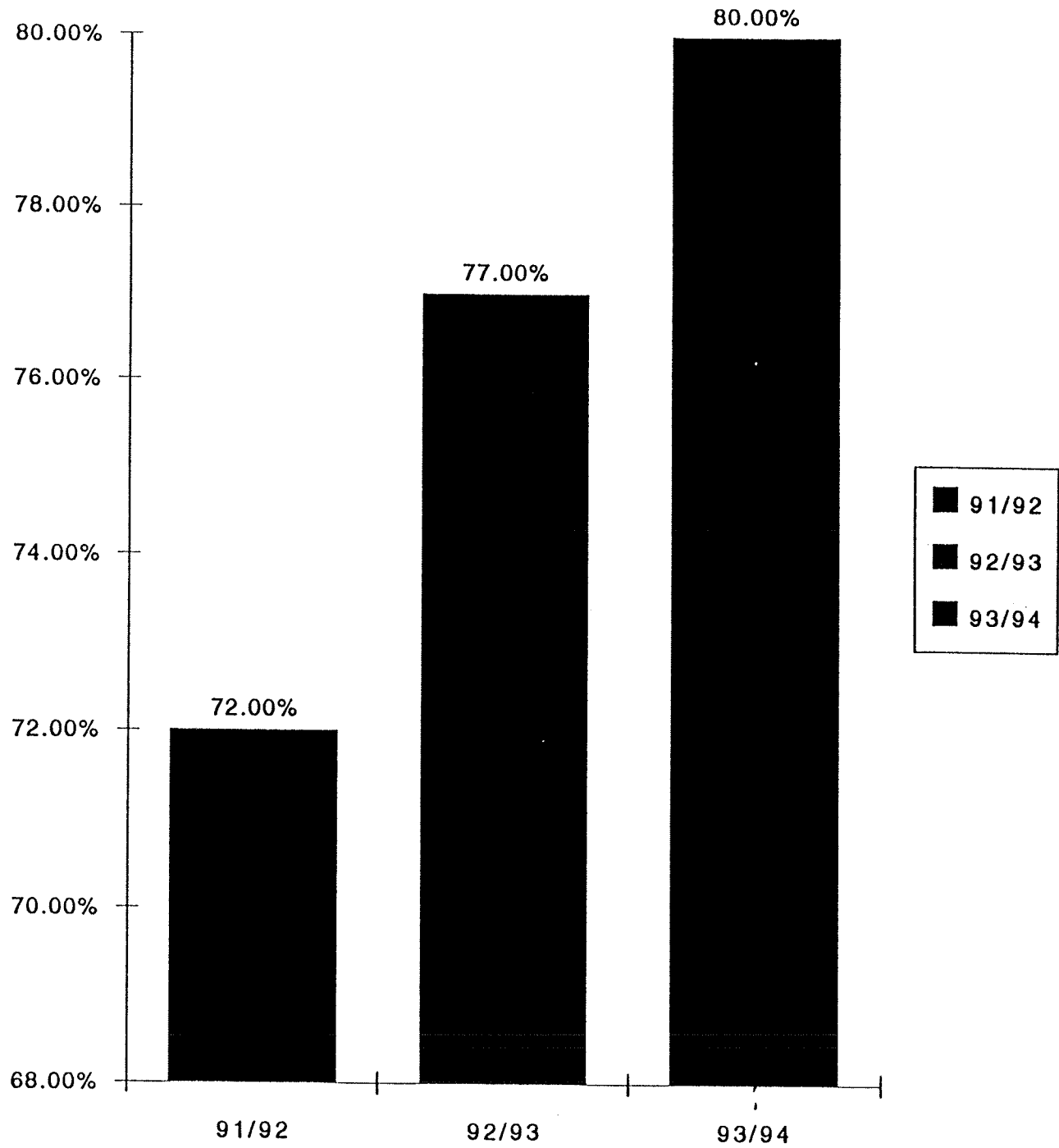
STAFF ACTIVITIES

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

OJCCT access/use instruction, July 29, 1993
Summer MAILL Meeting, August 23,1993
"Documents on Demand" image scanning and retrieval system observation, VA, Sept.'93
UMABNET training class, October, 1993
LS/2000 Users Group Meeting, November 15-16, 1993
MILNET presentation of document imaging systems, Bethesda, MD, October, 1993
Winter MAILL Meeting, January 25, 1994
Executive Development Program January 27-28,94
Cooperative Libraries of Central Maryland (CLCM) Meeting, January 27, 1994
Computers in Libraries Conference, Washington, D.C. March 1, 1994
HSL/NLM Building Symposium April 7 - 8, 1994
Spring MAILL Meeting, April 27, 1994
JHU Workshop on Copyright Law, May 2, 1994
MLA Annual Meeting, San Antonio, Texas, May 14 - 18, 1994
American Library Association Conference, Miami, Florida 6/23-29/94

Committees/Offices/Honors

Academic Libraries Circulation Services Committee
LS/2000 Users group
Maryland Association Interlibrary Loan Librarians
HSL New System Task Force
Registration Committee Co-Chair
UMAB, Community Affairs Committee
UMAB, ADA Advisory Council
UMAB, Volunteer Committee
UMS, Ad Hoc Committee member
UMS, Interlibrary Loan Librarians

Publications/Presentations

Ralph, Lynette; Rand, Pamela; and Philip, Faith. "Bringing an old building into compliance."
Poster session presented at MLA annual conference, May 1994.

Virginia Burston

Meetings and Workshops

Exceptional Customer Service Workshop, presented by Skillpath, Baltimore, 5/19/94

Committees/Offices/Honors
HSL Staff Association

Susan Brown

Meetings and Workshops

Effective Leadership and Supervisory skills, Presented by National Seminar, Baltimore, 5/20/94

Peggy Ellison

Meetings and Workshops

Exceptional Customer Service, 1/27/94

Lolita Helmbach

Meetings and Workshops

CLCM Meeting at Western Maryland College
How to Supervise People, October, 1993
DBase Workshop
How to Handle Difficult People, March 1, 1994
JHU Seminar on Copyright Law, May 2, 1994

Committees/Offices/Honors

HSL Staff Association, Treasurer
UMS Adhoc Committee

Michele Jackson

Committees/Offices/Honors

HSL STaff Association member

Angela Land

Committees/Offices/Honors

Exceptional Customer Service, 1/27/94

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

Managing Priorities, Presented by National Seminar, 2/8/94

Committees/Offices/Honors

Building Symposium Task Force Meetings
HSL Staff Association

Veronica Steward

Meetings and Workshops

Exceptional Customer Service, Presented by Skillpath, 5/19/94

Noreen Tuder

Committees/Offices/Honors

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

Michele Turner

Meetings and Workshops

Grammar skills workshop, presented by Skillpath, 8/10/93
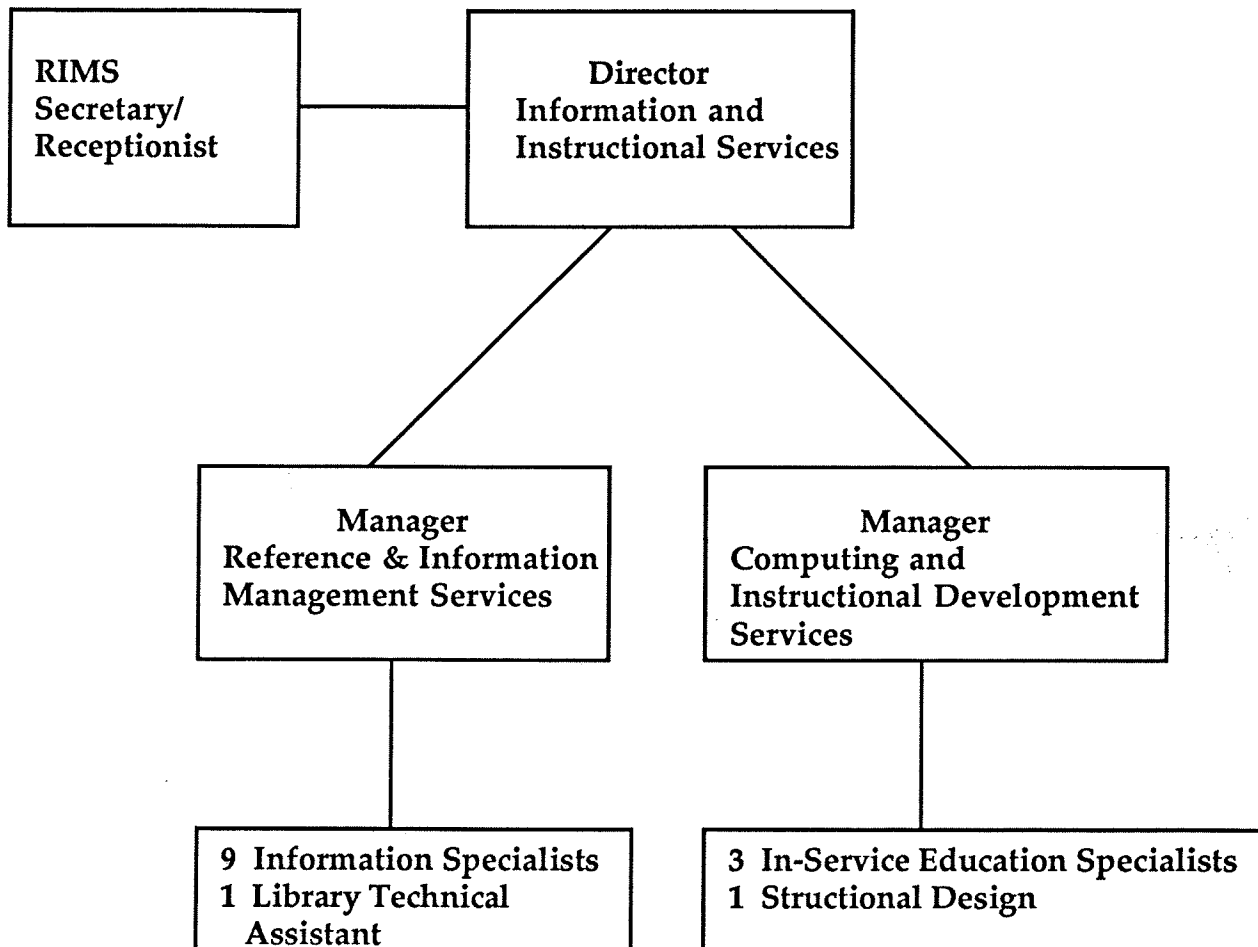Professional Telephone Skills, Presented by Career Track, 6/6/94

Committees/Offices/Honors

HSL Staff Association member
HSL Volunteer Committee member.

Information and Instructional Services

FY 1993/94

Information and Instructional Services
Organization Chart

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┌─────────────────┐        ┌─────────────────────────┐
│ RIMS            │        │      Director           │
│ Secretary/      │────────│ Information and         │
│ Receptionist    │        │ Instructional Services  │
└─────────────────┘        └─────────────────────────┘
                              /                    \
                             /                      \
        ┌──────────────────────────┐    ┌──────────────────────────────┐
        │        Manager           │    │        Manager               │
        │ Reference & Information  │    │ Computing and                │
        │ Management Services      │    │ Instructional Development    │
        │                          │    │ Services                     │
        └──────────────────────────┘    └──────────────────────────────┘
                    │                                │
        ┌──────────────────────────┐    ┌──────────────────────────────┐
        │ 9 Information Specialists │    │ 3 In-Service Education       │
        │ 1 Library Technical      │    │   Specialists                │
        │   Assistant              │    │ 1 Structional Design         │
        └──────────────────────────┘    └──────────────────────────────┘
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Information and Instructional Services
Annual Report 1993-1994

Introduction

The following pages contain the annual report from Information and Instructional Services (IIS), a division that includes the departments of Computing and Instructional Development Services (CIDS), and Reference and Information Management Services (RIMS). Each departmental statistical report is preceded by an overview and analysis of the statistics as compiled by the managers of each unit.

This introduction will examine general trends and events that have had an impact on IIS throughout the 1993-1994 fiscal year. These trends and events include: the creation of the department in July 1993, IIS services, and IIS personnel. These things will then set the stage for the remainder of the report.

The Creation of IIS

In July of 1993 a new division was created within the Health Sciences Library (HSL) and Information Services (IS). Called Information and Instructional Services, it brought together the departments of Reference and Information Management Services, and Computer User Services, which was renamed Computing and Instructional Development Services. The impetus behind the creation of IIS was to bring together the main public service, informational, and instructional functions of the HSL and IS in order to better support the user community. Although logical on paper, it has been a melding that has required an enormous amount of energy to accomplish. Two divisional retreats were held within the fiscal year in order to develop a common direction and vision. The first retreat in July 1993 served to gather the group together for the first time in order to develop a mission statement. The second retreat in June 1994 afforded the division an opportunity to review its accomplishments and to develop the goals and objectives for the upcoming fiscal year. Throughout the year, divisional, departmental, and committee meetings further solidified the relationships within the division. It is important to add that this is no small task since the two departments are geographically separate. There is still much work to be done and many goals and plans will only finally be realized when the two departments come together in the new HSL/IS building where staff will be sharing the same physical space.

Services

Information and Instructional Services has a mission that involves user support, and informational and instructional support for the computing and information management needs of the University of Maryland at Baltimore. Not surprisingly, both departments in IIS are involved in similar types of activities. In RIMS, the reference desk and database area provide the same type of direct user support that takes place through the HELP Desk and user area in CIDS. Between them, the two groups provide over 80% of Information Services' instruction to the user community. This includes formal classes, specially designed classes, and consultations. As will be seen by the statistics that follow, in both departments these numbers continue to grow. A large amount of growth has occurred in the area of "personal information counselling or support" which includes the specially designed class and personal consultations. This area will continue to be a growth area for IIS. However, it must be noted that these types of services

consume staff time and during the upcoming year it is not inconceivable that a serious examination of all services must be undertaken in order to evaluate and possibly eliminate less used services. This has been done on a limited basis in both departments in the area of planning instruction for the upcoming year. All course offerings were examined. Courses were eliminated or reworked based on attendance or need. This will be done annually. It must also be pointed out that these statistics may very well be low because of inconsistent collection of statistics in CIDS, because of the severe staffing shortages in both departments, and because no intuitive statistical collection system has been invented to automatically log statistics as they occur. Both staffs are to commended that the same or greater levels of service continued to be offered during very stressful times.

A number of joint projects were undertaken this year and other opportunities will continue to be sought out. In addition to the joint planning efforts, these included a joint class schedule for the first time which has continued to evolve since its inception, some joint instructional endeavors, a unified approach to supporting the School of Nursing's instructional needs, and the HCOP Grants and Informatics Week in the School of Medicine. It has been extremely beneficial to have a division where there is one contact point and where in one meeting, users can gain the total instructional support they need. The users have appreciated this support. In the upcoming year, many other projects will be undertaken including some cross-training, and work on unified documentation and course evaluation.

A closer relationship has developed with Academic Computing which has allowed IS to be even more effective in the provision of services to the community. Collaboration on an Internet curriculum for the upcoming year, Informatics Week, unified documentation, and standardized evaluation has been beneficial to all involved. IIS invited Academic Computing to an information-sharing meeting which was so successful that it will be repeated on a regular basis in FY '95.

Personnel

One of the areas of greatest concern over the past year has been the issue of staffing - both from the physical and emotional aspect. Within the last year RIMS hired four staff - three information specialists and one library technical assistant. June 1 marked the first time the department had been fully staffed since January 1993. The situation was even more serious within CIDS, where at the start of the 93/94 academic year, the department was down two positions, including the manager. Additionally, a new staff person was hired in a new position and started at that same time. From July 1993 until late March, CIDS existed in this crisis situation when the last position, the manager, was filled. The stress on the remainder of the staff, in both departments was amazing and as mentioned earlier, no degradation in the amount of services occurred. More services were added. Morale has on occasion been very low and it must be mentioned that the CIDS staff felt particularly vulnerable since IS at this time began its strategic planning initiative. This initiative focused attention and criticism upon user services and support at a time when the department was struggling to keep its head above water. It was no wonder that the remaining staff felt under attack and demoralized. The comment must be made that it is important for management to understand that although support of users is our mission, support of the staff that support the users should have an even higher priority. These staff are people with feelings and pride in their work and need to feel valued and supported. Both the manager of CIDS and RIMS have been added to the strategic planning initiative and it is important to note that with full staffing in both departments, there have been many successes and opportunities for moving the departments forward. During this past year, it would have

been easy for both departments to just plead "survival" but they continued to do their jobs with enthusiasm, professionalism, and oversaw a year of unprecedented growth.

<u>Challenges</u>

In addition to projects and directions mentioned above, and the day-to-day challenges that come with a division with this complexity of staff and services, there are a number of challenges that will be or should be addressed this upcoming year. The division will continue to seek to define itself in terms of service to its constituents. It will continue to expand its cooperative projects with other divisions within IS and with other units at UMAB. This is especially important in light of projects such as the addition of new environments and services, such as Windows, the new library system, the conversion of databases to new platforms, UMABnet, Mosaic, distance education, and whatever else arises. These will involve instructional and user support issues and more importantly staff support issues as training and skills need to be upgraded.

Of paramount concern while preparing this annual report was the issue of statistics. This concern occurs on two levels: within IIS and within IS. One of IIS' goals for this upcoming year is examining which statistics need to be collected and then collecting them consistently. At one time it was thought that the two groups could combine their statistics into one IIS report. This may not be feasible since the two groups track different types of things. However, there may be areas where these two groups can combine their statistics when necessary and these should be examined and some pilot studies undertaken.

Of larger concern is the loss of statistics that may be important to Information Services. This occurs predominantly in the areas of user support, and education and training. While IIS is very concerned with the accurate reporting of its education, information, and consultation statistics, other divisions within IS certainly must have these statistics to report and either do so haphazardly or not at all. Surely many other divisions participate in instruction, information provision, one-on-one consultations, or other areas of user support. How are these statistics collected and reported? It would be of great benefit to the Management of Information Services, in terms of reporting and justifying its services to the user community, if these statistics could be recorded as a total picture of IS service. A good example of how much impact this can have is within the Access Services Division of the HSL. Up until two years ago, user support was not recorded. When recording began, it was discovered that in the area of user support, in person and over the phone, Access Services answered inquiries that totalled an additional 50% of inquiries handled by RIMS. When the RIMS and Access Services numbers were added together, they gave a very impressive picture of the amount of user support offered by the two public services divisions of the Health Sciences Library. This needs to be looked at for all of Information Services.

Analysis of Computing and Instructional Development Services (CIDS) Statistics

Overall Analysis

Computing and Instructional Development Services (CIDS) as part of Information and Instructional Services, a division of Health Sciences Library, serves as the focal point for computer user support within Information Services. In addition to a wide variety of courses supporting various microcomputing applications, CIDS is responsible for the User Area, the HELP Desk, and for the equipment in the ATAL. Recently, the role of CIDS has been evolving into one that is education and curriculum oriented through the development of traditional and specialized courses, distance learning, and Computer Based Training (CBT).

Events and Accomplishments

During FY '94, there were several significant accomplishments. A total of 236 classes were taught with eight new classes being developed. Six classes were redesigned. The User Area had a total of approximately 8,000 users and approximately 300 calls per month were responded to by the HELP Desk which shows a 6% increase over last year. The HELP Desk hours of operation totaled over 3,000 this year. Each CIDS staff member works the HELP Desk an average of 36 hours each month. This correlates into almost one week a month in addition to their other duties. We assisted 575 patrons on the Montage slide making system for a total of almost 1500 hours and created slides for 10 other projects in-house.

CIDS was also involved in the Nursing Informatics Summer Institute, developing a CAI module for Pharmacy, HCOP grant and Medical Research Technology instruction. Other projects included the layout and design of the Cardiac Catheterization Input forms for the Cardiology Project and beginning an IS campus software standardization. Another important accomplishment was the creation of the HELP Desk Policies and Procedures Manual. Still under revision, it is the cornerstone for Help Desk automation for the entire campus.

The User Area was reconfigured to create better work spaces for users, reduce the number of obsolete machines, and create new office space.

Above all, this year was utilized to create opportunities for RIMS and CIDS staff to work together, becoming aware of all services we provide, looking at common elements and common ways of dealing with problems. The Unified Documentation project, in which all of our documentation will be updated and provide a common format for users was born from this venture.

Plans and Projected Accomplishments

During the next year CIDS will focus on several exciting projects. We will be selecting and implementing HELP Desk logging and referral tracking software and evaluating its potential use in RIMS. An improved tracking system for classes offered in the ATAL and specialized classes across campus is also in the works. The class tracking system will provide us with class attendance demographics and specific course and instructor data. Implementation and support of IS/campus software and hardware standards will occur during the beginning of this fiscal year. This will require memory upgrades for the ATAL and User Area as well as purchasing a variety of new software. The Macintosh computers in the ATAL will finally be added to the LAN.

Other projects include: publishing a CIDS brochure; providing more individual learning materials; increasing specialized classes tailored to specific group needs; promoting the use of consultations in lieu of formal instruction; promoting an instructional design service; and participating in Informatics Week for the School of Medicine.

Trends

The statistical reports suggest several things:

1. At first glance the User Area numbers look like they've dropped significantly from the previous two years. Usage has changed from approximately 16,000 to 8,000. Looking at the figures more closely, we find that usage is really quite high. In previous years two additional centers were counted (CTAL and DTAL). Now that they are no longer attached to CIDS we realize that more than 50% of all three centers usage occurs at the User Area lab.

2. Usage of DOS machines appears to have dropped. Again, the additional usage data for the other two centers were not counted therefore the drop is not significant. Also, the other two centers record usage and class attendance data in the same category. CIDS counts the User Area and ATAL usage separately. If it were added (with other class attendance) it would add approximately 3,000 more users to the existing total.

3. Macintosh usage has dropped slightly over the last three years. This can be attributed to private ownership rather than a drop in Mac users.

4. Macintosh use represents 64% of the User Area usage this year over DOS based machines. This appears to be a change over the last three years but again is attributed to the discontinued data for the other two centers that were primarily DOS based. Also, the User Area is the primary source for Macintosh computers for the majority of the campus.

5. The law school still represents our largest user base. Out of thirteen user categories law school usage is at 43%. This is still due to free printing in the User Area vs. .10 a page for laser printing at the law school TAL center. Medicine is still the second highest user at 17%.

6. HELP Desk calls are up 6% from last year. We now handle approximately 300 calls per month. The primary HELP Desk support staff now spends 36 hours a month on the HELP Desk in addition to their other duties.

7. Besides HELP Desk calls, CIDS performed almost 500 brief consultations (brief = less than 30 minutes) and approximately 300 extended consults (extended = greater than 30 minutes).

8. User Area usage peaks in September, March, and April.

9. The Medical School accounts for more than 40% of CIDS class attendance, with UMMS coming in second at more than 20%. Almost 60% of class attendees are staff.

User Area Usage
by Fiscal Year
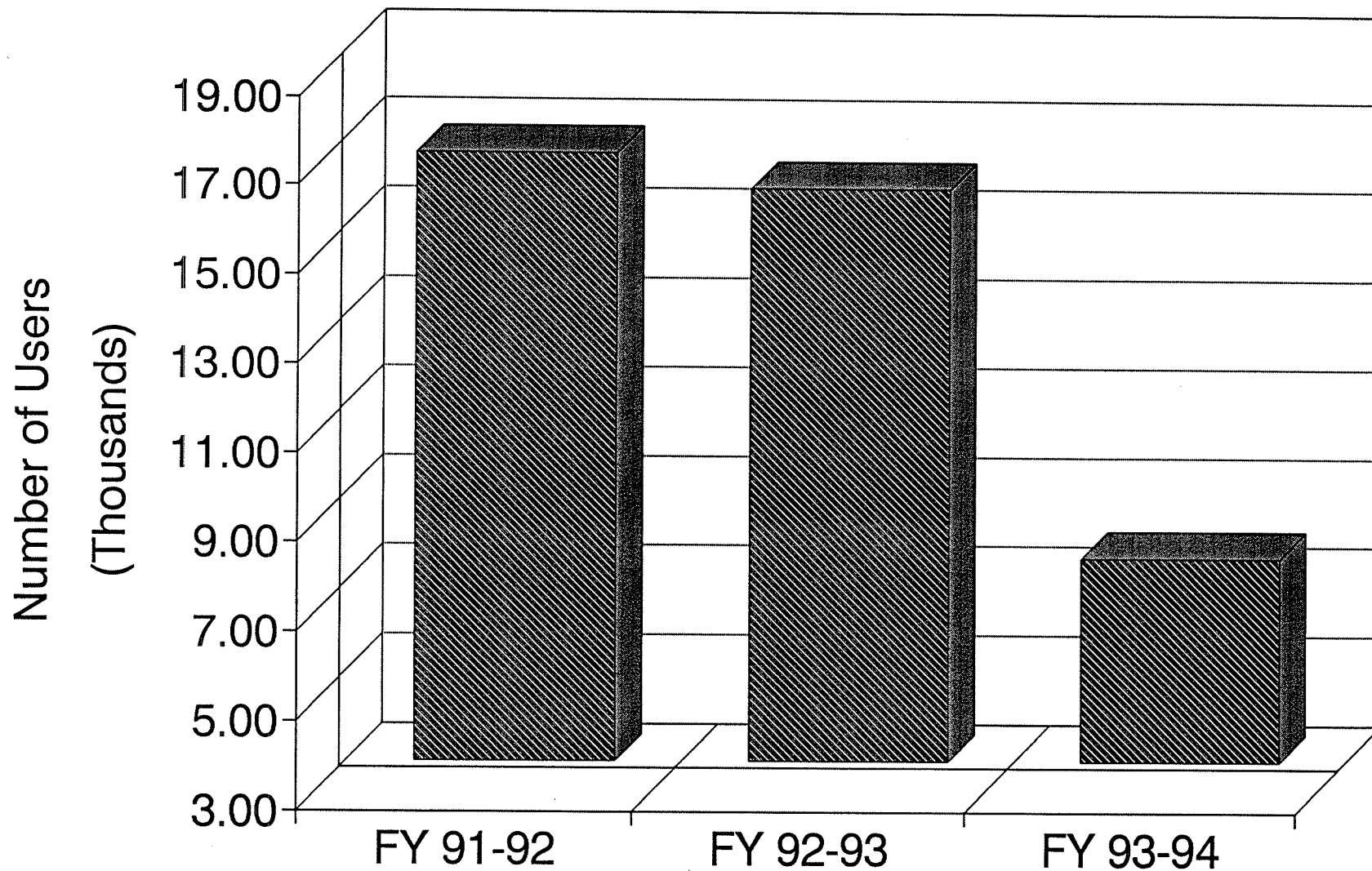
FY 93-94 numbers are shown only for the User Area. The DTAL and CTAL were not counted this year. (see TRENDS)

User Area Usage by School/Department
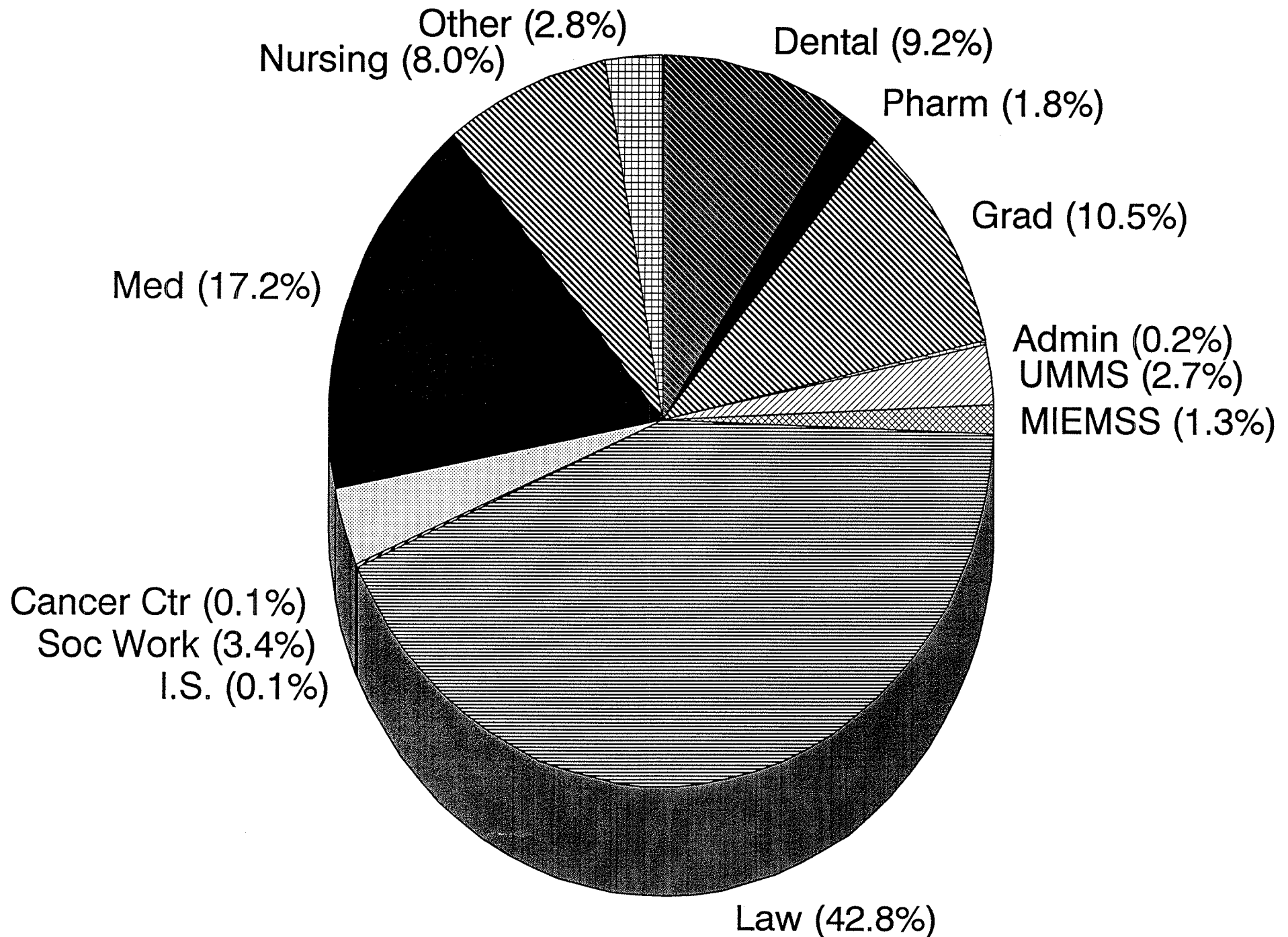
Monthly Trends
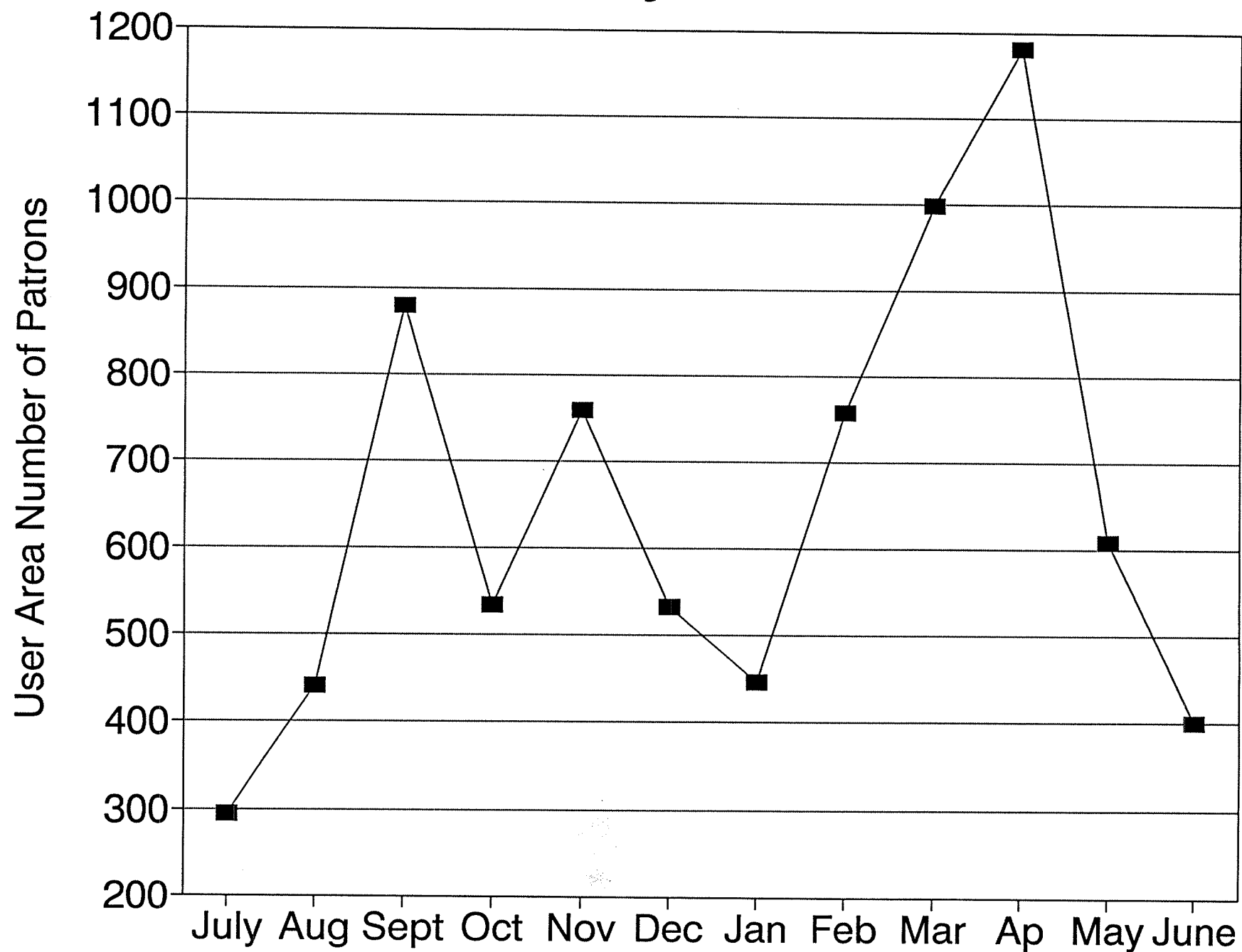
Class Attendance by Type of Attendee
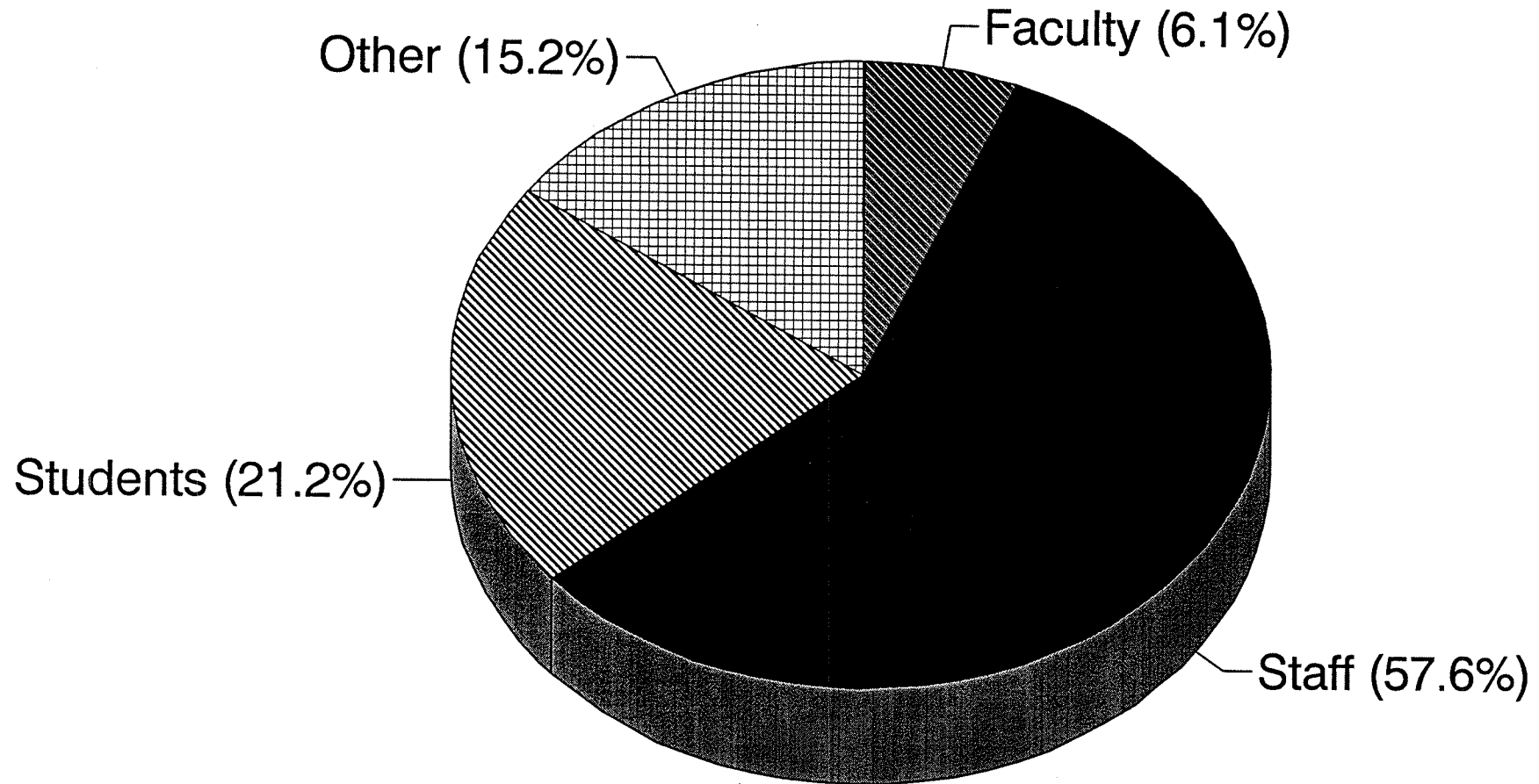
HELP Desk Calls
by Fiscal Year
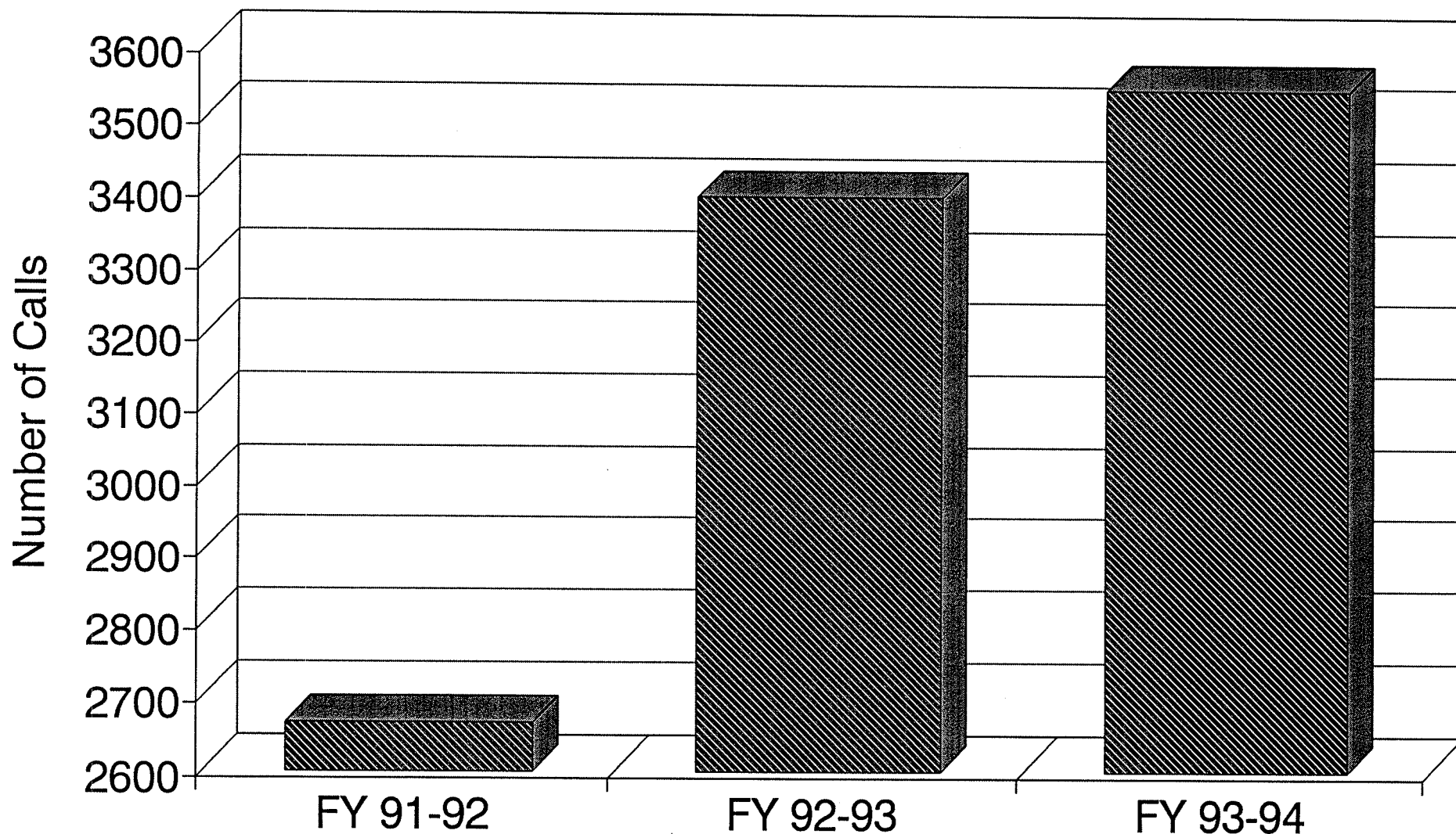
It is estimated that HELP Desk calls will rise again in FY 94-95. Due to new campus standards, the Windows environment will greatly add to our projected calls.

Class Attendance by School/Department

Admin (8.8%)

Soc (1.7%)

Nurs (17.0%)

Pharm (2.4%)

Other (3.5%)

Grad (0.5%)

UMMS (20.2%)

MIEMMS (1.4%)

Dental (3.2%)

Law (0.8%)

Med (40.8%)

Analysis of RIMS Statistics

Overall analysis

Despite horrendous winter weather, two winter staff vacancies (4 in total for the year) and two staff members with broken limbs, the RIMS staff managed to maintain or increase statistics in all areas of responsibility. In addition, many staff members participated in teaching the CLIS class, assisted with the building symposium, were active in professional organizations, and published or presented papers at local, regional and national meetings. The RIMS staff worked extraordinarily hard this year and deserve a great deal of credit for their outstanding efforts.

With more complete staffing in the coming year, we may be able to avoid some of the difficult choices we had to make this year in order to allocate personnel among our services. However, we should consider setting priorities to accommodate future staffing difficulties.

Activities and changes in the department this year:

- Brought up 4 new databases - IPA in Aug. 93; Bioethicsline in March 1994, HAPI in April 1994, and the Census CD in May of 1994.
- We spent much of the year interviewing. Staff changes: Barbara Coon left in early July and Sandy Levy in January. Ginny Stone and Sue Hirschman were hired in August 1993, filling vacancies from the previous year; Alexa Mayo and Janice Mason began May 1994.
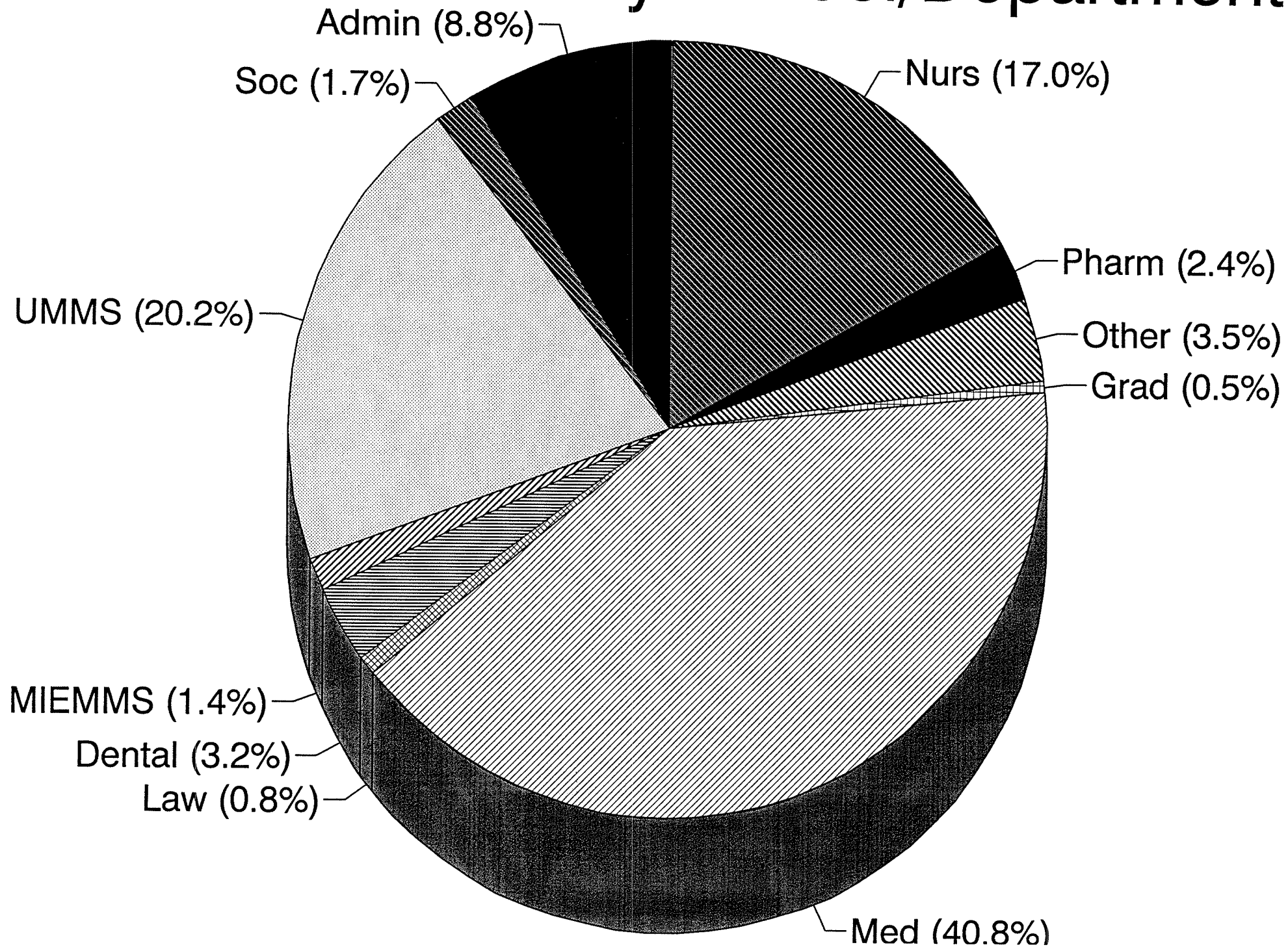- Staff completed a Caller ID study during fall 1993 to determine the characteristics of callers to the reference desk. Projections based on the data indicated that approximately 53% of calls came from campus personnel, 16% from UMMS personnel and 31% from other sources. The study will be repeated in the coming year to verify validity.
- Reviewed patron usage of reference services on weekends. It was found that users on Sundays were predominantly from non-UMAB institutions.
- Tested MEDSTATS system for the NLM.
- Surveyed usage of international drug handbooks in the reference room. A number of standing orders will be dropped as a result of the study.
- Instituted monthly RIMS staff meetings.
- Reviewed and revised system of signing up mediated searches which were phoned in. The new system allows for closer monitoring of the progress of the search and more equitable selection of the next search to be done.
- Began an offsite access problem solution notebook to improve the quality of our service to the growing number of callers connecting to our databases from home or office.
- Prepared for OVID installation. The actual installation was postponed due to anticipated hardware changes.
- Reviewed possible automated reference scheduling systems. No commercial product was satisfactory. Scheduling was reassigned to the reference assistant and an electronic scheduling form created.
- Liaisons increased their collection development efforts. Meetings were held with representatives from the schools to determine needs and establish rapport. In addition RIMS staff participated in selecting books using publisher flyers and approval slips. In collaboration with the Acquisitions Dept., RIMS staff worked to revise the vendor selection profile for approval books.
- Many changes in responsibilities occurred within the department. Highlights:
  - Our new reference assistant, Sue, took over many responsibilities including statistics tallying, reference scheduling, classroom setup, updating looseleaf reference materials, and brochure supply maintenance

- Mid-year, Don and Patty redistributed the duties involved in coordinating mediated searching. Don took on the administrative tasks while Patty retained training responsibilities. A committee was established to work with Patty on revamping mediated search training. Patty will also coordinate the LAN databases.
- Faith took responsibility for brochures as well as the help sheets for databases available on the LAN.
- Ginny assumed the responsibilities of Pharmacy liaison
- Pam became the liaison to the Graduate School
- Sandy resigned in January. Her responsibilities as co-liaison to the Medical School were assigned to Alexa in May.
- Janice will assume the responsibilities of Undergraduate Nursing Liaison, replacing Barbara. Janice will also act as a liaison to the Law School Library
- Diane took over many of the administrative duties for the department.
- During the coming year, we will continue to reorganize until coordinator and liaison responsibilities are equitably split among the staff. A coordinator for publicity is needed to oversee advertising of classes as well as publicity on new library services.

Reference
1. Reference questions reached an all time high of 41,528 (a 9.3% increase over the previous year). The greatest jump seems to be in questions coming in by telephone. Much of this increase may be due to increased accuracy in statistics keeping. This year we used tally sheets in each office to track the telephone calls and requests for assistance answered by other RIMS staff when the information specialist on duty was busy.

2. Although the total number of questions has grown, the trend has been towards fewer instructional or research questions and more quick information responses. During the past year, short staffing and statistical variations due to the complexity of the Caller ID project may have aggravated this trend, but the number of questions in the instructional category have been steadily falling since 1991. We may be reaching a limit in the number of questions we can handle well with present staffing. Better quality service for our users certainly involves teaching them to use the databases. On the other hand, it is difficult to make time for adequate instruction when patrons are queued at the desk. Consultations offer one possible solution; however, only a fraction of our users are willing to return at a later time for instruction.

Mediated Search Services (MSS)
1. Overall requests for searches in this fiscal year were up slightly (about 1% increase). However, searches scheduled by appointment so that the patron could be present were down sharply (80% of all searches are now called in or left at the reference desk). Much of this drop may be due to the many hours we were forced to close the appointment schedule in order to fully staff the reference desk. Under the schedule implemented last year, the search office was only open for appointments six hours a day. Considering only those 6 hours, we were still forced to block out 60% of the potential scheduled open times during the last six months (in June, 75% of available slots were blocked). While some patrons leave a folder search when they cannot arrange an appointment, others decide to do the search themselves or find another means of satisfying their need. We have frequently had to cope with irritated patrons who could not schedule their search in

a timely manner (we have tried to accommodate pressing needs if at all possible). Fortunately, we hope to be able to provide more open slots for searches as our new staff members become more fully trained.

2.   It is very difficult to tell with certainty which searches are done for hospital personnel since so many people in the Medical School work at the hospital. However, hospital statistics may be significant in terms of future funding. Search requests from MIEMSS and UMMS now account for 35% of all searches. If searches with an 8 prefix to the telephone number but a Medical School designation (84 in this fiscal year) are taken into account, the number soars to 44.8% of total searches.

3.   Pharmacy, MIEMSS, and the Dental School were units for whom search requests decreased markedly (37%, 23% and 15% respectively). It might be useful to investigate the causes for these decreases (for example, the Drug Information Center may be providing search services to some of our former clientele). However, until our policy is clarified in regard to support for Mediated Searching (see 6 below), further study is not appropriate.

4.   As expected, since patrons can now perform their own MaryMED Plus searches, there was a decrease in the number of MEDLARS databases used for searching. Instead, the increase occurred in databases available only through MSS.

5.   Twenty-eight Current Literature Awareness Service (CLAWS) searches were run this year.

6.   We need to clarify our policy on what emphasis will be given to Mediated Searching. After several years of declining figures, we may have reached a baseline for patrons who prefer mediated searching to self-service (mainly busy faculty and staff with access to fund and budget numbers). Additional databases added to the LAN will probably not have the dramatic impact that the basic databases we have added so far have done. If we want to continue to encourage use of Mediated Search Services, we need to commit resources to allow speedy response. Anecdotally, waits of more than 2 days to have a search run seem unacceptable to many patrons. During this year, we have tried to respond to dissatisfaction by having information specialists work on catching up on searches during the time usually left free for class preparation, projects, etc. If more complete staffing does not help in the coming year, other solutions must be found.

Education
1.   Total attendance is up nearly 30%. The largest gains were in non-school related instruction, school orientations, and class related instruction. IME classes were up slightly from the previous year. However, IME classes are increasingly small group or one-on-one instruction. Users certainly appreciate the individual attention but it is not very cost effective. Although we are making a concentrated effort to eliminate poorly attended classes, we have substituted consultations. This change does reduce preparation and publicity time but also potentially increases teaching time (4 consultations instead of 1 class for 4 people).

2.   Class-related instruction
        -   Nursing increases may be due to larger enrollment in undergraduate nursing. An

even more positive reason is that Debbie Spunt coordinated the fall classes and she required that students attend. Graduate nursing eliminated the course where Patty had taught a 2 hour session, so Patty offered various elective sessions and a lot of consultations to answer the graduate nursing need.

- In Medicine the PBL experiments brought in more students. There were a lot of sessions that were not well attended, but it will be interesting to see if this mode of instruction really will catch on. It is good for the students (and faculty), but change takes a lot of energy.
- Social Work has been going through changes in faculty, so Faith has had a lot of work to do in contacting them. Faith reorganized the 640 and 670 classes to get more hands-on time for the students, and although the year began slowly, she wound up with similar attendance statistics.
- Pharmacy's numbers dropped because of a change to the Pharm.D. curriculum.
- Dentistry (and Nursing, to some extent) was hit by the bad weather. Late afternoon sessions on those icy days had very light attendance.

3.   Information Management Education
- We analyzed our successes and failures this year. Some low attendance classes such as Writing in Publication, we will try again in a different time slot. Other seminars (Write it Right, Grateful Med, Critical Analysis, and the Term Paper Clinic) will be dropped for the coming year. However, we do not consider the preparation time as wasted since staff was kept up-to-date on the various applications and databases. This provides the expertise for consultations without as much preparation for each session. Network Know-how and trying the Getting to Know the HSL/Parts I and II were new classes which helped to bring attendance up this year.
- Publicity. For the first time in several years we did not have the calendar of RIMS classes on the lobby wall and this may have been a factor in reduced registration. A modified calendar will be tried again this fall. The LTA will assist with this and other publicity projects in the coming year. Communication with the students through school email systems will also be investigated.
- One method to reduce the inefficiency of small classes would be to eliminate team teaching whenever possible. Certainly a trained Microlab assistant can provide adequate help to the instructor for hands-on experiences in many classes. On the other hand, team teaching is a convenient method to train new instructors for classes with which they are unfamiliar. Further, intellectual growth through in-house training provides a very important component in our efforts to foster staff morale in the department. Therefore, any reduction in team teaching must be approached judiciously.
- Based on what worked last year, RIMS will continue to emphasize classes which feature new databases/services and are, therefore, likely to draw large attendance. Anticipated changes in MaryMED Plus, HSL Current Contents, and the online catalog should give us more new looking products. However, realistically, we may have to accept the fact that instructor/student ratios may sometimes be poor. Instruction remains a primary method by which RIMS fulfills its mission.

4.   Non-class related instruction
The makeup of this category of instruction changes from year to year. This year MJ's presentations on the new building, the class for the College of Library and Information Science at UMCP, and the Technology Fair for the School of Medicine were responsible

for increased attendance.

5.   Consultations
- We have publicized this service very little this year, but it continues to grow.
- Database instruction (including strategy development) was the most popular request. Software interest changes from year to year; Reference Manager is now the leader and Grateful Med is definitely waning. Connectivity to the HSL, to the campus network , and to Internet is of interest. Consultations augment the Getting to Know the HSL seminars, particularly for new faculty.
- Consultees come from all schools with medicine and nursing leading. Students are the largest category of users.
- Despite the fact that Don is now giving consultations as well as scheduling them, consultations take a great deal of staff time. It is simultaneously one of our most appreciated and least cost-effective services.

Reference Question Statistics

	91/92	92/93	93/94
General Phone	661	541 (−18.0%)	568 (+5.0%)
Reference Phone	10869	10459 (−3.7%)	11390 (+8.9%)
Total Phone	11530	11000 (−4.6%)	11958 (+8.7%)
General in Person	1276	912 (−28.5%)	2830 (+210.3%)
Reference in Person	26267	26083 (−0.7%)	26740 (+2.6%)
Total in Person	27543	26995 (−2.0%)	29570 (+9.6%)
Grand Total	39073	37995 (−2.8%)	41528 (+9.3)

	1991/92		1992/93		1993/94
General Phone	661	-18.15%	541	4.99%	568
Reference Phone	10869	-3.77%	10459	8.90%	11390
Total Phone	11530	4.60%	1100	8.71%	11958
General in Person	1276	28.53%	912	210.31%	2830
Reference in Person	26267	-0.70%	26083	2.52%	26740
Total in Person	27543	-1.99%	26995	9.54%	29570
Grand Total	39073	-2.76%	37995	9.30%	41528

TOTAL - FY 1993-1994   41,528

	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	TOTAL
4	Jul-93	43	858	518	7		34	778	15	16		2269
5	Aug-93	99	868	448	24		35	710	11	17		2212
6	Sep-93	241	2096	945	42		5	1098	4	13		4444
7	Oct-93	369	2263	966	57		5	1263	47	3		4973
8	Nov-93	284	1962	808	29		11	1046	1	7		4148
9	Dec-93	160	1058	376	17		27	729	0	9		2376
10	Jan-94	226	1183	445	12		70	876	5	7		2824
11	Feb-94	290	1897	835	22		55	1037	7	8		4151
12	Mar-94	448	2030	975	16		141	1091	5	6		4712
13	Apr-94	332	1721	872	16		70	1022	9	7		4049
14	May-94	189	1118	521	17		61	804	11	9		2730
15	Jun-94	149	1200	498	20		54	700	7	12		2640
16	FY 1993-94	2830	18254	8207	279		568	11154	122	114		41528
17												
18												
19		1991/92	% CHANGE	1992/93	% CHANGE	1993/94						
20	PHONE											
21	DIRECT.	661	-18.15%	541	4.99%	568						
22	REFERENCE	10869	-3.77%	10459	8.90%	11390						
23	INFORM.	10468	-2.49%	10207	9.28%	11154						
24	INSTRUCT.	189	-43.92%	106	15.09%	122						
25	RESEARCH	212	-31.13%	146	-21.92%	114						
26	TOTAL	11530	-4.60%	11000	8.71%	11958						
27	IN PERSON											
28	DIRECT.	1276	-28.53%	912	210.31%	2830						
29	REFERENCE	26267	-0.70%	26083	2.52%	26740						
30	INFORM.	15062	7.77%	16233	12.45%	18254						
31	INSTRUCT.	10722	-10.68%	9577	-14.31%	8207						
32	RESEARCH	483	-43.48%	273	2.20%	279						
33	TOTAL	27543	-1.99%	26995	9.54%	29570						
34	GRAND TOTAL	39073	-2.76%	37995	9.30%	41528						

Mediated Search Services

Statistics

Intellectual Searches

Years	# of Searches
1991/92	1269
1992/93	843
1993/94	852

IN-PERSON AND PHONE-IN SEARCHES

1993-94

	IN-PERSON	PERCENTAGE	PHONE-IN	PERCENTAGE	TOTAL
JULY	15	22.39%	52	77.61%	67
AUG	13	15.85%	69	84.15%	82
SEPT	8	7.69%	96	92.31%	104
OCT	13	14.61%	76	85.39%	89
NOV	15	20.27%	59	79.73%	74
DEC	14	25.45%	41	74.55%	55
JAN	19	31.15%	42	68.85%	61
FEB	16	19.28%	67	80.72%	83
MARCH	13	17.33%	62	82.67%	75
APRIL	10	18.87%	43	81.13%	53
MAY	19	34.55%	36	65.45%	55
JUNE	3	5.56%	51	94.44%	54
YEAR-TO-DATE	158	18.54%	694	81.46%	852

MEDIATED SEARCH SERVICE: USAGE BY SCHOOL 1993-94
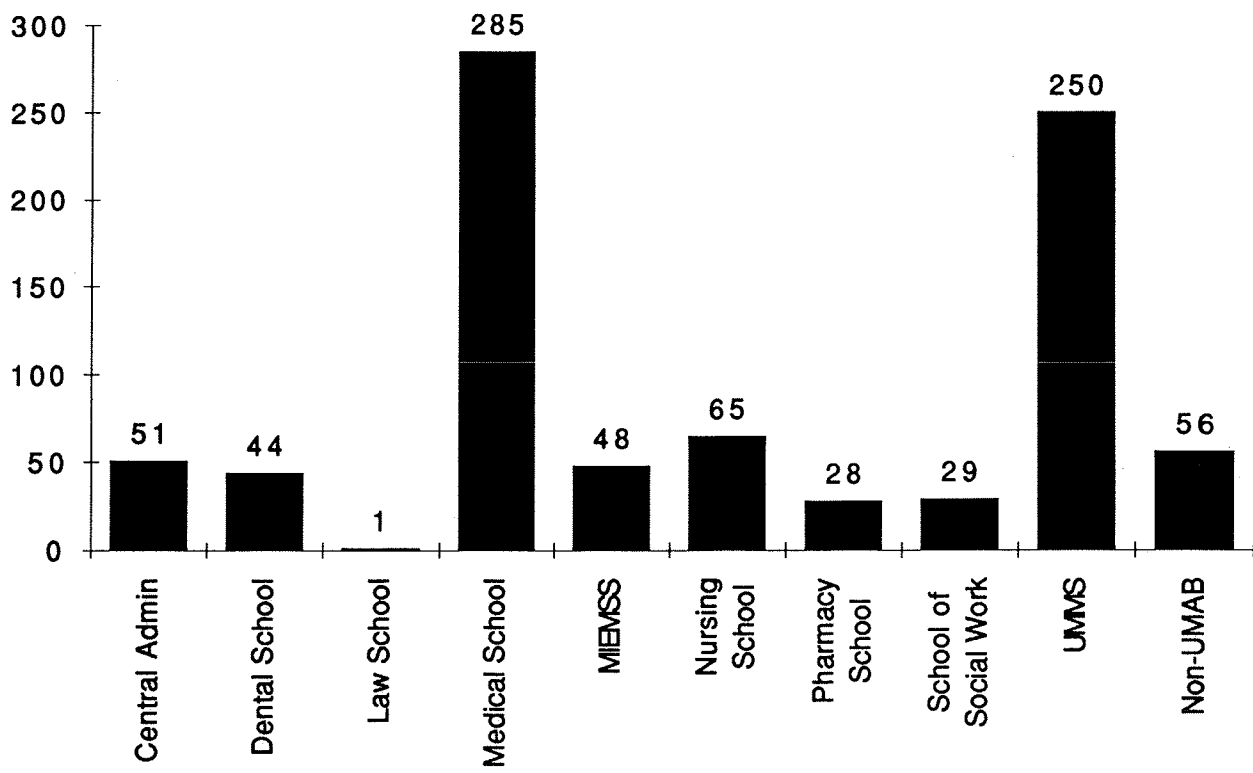
MEDIATED SEARCH SERVICE

USAGE BY SCHOOL

Comparison with figures from 1993/94

School	1992/93	1993/94	Precentage of change
Central Administration	51	51	-
Dental	52	44	-15%
Law	2	1	-50%
Medicine	294	285	-3%
MIEMSS	63	48	-23%
Nursing	50	65	+23%
Pharmacy	45	28	-37%
Social Work	19	29	+34%
UMMS	223	250	+10%
non-UMAB	44	56	+21%

Mediated Search Service 1993-94

36.15%

14.20%

49.65%

■ FACULTY
□ STUDENTS
▨ STAFF
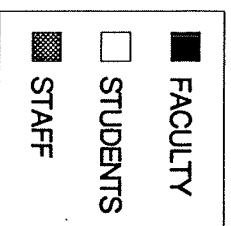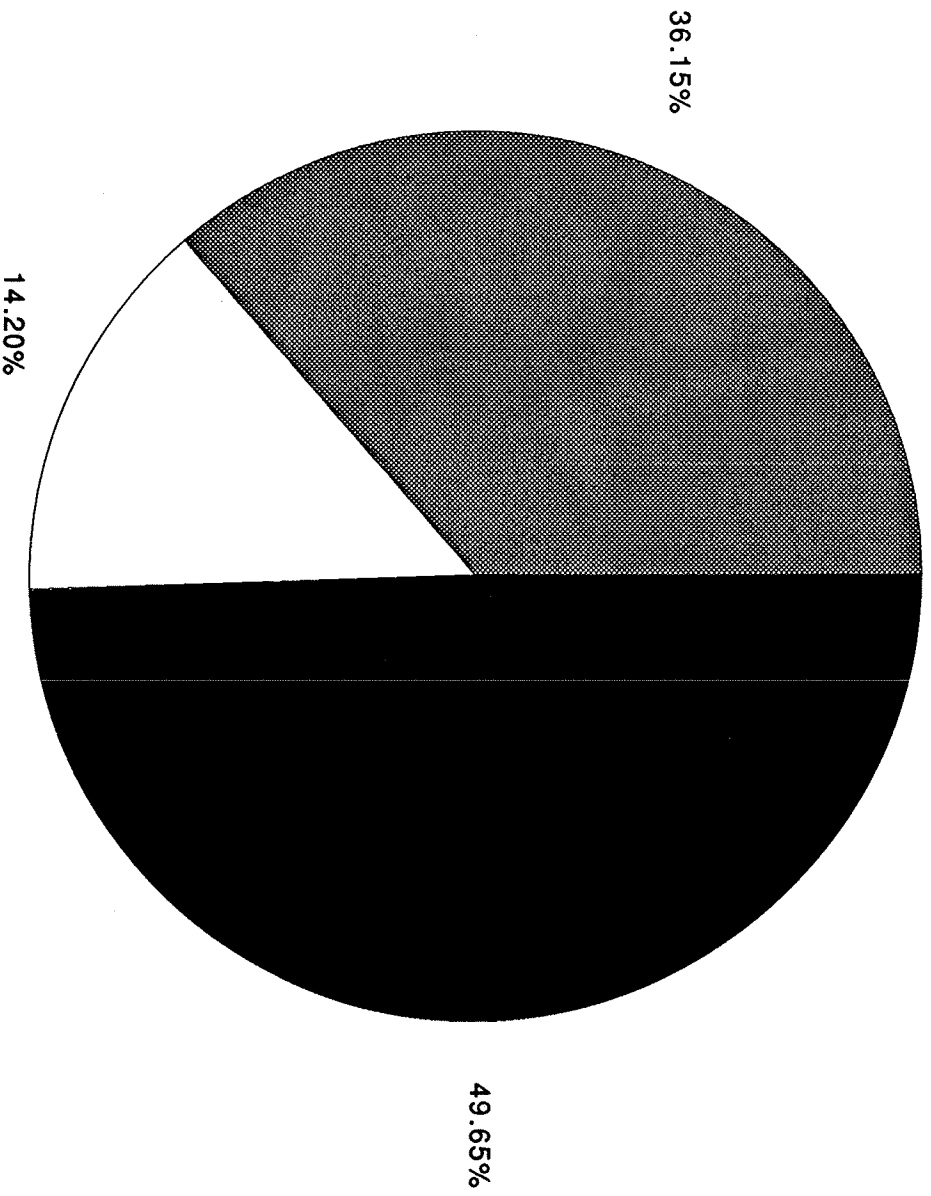
MEDIATED   SEARCH   SERVICES

Comparative Table

Database	1993-94	1992-93	1991-92
MEDLARS	928	1236	2017
Biological	201	161	141
Chemical	68	59	44
Psyc/Soc/ED	164	152	129
Business	10	20	23
LibSci/Comp	26	19	28
Other	139	122	192

Percentage Table

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

Educational Services Attendance Summary Statistics, 1991-94

	Class-Related Instruction	School Orientations	Information Management Education Seminars	Non-school Related Instruction	Total Attendance
1991-92	1996	836	377	605	3814
1992-93	1802	780	253	668	3503
1993-94	1907	1361	279	1092	4639
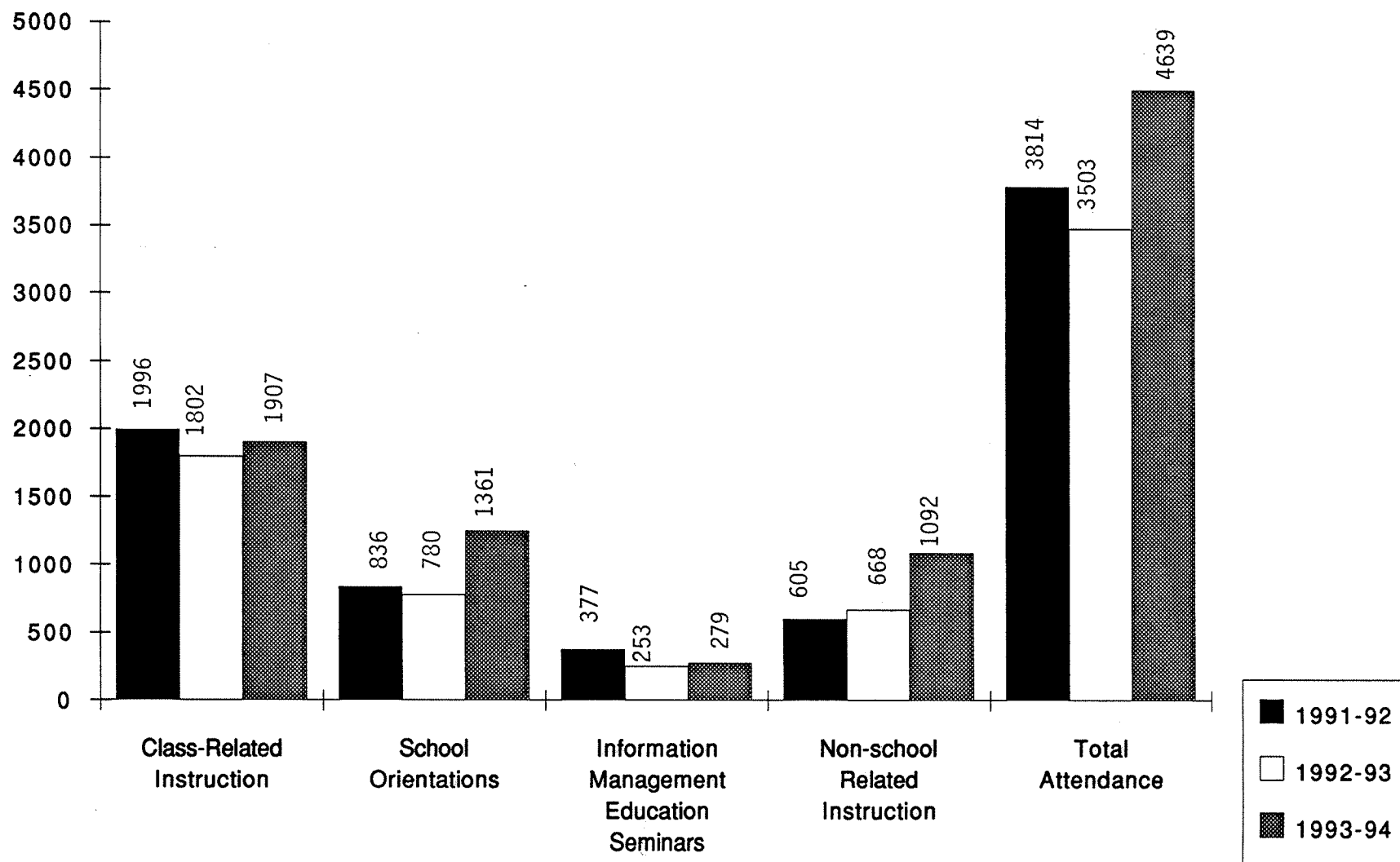
Class Related Instruction Attendance, 1991-1994

	Dentistry	Medicine	Nursing	Pharmacy	Social Work	School Orient. Totals	Totals
1991-92	291	309	379	436	581	836	2832
1992-93	252	273	296	592	389	780	2582
1993-94	176	406	549	390	386	1361	3268

■ 1991-92
□ 1992-93
▦ 1993-94
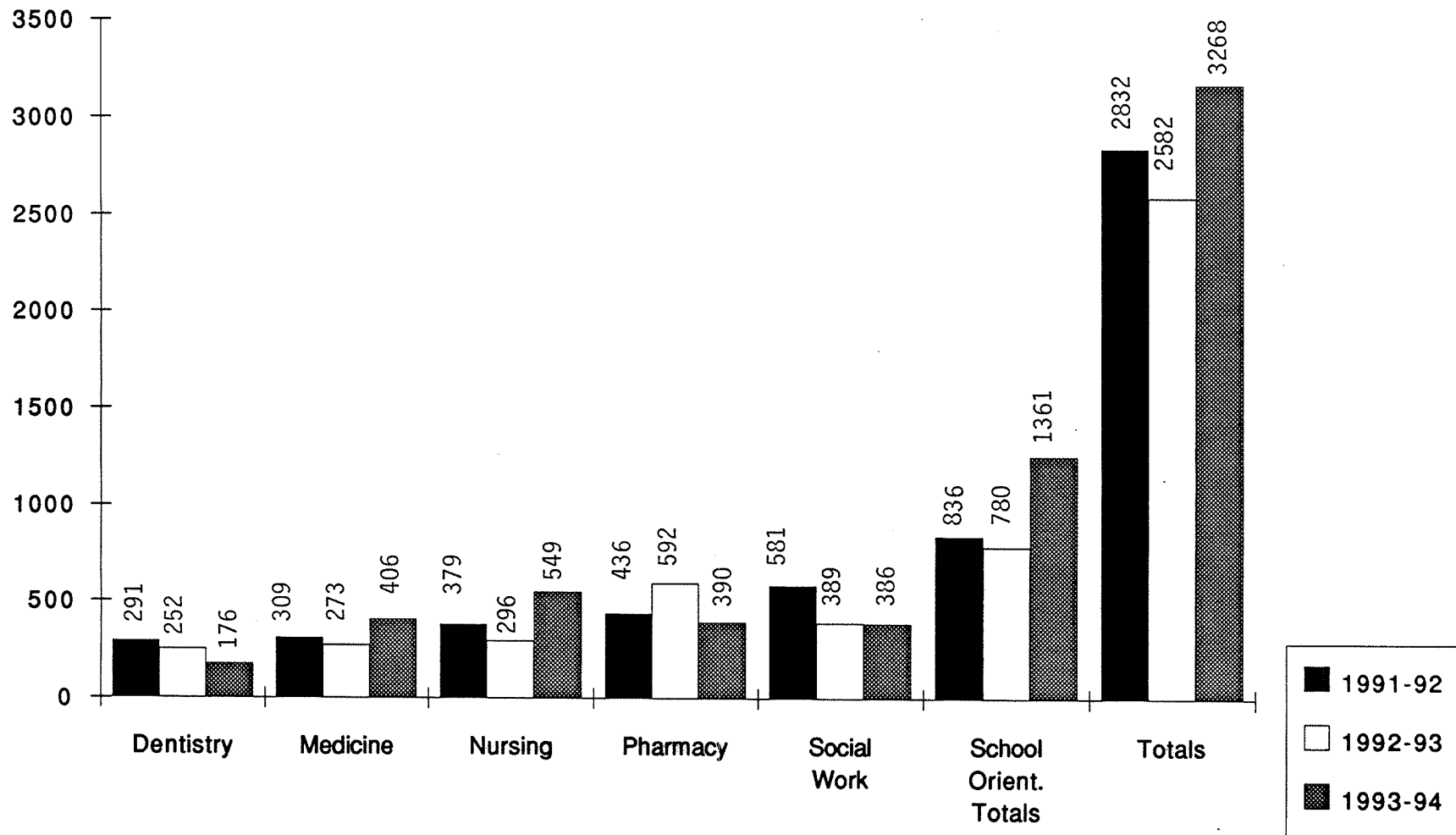
HSL Non-Class Related Instruction, 1993-1994

	# Hours	# Classes	Attendance
Faculty			
Dental	.25	1	30
Medicine			
Occup. Med Mentors	1	1	20
PBL Mentors	2	2	18
Technology Fair, SOM	6	1	90
Total Faculty	9.25	5	158
Residents			
Adolescent Medicine	.5	1	8
Anesthesiology	.5	1	10
Behavioral Pediatrics	.5	1	5
Cardiology	.5	1	3
Dermatology	1	1	6
Emergency Medicine	1	2	32
Epidemiology	2	1	3
Family Medicine	2.5	2	13
Gastroenterology	.5	1	3
Infectious Diseases	.25	1	5
Internal Medicine	.25	1	29
Neonatology	1	1	4
Obstetrics/Gynecology	.5	1	7
Ophthalmology	.5	1	3
Pathology	.5	1	5
Pediatrics	.25	1	16
Psychiatry	.5	1	30
Radiology	.5	1	15
Total Residents	13.25	20	197
Staff Training			
HSL Staff Training			
UMABNET	2	1	11
OJCCT	1	2	28
New Staff Orientations	.5	2	20
Dean's Advisory Council	1.5	1	60
Nursing Managers, UMS	1	1	120
Nurses, UMH	3	2	17
OIA Staff	2	1	11
President's Cabinet	1	1	40
President's Office	1	1	7
UMS Computer Ctr Directors	.5	1	20
EMS from UMBC	1.5	1	9
Research assistants	2.5	2	19
Total staff training	17.5	16	362

Non-class related instruction, cont.

Other
  Nursing Informatics Institute
    Computerized Methods   2   1   8
    Grateful Med   2   1   9
    Pro-Cite   2   1   4
  Pharmacy continuing educ. 1   1   30
  International visitors   4   4   52
  Dietetic interns (UMS, Mercy) 2   2   7
  High school students, PBL 1   1   7
  Morgan State students   1   1   4
  Nurses, Sinai   2   1   7
  Social Svcs, St. Mary's Co. .5   1   7
  CLIS class   <u>45</u>   <u>15</u>   <u>240</u>

    Other Total   62.5   29   375

NON-CLASS TOTAL   102.5   70   1092

HSL STAFF TEACHING LOADS, 91-94

Information Specialist	Number of Sessions			Number of Hours		
	91-92	92-93	93-94	91-92	92-93	93-94
Barbara Coon	20	26	5	32	42.75	5.25
Diane Fishman	28	38	29	66.5	77.75	61.75
Don Frese	26	16	5	26	18.75	3.5
Patty Hinegardner	27	24	41	54.5	49.25	69.5
Janet Lamki	33	13	–	52	19.75	–
Phyl Lansing	46	46	66	72.75	70	103.5
Sandy Levy	24	38	32	30.75	34	39.75
Alexa Mayo	–	–	4	–	–	1.5
Faith Philip	–	16	33	–	26.25	45
Pam Rand	2	9	9	5	13.5	13.75
Ginny Stone	–	–	30	–	–	68.75
MJ Tooey	27	12	24	33	12.5	59.5
Mary Ann Williams	12	9	17	21.5	12	29.25
TOTALS*	245	247	291	394	376.5	501.25

* 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.

INFORMATION MANAGEMENT EDUCATION SEMINARS

Courses	1991-1992			1992-1993			1993-1994		
	Inst. Hours	#Sessions	Total Attend.	Inst. Hours	#Sessions	Total Attend	Inst. Hours	#Sessions	Total Attend
Census	2	1	13	2	1	22	2	1	24
HSL Current Contents					1	9	1	1	2
PLUS Navigating the HSL	2	1	9	2	1	6			
Advanced GMED	3	1	11						
Grateful MED	8	3	26	6	2	12	6	2	7
Intro to ProCite	5	2	6	3	1	4	3	1	8
Write it Right							2	1	6
Journal Art Pub	2	1	30	2	1	18	2	1	5
MaryMED Plus				28	14	116	20	10	56
New Faculty Orient	2	1	75						
Network Knowhow	2	1	7	2	1	6	4	2	47
Critical Analysis				2	1	8	2	1	3
PsycLit	7	4	37	4	2	19			
PsycLit SWAB	6	3	17				3	2	18
PsycLit NAHL	12	8	82				2	1	11
Searching HSL data	2	2	30						
Term Paper Clinic	4	2	9	2	2	22	2	2	12
Micromedex									
HSL/A							6.75	9	41
HSL/B							6.75	9	32
Online Catalog	2	1	4	2	1	7			
Reference Manager	6	2	21	3	1	4	3	1	7
IME Totals	65	33	377	59	29	253	65.5	44	279
Percentage Increase	4.00%	-8.33%	-16.96%	-9.23%	-12.12%	-32.89%	11.02%	51.72%	10.28%
Total HSL Instruction	318	189	3814	282.25	177	3503	355.25	227	4639
Percentage Increase	20.00%	9.88%	16.32%	-11.24%	-6.35%	-8.15%	25.86%	28.25%	32.43%
School Orientation Totals	2.25	8	836	2.5	7	780	2.5	9	1361
Classed-Related Totals	160.25	87	1996	156.25	81	1802	184.75	104	1907
Non-School Orien. Totals	90.5	61	605	64.5	60	668	102.5	70	1092

RESEARCH CONSULTATION REPORT
1991-1994

Stated Need for Research Consultation	1991-92	1992-93	1993-94
Term Paper	6	14	34
Masters project or paper	5	6	3
Dissertation	5	1	5
Ongoing research	14	14	20
Other	6	3	20
Total by stated need	36	38	82

Type of Inquiry			
Walk-in	8	21	12
Appointment			
HSL	90	112	137
Out of HSL	4	8	5
Electronic			
CoSy	–	–	–
EARS	–	–	–
Telephone	4	3	5
Total by type of inquiry	106	144	158
	for 121 users	for 163 users	for 170 users

Types of Information Provided			
Hardware	6	7	3
Software	18#	39+	25
Strategy	31	44	32
HSL resources	42	37	24
EARS	8	7	4
HSL databases	47	22	12
Classes	10	9	8
Micromedex (IPA)	8	12	8 (4)
CoSy (UMABNET/Internet)	–	2	(6)
Databases/vendors	11	6	3
PsycLit	23	27	44
NAHL	22	33	52
MaryMed Plus	–	74	67
SWAB	–	11	29
Other databases	–	8	7
Indexes	10	9	4
Online catalog	7	16	17
Downloading	–	–	5
Networking, offsite access	=	=	9
Total types of information	243	363	369*

#Software packages - Pro-Cite (8), Reference Manager (2), Grateful Med (8), Procomm (1)
+Software packages - Pro-Cite (10), Reference Manager (9), Grateful Med (4), telecommunication pkgs.
*Includes Reference Manager (15), Pro-Cite (6), Grateful Med (2), Kermit (2), SDI (2), course
      planning (2), ILL (1),writing for publication (1)

Consultation Statistics, 92/93 - 2

	1991-92	1992-93	1993-94
Persons served			
Dentistry	6	15	5
Medicine	33	60	51
Nursing	35	38	58
Pharmacy	15	14	8
Social Work	14	24	38
UMH	11	6	5
Other	7	6	5
Total persons served	121	163	170
Status			
Faculty	17	34	26
Staff	36	43	37
Student	64	84	101
Other	4	2	4
Not indicated	=	=	2
Totals by status	121	163	170
Staff Doing Consultations			
Barbara	2	6	1
Diane	13	13	8
Don	–	3	27
Faith	–	–	26
Ginny	–	–	4
Janet	15	4	–
Patty	27	30	26
Phyl	24	29	35
Sandy	15	44	18
Pam	1	5	4
MJ	3	1	–
Mary Ann	6	9	9
	106	144	158

Education Services Annual Report 1993-94

Educational Services Attendance Summary Statistics, 1991-94

	1991-92	1992-93	1993-94	% Change
Class-Related Instruction	1996	1802	1907	+5.8%
School Orientations	836	780	1361	+74.5%
Information Management Education Seminars	377	253	279	+10.3%
Non-school Related Instruction	605	668	1092	+63.5%
Total Attendance	3814	3503	4639	+29.6%
Research consultations (Consultation appointments)	121 users (106)	163 users (144)	170 users (158)	+4.3%

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 (resigned July 1993)
  Liaison to Undergraduate Nursing

Diane Fishman - Manager
  Manages the day-to-day activities of RIMS
  Advises Director, RIMS
  Journal Review Committee
  RIMS Collection Development Committee
  UMLS Committee
  IS Planning Committee
  Building Symposium Committee - Printing Committee Chair
  Database Registration Committee
  IS Course Listing Integration Committee
  IS Class Publicity Committee
  IS Liaison Committee
  IS Educational Issues Focus Group
  Advise Project director of RIMS needs in new building

Donald Frese - Information Specialist and Coordinator of Reference Services
  Coordinator of Reference Resources
    Oversees LAN and writes LAN documentation
    Does weekly department schedule
    Schedules and performs consultations
    Oversees reference collection
    Keeps statistics for the service
    Investigates and recommends potential additions to collection and end-user services
  Mediated Searching administrator
    Maintains thesauri, updates and support materials for searching
  RIMS Collection Development Committee
  MaryMED Plus Implementation Committee
    Co-chair of Reference and In-house Service Subcommittee
  New System Task Force
  Journal Review 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
CD-LAN Coordinator
MaryMED Plus Implementation Committee
Chair, Mediated Searching Committee
Applications Development Standard Committee
Materials Resources Committee for NLN Accreditation - School of Nursing
Internet Coordination Committee
Building Symposium Mailing Label Committee

Susan Hirschman- LTA III
Maintains reference desk, education, and mediated searching statistics
Updates reference looseleaf services
Schedules Information Specialists
Coordinates seminar publicity
Organizes new reference materials

Phyllis Lansing - Information Specialist and Coordinator of Education Services
Coordinates Education Services
Plans and implements the education calendar
Trains and supports instructors
Coordinates liaison program
Oversees publicity for seminars
Oversees consultation service
Keeps statistics for the service
Liaison to the School of Medicine
MaryMED Plus Task Force
Chair Education Subcommittee
IS Newsletter Editorial Board
HSL CASHE Implementation Committee

Sandra Levy - Information Specialist - Resigned Dec. 1993
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

Janice Leah Mason - Information Specialist (May 1994)
Liaison to Undergraduate Nursing and Law School

Charlene Matthews - Secretary
Secretary
Word Processing and Graphics
Handles mailings for RIMS and HSL
Coordinates mailing of SDI searches

Oversees office machinery to insure consistent, quality production of
materials
Photocopies
Collates materials for seminar
Sorts and distributes mail
Receptionist
Serves as phone backup for reference desk
Handles appointments for Director, RIMS
Does confirming phone calls for seminars

Alexa Mayo - Information Specialist (May 1994-)
Co-liaison, School of Medicine

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

Pamela Rand - Information Specialist
Special Projects/Expertise
Fallfest
Gerontology
Interim Nursing School Liaison
Graduate school liaison
RIMS Collection Development Committee
HSL Disabled Services Committee
MaryMED Plus Implementation, Instructional Materials Support Subcommittee
New System Task Force
Building Symposium Resource Booklet Committee

Ginny Stone - Information Specialist
Liaison to the School of Pharmacy
MaryMED Plus Implementation, Publicity Subcommittee
Reference area sign committee
Resume review committee

Mary Joan (M.J.) Tooey- Director, Information and Instructional Services
Manages and coordinates activities of Information and Instructional Services
Serves as part of the Health Sciences Library's management team
Serves on the Information Services Strategic Planning Group
Convener, IS Education Oversight Committee
Co-convener with J. Leoni of the TLC/NUG
Project Manager, HSL/IS Building
Fundraising Committee - HSL/IS Building
Journal Review Committee
Corporate Membership Committee

Adjunct Faculty, College of Library and Information Science, University of
Maryland at College Park and Coordinator, Health Information Resources course
(LBSC 708M)

Mary Ann Williams - Information Specialist
Liaison to the Dental School
New System Task Force
MaryMED Plus Implementation, Education Sub-Committee
Graduate School Grants Committee
Building Symposium Resource Booklet Committee

<u>Diane   Fishman</u>

<u>Professional Organizations</u>
  Medical Library Association
  Mid-Atlantic Chapter/Medical Library Association
  Maryland Association of Health Sciences Libraries
  American Library Association
       American College and Research Libraries Division
  Maryland Library Association
  Health Sciences Library Staff Association

<u>Meetings and Workshops</u>
  IIS retreats, July 27, 1993 and June 23, 1994
  MARLF Conference, Baltimore, Md., May 4, 1994.
  Building the Library/Information Center of the Future, A Symposium,
       National Library of Medicine, April 7-8, 1994
  Medical Library Association Conference, San Antonio, Tx., May 16, 1994.
  Mid-Atlantic Chapter, Medical Library Association, Annual Conference, Morgantown,
       W.Va., Oct. 1993.
  ARLD Internet Workshop - Oct. 21, 1993

<u>Committees (including UMAB)/Offices/Honors</u>
  Academic & Research Libraries Division, Maryland Library Association -
       President
  Maryland Library Association Executive Board
  HSL Staff Association
  RIMS Collection Development Committee
  Building Symposium Committee - Printing Subcommittee Chair
  CLIS class - instructor
  ARLD representative to Congress of Academic Library Directors
  UMLS Committee

<u>Publications/Presentations</u>
  Book review of: What You Need to Know about Psychiatric Drugs, by Yudofsky, S, Hales,
  RE, and Ferguson, T. . Medical Reference Sources Quarterly. 13 (2), Summer 1994:
  127-8.

  Started MARYLIB, an electronic discussion group for all Maryland librarians. Primary
  owner, spring 1994-

  Co-presented (with MJ Tooey): Who Are You Working For? How to Identify Your Clients
  using Caller ID. Poster Session at Medical Library Association Annual Meeting, San
  Antonio, Tx., May 16, 1994.

  Program Moderator: Internet and Reference. MARLF Conference, Baltimore, Md., May 4,
  1994.

Presented: Reference Work By Walking Around. Mid-Atlantic Chapter, Medical Library Association, Annual Conference, Morgantown, W.Va., Oct. 1993.

Don Frese

Professional Organizations
>Mid-Atlantic Chapter/Medical Library Association
>Maryland Association of Health Sciences Librarians
>>member nominating committee

Meetings and Workshops
>10/6/93   -   Journal Review Meeting
>10/23/93 - UMAB Gopher Class
>11/18/93 - Wordperfect Class
>5/25/94 -   Docline Class
>6/13/94 -   Pine Mail Class
>6/23/94 -   IIS Retreat

Committees (including UMAB)/Offices/Honors
>RIMS Collection Development Committee
>Journal Review Committee
>New System Task Force and New System Task Force editorial committee
>Online Journal of Current Clinical Trials committee
>Co-chair, Resource Sharing and Development Committee, MAHSL
>UMABNET

Patricia Hinegardner

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

Meetings and Workshops
>IIS retreats, July 27, 1993 and June 23, 1994
>Managing Multiple Projects, Objectives and Deadlines - Aug. 25, 1993
>MLA/MAC meeting, Morgantown, WV, Oct. 12-14, 1993
>Census Workshop - Oct. 20, 1993
>ARLD Internet Workshop - Oct. 21, 1993
>9th Annual Computers in Libraries - March 1, 1994
>LOEX Conference, Ypsilanti, MI, May 12-14, 1994
>MAHSL Annual Meeting - June 2, 1994

Committees (including UMAB)/Offices/Honors
>School of Nursing - Learning Resources and Library Liaison Committee

Applications Development Standard Committee
Building Symposium Committee - Mailing Labels Subcommitte
CLIS class - instructor
Internet Coordination Committee
Health Sciences Library Staff Association

Publications/Presentations

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 19, 1993

Co-presented "Pro-Cite" with Phyl Lansing for the Advanced Nursing Informatics Summer Institute, July 23, 1993

Co-authored with Phyl Lansing "Turning Frustration into Learning for Nursing Students," a paper presented at the LOEX Conference, May 14, 1994

Co-presented with Phyl Lansing and Barbara Coon, "Who's Counting?" a program for the MAHSL annual meeting, June 2, 1994

Sue Hirschman

Meetings and Workshops

IIS retreats, July 27, 1993 and June 23, 1994
Intro to the Mac-October 19,1993
Intro to WordPerfect-October 26,1993
Intermediate WordPerfect-November 12.1993

Committeess (including UMAB)/Offices/Honors

Health Sciences Library Staff Association

Phyl Lansing

Professional Organizations

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

Meetings and Workshops

MLA/MAC meeting, Morgantown, WV, Oct. 12-14, 1993
LOEX Conference, Ypsilanti, MI, May 12-14, 1994
Bibliographic Instruction Interest Group/MLA meeting, May 20, 1994
MAHSL Annual Meeting - June 2, 1994

Committees (including UMAB)/Offices/Honors

School of Medicine Technology Fair HSL Planning Committee
UMAB Graduate Student Fund Sources Committee

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

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 19, 1993

Co-presented "Pro-Cite" with Patty Hinegardner for the Advanced Nursing Informatics Summer Institute, July 23, 1993

Co-authored with Sandy Levy, "Occupational Medicine: a Problem Based Learning Challenge," a paper presented at the MAC/MLA meeting, Oct. 14, 1993

Co-authored with Patty Hinegardner "Turning Frustration into Learning for Nursing Students," a paper presented at the LOEX Conference, May 14, 1994

Co-presented with Patty Hinegardner and Barbara Coon, "Who's Counting?" a program for the MAHSL annual meeting, June 2, 1994

Charlene Matthews

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)

Committees (including UMAB)/Offices/Honors

RIMS Collection Development Committee
Journal Review Committee

Publications and Presentations

Co-presented with Lynette Ralph andPam Rand: The Health Sciences Library: Bringing an Old Building into Compliance with the Americans with Disabilities Act. Poster Session at Medical Library Association Annual Meeting San Antonio, Tx, May 17, 1994.

Pamela S. Rand

Professional Organizations

Medical Library Association
    Public Services Section
    Consumer and Patient Health Information Section
    Medical School Libraries Section

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

Meetings and Workshops
RIMS/CIDS Retreat, July 27, 1993
Dialog System Seminar, August 18, 1993
ADAPT-IT: Online Workshop on Disability Access to Information Technology, Jan. 31-
Feb. 18, 1994
NLM Satellite Update, Jan. 21, 1994
Medical Library Association Annual Meeting, May 14-18, 1994

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

Publications and Presentations
Co-presented with Lynette Ralph and M. Faith Philip: The Health Sciences Library:
Bringing an Old Building into Compliance with the Americans with Disabilities Act.
Poster Session at Medical Library Association Annual Meeting San Antonio, Tx, May 17,
1994.

Ginny Stone

Professional Memberships
Maryland Association of Health Sciences Libraries (MAHSL)
Maryland Library Association
Health Sciences Library Staff Association

Meetings and Workshops
IIS Retreat, July 27, 1993
ARLD Meeting, September 17, 1993
Intro to the Mac, October 19, 1993
Intro to WordPerfect for the Mac, October 26, 1993
Fundamentals of Medlars Training, November 15-17, 1993
ASHP training, March 15, 1994
STN training, April 6, 1994
Forum luncheon on genetics and bioethics, May 5, 1994
MASHL meeting, April 22, 1994

Committees (including UMAB)/Offices/Honors)
MAHSL program committee

Mary Joan (M.J.) Tooey

Professional Associations

Medical Library Association
Dental Section
Medical Informatics Section
Public Services Section
Mid-Atlantic Chapter, Medical Library Association
Maryland Association of Health Sciences Librarians
American Library Association
Maryland Library Association
Health Sciences Library Staff Association

Meetings and Workshops

MAC Annual Meeting, Morgantown, WV, October 1993
UMAB Executive Development Program - Completed December 1993
MAC Executive Board Meeting - September 9-10, 1993
LSCA Advisory Board Meetings - September 9, 1993
Building the Library/Information Center of the Future Symposium - National Library of
    Medicine, April 1994
MLA Annual Meeting, San Antonio, TX, May 1994
Computers in Libraries Conference - Arlington, VA, March 1994
Computers in Healthcare Education Symposium - Philadelphia, PA, April 1994
IIS Retreats - July 27, 1993 & June 23, 1994
School of Medicine - Information Technology Day, October 20, 1993

Committees (including UMAB)/Offices/Honors

Project Manager, Health Sciences Library/Information Services Building
Fundraising Committee - HSL/IS Building
HSL/IS Advisory Committee
Medical Library Association
Chapter Council
Mid-Atlantic Chapter, Medical Library Association
    Chapter Council Representative
    Local Arrangements Chair, MAC 1996
MAHSL Annual Dinner Meeting - June 1994
Library Services Construction Act (LSCA) Advisory Committee, Maryland State
    Department of Education, Division of Library Development and Services, 1991-
    1994
UMAB School of Medicine, Informatics and Independent Study Curriculum Subcommittee
Information Services Strategic Planning Committee
TLC/NUG
HSL Journal Review Committee

Publications/Presentations

Editor, Information Management Education Column, <u>Medical Reference Services Quarterly</u>

Tooey, Mary Joan (M.J.). "Problem-Based Learning: Getting Started - Part One." <u>Medical Reference Services Quarterly</u>. Vol. 12 (3), pp 85-89.

Tooey, Mary Joan (M.J.). "Problem-Based Learning: Getting Started - Part Two." <u>Medical Reference Services Quarterly</u>. Vol. 12(4), pp 69-75.

Weise, F.O. and Mary Joan (M.J.) Tooey. "Designing a New Facility for Information Services." <u>Journal of the American Society for Information Science</u>. Vol. 45 (5), pp 342-

Tooey, Mary Joan (M.J.). "Fulfilling Programmatic Needs at the University of Maryland at Baltimore: The Reality." Presentation at the Building the Library/Information Center of the Future Symposium. National Library of Medicine, April 1994.

Co-presented with Diane Fishman: Who Are You Working For? How to Identify Your Clients Using Caller ID. Poster Session at the Medical Library Association Annual Meeting, San Antonio, TX, May 1994

Tooey, M.J. and Melanie Wilson. "Educational Services." <u>Current Practice in Health Sciences Librarianship.</u> (In preparation)

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

Mary Ann Williams

Professional Memberships

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

Meetings and Workshops

IIS Retreats, July 27, 1993 and June 23, 1994
MAHSL Meeting, Sept. 30, 1993
MAHSL Executive Board Meeting, Sept. 30, 1993
Introduction to WordPerfect for the MAC, Oct. 26, 1993
Intermediate MAC class, May 5, 1994

Offices/Honors

Co-editor of MAHSL Newsletter
MAC Program Committee for 1994 Annual Meeting

Publications/Presentations

Dental Informatics: Integrating Computer Usage Into the Dental School Curriculum. Presented by Dr. Edward Grace at the AADS Annual Meeting, Seattle, Seattle, Washington; March 1994.

CIDS Staff Responsibilities

All members of CIDS are involved in supporting the User Area, educational development, instruction, and Help Desk operations. What follows is their other responsibilities.

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

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

Debbi Hutson - DP Inservice Educator I
> Consult and assist faculty in curriculum development and usage of computer-aided instruction.
> Software evaluation
> Determine and recommend hardware, software and support equipment needed for lab operation and services.
> Repair/trouble-shoot/replace lab hardware, software and systems as needed. Provide on-going training and guidance to part-time User Area consultants regarding procedures, operations and services of the User Area lab.
> Develop and maintain user documentation
> Support for lab scanning and slide making software/hardware.
> Collect and report on user statistics for lab.

Robyn Kirby - Manager
> Manages day-to-day activities of CIDS
> Advises Director, IIS
> Liaison to Human Resources
> Liaison to Financial Services
> Software and Hardware evaluation

Linda Waring - DP Inservice Educator I
> LAN Management
> ATAL support
> Evaluation and recommendation of software
> Coordinate Computerland classes
> Course Schedule - activate schedule for each new semester and monitor
> > progress, work with each area within IS to complete schedule.
> Profs Scheduling - input entire class schedule in Profs Calendar and update when needed.
> Help Desk schedule for CIDS staff

Staff Activities During 1993-1994

Marilyn Burnett

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

Dick Grauel

Interactive Healthcare 94
FOSE Exposition

Debbi Hutson

Towson State University Master's Program Instructional Technology
Information Services Retreat
Windows Module I Training System Source
Information Services courses:
      PageMaker
      Intermediate Windows
      Network Know-how Course
FOSE Exposition
Distance Learning Conference - Univ. of Md. University College -International
University Consortium
Independent Study - Gopher E-mail course
"Facilitating Learning at a Distance" - University of Md. University College
"Superteaching in the Electronic Classroom" - UMCP - HCIL
IS Documentation Committee
HSL Liaisons Committee

Robyn Kirby

Electronic Communications Committee
Co-Chair Workstation Advisory Committee

Linda Waring

Train the Trainer Seminar - WordPerfect 6.0 for DOS

HSL STAFF TEACHING LOADS, 91-94

Information Specialist	Number of Sessions			Number of Hours		
	91-92	92-93	93-94	91-92	92-93	93-94
Barbara Coon	20	26	5	32	42.75	5.25
Diane Fishman	28	38	29	66.5	77.75	61.75
Don Frese	26	16	5	26	18.75	3.5
Patty Hinegardner	27	24	41	54.5	49.25	69.5
Janet Lamki	33	13	–	52	19.75	–
Phyl Lansing	46	46	66	72.75	70	103.5
Sandy Levy	24	38	32	30.75	34	39.75
Alexa Mayo	–	–	4	–	–	1.5
Faith Philip	–	16	33	–	26.25	45
Pam Rand	2	9	9	5	13.5	13.75
Ginny Stone	–	–	30	–	–	68.75
MJ Tooey	27	12	24	33	12.5	59.5
Mary Ann Williams	12	9	17	21.5	12	29.25
TOTALS*	245	247	291	394	376.5	501.25

* 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
1991-1994

Stated Need for Research Consultation	1991-92	1992-93	1993-94
Term Paper	6	14	34
Masters project or paper	5	6	3
Dissertation	5	1	5
Ongoing research	14	14	20
Other	6	3	20
Total by stated need	36	38	82

Type of Inquiry			
Walk-in	8	21	12
Appointment			
HSL	90	112	137
Out of HSL	4	8	5
Electronic			
CoSy	–	–	–
EARS	–	–	–
Telephone	4	3	5
Total by type of inquiry	106	144	158
	for 121 users	for 163 users	for 170 users

Types of Information Provided			
Hardware	6	7	3
Software	18#	39+	25
Strategy	31	44	32
HSL resources	42	37	24
EARS	8	7	4
HSL databases	47	22	12
Classes	10	9	8
Micromedex (IPA)	8	12	8 (4)
CoSy (UMABNET/Internet)	–	2	(6)
Databases/vendors	11	6	3
PsycLit	23	27	44
NAHL	22	33	52
MaryMed Plus	–	74	67
SWAB	–	11	29
Other databases	–	8	7
Indexes	10	9	4
Online catalog	7	16	17
Downloading	–	–	5
Networking, offsite access	=	=	9
Total types of information	243	363	369*

#Software packages - Pro-Cite (8), Reference Manager (2), Grateful Med (8), Procomm (1)
+Software packages - Pro-Cite (10), Reference Manager (9), Grateful Med (4), telecommunication pkgs.
*Includes Reference Manager (15), Pro-Cite (6), Grateful Med (2), Kermit (2), SDI (2), course
planning (2), ILL (1),writing for publication (1)

Consultation Statistics, 92/93 - 2

	1991-92	1992-93	1993-94
Persons served			
Dentistry	6	15	5
Medicine	33	60	51
Nursing	35	38	58
Pharmacy	15	14	8
Social Work	14	24	38
UMH	11	6	5
Other	7	6	5
Total persons served	121	163	170
Status			
Faculty	17	34	26
Staff	36	43	37
Student	64	84	101
Other	4	2	4
Not indicated	=	=	2
Totals by status	121	163	170
Staff Doing Consultations			
Barbara	2	6	1
Diane	13	13	8
Don	--	3	27
Faith	--	--	26
Ginny	--	--	4
Janet	15	4	--
Patty	27	30	26
Phyl	24	29	35
Sandy	15	44	18
Pam	1	5	4
MJ	3	1	--
Mary Ann	6	9	9
	106	144	158

Education Services Annual Report 1993-94

Educational Services Attendance Summary Statistics, 1991-94

	1991-92	1992-93	1993-94	% Change
Class-Related Instruction	1996	1802	1907	+5.8%
School Orientations	836	780	1361	+74.5%
Information Management Education Seminars	377	253	279	+10.3%
Non-school Related Instruction	605	668	1092	+63.5%
Total Attendance	3814	3503	4639	+29.6%
Research consultations (Consultation appointments)	121 users (106)	163 users (144)	170 users (158)	+4.3%

CIDS Staff Responsibilities

All members of CIDS are involved in supporting the User Area, educational development, instruction, and Help Desk operations. What follows is their other responsibilities.

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

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

Debbi Hutson - DP Inservice Educator I
Consult and assist faculty in curriculum development and usage of computer-aided instruction.
Software evaluation
Determine and recommend hardware, software and support equipment needed for lab operation and services.
Repair/trouble-shoot/replace lab hardware, software and systems as needed. Provide on-going training and guidance to part-time User Area consultants regarding procedures, operations and services of the User Area lab.
Develop and maintain user documentation
Support for lab scanning and slide making software/hardware.
Collect and report on user statistics for lab.

Robyn Kirby - Manager
Manages day-to-day activities of CIDS
Advises Director, IIS
Liaison to Human Resources
Liaison to Financial Services
Software and Hardware evaluation

Linda Waring - DP Inservice Educator I
LAN Management
ATAL support
Evaluation and recommendation of software
Coordinate Computerland classes
Course Schedule - activate schedule for each new semester and monitor
        progress, work with each area within IS to complete schedule.
Profs Scheduling - input entire class schedule in Profs Calendar and update when needed.
Help Desk schedule for CIDS staff

Staff Activities During 1993-1994

Marilyn Burnett

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

Dick Grauel

Interactive Healthcare 94
FOSE Exposition

Debbi Hutson

Towson State University Master's Program Instructional Technology
Information Services Retreat
Windows Module I Training System Source
Information Services courses:
  PageMaker
  Intermediate Windows
  Network Know-how Course
FOSE Exposition
Distance Learning Conference - Univ. of Md. University College -International
University Consortium
Independent Study - Gopher E-mail course
"Facilitating Learning at a Distance" - University of Md. University College
"Superteaching in the Electronic Classroom" - UMCP - HCIL
IS Documentation Committee
HSL Liaisons Committee

Robyn Kirby

Electronic Communications Committee
Co-Chair Workstation Advisory Committee

Linda Waring

Train the Trainer Seminar - WordPerfect 6.0 for DOS

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 (resigned July 1993)
    Liaison to Undergraduate Nursing

Diane Fishman - Manager
    Manages the day-to-day activities of RIMS
    Advises Director, RIMS
    Journal Review Committee
    RIMS Collection Development Committee
    UMLS Committee
    IS Planning Committee
    Building Symposium Committee - Printing Committee Chair
    Database Registration Committee
    IS Course Listing Integration Committee
    IS Class Publicity Committee
    IS Liaison Committee
    IS Educational Issues Focus Group
    Advise Project director of RIMS needs in new building

Donald Frese - Information Specialist and Coordinator of Reference Services
    Coordinator of Reference Resources
        Oversees LAN and writes LAN documentation
        Does weekly department schedule
        Schedules and performs consultations
        Oversees reference collection
        Keeps statistics for the service
        Investigates and recommends potential additions to collection and end-
            user services
    Mediated Searching administrator
        Maintains thesauri, updates and support materials for searching
    RIMS Collection Development Committee
    MaryMED Plus Implementation Committee
        Co-chair of Reference and In-house Service Subcommittee
    New System Task Force
    Journal Review 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
CD-LAN Coordinator
MaryMED Plus Implementation Committee
Chair, Mediated Searching Committee
Applications Development Standard Committee
Materials Resources Committee for NLN Accreditation - School of Nursing
Internet Coordination Committee
Building Symposium Mailing Label Committee

Susan Hirschman- LTA III
Maintains reference desk, education, and mediated searching statistics
Updates reference looseleaf services
Schedules Information Specialists
Coordinates seminar publicity
Organizes new reference materials

Phyllis Lansing - Information Specialist and Coordinator of Education Services
Coordinates Education Services
Plans and implements the education calendar
Trains and supports instructors
Coordinates liaison program
Oversees publicity for seminars
Oversees consultation service
Keeps statistics for the service
Liaison to the School of Medicine
MaryMED Plus Task Force
Chair Education Subcommittee
IS Newsletter Editorial Board
HSL CASHE Implementation Committee

Sandra Levy - Information Specialist - Resigned Dec. 1993
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

Janice Leah Mason - Information Specialist (May 1994)
Liaison to Undergraduate Nursing and Law School

Charlene Matthews - Secretary
Secretary
Word Processing and Graphics
Handles mailings for RIMS and HSL
Coordinates mailing of SDI searches

Oversees office machinery to insure consistent, quality production of
materials
Photocopies
Collates materials for seminar
Sorts and distributes mail
Receptionist
Serves as phone backup for reference desk
Handles appointments for Director, RIMS
Does confirming phone calls for seminars

Alexa Mayo - Information Specialist (May 1994-)
Co-liaison, School of Medicine

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

Pamela Rand - Information Specialist
Special Projects/Expertise
Fallfest
Gerontology
Interim Nursing School Liaison
Graduate school liaison
RIMS Collection Development Committee
HSL Disabled Services Committee
MaryMED Plus Implementation, Instructional Materials Support Subcommittee
New System Task Force
Building Symposium Resource Booklet Committee

Ginny Stone - Information Specialist
Liaison to the School of Pharmacy
MaryMED Plus Implementation, Publicity Subcommittee
Reference area sign committee
Resume review committee

Mary Ann Williams - Information Specialist
Liaison to the Dental School
New System Task Force
MaryMED Plus Implementation, Education Sub-Committee
Graduate School Grants Committee
Building Symposium Resource Booklet Committee

Diane Fishman

Professional Organizations

Medical Library Association
Mid-Atlantic Chapter/Medical Library Association
Maryland Association of Health Sciences Libraries
American Library Association
American College and Research Libraries Division
Maryland Library Association
Health Sciences Library Staff Association

Meetings and Workshops

IIS retreats, July 27, 1993 and June 23, 1994
MARLF Conference, Baltimore, Md., May 4, 1994.
Building the Library/Information Center of the Future, A Symposium,
National Library of Medicine, April 7-8, 1994
Medical Library Association Conference, San Antonio, Tx., May 16, 1994.
Mid-Atlantic Chapter, Medical Library Association, Annual Conference, Morgantown,
W.Va., Oct. 1993.
ARLD Internet Workshop - Oct. 21, 1993

Committees (including UMAB)/Offices/Honors

Academic & Research Libraries Division, Maryland Library Association -
President
Maryland Library Association Executive Board
HSL Staff Association
RIMS Collection Development Committee
Building Symposium Committee - Printing Subcommittee Chair
CLIS class - instructor
ARLD representative to Congress of Academic Library Directors
UMLS Committee

Publications/Presentations

Book review of: What You Need to Know about Psychiatric Drugs, by Yudofsky, S, Hales,
RE, and Ferguson, T. . Medical Reference Sources Quarterly. 13 (2), Summer 1994:
127-8.

Started MARYLIB, an electronic discussion group for all Maryland librarians. Primary
owner, spring 1994-

Co-presented (with MJ Tooey): Who Are You Working For? How/to Identify Your Clients
using Caller ID. Poster Session at Medical Library Association Annual Meeting, San
Antonio, Tx., May 16, 1994.

Program Moderator: Internet and Reference. MARLF Conference, Baltimore, Md., May 4,
1994.

Presented: Reference Work By Walking Around. Mid-Atlantic Chapter, Medical Library Association, Annual Conference, Morgantown, W.Va., Oct. 1993.

Don Frese

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

Meetings and Workshops
10/6/93   - Journal Review Meeting
10/23/93 - UMAB Gopher Class
11/18/93 - Wordperfect Class
 5/25/94 - Docline Class
 6/13/94 - Pine Mail Class
 6/23/94 - IIS Retreat

Committees (including UMAB)/Offices/Honors
RIMS Collection Development Committee
Journal Review Committee
New System Task Force and New System Task Force editorial committee
Online Journal of Current Clinical Trials committee
Co-chair, Resource Sharing and Development Committee, MAHSL
UMABNET

Patricia Hinegardner

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

Meetings and Workshops
IIS retreats, July 27, 1993 and June 23, 1994
Managing Multiple Projects, Objectives and Deadlines - Aug. 25, 1993
MLA/MAC meeting, Morgantown, WV, Oct. 12-14, 1993
Census Workshop - Oct. 20, 1993
ARLD Internet Workshop - Oct. 21, 1993
9th Annual Computers in Libraries - March 1, 1994
LOEX Conference, Ypsilanti, MI, May 12-14, 1994
MAHSL Annual Meeting - June 2, 1994

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

Applications Development Standard Committee
Building Symposium Committee - Mailing Labels Subcommitte
CLIS class - instructor
Internet Coordination Committee
Health Sciences Library Staff Association

Publications/Presentations

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 19, 1993

Co-presented "Pro-Cite" with Phyl Lansing for the Advanced Nursing Informatics Summer Institute, July 23, 1993

Co-authored with Phyl Lansing "Turning Frustration into Learning for Nursing Students," a paper presented at the LOEX Conference, May 14, 1994

Co-presented with Phyl Lansing and Barbara Coon, "Who's Counting?" a program for the MAHSL annual meeting, June 2, 1994

Sue Hirschman

Meetings and Workshops

IIS retreats, July 27, 1993 and June 23, 1994
Intro to the Mac-October 19,1993
Intro to WordPerfect-October 26,1993
Intermediate WordPerfect-November 12.1993

Committeess (including UMAB)/Offices/Honors

Health Sciences Library Staff Association

Phyl Lansing

Professional Organizations

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

Meetings and Workshops

MLA/MAC meeting, Morgantown, WV, Oct. 12-14, 1993
LOEX Conference, Ypsilanti, MI, May 12-14, 1994
Bibliographic Instruction Interest Group/MLA meeting, May 20, 1994
MAHSL Annual Meeting - June 2, 1994

Committees (including UMAB)/Offices/Honors

School of Medicine Technology Fair HSL Planning Committee
UMAB Graduate Student Fund Sources Committee

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

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 19, 1993

Co-presented "Pro-Cite" with Patty Hinegardner for the Advanced Nursing Informatics Summer Institute, July 23, 1993

Co-authored with Sandy Levy, "Occupational Medicine: a Problem Based Learning Challenge," a paper presented at the MAC/MLA meeting, Oct. 14, 1993

Co-authored with Patty Hinegardner "Turning Frustration into Learning for Nursing Students," a paper presented at the LOEX Conference, May 14, 1994

Co-presented with Patty Hinegardner and Barbara Coon, "Who's Counting?" a program for the MAHSL annual meeting, June 2, 1994

Charlene Matthews

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)

Committees (including UMAB)/Offices/Honors

RIMS Collection Development Committee
Journal Review Committee

Publications and Presentations

Co-presented with Lynette Ralph andPam Rand: The Health Sciences Library: Bringing an Old Building into Compliance with the Americans with Disabilities Act. Poster Session at Medical Library Association Annual Meeting San Antonio, Tx, May 17, 1994.

Pamela S. Rand

Professional Organizations

Medical Library Association
        Public Services Section
        Consumer and Patient Health Information Section
        Medical School Libraries Section

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

Meetings and Workshops
RIMS/CIDS Retreat, July 27, 1993
Dialog System Seminar, August 18, 1993
ADAPT-IT: Online Workshop on Disability Access to Information Technology, Jan. 31-Feb. 18, 1994
NLM Satellite Update, Jan. 21, 1994
Medical Library Association Annual Meeting, May 14-18, 1994

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

Publications and Presentations
Co-presented with Lynette Ralph and M. Faith Philip: The Health Sciences Library: Bringing an Old Building into Compliance with the Americans with Disabilities Act. Poster Session at Medical Library Association Annual Meeting San Antonio, Tx, May 17, 1994.

Ginny Stone

Professional Memberships
Maryland Association of Health Sciences Libraries (MAHSL)
Maryland Library Association
Health Sciences Library Staff Association

Meetings and Workshops
IIS Retreat, July 27, 1993
ARLD Meeting, September 17, 1993
Intro to the Mac, October 19, 1993
Intro to WordPerfect for the Mac, October 26, 1993
Fundamentals of Medlars Training, November 15-17, 1993
ASHP training, March 15, 1994
STN training, April 6, 1994
Forum luncheon on genetics and bioethics, May 5, 1994
MASHL meeting, April 22, 1994

Committees (including UMAB)/Offices/Honors)
MAHSL program committee

Mary Ann Williams

Professional Memberships

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

Meetings and Workshops

IIS Retreats, July 27, 1993 and June 23, 1994
MAHSL Meeting, Sept. 30, 1993
MAHSL Executive Board Meeting, Sept. 30, 1993
Introduction to WordPerfect for the MAC, Oct. 26, 1993
Intermediate MAC class, May 5, 1994

Offices/Honors

Co-editor of MAHSL Newsletter
MAC Program Committee for 1994 Annual Meeting

Publications/Presentations

Dental Informatics: Integrating Computer Usage Into the Dental School
Curriculum. Presented by Dr. Edward Grace at the AADS Annual Meeting, Seattle,
Seattle, Washington; March 1994.

RESOURCES MANAGEMENT DIVISION
ANNUAL REPORT
1993/94

Mission

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

Events and Accomplishments

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

- The Acquisitions/Serials Department acquired 3489 books, 2373 bound volumes of serials, and 7 new journal subscriptions with $889,825.58.

- The Cataloging Department maintained the quality of the online catalog by the addition, deletion, and/or revision of bibliographic and authority records; a total of 5124 titles were cataloged, 639 titles were recataloged, and 145 titles were withdrawn. All these activities were conducted while assisting with ILL operations.

- The Historical and Special Collections Department answered 165 historical reference questions and negotiated donations of more materials for the collections. Rich Behles also maintained bibliographic and associated holdings records in four separate systems for all HSL journal titles.

- A formal liaison program between Acquisitions/Serials, RIMS, and School faculty liaisions was established. Each Dean was asked to comment on the revised Collection Development Policy and assign a faculty member to be the liaison to the Library from that school. Each school was assigned to at least one RIMS staff member. The liaisons met and began discussions on such topics as the school's curriculum, changes in research directions, how the library could improve its collection generally, and the future direction of the school as it relates to the Library.

- The approval plan profile revision process was begun in November 1993. Rittenhouse (HSL approval plan vendor) expanded its profile by defining and providing statistical information for each subject. RIMS liaisons were asked to suggest appropriate levels of and methods for HSL acquisitions in each subject area using information gleaned from the liaison meetings. A meeting has been set up with Rittenhouse to review the revisions.

- The Acquisitions/Serials and Historical and Special Collections Departments examined and selected a major donation from the family of Dr. Hyman S. Rubinstein, including a wide variety of printed and artifactual materials related to Dr. Rubinstein's distinguished career in neuroanatomy.

- The Historical and Special Collections Department negotiated the establishment of the Clemmens' Cordell Collection Fund, initiated through a monetary contribution by Dr. Raymond Clemmens on the basis of Rich Behles' past service in support of Dr. Clemmens's historical research interests.

- The Historical and Special Collections Department began negotiations with Dr. Theodore Woodward to receive an additional, extensive donation of money and materials.

- All three Resources Management department heads participated in the planning and presentation of the "Building the Library/Information Center of the Future" symposium, specifically by coordinating all speaker arrangements, chairing the committee which produced the "Resource Guide" (editing all the abstracts and writing several), coordinating registration, and running miscellaneous errands to ensure the success of the symposium.

- The Historical and Special Collections Department assisted in providing materials, exhibit cases, and set-up of the University's history of medicine display exhibited at the Baltimore City Health Department Expo in the Convention Center in September.

- Rich Behles coordinated "PicQuick" beta test of NLM historical images videodisk.

- Jane Murray continued to assist in the development and application of the Unified Medical Language System (UMLS); coordinated and developed a poster session of the HSL's UMLS Workstation Project, which was displayed at the 1993 SCAMC meeting in Washington, DC.; commenced work on the "help" function of the Workstation Project.

- The Resources Management librarians continued working on the later stages of the RFP for a new integrated library system; contributed to the assessment of RFP responses, and to the draft document for the procurement of authority control/tape processing services; many staff members completed numerous clean-up projects on the existing database to facilitate the migration process.

- The Acquisitions/Serials Department entered definitive holdings statements into LS/2000, the Library's automated system, for active journals through the letter "J". The ANSI format for holdings statements at Level 4, which is the most detailed, is the standard followed. The same holdings information is used by Rich Behles to upgrade SERHOLD Level X titles to Level 3.

- Anticipated shortfalls in the serials budget for 1994/95 led to a project to examine active journals in the HSL. The Acquisitions/Serials Department compiled lists of current journals, arranged by subject area, with three years' of price and use study information. Using these lists of titles, Margaret Blair, Lynette Ralph and Anne Sleeman began to compile a list of possible cancellations. The agreement with Welch Medical Library may also be expanded as part of this project. The project will be completed in

August 1994.

- The Cataloging Department provided consultative and technical support and training in organizing local collections and resource databases on campus:
    --The Baltimore Veterans Administration Medical Center Library librarian has been trained in online catalog operations and is adding item records to the LS/2000 database.
    --The School of Medicine's Office of Medical Education Learning Resource Center and its Clinical Media Library records similarly have been added to the HSL's integrated system and the staff trained in its functions. Both sites are adding item records, performing database maintenance, and contributing local records.
    --The School of Social Work's Learning Resource Center record conversion into machine-readable format continued, including the provision of support and training in use of the LS/2000 for the SSW's locally-created records.
    --The School of Nursing's Learning Resource Center bibliographic records were created and maintained by the Cataloging Department.

- The Cataloging Department offered an OCLC refresher course for RIMS staff.

- The Cataloging Department developed policies on and access both to electronic journal databases and the software that is beginning to be issued with print materials.

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

- Rich Behles dealt with roof leakages during the winter storm season, and successfully managed to ensure that our collections sustained only limited damage.

- There were two personnel changes in Resources Management. Bindery clerk Rudy Hampton passed away very suddenly in January. His position has not yet been filled. Anne Sleeman filled the position of Director, Resources Management in April. All members of the Division participated in the interview process.

Projections for 1994/95

The implementation of DRA, the new library system, will be a primary focus during the new fiscal year. Profiling and conversion issues, training, implementation, and general "clean-up" once the system is up and running will consume much of our collective time during the next fiscal year. Significant changes in departmental workflows will be a consequence of the new system's abilities. An increased level of interaction between the Cataloging and Acquisitions/Serials departments is expected as the latter takes advantage of the system's acquisitions module. There will be a substantial reduction in Cataloging contributions to ILL activities as this shift occurs.

Other activities, such as the provision of acquisitions, historical reference, and bibliographic services; contributions to the UMLS project; maintenance of the retracted articles project; investigation of the USMARC Community Information Format; etc., will continue as usual. Members of the Resources Management Division will find a balance between "business as usual" and special projects, supporting the growth of knowledge at UMAB and in the health sciences.

Statistical   Reports

Acquisitions/Serials

	1993/94	1992/93	1991/92
TOTAL FUNDS EXPENDED			
Books	212,074.28	215,538.02	177,964.87
Journals*	659,861.63	628,487.80	502,531.86
Bindery	27,889.67	38,619.75	37,643.55

*This figure includes payments for all the electronic databases. The subscription for the Medline tapes was cancelled and replaced by CD Plus, which was paid for out of the journal budget in FY 93/94. Micromedex was paid for out of another budget in FY 92/93 and 93/94.

BOOKS

	1993/94	1992/93	1991/92
Purchases	3029	4202	3080
Gifts	369	459	422
Theses	90	140	156
AV	66	4	15
Grand Total	3489	4805	3673

Monographs processed in the fields of:

	1993/94	1992/93	1991/92
Dentistry	69	109	93
Medicine	1986	2595	1964
Nursing	336	713	410
Pharmacy	194	225	217
Social Work	350	526	478
Allied Health	20	35	27
Psychiatry	64	142	115
Other	212	233	246
Sent to REF.	267	330	305

SERIALS STATISTICS	1993/94	1992/93	1991/92
Bound volumes added	2373	3953	3892
New subscriptions	7	23	26
Titles cancelled	1	19	23

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

DATABASES IN ELECTRONIC FORMAT
Fiscal Year Expenditures

Database:	1989	1990	1991	1992	1993	1994
PsycLIT (1986)**	$3,595	$3,595	$5,095	$5,095	$5,625	$5,625
MEDLINE **	$12,500	$12,500	$12,500	$10,050	$0.00	
CD PLUS						$8,000
Current Contents	$25,880	$30,880	$33,392	$38,392	+$48,642	+$39,540
Micromedex		*$20,795	$24,095	$24,700	+$29,925	+$35,000
CINAHL**			$950	$712	$1,425	$1,643
MICROCAT			$200	$250	$250	$250
Computer Selects				$1,990	$2,395	$2,395
Books in Print				$1,920	$1,938	$2,128
Online Jo. Clin. Trials				$95	$95	
Social Work Abstracts Plus**					$1,693	$1,643
Int'l Pharmaceutical Abstracts						$1,492
Bioethicsline						$1,193
HAPI						$265
Online J. of Knowledge Synthesis in Nursing						$250
Total	$41,975	$67,570	$76,232	$85,669	$91,988	$99,424

*from President's Funds(1990)

**Also maintain paper copy (price not included)

+Paid for from a different fund & budget in FY 93 & FY94

Factors to consider:
•Dual formats: paper and electronic
•Licensing fees
•Equipment costs (computers, modems, printers, etc)
•Price for MEDLINE dropped, because NLM changed their pricing structure in FY92, reducing the costs for the tapes.
•Payment for CD Plus replaced the Medline tapes

IV. STATISTICAL REPORTS FY 93/94

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

Print Material	88/89	89/90	90/91	91/92	92/93	93/94	change
DLC/CIP Cataloging	1763	3023	3615	2263	2876	2041	-29%
	1831	3148	3759	2337	2945	2217	
Edited (non-DLC) Cataloging	799	766	370	618	761	414	-46%
	954	832	401	642	833	514	
Original Cataloging	141	161	278	133	177	59	-66%
	165	162	329	169	221	72	
Enhanced Cataloging	NA	NA	191	90	57	36	-37%
			201	93	61	36	
Minimal-Level Upgrades	NA	NA	11	9	33	16	-51%
			11	9	33	16	
Added Copies/Volumes	485	686	909	568	892	551	-38%
Total Print Material							
Titles	2703	3950	4465	3113	3904	2566	-34%
Volumes	NA	NA	5610	3818	4985	3406	
Non-Print Material							
Titles	770	3	34	105	81	181	+123%
Volumes	772	3	48	106	84	240	
Total New Items Added							
Titles	3473	3953	4499	3113	3985	2747	-31%
Volumes	4207	4831	5658	3818	5069	3646	
Total Withdrawn							
Titles	NA	NA	518	400	401	145	-64%
Volumes	883	639	664	600	636	312	
NET ADDED TO CATALOG							
Titles	NA	NA	3991	2713	3584	2602	-27%
Volumes			4984	3218	4433	3334	

	88/89	89/90	90/91	91/92	92/93	93/94	change

B. REVISION ACTIVITIES

Recataloging

	88/89	89/90	90/91	91/92	92/93	93/94	change
Titles	NA	NA	NA	NA	198	639	+222%
Volumes					343	732	

Transfers (relocated to another collection)

	88/89	89/90	90/91	91/92	92/93	93/94	change
Titles	NA	NA	NA	NA	2752	1263	-54%
Volumes					4209	1505	

C. SCHOOL OF SOCIAL WORK PROJECT

Cataloging

	88/89	89/90	90/91	91/92	92/93	93/94	change
Titles	- - -	- - -	- - -	330	1090	2377	+118%
Volumes				376	1258	2861	

D. ILL DEPARTMENT ACTIVITIES

		88/89	89/90	90/91	91/92	92/93	93/94	change
a.	ILL requests verified	NA	NA	NA	NA	5628	6682	+16%
b.	ILL requests processed	NA	NA	NA	NA	3184	3427	+7%
c.	ILL requests sent	*	*	*	*	*	1353	+100%

* Prior to February 1994, ILL requests sent by Cataloging Department members were not recorded.

E. CATALOGED COLLECTION IN LS/2000 AS OF JUNE 30, 1994
(based on system counts)

Total number of barcoded items:

Total number of titles:

The statistics for new titles added to the HSL's collection reflect fluctuations in the amount of expenditures on new titles. The total number of titles added to the collection during this fiscal year represents a 31% decrease from that of the previous fiscal year. After factoring in the number of titles withdrawn from the collection, the net decrease is -27%.

However, the number of titles cataloged for the School of Social Work project increased by 54%, and the number of non-print titles cataloged by the HSL for UMAB campus sites increased by 45%. When both years' new titles cataloged (including all sites, not just the HSL) are added, the number of titles cataloged in 92/93 is 5075, and 5124 in 93/94--a small (.009%) increase in cataloging activity.

Recataloging activities, which increased by almost 70% over the previous year, were related primarily to database cleanup in preparation for our migration to a third-generation system. Adding both years' recataloging activities to the above numbers yields a 1% increase in titles cataloged during FY 93/94.

This maintenance of cataloging activity occurred during a period in which considerable staff time was donated to the ILL Department for training and technical assistance, which is reflected in the increase in Cataloging Department members' ILL activities and their assumption of additional responsibilities. The last six months of FY93/94 saw increased participation in ILL functions by Cataloging Department staff. All three paraprofessional employees demonstrated exceptional "team spirit" in their willingness to assist another department during its staffing crisis. That overall cataloging productivity actually increased during the past FY despite these competing demands on our time reflects the department's level of commitment to the Library and its constituents.

Historical and Special Collections

Historical reference questions by type:
In person	72
By telephone	50
Letter/fax	+ 43
Total	165

In addition, Rich Behles handled 29 general reference questions from patrons entering his office to ask for assistance with journal locations, copy machines, MACLAB, etc.

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

Staff Activities

Anne Sleeman

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

Margaret K. Blair

<u>Professional Organizations</u>
Medical Library Association
Mid-Atlantic Chapter, Medical Library Association

<u>Meetings and Workshops</u>
July 1993   Sappington workshop
July-Sept.   1993 Building planning meetings
Nov. 1993-
Jan. 1994   Collection Development meetings with RIMS staff
Oct. 1993   Internet class
Nov. 1993   Attended Charlestion Conference on Issues in Acqusitions & Serials
Nov. 1993   Attended LS/2000 National Users Group Meeting
Apr. 1994   "Building the Library/Information Center of the Future"
                (Bethesda, MD)

<u>Committees/Offices/Honors</u>
Building Symposium Task Force Meetings,
        Chaired committee to produce the Resource Guide
        Member of the Registration Committee
Journal Review Committee, Chair
New System Task Force

Steve Ciuchta

<u>Meetings and Workshops</u>
July 1993   Sappington workshop
Sept. 1993   WordPerfect Intro. class
Jan. 1994-
(ongoing)   Attended classes in the Secretarial & Support Staff Development Program

Rudy Hampton

<u>Meetings and Workshops</u>
July 1993   Sappington workshop

<u>Community Service</u>
July 1993-
Jan. 1994   Booker T. Washington School volunteer

Theresa McLaurin

<u>Meetings and Workshops</u>
July 1993   Sappington workshop
Sept. 1993   Wordperfect Intro. class
Oct. 1993   Wordperfect 2.1 class

Sandy Williams

Meetings and Workshops
July   1993   Sappington workshop
Sept. 1993   Wordperfect Intro. class
Oct. 1993   Wordperfect 2.1 class
Nov. 1993   Workshop on Recording Messages & Taking Notes

Jane   Murray

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

Meetings and Workshops
July 26, 1993   Sappington workshop
Aug. 18, 1993   UMLS Advisory Panel meeting
Oct. 18, 1993   MARC Format Integration meeting (Washington, DC)
Oct. 21, 1993   UMABNET class
Nov. 2, 1993   SCAMC meeting (Washington, DC)
Nov. 15-16, 1993   LS/2000 Users' Group meeting (Baltimore, MD)
Apr. 7-8, 1994   "Building the Library/Information Center of the Future" (Bethesda, MD)
June 1, 1994   Community Information Format workshop (Bel Camp, MD)
June 23-28, 1994   American Library Association Annual Conference (Miami Beach, FL)

Committees/Offices/Honors
Building Symposium Registration Committee, Co-chair
New System Task Force

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 SCAMC annual conference, Nov. 1993.

Priscilla   Anderson

Meetings and Workshops
July 26, 1993   Sappington workshop
Oct. 15 , 1993   Staff Association Social Committee meeting
Oct. 20 , 1993   Lexington-Poe meeting

Phyllis   Colleton

Meetings and Workshops
July 26, 1993   Sappington workshop
July 29, 1993   OJCCT access/use instruction

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

Subgoals: o   Serve as RML.

                o   Foster relationships with other libraries and organizations.

                o   Promote the Health Sciences Library.

Ongoing Tasks:

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

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

3. Continue active participation in UMSILL group'

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

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

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

7. Continue to participate in Community Service

Tasks for FY94/95

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

2. Forge further cooperation with Welch.

3. Strengthen wider library cooperation, through use of Ariel in Health Sciences Library Consortium Group.

4. Strengthen participation in UMSILL group.

| Oct. 15, 1993 | Staff Association Social Committee meeting |
| June 6, 1994 | Professional Telephone Skills workshop, Baltimore, Md. |

Committees/Offices/Honors

HSL Staff Association, Chair, Social Committee

Emily   Denning

Meetings and Workshops
July 26, 1993	Sappington workshop
July 29, 1993	OJCCT access/use instruction
Oct. 15 , 1993	Staff Association Social Committee meeting

Rich   Behles

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

Meetings and Workshops
July 1993	Rare Book School, completed the course on Rare Book Cataloging (University of VA)
July 1993	Sappington workshop
Aug. 1993	Attended architectural presentation of proposed UMAB Allied Health Sciences Museum complex
Sept. 1993	Visited Xerox offices to attend a description and demonstration of their "Documents on Demand" image scanning and retrieval system (Reston, VA)
Oct. 1993	UMABNET training class
Oct. 1993	CAPCON meeting on MARC format integration (Washington, DC)
Nov. 1993	MILNET meeting to present document imaging systems (Bethesda, MD)
Dec. 1993	Attended UMAB Police awards presentation ceremony
March 1994	Computers In Libraries Conference (Crystal City VA)
Apr. 1994	"Building the Library/Information Center of the Future" (Bethesda, MD)

Committees/Offices/Honors
Building Symposium Task Force Meetings,
    Responsible for coordinating all speaker arrangements
UMAB Safety Awareness Committee

Systems Research, Development, and Services
Annual Report 1993/94

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

Staff changes slowed the Department's efforts this year. Veteran staff member, Jessie Wu, left in August 1993 and was not replaced until late June 1994 when Steve Rafferty joined the Department. Ken Loving left as acting Director. Gary Freiburger was then assigned acting Director until Peter Burslem was appointed permanently in mid-November.

Last year's initiatives to replace the LS2000 system and acquire an accounting system to replace that which runs on the LS2000 system's Data General computer moved along - slowly. The Library received three bids from library automation system vendors CARL, Dynix, and DRA. Through painstaking efforts, it was determined that only DRA's met the full range of specifications. Once the financial bidding was thorougly assessed, the Library, working with the Department of Procurement and Supply, submitted a proposal in early May to purchase the Acquisitions, Serial Control, Online Catalog, Cataloging, MARC Holdings Format, BISAC, and Circulation Backup modules for seventy concurrent users to Annapolis for approval.

With regard to the accounting system: the revisions to the original software acquired, the Great Plains Accounting Software, did not enhance the system to a state where it could be easily used. A demonstration of a different Great Plains software package, the Dynamic Series, was requested. At this demonstration, it was seen that this package met the requirements of RFP and that the deficiencies of the originally acquired software would be more than overcome with the Dynamic series. With Procurement's help, a change order was submitted and the software was received in June.

Development on the Uniform Medical Language System continued. Peter LePoer rebuilt the UMLS database with data from the new CD, incorporating the changes in data structure. Peter also completed 95% of the Visual Basic programming to finalize the stand-alone user interface.

With the help of money from the UMLS grant, the Department initiated the acquisition of 27 new MS-Windows microcomputers (to replace the Microlab and public CD-ROM database computers) and 6 PowerMacs from Apple (to replace the ancient MAC SE computers). As well, the frequent failure of the Remote Access Units which control remote access to the Medline database prompted the decision to replace them and the Novell-based version of the CD-Plus software which controls

them with a CD-Plus UNIX-based system. At the same time, it was decided to increase the number of concurrent users from 20 to 30, and to move the Current Contents database from the Data General system to the CD-Plus UNIX system.

These decisions, coupled with the acquisition of the accounting software and the DRA system posed a number of opportunities for changing other computing facilities in the Library.

Accordingly, the Department developed an ambitious plan to use 27 of the computers replaced by the new microcomputers to replace LS2000 online catalog terminals with computers which will not only access the online catalog, but also the various other Library databases. The remaining relegated computers will be installed at every individual staff work area so staff will not be queuing up for access to the library automation system and their e-mail. This required extending the local area network, and while this was being done, ethernet connectors were also acquired to increase the network communication speed of most of the Macintosh computers in the Library.

With the replacement of the Novell-based CD-Plus system, The Department's plan calls for beefing up one Novell server to ensure future reliability, while another Novell server will be available to run the new UNIX-based Silver Platter database software, allowing TCP/IP access - and thus for the first time, access to these databases by dial-up users.

Additionally, the Remote Access Units will be part of the 27 microcomputers re-allocated. With the addition of keyboards and monitors, these will be inexpensively upgraded to full featured microcomputers.

The Department's goal is to make a GUI environment available on all Library computers, either MAC or Windows. To this end, the CPU's of several computers were fitted with a Cyrix CPU upgrade chip which transforms the computer from a slow 386 to a faster 486 computer.

On another front entirely, the Department established itself as the content manager of the UMABnet gopher. The Department, in concert with Academic Computing, established an editorial board, with Peter Burslem as Editor-in-Chief. Steve Rafferty has been assigned to co-ordinate all information enhancements and maintenance while Academic Computing takes care of the gopher server and attendant software which runs on the UMABnet UNIX computer.

Downtime Over the Last Seven Years			Downtime Over the Last Four Years		
LS/2000 Computer			Database Computer		
	Downtime	Uptime		Downtime	Uptime
93-94	1.4%	98.6%	93-94	1.5%	98.5%
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 following chart represents the volume of usage of the MaryMED, MaryMED Plus, HSL/Current Contents, and (new this year) Micromedex databases over the last several years.

Connect Time
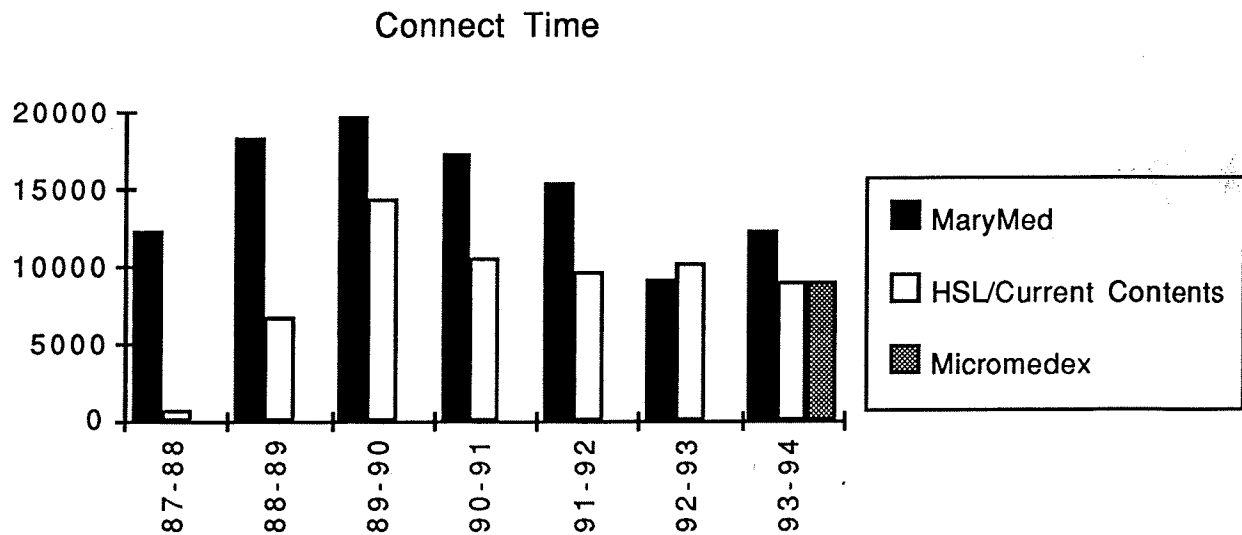
The 1994/95 Year:

Procurement of all of the component parts of the Department's plan to upgrade/expand/replace Library computing resources has been slow and painful due to both stringent State requirements and the extremely slow process of approval that Annapolis follows. The Department thought that the switchover of microcomputers and the UNIX-based CD-Plus system would take place in the summer. Because of the many delays this did not happen and the Department will be forced to complete all of these projects in the fall. To keep us from being stretched too thin, the other campus computer systems will be more feasible. And it is planned that once the UNIX database systems are installed, the Help Desk will be able to field more calls about access problems.

The main development projects for FY95 are: linking the UMLS interface to the CD Plus database system, acquiring and implementing an electronic reserve room system, and working on the configuration of Mosaic to operate as a front end to the campus wide information system.

Staff Activities: Conferences, Classes, Seminars:

October: Peter LePoer attended the Symposium on Computer Applications in Medical Care (Oct.30-Nov.3)

November: Steve Heinold attended the Special Interest Group on Networked Information Discovery and Retrieval

January: Peter Burslem attended the first classes of the Executive Development Program

February: Peter LePoer attended the V Bits course (Visual Basic Programming)

April: Peter LePoer attended a Client/Server Development Seminar

Other Activities:

Peter Burslem and Peter LePoer continued to participate in the State Wide Networking Project, re-named from Seymour to Sailor. Both are part of the Interface Group which designed the character-based interface and which has started to design the Graphical User Interface. The Sailor network's information system runs on gopher software. Working weekends, Peter Burslem and Stacey Coughenour (of Hood College) set up all the gopher menus and files so Sailor could be made public in the summer of 1994.

APPENDIX

Strategic Plan for HSL
FY94/94

STRATEGIC PLAN FOR HSL (94/95)

Mission

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

Goals and Subgoals for Access Services

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

Subgoals:

o   Provides library outreach services on campus.

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

o   Investigate new and innovative services.

o   Address needs of special populations.

o   Promote Health Sciences Library products and services.

Ongoing Tasks:

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

2. To improve fill rate of ILL Department.

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

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

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

Tasks for FY94/95

1. Explore alternative ways to maintain copyright compliance.

2. Provide AIDS sensitivity awareness training.

3. Install and utilize Saveit.

4. Review and assess HSL fees.

Accomplished FY93/94

1. Participated in implementation of Corporate Membership Program.

2. Devised new and more effective method of measuring journal use.

3. Provided services for patrons with disabilities (e.g. photocopy services, deputy borrowers' cards, retrieval services).

4. Utilized document delivery services such as BLDSC, TGA.

5. Purchased saveit.

6. Acquired additional copier.

7. Provided copier designated to 15 pages or fewer.

Goal 2   Pursue outreach activities beyond the campus.

Subgoals: o   Serve as RML.

   o   Foster relationships with other libraries and organizations.

   o   Promote the Health Sciences Library.

Ongoing Tasks:

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

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

3. Continue active participation in UMSILL group'

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

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

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

7. Continue to participate in Community Service

Tasks for FY94/95

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

2. Forge further cooperation with Welch.

3. Strengthen wider library cooperation, through use of Ariel in Health Sciences Library Consortium Group.

4. Strengthen participation in UMSILL group.

Accomplished FY93/94

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 further collection development agreement with Welch.

4. Participated in community services such as Booker T volunteer program.

Goal 3   Provide high quality Information Infrastructures

Subgoals: o   Provide and manage appropriate library resources.

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

Ongoing Tasks:

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

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

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

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

Tasks for FY94/95

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

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

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

4. Participate in implementation of a new accounting system.

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

6. Participate in creating RFP for one card system.

7. Investigate implementation of an Electronic Reserve system.

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

Accomplished FY93/94

1. Assisted in selection of a new library system.

2. Participated in reviewing and evaluating a one-card system for use on campus.

3. Participated in cross-training efforts with Resources Management and RIMS.

4. Participated in creating RFP for new accounting system

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

Subgoals: o   Plan the new building.

                 o   Maintain and optimize use of current building.

Ongoing Tasks:

1.   Participate in planning for the Information services building

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

3.   Shift and redistribution of HSL material to appropriate collections

Tasks for FY94/95

1.   Shift and redistribute material on second floor.

2.   Shift overflow of material in basement.

Accomplished FY93/94

1.   Salvaged water damaged items from roof leak

2.   Completed shift on first floor.

3.   Completed shift on ground floor.

4.   Reorganized Circulation staff area

5.   Installed new carpet in Circulation area

6.   Shifted monographic series (Methods in enzmology) to reference collection.

Goal 5　　　Maintain a management approach which is responsive to changing paradigms.

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

　　　　　　o　Support staff needs to facilitate their work.

　　　　　　o　Hire appropriate staff.

　　　　　　o　Incorporate principles of TQS in continuous planning.

Ongoing Tasks:

1. Continue to address staffing needs in the changing environment

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

3. 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 progress and delays can be monitored and improved

Tasks for FY94/95

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

2. Fill all vacancies appropriately.

3. Complete EDP Program.

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

5. Relieve cataloging of ILL tasks.

Accomplished 93/94

1. Filled vacancies.

2. Reviewed and reassessed levels of positions.

3. Staff development provided for all levels of staff - 66% of all full time staff attended offsite staff development.

4. Analysed and streamlined ILL borrowing procedures.

7

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

Subgoals: o   Collaborate and cooperate on joint ventures.

                   o   Continue to develop team building.

                   o   Foster improved communication among IS units.

Ongoing Tasks:

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

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

4. Collaborate with RIMS and Resources Management on review of journals.

Tasks for FY94/95

1. Collaborate with Resources Management on Cooperative Collection Development issues.

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

Accomplished 93/94

1. Collaborated with Resources Management on Collection Development issues.

2. Collaborated with RIMS staff in preparing Poster for presentation for MLA.

3. Developed method of alternating team leaders within the Collection Control unit.

4. Assisted in Demonstration for RML.

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

Subgoals: o   Conduct research.

          o   Publish and/or present research results.

          o   Share expertise through formal and informal venues.

Ongoing Tasks:

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

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

          3.   Provide assistance in libraries of neighborhood schools.

Tasks for FY94/95

          1.   Present paper or poster session at ALA or MLA, 1995.

Accomplished 93/94

          1.   Participated in NLM/HSL sponsored Building Symposium.

          2.   Co-presented poster session at MLA.

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

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

STRATEGIC PLAN FOR HSL (94/95)

Mission

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

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

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

Subgoals:

o   Provides library outreach services on campus.

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

o   Investigate new and innovative services.

o   Address needs of special populations.

o   Promote Health Sciences Library products and services.

Ongoing Tasks:

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

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

3. Represent the HSL on UMAB Safety Committee.

4. Provide reference service for Historical/Special Collections.

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

Tasks for FY94/95:

1. Assist in the development and application of the Unified Medical Language System.

2. Negotiate additional Woodward donation(s).

3. Manage Clemmens fund purchases.

4. Develop useful produces for the Schools from data about UMAB journal authors purchased from ISI.

Accomplished FY93/94:

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

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

3. Conducted OCLC training "refresher" for RIMS.

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

5. Performed reference service for Historical/Special Collections.

6. Completed original Woodward donation appraisals.

7. Provided beta test site for PICQUICK, NLM's historical images database.

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

9. Purchased materials for the historical pharmacy collection and initiated plans for future purchases.

10. Worked with RIMS to add collection development aspects to the School liaison program.

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

Subgoals: o   Serve as RML.

                   o   Foster relationships with other libraries and organizations.

                   o   Promote the Health Sciences Library.

Ongoing Tasks:

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

2. Provide research assistance for Historical/Special Collections nation-wide clientele.

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

Tasks for FY94/95:

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

Accomplished FY93/94:

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

2. Provided research assistance for Historical/Special Collections nation-wide clientele.

3. Provided exhibit materials and support for University of Maryland history display for the Baltimore Health Department Program at the Convention Center.

4. Accepted donations from family of Dr. Hyman Rubinstein.

5. Participated in the NLM/IS-sponsored Building Symposium.

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

Goal 3 **Provide high quality information infrastructures**

Subgoals: o   Provide and manage appropriate library resources.

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

Ongoing Tasks:

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

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

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

4. Participate in ongoing bibliographic instruction efforts in the use of
    OCLC, the LS/2000, and the Library's new integrated system.

5. Maintain documents and procedures supporting national practices and
    standards in bibliographic description and access.

6. Acquire selections for Historical Collections.

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

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

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

10. Coordinate a minimum of 2 semi-annual meetings of the Library's
    Journal Review Committee.

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

Tasks for FY94/95:

1. Contribute to the implementation of the Library's new integrated
    library system.

2   Plan for the forthcoming (1994-95) integration of all MARC bibliographic formats.

3.   Provide consultative and technical support in organizing local collections and resource databases on campus, assisting the VA MC Library, the School of Medicine's LRC and CML units, and the School of Social Work's LRC to create and/or add bibliographic and item records in the LS/2000 and the Library's new integrated system.

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

5.   Begin working with liaisons to analyze the journal collection for possible gaps, adding titles as the budget permits.

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

7.   Compare services and prices of CapCon and Palinet; recommend best network for UMAB use.

Accomplished FY93/94:

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

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

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

4.   Participated in ongoing instruction efforts in the use of OCLC (e.g. Prism training for ILL) and the LS/2000 (e.g., training for new staff).

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

6.   Acquired selections for Historical Collections.

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

8. Managed roof leak situation; salvaged water-damaged materials.

9. Selected monographs for purchase by the Library in accordance with the HSL Collection Development Policy; completed approval plan profile.

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

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

12. Completed list of serials arranged by subject with price and use data.

13. Devoted extensive time to creating and refining RFP for new integrated library system.

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

Subgoals: o   Plan the new building.

                 o   Maintain and optimize use of current building.

Ongoing Tasks:

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

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

Tasks for FY94/95:

Accomplished FY93/94:

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

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

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

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

o   Support staff needs to facilitate their work.

o   Hire appropriate staff.

o   Incorporate principles of TQS in continuous planning.

Ongoing Tasks:

1.   Participate in the interview process as requested.

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

3.   Participate in the PMP process.

Tasks for FY94/95:

1.   Support training for new equipment and software at individual workstations.

Accomplished 93/94:

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

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

3.   Participated in the PMP process.

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

Subgoals: o   Collaborate and cooperate on joint ventures.

                 o   Continue to develop team building.

                 o   Foster improved communication among IS units.

Ongoing Tasks:

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

2. Contribute articles to the IS Newsletter as appropriate.

3. Participate in IS meetings as requested.

Tasks for FY94/95:

Accomplished 93/94:

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

2. Participated in IS meetings as requested.

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

Subgoals: o   Conduct research.

o   Publish and/or present research results.

o   Share expertise through formal and informal venues.

Ongoing Tasks:

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

Tasks for FY94/95:

1.   Investigate possible USMARC Community Information Format applications for information and resources available through the HSL, IS, and UMAB and share results.

Accomplished 93/94:

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

2.   Provided some reference information via history of medicine Internet discussion group.

STRATEGIC PLAN FOR HSL (94/95)

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

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

Subgoals:

o   Provides library outreach services on campus.

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

o   Investigate new and innovative services.

o   Address needs of special populations.

o   Promote Health Sciences Library products and services.

IIS Ongoing Tasks:
1. Participate in expanding, enhancing, and supporting UMABNet
2. Continue to update and develop documentation for client access to services
3. Support, however necessary, the pre-registration of students for IS services
4. Continue to evaluate and redesign IIS instructional offerings
5. Continue RIMS liaison program incorporating collection development support
6. Continue support of HELP Desk as focal point for computing information and a referral point for Information Services inquiries.
7. Work as a division to evaluate services and recommend services to be added and discontinued.
8. Continue to keep abreast of new and enhanced hardware and software in support of IS inititiatives
9. Continue SDI service
10. Continue CBT project with the School of Pharmacy
11. Continue project to identify subject specific resources on the Internet

IIS Tasks for FY94/95
1. Implement and revise new courses in bioethics resources, HAPI, Census, the new online catalog, Aidsline, the Windows environment, and WordPerfect.
2. Investigate the support of MS Word and MS Excel
3. Complete policy and procedure manuals for both CIDS and RIMS
4. Promote the use of consultations in lieu of formal instruction, including use for support of clients with special needs.
5. Develop joint projects and courses between CIDS and RIMS.
6. Publish the CIDS brochure
7. Develop a strategy for promoting an instructional design service in CIDS
8. Select and implement HELP Desk logging and referral tracking software. Evaluate potential use in RIMS
9. Select and implement course tracking software in CIDS. Evaluate potential use in RIMS
10. Implement and support IS/Campus hardware and software standards.
11. Participate in Informatics Week for the School of Medicine

12. Participate in the HCOP grants in the School of Medicine
13. Promote and provide free access to Aidsline and HSTAT
14. Add ADA statement to all appropriate brochures and documents
15. Target the School of Pharmacy to receive "farewell packets".
16. Investigate incorporating CIDS into the liaison program.
17. Study the SDI service and evaluate it's usefulnes vs time expended on it.
18. Track commercial teleconferencing opportunities and investigate the possibility of CIDS coordinating and supporting a distance learning experience for the campus.
19. Develop a distance learning resource guide for UMAB.
20. Develop a self-service software distribution prototype in the User Area. Investigate possibility for use in the HSL.

IIS Accomplishments FY93/94
1. Evaluation of mediated search service completed.
2. New courses implemented in the areas of UMABNet, WordPerfect DOS 6.0, Intro to Windows, Pegasus, the Mac environment, and a basic introduction/tour of the HSL.
3. Farewell kit developed and sent to 4th year medical students.
4. Participated in planning for Informatics Week in the School of Medicine
5. Taught four sessions during the Computers in Nursing class, Fall and Spring semesters.
6. Liaisons met and established relationships with their cournterparts in the schools.
7. Both departments in IIS established problem notebooks in order to track and study problems and their resolution.
8. Began project to identify subject oriented resources on the Internet.
9. Participated in the publication of three course schedules, 2 IS Newsletters.
10. Revised tracking methods for mediated searching.

Goal 2   Pursue outreach activities beyond the campus.

Subgoals: o   Serve as RML.

                    o   Foster relationships with other libraries and organizations.

                    o   Promote the Health Sciences Library.

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

IIS Tasks for FY94/95
1. Participate in the 1994 Nursing Informatics Summer Institute - 2 classes
2. Establish relationships with other distance education sites across the University of Maryland
3. Arrange meetings with other reference departments from at least two schools who are heavy users of RIMS/HSL Services, i.e. Welch, UMBC, Towson, etc.

IIS Accomplishments FY93/94
1. Particpated in the 1993 Nursing Informatics Summer Institute - 4 classes
2. Evaluated MEDSTATS for NLM.
3. Evaluated PicQuik for NLM.

Goal 3   Provide high quality information infrastructures

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

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

IIS Ongoing Tasks:
1. Upgrade equipment in User Area, TAL Center, and Reference Database Area
2. Continue to evaluate self-service electronic resources in terms of resource allocation, print resources, and importance to users.
3. Serve on Journal Review and Collection Development Committees as needed
4. Support Resource Management in collection development activities utilizing liaison program
5. Continually evaluate documentation content for IIS services.

IIS Tasks for FY94/95
1. Assist in implementation of new online system
2. In summer of 1994, assist in the migration of MM+ and HSL/CC from one platform to another by planning appropriate educational strategies and support materials.
3. Investigate and strive to produce an integrated annual report for IIS for FY '95.
4. Investigate and devise system for tracking software owned and licensed by CIDS. Study feasibility of incorporating resources in RIMS and other IS units.
5. Design new documentation for HSL databases
6. Assist Resources Management in evaluating the serials collection
7. Conduct reference material use study
8. Implement a tracking and referrral system in support of the HELP desk infrastructure

IIS Accomplishments FY93/94
1. Assisted in evaluating and selecting new library automated system
2. Assisted in proactive collection development project through the liaisons
3. Studied peak periods, evenings, and weekends in order to ensure adequate IIS staffing
4. Added IPA, HAPI, Census, and Bioethicsline databases

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

Subgoals: o   Plan the new building.

                   o   Maintain and optimize use of current building.

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

IIS Tasks for FY94/95
1. Investigate improved signage in the reference room
2. Ensure ADA compliance in the User Area and ATAL.

IIS Accomplishments FY93/94
1. Methods in Enzymology shifted to reference area to make space in the monograph collection by using unused wall space.
2. User Area was reconfigured to create better work spaces for users, reduce the number of obsolete machines, and create new office space
3. Participated in schematic design, and design development

Goal 5   Maintain a management approach which is responsive to changing paradigms.

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

                  o   Support staff needs to facilitate their work.

                  o   Hire appropriate staff.

                  o   Incorporate principles of TQS in continuous planning.

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

IIS Tasks for FY94/95
1. Hold at least four IIS meetings including ones to be used for strategic planning
2. Hold monthly departmental meetings
3. Develop a mechanism for identifying staff ideas for developing skills in new areas. Incorporate into PMP process as a personal development profile
4. Review all PMPs in October/November and amend as necessary
5. Review IIS Goals and Objectives in late October/November or March and amend as necessary.
6. Investigate joining the HELP Desk Institute
7. Develop a program for training RIMS staff thoroughly in WP and CIDS staff in HSL Databases.
8. Evaluate the usefulness of Applelink and similar services that provide system support.

IIS Accomplishments 93/94
1. CIDS survived a stressful year with minimal staffing and a high quality of service - D. Hutson, L. Waring and new arrival, D. Grauel are to be commended.
2. RIMS carried on all programs and services while being down two positions for the majority of the year.
3. Attendance at national, regional, and local meetings
4. Attendance at seminars for professional growth
5. Four IIS divisional meetings were held
6. At least monthly meetings were held in CIDS and RIMS.
7. IIS retreat held in July 1993, another in June, 1994
8. Manager, CIDS, three Information Specialists, one Instructional Designer, one LTA, and one DP Inservice Educator hired.
9. Team approach was applied to the mediated search service to identify and address problems to improve services.

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

Subgoals: o   Collaborate and cooperate on joint ventures.

                o   Continue to develop team building.

                o   Foster improved communication among IS units.

IIS Ongoing Tasks:
1. Participate in IS strategic planning process and disseminate information accordingly.
2. Serve on committees as necessary in support of IS activities
3. Continue to work on refining and supporting UMABNet
4. Participate in the evaluation of WordPerfect Office and InForms.
5. Support and train staff in the Legislative Office.

IIS Tasks for FY94/95
1. Build a referral and support system, electronically and manually, across IS in support of the HELP Desk function.
2. Develop a unified documentation effort - a common "look", revisions, common distribution (including UMABnet), and policies for updating.
3. Develop an Internet curriculum
4. Participate in the School of Medicine's Informatics Week
5. Initiate 2-3 meetings per year with ACHI and other divisions as appropriate, for information sharing purposes
6. Offer a "train the trainers" seminar for instructors in IS
7. Investigate offering a "customer service" session to enable IS to offer quality service to our users.
8. Assist in the design of a unified evaluation form to be used across IS through the Education Oversight Committee.
9. Add IIS brochures and class information to UMABnet
10. Develop and refine HELP Desk as the IS focal point
11. Provide support for the development of the supported hardware and software lists.
IIS Accomplishments 93/94
1. Participated in IS strategic planning process
2. Published a joint schedule of classes for all of IS
3. Participated in the IS UMABNet development project
4. Participated in Education Oversight Committee, Hardware and Software Standards Committees, Unified Documentation Committee, Joint Liaison Ad Hoc Meeting

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

Subgoals: o   Conduct research.

                     o   Publish and/or present research results.

                     o   Share expertise through formal and informal venues.

IIS Ongoing Tasks:
1. Investigate possibilities for publication and presentation

IIS Tasks for FY94/95
1. Repeat Caller ID Project in order to verify results
2. Conclude work on the UMLS project

IIS Accomplishments 93/94
1. During September, October, November, incoming calls were studied using "caller id". Results were presented in a poster session at the annual meeting of the Medical Library Association, May 1994.
2. Participated in the joint NLM/UMAB symposium, "Building the Library/Information Center of the Future."
3. Papers, presentations, or poster sessions were given at the MLA Annual Meeting, the annual meeting of the Mid-Atlantic Chapter, MLA, LOEX, the Building Symposium

STRATEGIC PLAN FOR HSL (94/95)

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

Library Systems

Goals and Subgoals

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

Subgoals:

o Provides library outreach services on campus.

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

o Investigate new and innovative services.

o Address needs of special populations.

o Promote Health Sciences Library products and services.

Ongoing Tasks:

o Update and maintain information on the Campus Wide Information System (UMABNET)

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

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

Tasks for FY94/95

o Evaluate, and implement if feasible, a single phone number for problem calls

o Assess software and hardware requirements for electronic reserve system

o Introduce Microsoft Windows environment to public workstations and staff PC's

o Introduce Mosaic to public and staff

o   Investigate the establishment of a World Wide Web/Mosaic server to replace the UMABNET gopher

o   Implement campus-wide access to Silver Platter CD-ROM databases via TCP/IP

o   Implement new online catalog

o   Assess , and if feasible, implement the client/server software to be introduced by CD-Plus in the Fall of 1994

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

Accomplished FY93/94

o   Added new CD-ROM databases, i.e. HAPI, Bioethics Line, Census Data

o   Assessed, and ordered, the CD-Plus OVID for UNIX upgrade, including the acquisition of a Sun computer, a move of the Current Contents database to OVID, and an increase of 20 to 30 concurrent users

o   Continued to improve the service orientation of the department

o   Provided consultation services to many people on the campus

o   Selected, and ordered, new microcomputer configurations for the Microlab

o   Ordered, and began introduction, of Saber Windows menuing system to serve as the public interface for all library resources

o   Selected, and ordered, the Silver Platter UNIX option so access to the Library's Silver Platter CD-ROM databases would be possible via TCP/IP

o   Established Library as center for content administration of the Campus Wide Information System (UMABNET)

o   Migrated to upgraded OVID software

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

Subgoals: o   Serve as RML.

              o   Foster relationships with other libraries and organizations.

              o   Promote the Health Sciences Library.

Ongoing Tasks:

              o   Work with Maryland libraries on the Sailor Project, contributing
                  expertise, and exploiting the Sailor network to bring HSL resources to
                  distant clinicians and hospitals

              o   Support field testing of NLM projects

Tasks for FY94/95

              o   Assess usefulness of NLM document imaging program

              o   Complete UMLS interface programming

Accomplished FY93/94

              o   Developed the standalone version of the UMLS interface software

              o   Supported the beta testing of the NLM document imaging program

              o   Revised and enhanced the Sailor gopher for release to the public and
                  began testing the Mosaic version of Sailor

              o   Completed transfer of Serhold database updates to NLM

Goal 3   **Provide   high   quality   information   infrastructures**

Subgoals: o   Provide and manage appropriate library resources.

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

Ongoing Tasks:

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

                 o   Review services to Microlab and implement enhancements where
                      appropriate

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

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

Tasks for FY94/95

                 o   Co-ordinate and provide technical support for the implementation of the
                      DRA library automation system

                 o   Install 34 new microcomputers and re-locate 27 existing micros

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

                 o   Implement Saber for Windows menu on public workstations

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

                 o   Upgrade Novell servers to improve reliabilty and add new services, e.g.,
                      Silver Platter databases with UNIX version software

                 o   Upgrade CD-Plus software to UNIX version and move Medline and
                      Current Contents onto Sun computer

                 o   Install new accounting system and exploit its capabilities to improve on
                      the existing system

                 o   Determine and implement best staff e-mail system to replace LS2000
                      mail

Accomplished FY93/94

o   Enhanced network data storage capacity

o   Assessed, and ordered, equipment necessary to extend network to all
    staff and to additional Library users, with upgrade to ethernet for all
    Macintosh users

o   Established a plan to relegate existing microcomputers

o   Co-ordinated the selection of the DRA library automation system

o   Migrated all Macintosh computers to System 7

o   Assessed, and implemented, several new software packages, e.g.,
    Nightwatch, TCP-Connect, Great Plains Dynamic Series Accounting,
    Pegasus Mail

o   Installed new double tray printer in Administration Office and re-
    located existing printer to Systems Office

o   Set up spreadsheet for RIMS caller ID survey

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

Subgoals: o   Plan the new building.

o   Maintain and optimize use of current building.

Ongoing Tasks:

o   Participate in building planning process

Tasks for FY94/95

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

o   Collude with Resources Management to remove the paper shelf list

o   Remove SC350 equipment in Technical Services (once DRA Acquisitions and Serials Modules are implemented) to increase space availability

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

Accomplished FY93/94

o   Initiated de-inventorying of old computer equipment in supply room to make storage space available during microcomputer relegation project

o   Co-ordinated move of Ariel workstation to make it more accessible to ILL staff

o   Participated in new building planning

o   Provided technical support to the Building Symposium

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

Subgoals:

o   Support and provide opportunities for staff development and training.

o   Support staff needs to facilitate their work.

o   Hire appropriate staff.

o   Incorporate principles of TQS in continuous planning.

Ongoing Tasks:

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

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

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

Tasks for FY94/95

o   Find LAN courses appropriate for extending/upgrading LAN expertise to all Systems staff

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

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

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

Accomplished 93/94

o   Peter LePoer attended intensive course on Visual Basic to enhance his ability to work on the UMLS project

o   Peter LePoer attended a course on client/server software development

o   Hired Steve Rafferty to fill open Systems Librarian position

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

Subgoals: o   Collaborate and cooperate on joint ventures.

                   o   Continue to develop team building.

                   o   Foster improved communication among IS units.

Ongoing Tasks:

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

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

                   o   Maintain a working relationship with Academic Computing to support the operation and enhancement of the Campus Wide Information System (UMABNET)

Tasks for FY94/95

                   o   Assess, and implement if feasible, an exchange program with Administrative and/or Academic Computing whereby Peter LePoer can can learn their standard programming conventions and they can learn his client-builder programming skills

                   o   Develop a working relationship with Systems and Operations for the co-operative operation of the DRA library automation system on the VAX 6510

                   o   Collaborate on the adoption of standard electronic communication technologies for IS and the campus

                   o   Assess the possibilities for using campus standard codes for patron codes in the circulation system, the accounting system, and the database password databases

Accomplished 93/94

                   o   Contributed to IS re-organization planning during IS Retreats and sub-committees (e.g. electronic communication, skills inventory) formed by that process

                   o   Established partnering arrangement with Academic Computing for the management of the Campus Wide Information System (UMABNET)

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

Subgoals: o   Conduct research.

               o   Publish and/or present research results.

               o   Share expertise through formal and informal venues.

Ongoing Tasks:

               o   Maintain an awareness of emerging technologies

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

Tasks for FY94/95

               o   Co-ordinate the development of a Mosaic-based version of the State-Wide networking project, Sailor

               o   Deliver paper (Peter LePoer) on UMLS at SCAMC Conference November 5, 1994

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

Accomplished 93/94

               o   Steve Heinold attended a conference on new Internet technologies

               o   Peter Burslem attended ALA Midwinter

Goals for Academic Computing / Health Informatics - FY95

Vision

Information Services will develop an environment where technology and people make information and knowledge accessible where, when, and how it is needed.

Mission

Information Services is dedicated to furthering the UMAB mission by providing and supporting information resources and services and an infrastructure which facilitates the creation, utilization, and management of information and knowledge.

Goals

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

Subgoals:

o   Provide high quality training, documentation, and support for ACHI-supported software and services.

o   Provide technical support to end-users of network-wide telecommunication systems to support the academic mission of UMAB.

o   Investigate new and innovative services.

o   Address needs of special populations.

o   Promote Information Services' products and services.

Ongoing Tasks:

o   Provide operating system (CMS) classes, training, and consultation for academic computing platform (IBM 4381) to support the academic mission of UMAB.

o   Provide statistical application (SAS, SAS-DOS, SAS-WIN, SPSS-X, SPSS-DOS) classes, training and consultation to support the academic mission of UMAB.

o   Provide IBM 4381 account management and support.

o   Provide telecommunication application (telnet, FTP, kermit) classes, training, consultation, and installation to support the academic mission of UMAB.

o   Provide technical support of the campus gopher.

o   Provide database application classes, training and consultation to support the academic mission of UMAB.

o   Promote standardization of campus database systems.

FY95 Tasks:

o   Provide maintenance for ACHI-developed database systems.

o   Provide multimedia application classes, training, and consultation to support the educational mission of UMAB.

o   Provide support of the SOM Office of Medical Education.

o   Provide knowledge engineering for and development of applications to support the educational and research mission of the various UMAB schools.

o   Maintain the IBM 4381 ACASI (usage accounting) system.

o   Establish policies and procedures for account creation and maintenance on UMABnet.

o   Create a menu system for UMABnet.

o   Develop operating system (UNIX) and application program (editor, telecommunication, and internet applications) classes, training and end-user support for UMABnet and for future academic computing platform(s).

o   Revise policies and procedures ethernet connections and internet software installation on campus.

o   Establish operating system level support for Macintosh OS and Windows 3.x to support campus end-users.

o   Update gopher server to version 2.0.x, install mailman, deliver, and veronica.

o   Support technical aspects of campus gopher revision.

o   Establish a FTP site on UMABnet for distribution of ACHI supported software (networking) software.

o   Establish and maintain a site on UMABnet for distribution, delivery of IS-developed operating system, network, and application program documentation.

o   Provide technical support to establish sites on UMABnet (gopher) for archiving publications with campus-wide distribution (The Voice, IS News, Policies and Procedures Manual).

o   Establish http (WWW, Mosaic) server to support UMAB/NLM Building the Library/Information Center of the Future Symposium. Connect this server to NLM's HyperDOC and UMS system-wide home page.

o Establish Pine and UMABnet (gopher) classes and training to support the SOM Informatics week and deliver this training to all interested UMAB users on a monthly basis.

o Establish classes, training, or support of listserv and usenet news for campus end-users.

o Establish "Introduction to the Network" course(s) for Novell file server and UNIX end-users.

o Establish a database server (Novell or UNIX) to support the academic mission of the campus.

o Offer database development services to support the academic mission of UMAB.

o Establish administrator support for small Novell file servers on campus.

o Support development and delivery of SOM Informatics week.

o Complete UMCATH development and documentation.

o Establish procedures and support transition of UMCATH responsibility to UMMS by FY96.

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

Subgoals:
o Foster relationships with other Academic Computing and Health Informatics organizations at regional campuses.

o Promote Information Services.

Ongoing Tasks:
o Visit regional Academic Computing and Health Informatics organizations.

FY95 Tasks:
o Become active in one or more regional seminar series sponsored by computer science, information systems or human-computer interaction departments

Goal 3   **Provide a high quality information infrastructure.**

Subgoals:

o   Provide and manage ACHI functions and resources to support the academic mission of UMAB.

Ongoing Tasks:

o   Define appropriate ACHI functions and services.

o   Evaluate appropriate software to support the academic mission of UMAB

FY95 Tasks:

o   Develop ACHI service visit form(s).

o   Develop a system for follow-up, quality control, and evaluation of ACHI services.

o   Establish a database server (Novell or UNIX) to support the academic mission of the campus.

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

Subgoals:

o   Assist planning of the new building.

o   Maintain and optimize use of current building.

Ongoing Tasks:

o   Realistically plan for academic computing resources in the new building.

o   Realistically plan for academic computing services to be offeren from the new building.

FY95 Tasks:

o   Plan and establish ACHI project room.

Goal 5   Maintain a management approach which is responsive to changing paradigms.

Subgoals:

o   Support and provide opportunities for staff development and training.

o   Support staff needs to facilitate their function.

o   Hire appropriate staff.

o   Incorporate principles of total quality management in ACHI planning processes.

FY95 Tasks:

o   To insure user are and phone support, cross train one or more ACHI staff in various CMS topics: basic disk managment, basic tape handling, and virtual memory.

o   Continue training of two ACHI staff in the UNIX operating system and UNIX application program (editor, telecommunication, and internet applications) to support end-users for future academic computing platform.

o   Continue training of two ACHI staff in the Novell operating system to support aministration of end-user Novell file servers.

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

Subgoals:

o   Collaborate and cooperate on joint ventures.

o   Improve communication amoung Information Services units.

Ongoing Tasks:

o   Cross-train with other Information System units when appropriate and possible.

o   Support technical aspects of UMABnet's gopher revision and enhancement.

FY95 Tasks:

o   Assist Help Desk in problem routing and resolution.

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

Become proactive in organizing and managing our support services to our UNIX, AIX and Novell users. Will include dissemination of information regarding our HESC agreement, periodic meetings, and better communications regarding expectations and services.

Administer, promote, and enhance the UMAB campus network.

Support client/server and relational data base initiatives.

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

Participate in and contribute to Greater Baltimore Committee and State Information Technology Board initiatives.

Support UMS intercampus initiatives and efforts, e.g., UMATS.

Goal 3   **Provide high quality information infrastructures.**

Continue to provide high quality support for our legacy systems running on the HP 3000 computer systems and IBM 4381 while exploring the possibilities in ultimately migrating services from these platforms.

Begin to implement a structured UNIX environment in the division in support of the migration of e-mail users and consolidation of UNIX environments. Areas such as security, disaster recovery, accounting/chargeback and capacity planning must be addressed.

Establish and maintain a production environment on the VAX 6510 system in anticipation of the HSL application which will run on it.

Train the backup system programmers for each environment so that we rely less on individual skills and more on team skills.

Provide and maintain adequate computing and network infrastructure.

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

associated with the new HSL-IS Building.

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

Assume a proactive role in the rightsizing of our computer systems depending on budget allocations and application needs.

Continue efforts to reduce ongoing cost of delivering services.

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

Explore possible alliances with the HSL systems staff to eliminate overlap and increase available resources to address new projects.

Assist in the implementation and support of the HSL CDplus data base (SUN workstation based).

Support the installation and implementation of the new HSL automation system (on DEC VAX)

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

Support and extend the services of and available to users on the campus network

STRATEGIC PLAN FOR ADMINISTRATIVE COMPUTING (94/95)
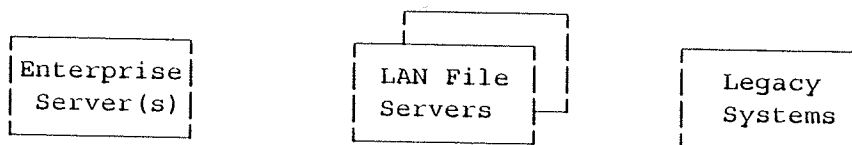
Mission

Enhance the efficiency and effectiveness of the institution's administrative processes by providing a flexible, integrated set of capabilities for

- accessing and utilizing data for operational and planning purposes

- easily and rapidly communicating with colleagues and customers

- improving current services and rapidly responding to new opportunities

Overall Goals

1. Greatly reduce time required to develop and enhance information systems while also permitting users to work smarter and more cooperatively from their desktops.

2. With or without UMSA support and/or direction make major improvements in FAS, SIS, etc. by beginning move to new hardware/software foundation

3. Improve ability of schools to satisfy unique needs while optimally satisfying UMAB and UMS requirements [integrate enterprise and departmental systems]

New UMAB Computing Environment (Client-server, fast systems development, etc.)

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┌─────────────┐        ┌──────────────┐   ┌───────────────┐
│ Enterprise  │        │ LAN File     │   │   Legacy      │
│ Server(s)   │        │ Servers      │   │   Systems     │
└─────────────┘        └──────────────┘   └───────────────┘
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UMAB DESKTOP

W'Perf 1-2-3 Harv.Gr	E-Mail Cal'dr	MIS DSS EIS	E-Forms	Integ. Docum. Mgmt	Enterprise Applications PB/PM/PV	"Local" Applications DE/Pdox/etc.	Reflections Gopher/ UMABnet	M'media T'phony ????
WINDOWS (DDE, OLE, ODBC, etc.) plus Macs								

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

Subgoals: o Provide Information Technology outreach services on campus.
 o Improve and evaluate current services in an effort to increase productivity and customer satisfaction.
 o Investigate new and innovative services.
 o Address needs of special populations.
 o Promote Information Technology products and services.

Ongoing Tasks:
1. Maintain, modify, and enhance existing systems

2. Support production, e.g., fiscal year-end processing

Tasks for FY 94/95

1. Reduce time required to develop and enhance information systems by selecting and implementing a new toolset and improved methodology based on Client/Server architecture [SQL, GUI, OOPs, CASE, PB, PCs, E-forms, Image/Docum. Mgmt, RAD/JAD, etc.]

2. Expedite student access to their UMAB status while reducing number of "routine" inquiries to staff (on-line access to personal data)

3. Modify existing Financial systems to interface to interface to new state system

4. Support UMSA design, testing, and implementation of C/S FMIS/HRS
   [lead on Grants and Contracts or proceed alone; MASORS?]

5. With or without UMSA direction, proceed ASAP in renovating or replacing UMAB SIS

6. Support UM Foundation in selecting and implementing a new ADIS, possibly with local server

7. Develop at least minimum application of Data Administration procedures for standardizing key data elements, e.g., Building Codes, Patron Codes

8. Implement at least one Decision Support System, e.g. Progression/Retention analysis

9. Complete investigation of E-forms and Image/Document Management tools and recommend useful applications at UMAB; implement low hanging fruit for continued learning

0. Support evolution of UMABnet into an extensive and easy source of information for all campus constituents

11. Learn a Business Processing Reengineering methodology and assist campus in its application

12. Develop and begin execution of Three-Year Plan that reflects

    - UMAB needs and resources

    - UMSA opportunities and constraints

    - a flexible, integrated architecture

    - maximum collaboration across IS, University Center, and UMSA

13. Encourage and support design and implementation of an optimal C-S / integrated desktop environment within IS as a model for other campus LANs

14. Support work of UMSA Auditor including preparation of UMAB responses

15. Determine usability of current HPs, after tuning, to support campus needs over next several years to decide what if any upgrades are necessary now

16. Complete design and implementation of the Leave Time Reporting System

7. Complete design and implementation of the PASS distributed Budget System

18. Develop the Operating Committee into a more proactive, strategic planning group

19. Optimally contribute to the various University Center committees

Accomplished FY93/94

Goal 2 Pursue outreach activities beyond the campus.

Subgoals: o Participate in and provide leadership to the UMS Administrative Computing Directors Group

o Foster relationships with other organizations.

Ongoing Tasks:

Tasks for FY94/95

Accomplished FY93/94

Goal 3 Provide high quality information infrastructure

Subgoals: o Provide and manage appropriate Information Technology resources.

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

Ongoing Tasks:

Tasks for FY94/95

Accomplished FY93/94

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

Subgoals: o Plan the new building.

o Maintain and optimize use of current building.

Ongoing Tasks:

Tasks for FY94/95

Accomplished FY93/94

Goal 5   Maintain a management approach which is responsive to changing paradigms.

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

o   Support staff needs to facilitate their work.

o   Hire appropriate staff.

o   Incorporate principles of TQS in continuous planning.

Ongoing Tasks:

Tasks for FY94/95

1.   Implement quarterly staff planning sessions

Accomplished 93/94

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

Subgoals: o   Collaborate and cooperate on joint ventures.

o   Continue to develop team building.

o   Foster improved communication among IS units.

Ongoing Tasks:

Tasks for FY94/95

Accomplished 93/94

Goal 7   Contribute to the knowledge base in information science.

Subgoals: o   Conduct research.

o   Publish and/or present research results.

o   Share expertise through formal and informal venues.

Ongoing Tasks:

Tasks for FY94/95

Accomplished 93/94

STRATEGIC PLAN FOR RESOURCE MANAGEMENT (94/95)
Mission

The Mission of Resource Management, the administrative services unit for Information Services, is to provide quality support services to the IS staff in the areas of payroll, acquisition of goods and services, financial management, record keeping and other administrative functions that are required by the staff. In addition to this internal support the unit will serve the campus users, system users and partners of the University in a timely and professional manner.

Goals and Subgoals

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

Subgoals: o   To provide timely and efficient support services to the IS staff.

o   To assist in the dissemination of public documents that promote the services provided by IS.

o   To work with campus units in providing quality IT services.

Ongoing Tasks:

o   To work with the Budget Office and Special Studies in order to complete the annual IPBP.

o   To assist the Office of Procurement in acquiring administrative data processing equipment and services.

o   To act as support to the Vice President in a variety of capacities.

o   To act as liaison between application staff for both Academic and Administrative computing and end users of billable services.

Tasks for FY94/95

o   To work with the Computer Den staff in transitioning the site license of several software packages (Reflections and SAS) from IS to the Computer Den.

o   To begin to participate on additional campus committees and working groups as the IS representative.

o   To assist in disseminating the IS software supported listing to the UMAB campus community.

o   To assist in the establishment of a standard workstation

configuration (both hardware and software) for the IS staff that can be used as a model for campus users.

o   To work with the directors of IS to find financial solutions that will decrease fixed cost and/or increase revenues.

Accomplished FY93/94

Goal 2   Pursue outreach activities beyond the campus.

Subgoals: o   To promote the IS organization.

Ongoing Tasks:

o   To continue to assist the Vice President and the Director of Outreach in the areas of Informatics, professional affiliations and UMS system wide initiatives.

Tasks for FY94/95

Accomplished FY93/94

Goal 3   Provide high quality information infrastructures

Subgoals: o

Ongoing Tasks:

    o   To continue to work with the Director of Operations and Technical Services to provide adequate financial support for the infrastructure.

Tasks for FY94/95

Accomplished FY93/94

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

Subgoals   o Maintain and optimize use of current building.

             o To be an active participant in the HSL/IS building
                meetings.

Ongoing Tasks:
             o To serve as the primary contact for issues
                relating to the space requirements of staff
                members located at 100 N. Greene St.

Tasks for FY94/95

Accomplished FY93/94

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

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

               o   Support staff needs to facilitate their work.

               o   Incorporate principles of TQS in continuous planning.

Ongoing Tasks:

               o   To continue to monitor the training needs of the support staff of the Vice President.

               o   To continue to serve as the IS ombudsman.

               o   To continue to ensure adequate support staffing for the Vice President.

               o   To continue to set priorities for the support staff in the absence of the Vice President.

               o   To continue to look for better ways to do business, both internally within IS and within the campus.

Tasks for FY94/95

               o   To provide at least one training opportunity for each support staff member.

               o   To have Faye trained as the part-time and back-up account clerk.

Accomplished 93/94

Goal 6   Develop inter-relationships among IS units to provide
                  mutual support in providing products & services.
b
Subgoals: o   Collaborate and cooperate on joint ventures.

             o   Foster improved communication among IS units.

Ongoing Tasks:
             o   To continue to provide divisional correspondence
                  through the IS-L listserve.

             o   To continue to be an active participant in the IS
                  planning retreat process.

             o   To continue to look at options that will lead to
                  financial economies for the IS organization.

Tasks for FY94/95

Accomplished 93/94

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

STRATEGIC PLAN FOR RESOURCE MANAGEMENT (94/95)
Mission

The Mission of Resource Management, the administrative services unit for Information Services, is to provide quality support services to the IS staff in the areas of payroll, acquisition of goods and services, financial management, record keeping and other administrative functions that are required by the staff. In addition to this internal support the unit will serve the campus users, system users and partners of the University in a timely and professional manner.

Goals and Subgoals

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

Subgoals: o To provide timely and efficient support services to the IS staff.

o To assist in the dissemination of public documents that promote the services provided by IS.

o To work with campus units in providing quality IT services.

Ongoing Tasks:

o To work with the Budget Office and Special Studies in order to complete the annual IPBP.

o To assist the Office of Procurement in acquiring administrative data processing equipment and services.

o To act as support to the Vice President in a variety of capacities.

o To act as liaison between application staff for both Academic and Administrative computing and end users of billable services.

Tasks for FY94/95

o To work with the Computer Den staff in transitioning the site license of several software packages (Reflections and SAS) from IS to the Computer Den.

o To begin to participate on additional campus committees and working groups as the IS representative.

o To assist in disseminating the IS software supported listing to the UMAB campus community.

o To assist in the establishment of a standard workstation

configuration (both hardware and software) for the IS staff that can be used as a model for campus users.

o   To work with the directors of IS to find financial solutions that will decrease fixed cost and/or increase revenues.

Accomplished FY93/94

Goal 2   Pursue outreach activities beyond the campus.

Subgoals: o   To promote the IS organization.

Ongoing Tasks:

o   To continue to assist the Vice President and the Director of Outreach in the areas of Informatics, professional affiliations and UMS system wide initiatives.

Tasks for FY94/95

Accomplished FY93/94

Goal 3   Provide high quality information infrastructures

Subgoals: o

Ongoing Tasks:

   o   To continue to work with the Director of Operations and
        Technical Services to provide adequate financial support
        for the infrastructure.

Tasks for FY94/95

Accomplished FY93/94

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

Subgoals   o Maintain and optimize use of current building.

               o To be an active participant in the HSL/IS building
                  meetings.

Ongoing Tasks:
               o To serve as the primary contact for issues
                  relating to the space requirements of staff
                  members located at 100 N. Greene St.

Tasks for FY94/95

Accomplished FY93/94

| Goal 5 | Maintain a management approach which is responsive to changing paradigms. |

Subgoals:

o   Support and provide opportunities for staff development and training.

o   Support staff needs to facilitate their work.

o   Incorporate principles of TQS in continuous planning.

Ongoing Tasks:

o   To continue to monitor the training needs of the support staff of the Vice President.

o   To continue to serve as the IS ombudsman.

o   To continue to ensure adequate support staffing for the Vice President.

o   To continue to set priorities for the support staff in the absence of the Vice President.

o   To continue to look for better ways to do business, both internally within IS and within the campus.

Tasks for FY94/95

o   To provide at least one training opportunity for each support staff member.

o   To have Faye trained as the part-time and back-up account clerk.

Accomplished 93/94

Goal 6   Develop inter-relationships among IS units to provide
                mutual support in providing products & services.
b
Subgoals: o Collaborate and cooperate on joint ventures.

                o Foster improved communication among IS units.

Ongoing Tasks:
                o To continue to provide divisional correspondence
                   through the IS-L listserve.

                o To continue to be an active participant in the IS
                   planning retreat process.

                o To continue to look at options that will lead to
                   financial economies for the IS organization.

Tasks for FY94/95

Accomplished 93/94

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

STRATEGIC PLAN FOR TELECOMMUICATION SERVICES (94/95)
Mission

The Mission of the Telecommunications as a component of Information Services is to provide telecommunication services by a dedicated team of people providing consistent high quality telephone services to the campus community.

Goals and Subgoals

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

Subgoals: o   Provide dependable voice communication services.

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

o   Investigate new and innovative services and technologies.

o   Address needs of special populations.

o   Promote Telecommunication products and services.

Ongoing Tasks:

o   To evaluate the life expectancy of the current Aspen Voice Messaging System.

o   To comply with the ADA provisions for equal access to hearing impaired individuals.

o   To support the needs of Public Safety through use of the emergency response system.

o   To continue to process moves and changes of telephone lines and equipment in a timely fashion.

Tasks for FY94/95

o   To determine the appropriate method of maintaining the Aspen Voice Messaging System.

o   To have staff representation on the campus ADA issues committee.

o   To develop and award an RFP for discounted long distance service for Faculty, students and staff.

o   To provide monthly updates to Public Safety on changes to campus phone numbers.

Accomplished FY93/94

Goal 3   Provide high quality information infrastructures

Subgoals   o To assist in providing and managing the
                 communication infrastructure.

Ongoing Tasks:

              o To begin the evaluation of options of Centrex
                 versus PBS.

Tasks for FY94/95

              o To survey various communication organizations,
                 professional organizations or institutions for
                 publish materials on evaluating and determining
                 Centrex versus PBX utilization.

              o To evaluate the RFP for the network validation.

              o To work with the selected network consultant to
                 ascertain the strengths and weaknesses of the
                 infrastructure .

              o To meet monthly with UMMS Telecommunication
                 Director.

Accomplished FY93/94

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

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

o Support staff needs to facilitate their work.

o Incorporate principles of TQS in continuous planning.

Ongoing Tasks:

o To continue to keep abreast of new technologoes in the ever changing and growing field of telecommunications.

o To continue to inform campus users of new technologies that are compatible to the voice infrastructure.

o To continue to provide monthly training classes in : telephone etiquette, voice messaging, and Comdail system features.

Tasks for FY94/95

o To provide at least one training opportunity for each Telecomunication staff member.

o To hold monthly staff meetings to discuss pertinent issues of concern of all staff , beginning in August 1994.

o To recruit for the vacant Account Clerk position.

Accomplished 93/94

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

Subgoals: o   Conduct research.

              o   Publish and/or present research results.

              o   Share   expertise   through   formal   and   informal
                  venues.

Ongoing Tasks:

Tasks for FY94/95

Accomplished 93/94